



Department
for Work &
Pensions

Timms Review Annex: Improvements to the current benefit September 2026

**Easy
Read**



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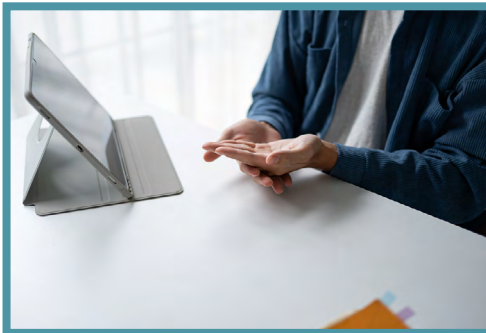
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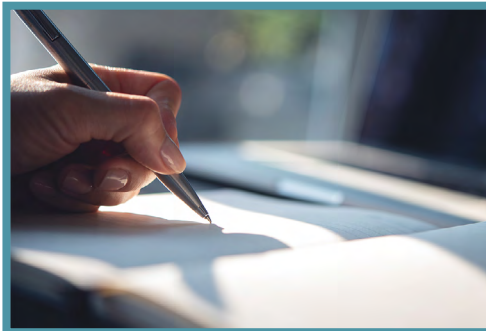
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Introduction



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The Timms Review is about a benefit called **Personal Independence Payment**.

This is called **PIP** for short.

Timms Review
Co-chair Update Letter
September 2026

Easy
Read



The Timms Review co-chair update letter for September 2026 talks about **emerging recommendations**.



Emerging recommendations are early ideas about what should change.

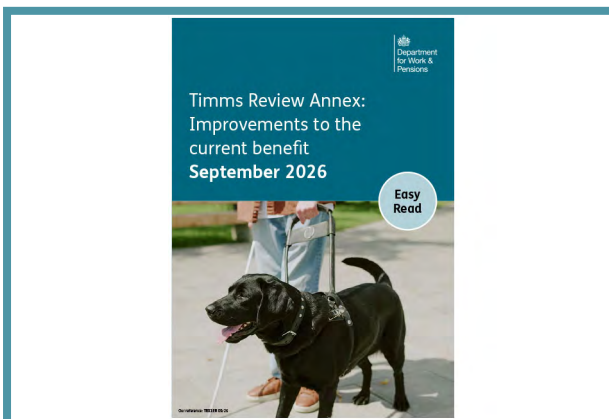
They are ideas that are still being worked on.

What this annex explains



The annex easy read documents about emerging recommendations are in 2 parts:

- 'Improvements to the current benefit'
- 'Principles of a reformed benefit'.



This part of the annex explains improvements that could be made to the current benefit.



It covers:

- the experience of applying for and receiving PIP
- assessments and decision making
- building a strong foundation for a future benefit.

2

Improving the experience for people applying for and receiving PIP

Reduce unnecessary award reviews for people with lifelong or degenerative conditions



A degenerative condition gets worse over time.



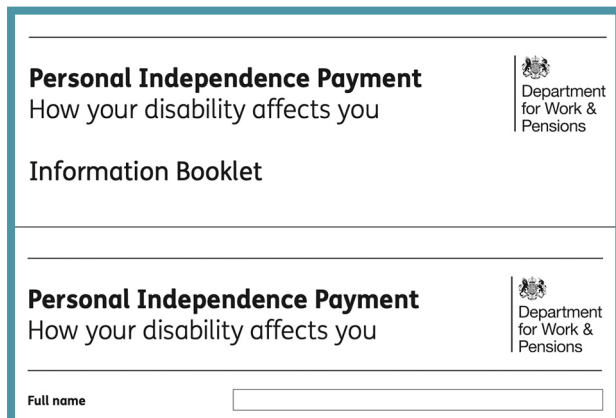
People should not have an award review if their condition is not expected to improve.



The award review process and communications should be improved.

This will reduce anxiety about award reviews.

Make the PIP2 form and guidance easier to use



Personal Independence Payment
How your disability affects you

Information Booklet

Personal Independence Payment
How your disability affects you

Full name

The PIP2 form is called
‘How Your Disability Affects You’.
The guidance should explain which
evidence is most relevant.



The form must still collect the
information needed to make
good decisions.



It must also capture fluctuating
conditions.
Fluctuating conditions can change
over time.

Improve the tone and language used by DWP



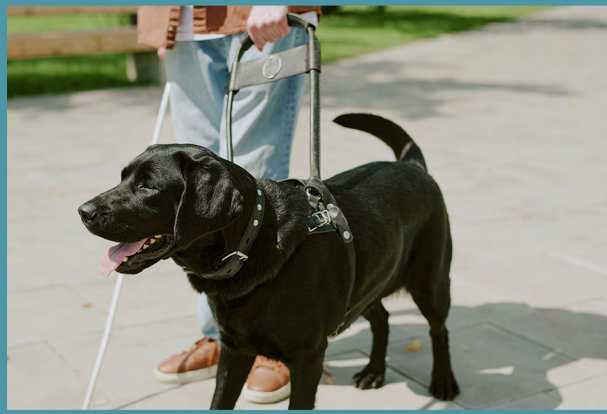
This includes decision letters and other communications.



The language should be:

- clearer
- more accessible
- more respectful.

Improve how reasonable adjustments are identified, delivered and monitored



Reasonable adjustments are changes that remove barriers for disabled people.

People claiming PIP are able to request reasonable adjustments from DWP and Assessment Providers.



This helps people take part in the PIP process equally.

Large print



DWP and Assessment Providers must do this under the Equality Act 2010.

People's individual needs must be met consistently.

People who need help with the PIP process should be able to use advocacy services



An advocate is someone who helps a person understand the PIP process.



They will help a person explain how their condition affects them.



This support should be available throughout the claims process.

Give more personalised and joined-up support to people who need it



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DWP should improve how it manages their PIP claims.



People with the highest support needs should get support that is right for them.



This could include a named support team that stays with the person throughout their claim.

3

Reform assessments and decision making

Create a clear framework for the PIP assessment process



A framework is a set of rules for how work should be done.



It should explain how decisions are:

- made
- challenged or appealed
- corrected.



This should make assessments more consistent, transparent and better quality.



Assessment Providers should have stronger governance, auditing and assurance.



This means their work should be managed and checked properly.



This will help people trust the process.

Improve feedback after Mandatory Reconsiderations and appeals



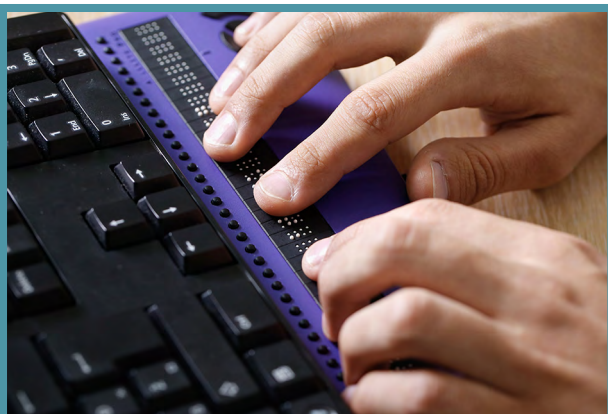
Mandatory Reconsiderations are called **MRs** for short.

An MR is when DWP looks at a benefit decision again.



Learning from MRs and appeals should improve future assessments and decisions.

Assessors should be accountable for their decisions.

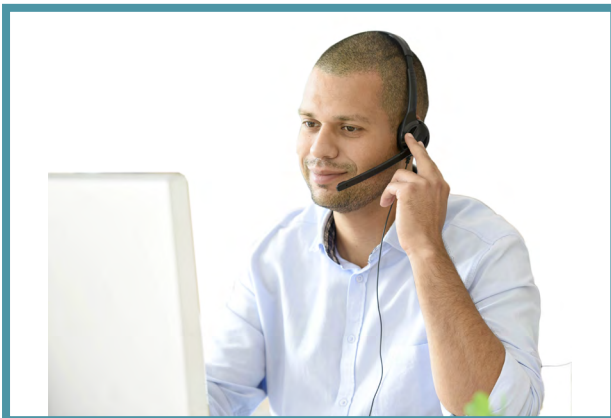


Provider performance measurements should include information from people's complaints.

Review how supporting evidence is used



Supporting evidence is information that helps DWP make a PIP decision.



Improve how relevant evidence is:

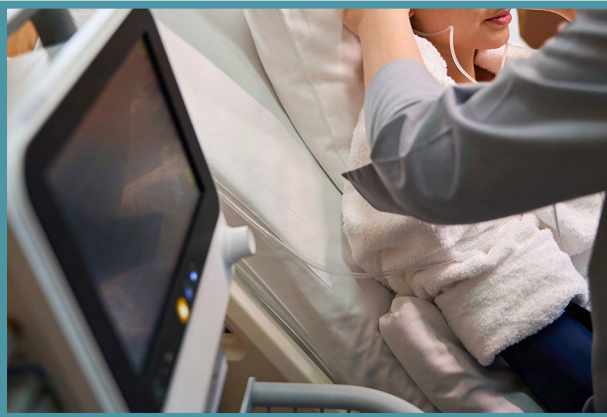
- collected
- shared
- considered.

This should support better decisions.



When the paper based evidence is enough, there might not be any need for an assessment.

Review the 28-day hospitalisation rule and its guidance



This rule can affect a person's PIP when they have been in hospital for 28 days.



The rule should not cause unnecessary stress.



People should get the support they need while seriously ill or recovering.

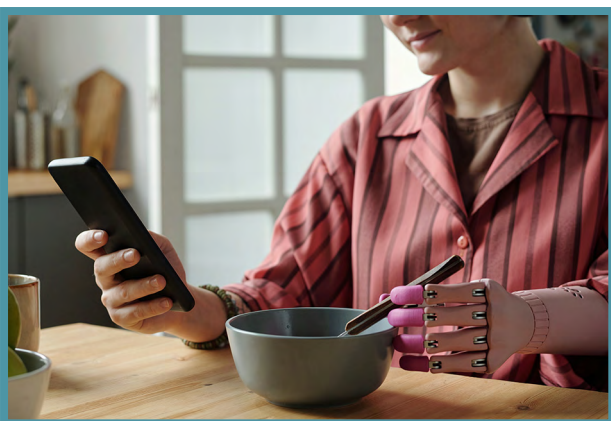
Improve how PIP assesses fluctuating conditions



Fluctuating conditions can change over time.



The assessment should consider how the condition affects the person over time.



It should not only look at one moment in the person's life.

People should get an assessment method that meets their needs

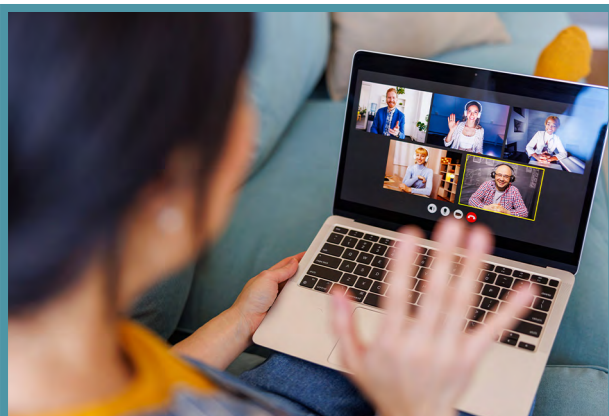


More face-to-face assessments should be available.



A face-to-face assessment should be available when evidence is:

- limited
- contradictory
- easier to understand through more discussion.



Different assessment formats should be available for different needs.

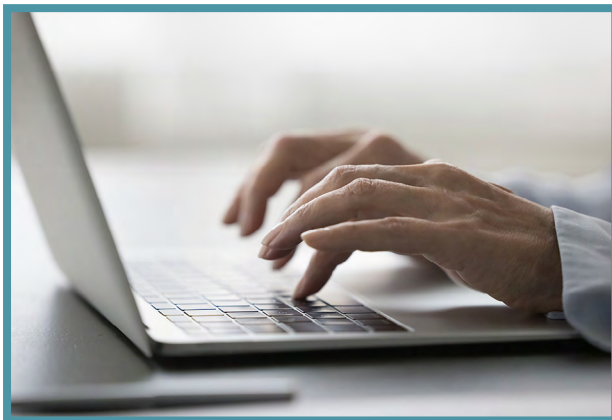
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Building a strong foundation for a future benefit

Make accessible digital services available throughout the PIP process



This should make the process easier and more accessible for everyone.



This could include an online portal.

A portal is a secure website where people can see and manage information about their PIP.



Each person should own their personal data.



There must also be ways to use PIP services without going online.



This will help prevent **digital exclusion**.

Digital exclusion means being unable to use an online service.

Improve the information collected about people applying for PIP



This should include protected characteristics and more health information.

Protected characteristics include things like age, disability, race, religion and sex.



The information will help DWP understand whether different groups have unfair experiences or outcomes.



People's information must be protected properly.