Apply for new style ESA v5

Design notes for the 5th iteration of the ESA Apply online citizen form. Questions iterated following user research sessions with ESA claimants in Barnsley and Hull Jobcentres. Workshop with service team and SME to explore defining the Work questions

Changes to screens from v4

Q. Start

Insight from presenting the form to ESA claimants showed that they didn't understand the process for claiming ESA. Split the information into bullets and updated the content, moving it before the 'Start' button.

V4

V5

Q. Work questions - Following a workshop outputs the work questions split out questions so that the paid work and voluntary work have separate question flows

V4

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Are you doing any work or voluntary work?

○ Yes, I'm doing paid work

○ Yes, I'm doing unpaid voluntary work

○ No, I'm off sick but still employed

○ No, I'm unemployed

Continue

V5

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Do you have a paid job?

Answer no if you only do unpaid voluntary work – you'll be asked about this later.

○ Yes, I have a paid job

○ No, I do not have a paid job

Continue

Q. Are you working at the moment - worksick. Added a new question asking if they applicant is working or 'off sick'

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Do you have a paid job?

Answer no if you only do unpaid voluntary work – you'll be asked about this later.

○ Yes, I have a paid job

○ No, I do not have a paid job

Continue

Q. When did your job start - work-start-date. Added a new question to the flow so that users can record the employment start date so that users can provide better detail around the paid employment they are in.

V5

Q. Are you self-employed - work-self-emp . Added a new question to capture if the applicant is Self-employed

V5

Q. Are you a company director - work-director. Added a new question to capture if the applicant is a director of a company

V5

Q. Employment details - work-emp-details. Operations put forward a business need to capture more complete employer details for processing needs. Added an input field to capture the contact number for the Employer

V4

V5

Q. How often are you paid - payfrequency. Eligibility for the benefit allows the to earn an amount and still receive benefit payments. Added inputs to the data capture to record the amount they are paid

V4

V5

Q. Do you get paid for any expenses - expenses Processing agents need to record if any money is paid to the citizen in expenses. A decision maker can then adjudicate based on the data captured.Added a new question to capture if the applicant is paid any expenses from work

V5

**Q. What are the expenses for and how much do you get - expenses-details.** New screen to capture the detail for any expenses declared previously

V5

Q. Are you getting payments from an employer - employerpayments Removed this question from the flow as the question is asked in the follow up question around Statutory Payments (from an employer)

Q. Do you do any voluntary or unpaid work - voluntary-work Splitting the voluntary work data capture out from the general work questions should provide users a better understanding of what to answer

V4

V5

Q. Do you get paid from a pension scheme - pension Research had proven that users don't know what type of Pension product to inform about. Content change adding types of pension to consider

V4

V5

Q. Consent to request more information - consent Content change to the consent to meet GDPR requirements to ask the question to approach third parties to collect further information to support the application.

V4

V5

Consent to request more information

The Department for Work and Pensions (DWP) might need more information from the people or organisations you've told us about to deal with your application.

Do you agree that the DWP can ask them for more information about you?

◯ Yes, I agree that the DWP can ask them for more information about me

◯ No, I do not agree that the DWP can contact anyone about me

❗ **If you do not agree, you might need to contact the people and organisations yourself to get this information.**

Continue

Q. Do you have a mobile number - telephone Content change so that the question asks specifically for a mobile number based on feedback from Universal Credit policy requirements

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V4

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What is your telephone number?

The Department for Work and Pensions will contact you by text message if you give a mobile number. If not, they will contact you on a landline.

Telephone number

[_____]

Continue

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Do you have a mobile number?

If you do, you will be contacted by text message to confirm that your application has been received and to send appointment reminders.

◯ Yes

◯ No

Continue

Q. Done (What happens next) - done Content change to explain the claim process, the application is only the first part. Added contact to right panel for testing as users asked where the number was

V4

👑 **GOV.UK**   **Apply for 'new style' Employment and Support Allowance**

Application complete

Your reference is your
National Insurance number

Things to do now

If you have them, you'll need to provide your:

- fit note
- SSP1 form
- P45

What happens next

You'll get a letter in the next x weeks. It will either:

- tell you if you'll get ESA and how much
- ask for more information

What did you think of this service? (takes 30 seconds)

V5

👑 **GOV.UK**   **Apply for 'new style' Employment and Support Allowance**

Application submitted

Your reference is your
National Insurance number

Things to do now

Make an appointment

Call the helpline number on this page and make an appointment to:

- prove your identity
- agree and sign a 'claimant commitment' which is a record of the responsibilities you accept in return for getting Employment and Support Allowance

Things to take to your appointment

You'll need to bring the following if you have them:

- proof of identity
- fit note
- SSP1 form
- P45
- last 5 wage slips
- last workplace pension statement

What did you think of this service? (takes 30 seconds)

Contact DWP

Telephone

0800 169 0154

Monday to Friday, 8am to 6pm

Closed public holidays