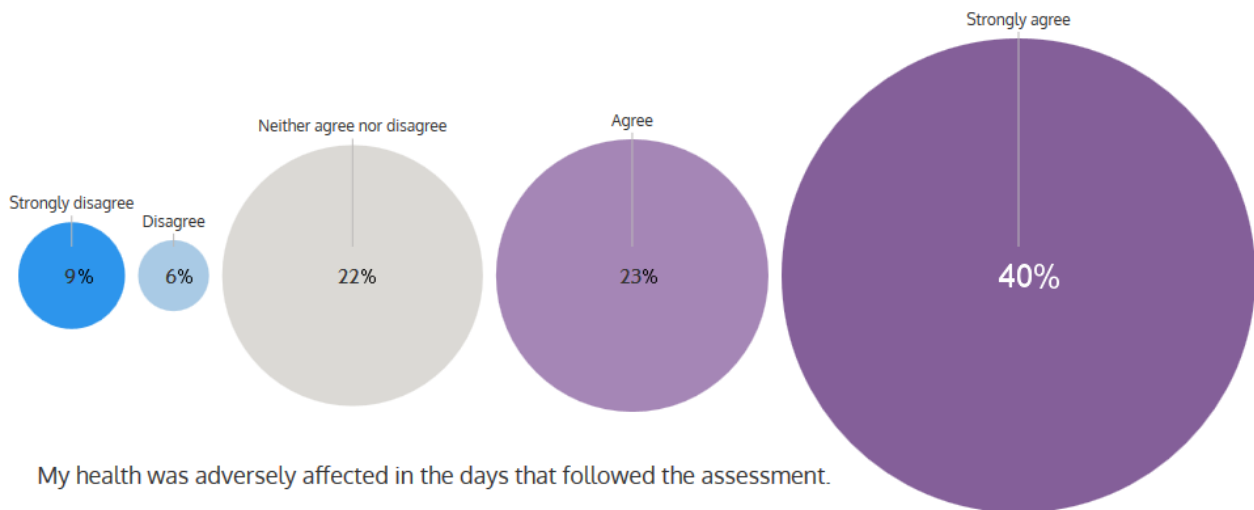
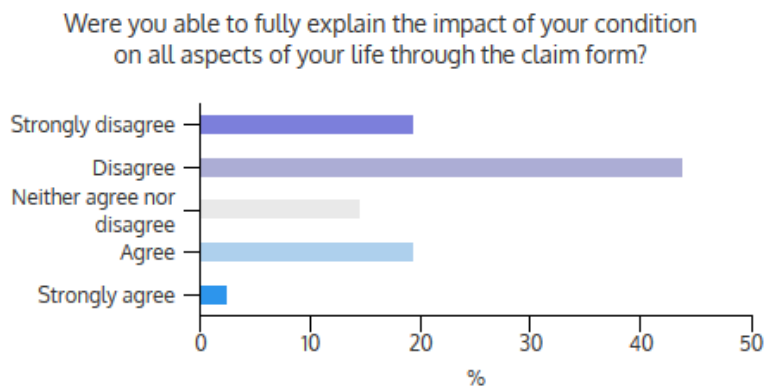


2014 – 2015 ARMA Benefits Survey

This survey was undertaken by the Arthritis and Musculoskeletal Alliance (ARMA) to identify and further understand the impacts of the changes to disability benefit assessments. This survey will be used to present key messages about the process and the outcomes to government officials.



Key Messages

- Work Capability Assessments (WCA) is not always necessary when a large amount of information and supporting documentation from health professionals has been submitted.
- Conditions are not understood at the WCA, particularly for fluctuating conditions which can change from day to day. Applicants are often left feeling fraudulent.
- Health is adversely affected by the process – both completing the forms and attending WCA. This can be in the form of stress or physically. In many cases the exam causes physical pain.
- The length of time the processes take can cause extreme financial hardship, leaving many destitute.
- Few are given the help that they need to get back to work having been found fit for work.

"The questions were very long and sometimes a little confusing. It was necessary to complete the form bit by bit over a couple of weeks."

"Tiresome contradictions."

"You are made to feel like a fraud... There is no understanding whatsoever of my condition."

"Very long, overcomplicated and asks us for information better required from medical professionals."

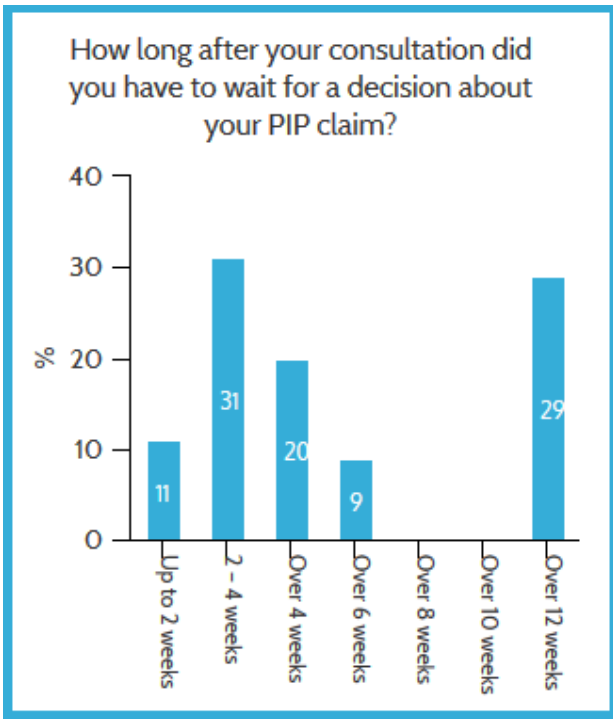
"So much detailed information needed. Support needed from GP, letters from family. Also do they take into consideration pain?"

Repeatability? I cannot write very well, and mental stress going over my inabilities led to further depression."

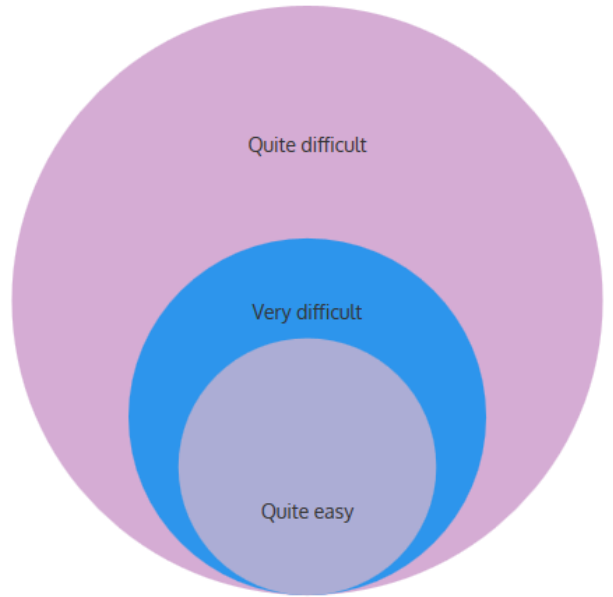
"I find filling forms difficult as I have a problem taking in information and understanding and remembering it..."

"Confusion over the meanings of questions, misleading information requested."

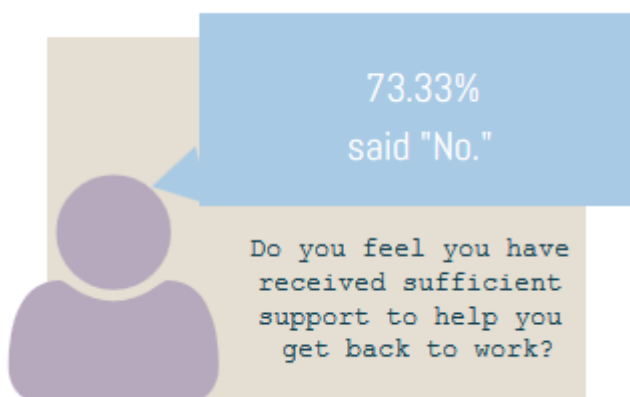
"Letters were ignored until the austerity measures were introduced and then the entire DLA was stopped."



How did you find filling in the PIP claim form?



Question	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Were you able to fully explain the impact of your condition on all aspects of your life through the ESA claim form?	28%	34%	18%	17%	3%
Were you able to fully explain the impact of your condition on all aspects of your life through the PIP claim form?	20%	44%	15%	20%	2%
The assessor asked about all the aspects of my condition that affect my ability to work.	32%	20%	28%	16%	4%
The assessor understood my condition.	24%	19%	30%	9%	3%



Specifications of the survey, full questions, analysis, data and more respondents' comments are available for [download from the ARMA website](#).