

Next step for new service for benefit assessments announced

Separate organisations currently run assessments for Personal Independence Payment (PIP) and the Work Capability Assessments in Employment Support Allowance and Universal Credit, using different IT systems. The new system will deliver all assessments using a single digital platform, developed and run by the DWP.

The new system, which will be launched in a region to be confirmed in due course, will mean that people in receipt of more than one benefit will not have to provide the same information multiple times.

Minister for Disabled People, Justin Tomlinson said:

We are committed to providing the best possible support for people with a disability. That's why we have listened to feedback from both charities and claimants to bring all assessments under one roof.

It's important we get this right, which is why we'll trial the new service on a regional scale before rolling it out nationally.

These changes show that we are moving in the right direction and the planned Green Paper will go further as we continue to improve the experience for people with long-term health conditions and disabilities.

The new service will be developed initially from 2021 before a national rollout, to ensure high quality and consistent support.

The announcement provides the next steps on a commitment made in 2019 on exploring ways of improving support for disabled people, including reducing the need for face to face assessments and eliminating the need to supply the same information more than once; increasing people's understanding and confidence in the benefits system.

Later in the year the Government will launch its national disability strategy to increase inclusivity in all spheres of life for disabled people.

The Minister for Disabled People's statement to Parliament can be found [here](#).

This single service will deliver the assessments for PIP and also the Work Capability Assessments in Employment and Support Allowance and Universal Credit.

Media enquiries for this press release – 020 3267 5144

Follow DWP on: