Department for Work & Pensions



The Timms Review of PIP benefit: Final report

Booklet 2: Ideas about changes to how PIP works now



November 2026

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About Easy Read



Easy Read uses easy words and pictures.



This Easy Read booklet tells you some new ideas for the PIP benefit.



This Easy Read is long.
The information in it is important.



You could ask someone to help you read it, if you need to.

What is in this booklet



Page 4 About this booklet



Page 6 Ideas about making things better for people when they ask for PIP



Page 16 Ideas about making PIP assessments and decisions better

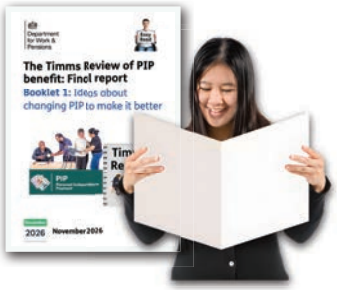


Page 23 Ideas about making sure PIP works well in the future

About this booklet



There are 3 Easy Read booklets that tell you about ideas for changes to PIP.



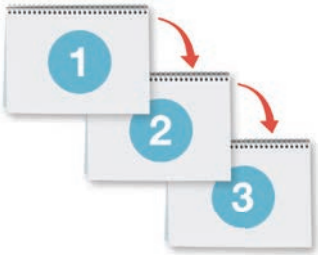
It is important you that you read Booklet 1 before you read this booklet.



You can find all of the booklets on the Government's website: www.gov.uk/government/publications/the-timms-review-final-report



This booklet tells you ideas about changes to how PIP works now.



We have split the ideas into 3 groups.

What the word condition means



In this booklet, when we say **condition**, we mean a disability or **health condition**.



A **health condition** is a problem that affects your body.

Things like having a bad back, pain or problems with your heart or breathing.



Or it could be to do with your **mental health**.

Mental health is things like your thoughts, feelings and how you cope in everyday life.

Group 1 ideas: Making things better for people when they ask for PIP

Idea 1: Reviews



If someone gets PIP, they will have a **review**.

A **review** is a check to make sure they are still getting the right amount of support.



The DWP could change who needs to have a review.

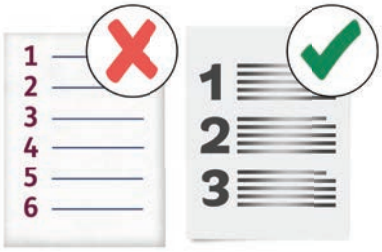


People would not need to have a review if they have a condition that will not change.

Or if they have a condition that is likely to get worse.



People could still ask for a review if their needs have changed.



Reviews will be shorter for people who need them.



The DWP could use information that they already have about the person.



The reviews will just check if the person's needs have changed.



The DWP could give people clearer information.

Things like when people will have a review.

And what they need to do to get ready for it.



Idea 2: The PIP2 form

When someone asks for PIP, they need to fill in a form called the **PIP2 form**.



The form asks the person how their disability affects their daily life and their **mobility**.



Mobility in PIP is about is how the person can get around.

Things like how far someone can walk.

Or if they use a walking stick or a wheelchair.



The DWP could change the PIP2 form. They could make it easy for people to understand.



The form could say why the DWP are asking each question.
And what they want to find out.



The form could also say what **supporting evidence** people should send back.



Supporting evidence is extra information about the person's condition.



It might be things like a letter from the doctor or test results.



There could be space for people to give more information about conditions that change day to day.



They might be able to do things some days like getting dressed or chopping food.



But they cannot do it on other days.



There could be different ways to fill in the form.

Things like on a computer or by video.



People can fill in the form in the way that is best for them.

Idea 3: Information everyone can understand



Letters and forms could be clear and easy to understand.



They should use clear language and words.

It should show the DWP cares about people and how people feel.

Idea 4: Reasonable adjustments



Reasonable adjustments are changes that can help people use a service.



Things like having longer appointments.



Or having information in a way that is easy to understand.



The DWP could make it easy for people to ask for reasonable adjustments.



The DWP could get better at finding out what reasonable adjustments people need.



And they could get better at making sure any reasonable adjustments are done.



The DWP should keep and look after information about people's reasonable adjustments.



This means people will not have to keep asking for them.



Idea 5: Help from an advocate

An **advocate** is someone you can talk to.



They can help you to understand information.



They can help you to speak up for what you want.

Or they can speak up for you.

It is also called getting **advocacy**.



There could be a new advocacy service to support people when they ask for PIP.

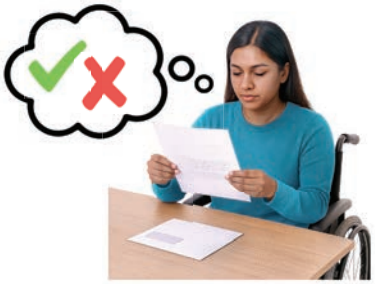
Idea 6: Extra support



People who need support when they ask for PIP could get extra help.



This might be a support team to help them right from the start.



The team will help the person until they have a PIP decision.



It would be the same support team who helps them each time.



This means the person would not have to tell their story again and again.

Idea 7: The 28 day hospital rule



This rule says a person's PIP payment stops if they are in hospital for 28 days or longer.



The person needs to tell the DWP if they are in hospital for a long time. This is often while the person is still very poorly.



It can make people feel very stressed or upset.



People might still have to pay for things when they are in hospital. Things like paying for their home or bills.



The DWP could look at the 28 day hospital rule.
They could change it.

Group 2 ideas: Making PIP assessments and decisions better



Some people need an **assessment** when they ask for PIP.

An **assessment** is a check to see if a person can do everyday things.



Things like cooking or washing.



Or telling people what you want or how you feel.



The assessment helps the DWP decide if the person can get PIP.



Idea 8: Assessments

There could be a new way of doing things.



The new way would make sure assessments are done well.



This would help to make sure decisions are fair.
And that they are made in the same way across the country.



The DWP should make it clear why someone gets PIP.
Or why they do not.



The DWP could give people the report from the person who does the assessment straightaway.



The DWP could get better at listening to what people say about assessments.



And they could use it to work out what needs to be done better.



If people are not happy with how PIP works they can say so.

There needs to be better ways to say if you are not happy.

Idea 9: PIP assessment training and skills



The person who does the assessment should have new training.



It will help them to understand what help people who ask for PIP need.

Idea 10: Mandatory Reconsiderations and appeals



When someone asks for PIP, the DWP might say no.



The person might think the DWP has not looked at their PIP information properly.



Mandatory Reconsiderations and appeals are ways for the decision to be looked at again.



The DWP could collect information from Mandatory Reconsiderations and appeals.



They could use what they find out to help make PIP decisions clearer and fairer.

Idea 11: Supporting evidence



The DWP could get more supporting evidence.

And they could use supporting evidence they already have.



This would help them to make better decisions when people ask for PIP.



There could be more paper based decisions.

This is when the assessment can be done without talking to the person.



The person doing the assessment just looks at the form and any supporting evidence.



It could happen if there is enough supporting evidence about the person.

Idea 12: Conditions that can change



The DWP could make the assessments better.

They could ask about conditions that can change day to day.



The assessment could be better at looking at how the person feels over time.



Not just on the day of the assessment.

Idea 13: Assessments to meet people's needs



The assessment could be done in different ways.
Things like by phone, on a computer or face to face.



People could have the kind of assessment that is best for them.



There should be more chance for people to have a face to face assessment, if they want one.

Group 3 ideas: Making sure PIP works well in the future



Idea 14: Technology

Technology is things like computers, tablets and phones.



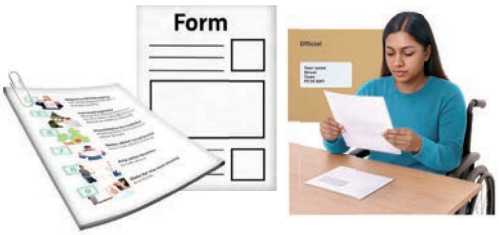
There could be more ways for people to ask for PIP using technology.



People who ask for PIP could use an **online portal**.
An **online portal** is like a folder but on a computer.



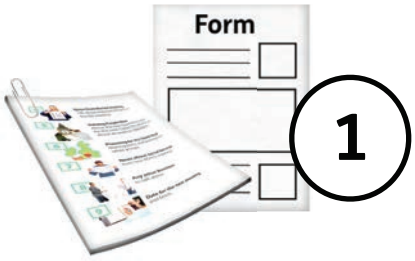
People could keep all their information in the online account.



Things like supporting evidence, decision letters and information from reviews.



This would make it easier to share information between services.



People would only need to share their information once.



The DWP must keep people's information safe.



They should only share it if the person agrees.



People should still be able to ask for PIP and get support without using technology.

Idea 15: Collect more information



At the moment, the DWP only collects information about the main condition people have.



They do not ask people for other information about themselves.



Things like:

- If they are a man or a woman.



- What race they are.



- What religion they are.



This means the DWP does not know if asking for PIP is harder for some groups of people.



The DWP could collect more information about the people who ask for PIP.



They could also share more information about all the conditions people have.



The DWP must make sure they look after people's information and keep it safe.

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