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.

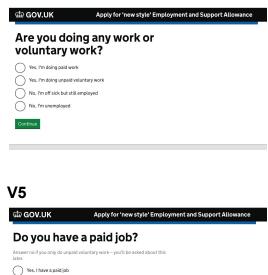
V4

Start now >



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

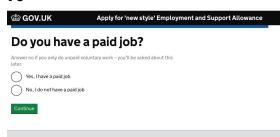
V4



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

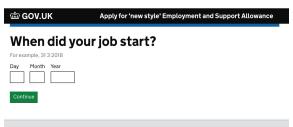
V5

No, I do not have a paid job



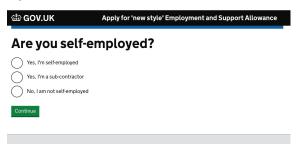
Q. When did your job start - work-start-date. Added a new question to the flow so that users can record the employment start date so that users can provide better detail around the paid employment they are in.

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



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

∰ GOV.UK	Apply for 'new style' Employment and Support Allowance	
Employment details		
Add as many jobs as you have. Job title		
Employer name		
Employer address		
Town or city		
County		
Postcode		
Add another		
Continue		

∰ GOV.UK	Apply for 'new style' Employment and Support Allowance
Employme	nt details
Job title	
Employer name	
Telephone number	
Employer address	
Town or city	
County	
Postcode	
Continue	

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 GOV.UK Apply for 'new style' Employment and Support Allowance How often are you paid? O Daily Weekly Fortnightly Four weekly Monthly Continue **V5** GOV.UK Apply for 'new style' Employment and Support Allowance How often are you paid? Daily Weekly Every 2 weeks Every 4 weeks Monthly Other Continue

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

W5 GOV.UK Apply for 'new style' Employment and Support Allowance Do you get paid for any expenses? Yes No Continue

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

∰ GOV.UK	Apply for 'new style' Employment and Support Allowance
What are the expenses for and how much do you get?	
Provide as much information as	you can.
Continue	

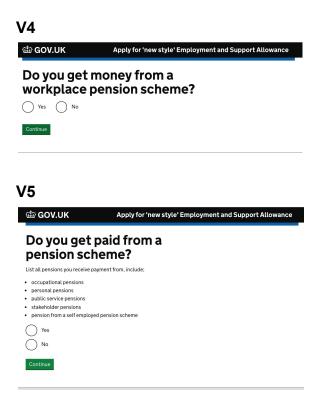
- **Q.** Are you getting payments from an employer employerpayments Removed this question from the flow as the question is asked in the follow up question around Statutory Payments (from an employer)
- **Q. Do you do any voluntary or unpaid work voluntary-work** Splitting the voluntary work data capture out from the general work questions should provide users a better understanding of what to answer

V4

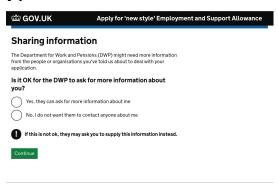
No, I do not do any voluntary work

∰ GOV.UK	Apply for 'new style' Employment and Support Allowance
Are you doi voluntary w	ng any work or ork?
Yes, I'm doing paid wor	k
Yes, I'm doing unpaid v	oluntary work
No, I'm off sick but still	employed
No, I'm unemployed	
Continue	
V 5	
∰ GOV.UK	Apply for 'new style' Employment and Support Allowance
Do you do a	any voluntary or k?

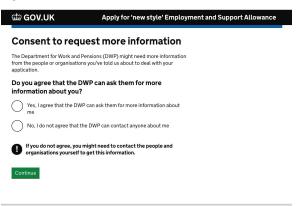
Q. Do you get paid from a pension scheme - pension Research had proven that users don't know what type of Pension product to inform about. Content change adding types of pension to consider



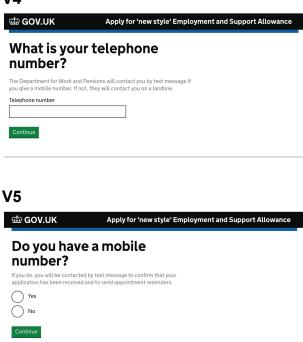
Q. Consent to request more information - consent Content change to the consent to meet GDPR requirements to ask the question to approach third parties to collect further information to support the application.



V5



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



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

