

# 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

 Apply for 'new style' Employment and Support Allowance

## Apply for New Style Employment and Support Allowance (ESA)

Before you apply make sure you have:

- your National Insurance number
- your bank or building society details
- your GP surgery name and address
- details of any current work or voluntary work
- details of any workplace pensions you're receiving
- details of any permanent health insurance or employment income protection policies

Start now >

**After you've applied**


After you submit your application you'll need to 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 receiving ESA

You'll be told how to make the appointment at the end of this application.

You won't get Employment Support Allowance if you don't make an appointment.

### V5

 Apply for 'new style' Employment and Support Allowance

## Apply for New Style Employment and Support Allowance (ESA)

Before you apply make sure you have your:

- National Insurance number
- bank or building society details
- GP surgery name and address

You'll also need details of any:

- current or recent work
- pensions scheme/s you've paid from
- permanent health insurance or income protection payments you're getting

**After you've applied**


You might also need to make an appointment or provide more information before you can get Employment and Support Allowance.

You'll be told what else you need to do at the end of this application.

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

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Apply for 'new style' Employment and Support Allowance

**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

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## 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

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

## V5

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Apply for 'new style' Employment and Support Allowance

**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

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**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

 Apply for 'new style' Employment and Support Allowance

**When did your job start?**  
For example, 31 3 2018

Day


Month

Year

[Continue](#)

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

V5

 Apply for 'new style' Employment and Support Allowance

**Are you self-employed?**

☐ Yes, I'm self-employed


☐ Yes, I'm a sub-contractor

☐ No, I am not self-employed

[Continue](#)

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

V5

 Apply for 'new style' Employment and Support Allowance

**Are you a company director?**


☐ Yes, I'm a company director

☐ No, I am not a company director

[Continue](#)

**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

 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](#)

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## V5

 Apply for 'new style' Employment and Support Allowance

### Employment details

Job title

Employer name

Telephone number

Employer address

Town or city

County


Postcode

[Continue](#)

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**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

 Apply for 'new style' Employment and Support Allowance

### How often are you paid?

☐ Daily

☐ Weekly


☐ Fortnightly

☐ Four weekly

☒ Monthly

[Continue](#)

V5

 Apply for 'new style' Employment and Support Allowance

### How often are you paid?

☐ Daily

☐ Weekly

☐ Every 2 weeks

☐ Every 4 weeks

☒ Monthly

What is your net pay?  
This is the exact amount that is paid into your bank account.


£

☐ 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

V5

 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

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**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

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Apply for 'new style' Employment and Support Allowance

**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 do any voluntary or unpaid work?**


☐ Yes, I'm doing some voluntary work

☐ No, I do not do any voluntary work

Continue

**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


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**Do you get money from a workplace pension scheme?**

☐ Yes ☐ No

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V5

 Apply for 'new style' Employment and Support Allowance

**Do you get paid from a pension scheme?**

List all pensions you receive payment from, include:


- occupational pensions
- personal pensions
- public service pensions
- stakeholder pensions
- pension from a self employed pension scheme

☐ Yes ☐ No

[Continue](#)

**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

 Apply for 'new style' Employment and Support Allowance


**Sharing 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.

**Is it OK for the DWP to ask for more information about you?**


☐ Yes, they can ask for more information about me

☐ No, I do not want them to contact anyone about me

 If this is not ok, they may ask you to supply this information instead.

[Continue](#)

## V5

 Apply for 'new style' Employment and Support Allowance


### 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

## V4

 Apply for 'new style' Employment and Support Allowance


### 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](#)

## V5

 Apply for 'new style' Employment and Support Allowance

### 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**

|  |   |
|--|---|
| <b>Things to do now</b>  | <b>Contact DWP</b>  |
| <b>Make an appointment</b><br>Call the helpline number on this page and make an appointment to: <ul style="list-style-type: none"><li>• prove your identity</li><li>• agree and sign a 'claimant commitment' which is a record of the responsibilities you accept in return for getting Employment and Support Allowance</li></ul>                                       | <b>Telephone</b><br>0800 169 0154<br>Monday to Friday, 8am to 6pm<br>Closed public holidays |
| <b>Things to take to your appointment</b><br>You'll need to bring the following if you have them: <ul style="list-style-type: none"><li>• proof of identity</li><li>• fit note</li><li>• SSP1 form</li><li>• P45</li><li>• last 5 wage slips</li><li>• last workplace pension statement</li></ul> <a href="#">What did you think of this service?</a> (takes 30 seconds) |   |