

How Can Lifelogging Help Disability Benefit Claimants?



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CHI '20 Computing for People Conference (18 May 2020)

1. What's the issue?

Assessments for disability benefits are often a difficult, embarrassing and distressing experience for claimants, made more difficult by their health conditions. Can technology make these processes more humane?

2. Potential impacts and benefits

As an integral part of the welfare state, 40-50 million working-age people in OECD countries receive support related to longer-term health conditions and disabilities.

Setting the level of benefit often involves reducing a multitude of conditions and effects into relatively few categories using approaches based on impairment, functional limitation, or disability. Often people are dependent upon the disability benefit to have a reasonable life, and the impact of gaining or losing an award is significant. Technology could make processes more inclusive, less complex, and help claimants recall how their conditions affect their daily lives improving their claims, which otherwise^[1] is prone to error and subjective.

We followed a case study approach which examined the UK process for disability assessments in obtaining a working-age adult benefit called Personal Independence Payment, abbreviated to PIP. Many people rely upon specialist advice agencies, who support them in articulating and documenting their experiences on the claim form.

1. D. Kahneman and J. Riis. 2012. Living, and thinking about it: Two perspectives on life. In *The Science of Well-Being*.

3. Participatory co-design

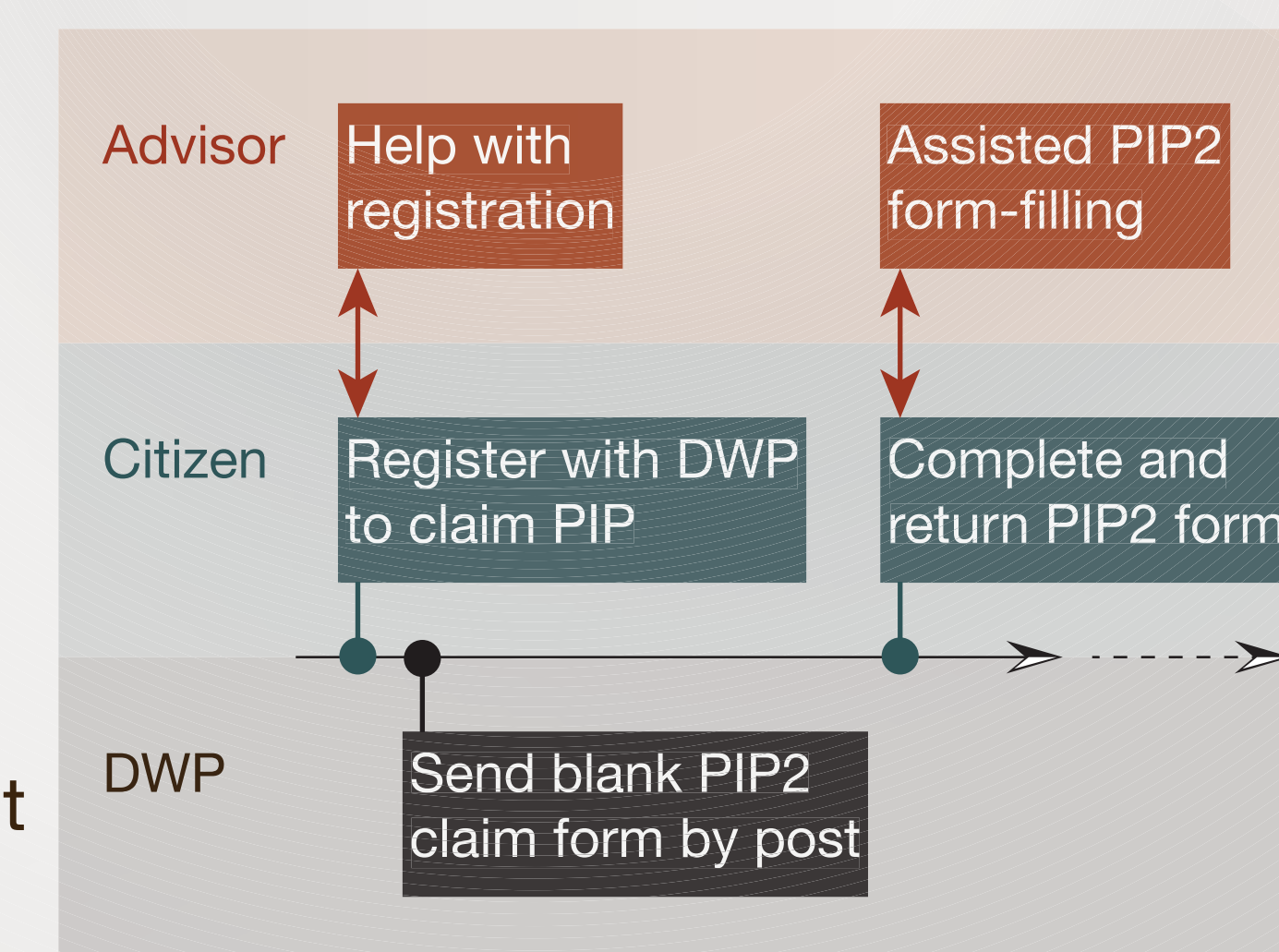
We investigated the potential use of lifelogging^[2,3] to assist people with disabilities capture and articulate a thorough description of true-life events. Firstly, we worked with advisors at one advice agency to identify constraints, clarify ethical issues and inform the design of a prototype called PIP Kit. Secondly, we then trialled the prototype with a small number of benefit claimants.



4. Prototype trials

Recollection of periodic events is necessary to make a disability benefit claim. The prototype PIP Kit provided daily diary record keeping, digital image capture and notes on documents and other supporting evidence to bring to the subsequent appointment with a benefits advisor, to complete the form collaboratively.

Claimants record their diaries in the period between registering a claim with the Department for Work and Pensions (DWP) to receive the form, and an appointment with the advisor.



2. C. Gurrin, A. F. Smeaton, and A. R. Doherty. 2014. LifeLogging: Personal Big Data. *Found. Trends Inf. Retr.* 8, 1: 1–125.
3. M. Harvey, M. Langheinrich, and G. Ward. 2016. Remembering through lifelogging. *Pervasive and Mobile Computing* 27: 14–26.

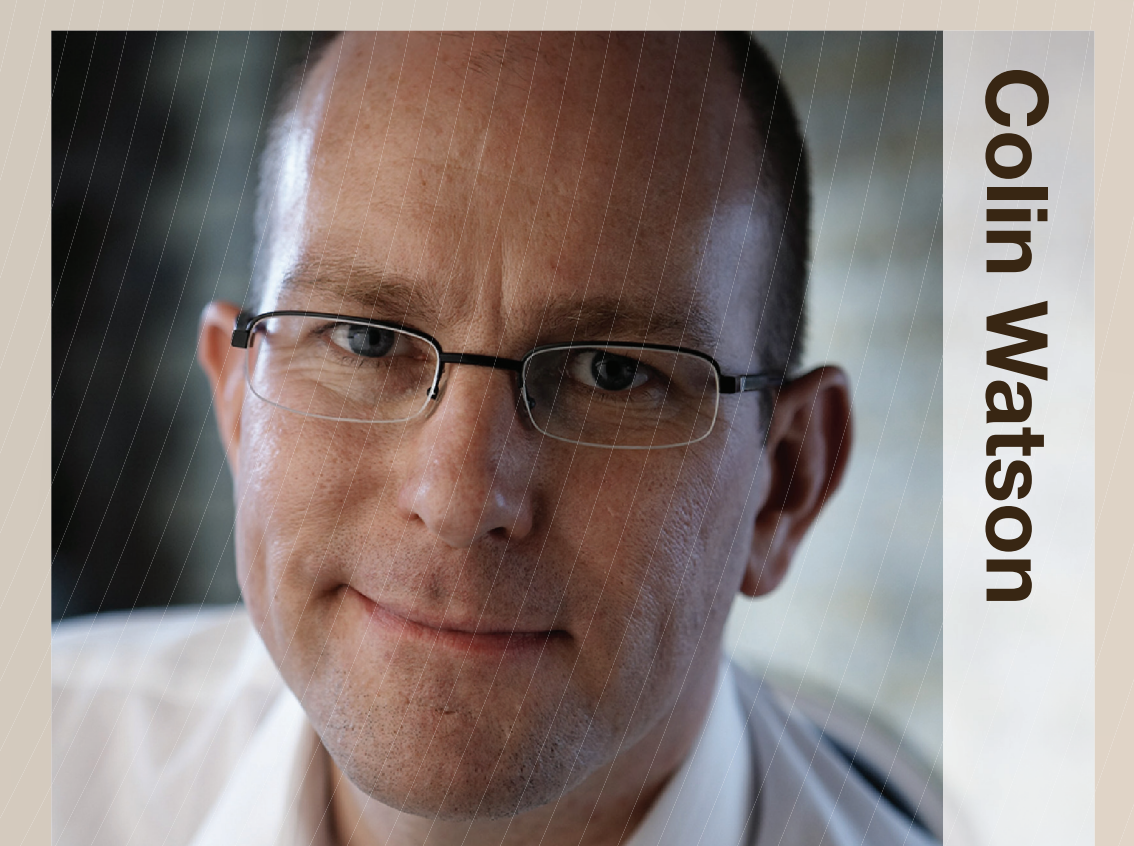
5. What was the impact?

We found the approach offered by PIP Kit helped ameliorate feelings of being overwhelmed, with claimants better able to grasp the purpose of the assessment questions. PIP Kit's granularity also generated memory cues as conversation starters leading to building better arguments for their claims. We also identified some design principles, summarised above, for supporting disability benefits claimants with technological interventions.

6. What's happening now?

To enable PIP Kit diary use without any face-to-face interaction, an online-only service is being developed to help advisors and claimants generate, distribute, complete and share claim information.

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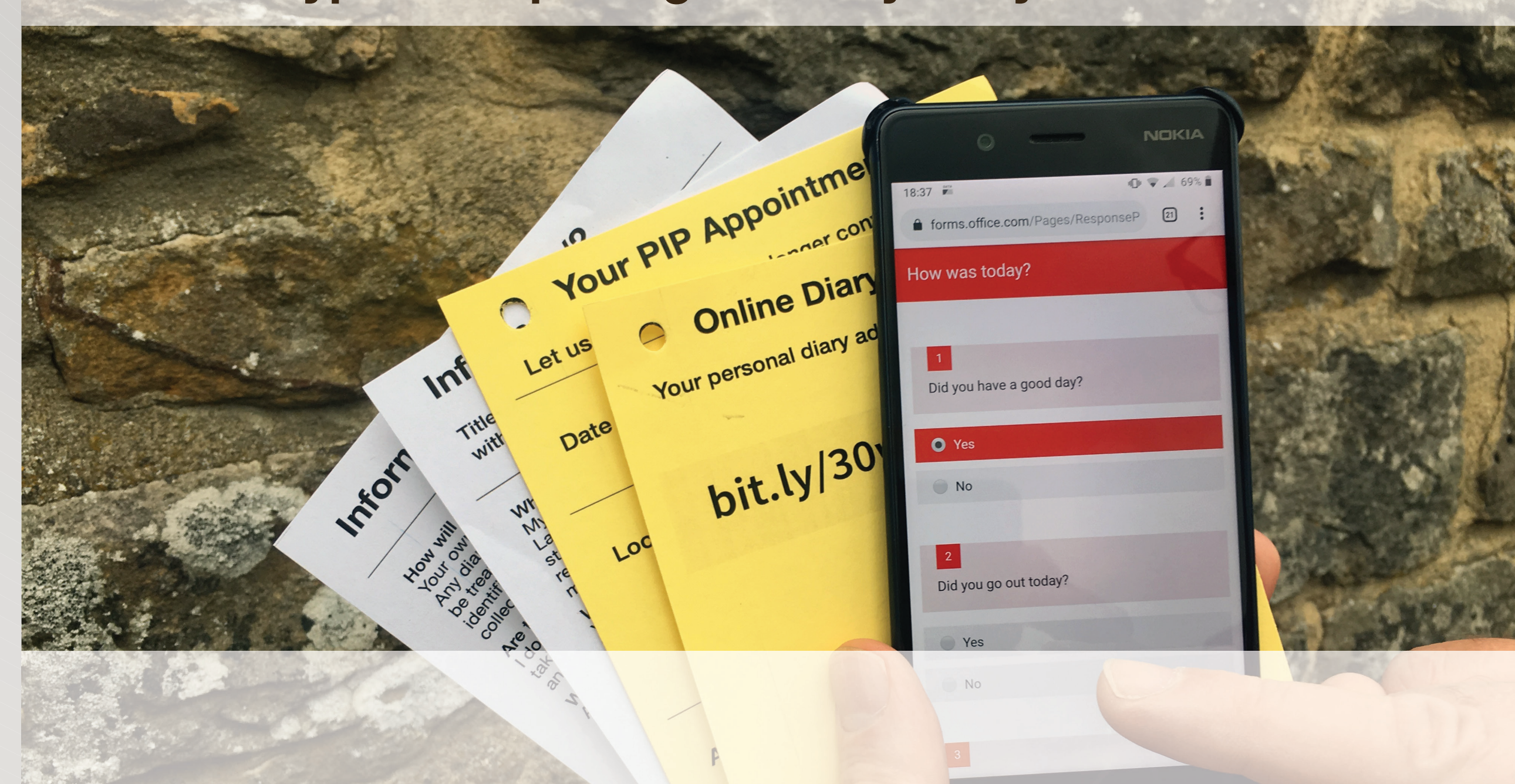


Colin Watson

Workshop: Identifying/prioritising claim evidence



Prototype: Completing the daily diary online



Prototype: Digital camera and physical daily diary

