

Apply for new style ESA v1

New style ESA is a contribution-based benefit that users need to claim if they're in Universal Credit Full Service (UCFS) area and want to claim cont-based benefit because they're too ill to work.

Summary of changes

First iteration of the question set and flow based on ESA service design from 2 years ago.

Removed all Income-related ESA questions, including:

- Savings
- Shares
- Children
- Where you live
- Other property
- Other money
- Fit note
- Education and training
- Council Tax
- Care home
- Pregnant

Changes to screens and questions

GOV UK screens:

- **Overview**
- **What you'll get**
- **Eligibility**
- **Apply**

Content for the GOV.UK screens taken from existing GOV UK ESA pages. Amendments made to remove content referring to Income-related ESA applications.

Q. What are the names of the conditions or disabilities you have? - condition

We need to know so the assessors can decide whether ESA will be paid, whether a Work Capability Assessment (WCA) is required.

Went with a free text box to test what users would input.

Q. Do you have a terminal illness? - terminallyill

We need to know this because applications are fast-tracked if claimants have less than 6 months to live and claimants go straight onto the highest rate of ESA. This is known as 'special rules'.

Q. How long does your doctor expect you to live? - terminalprognosis

If the user answered 'Yes' to the previous question they will get to this question. We ask this to understand if the user has had a DS1500 report submitted for them. Asking if they have less than 6 months to live will prompt the DWP agent to check if a DS1500 has been submitted for them.

Q. Which doctors surgery or medical centre do you use? - gpsurgery

We need to know who the GP is so we can send a ESA113 to them. Initial data capture with input fields for name of surgery, address and postcode.

Q. Are you currently staying hospital? - hospital

We ask this question because citizen's are allowed to be in the hospital for up to 52 weeks without it affecting their ESA. No other detail captured just a marker to decide if Yes or No

Q. Are you doing any work or voluntary work? - work

To determine whether any work that's being done is "permitted".

Options for answers:

- 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

Q. Do you work 16 hours or more a week? - work-hours

If the answer to the **Work** question was "Yes I'm doing paid work" or "Yes I'm doing unpaid voluntary work" then the user gets this question.

This questions records if the user is working 16 hours a week or more. We need to know this for permitted work rules for claiming ESA.

Options for answers are:

- Yes I work 16 hours or more a week
- No I work less than 16 hours a week
- It varies

Q. Do you get help from a professional support worker? - work-supported

We ask this because permitted work rules can be overlooked if the user has a support worker, If they have a support worker, any part time work can immediately be classed as part time work.

This question is asked if the user has chosen either “Yes I’m doing paid work” or “Yes I’m doing unpaid voluntary work” for the **Work** question.

Q. Are you getting any of the following payments from an employer? - statutory-pay

We want to know when these payments will end so we can start the ESA payments at the right time.

All statutory payments are listed in these radio buttons:

- Sick pay
- Maternity pay
- Paternity pay
- Adoption pay
- None of these

The employer should give the user an SSP1 form informing them what their Statutory Sick Pay (SSP) end date is up to 28 days before it ends.

Q. Do you get money from a workplace pension scheme? - pension

We ask this question to understand if the applicant is getting an income from a workplace pension scheme as this affects the amount of ESA. Some of this income can be disregarded but any above a certain level (£85 a week) will affect the amount of ESA the user receives.

If the user clicks ‘Yes’ they can input Pension Provider and Pension Reference details in a reveal.

Q. Is it OK for people or organisations you've told us about to share information about you with the Department for Work and Pensions (DWP)? - consent

We need consent from the citizen in order to contact any of the people or organisations they have told us about during their application and meet GDPR rules.

Q. What is your name? - name

Standard GDS pattern for capturing user name. We need to capture the applicants full name.

Q. What is your date of birth? - dateofbirth

Standard GDS pattern to capture the user date of birth. We need this to determine eligibility and for identification purposes. Eligibility rules state that the applicant must be aged over 16 and under State Pension age

Q. What is your National Insurance number? - nino

Standard DWP pattern for this question. We ask this to confirm identification and to check if there are other benefits in payment.

Q. What is your address? - address

Standard GDS pattern for collecting the users address. We ask this question to help identify the user and to post out correspondence for their claim.

Q. How else do you want to be contacted? contact-preference

We ask this question to learn if the user needs to be, or wants to be contacted in another method other than postal.

Q. Where do you want to be paid? - bank

We need to know this information because if their application is successful they will need an account to pay their benefit into.

Payment options given include;

- Bank
- Building Society
- Credit Union Account

Then the user inputs standard account details data capture.

Q. When do you want to claim form? - claimdate

We ask this question to find out when the user thinks they should be able to get their ESA benefit paid from. This date can either be in the past or the future. There are rules around how far backdating of advance dates can be input. These haven't been added as validation to the question as a decision on which claim dates we accept for private beta hasn't been made yet.

Q. When will you be fit fit enough for work again? - whenfit

We ask the user for this to determine if they would need to have WCA. They could get the date from their fit note. A limit of 3 months has been set on the answers because if they are due back to work within 3 months then a WCA won't be needed.

Q. Declaration - declaration

Standard DWP pattern for legal warnings about supplying the correct at the time of filling in the form. This is used as a signature.

Q. Application complete - done

Standard DWP pattern for the service done page, we set out information to tell users:

- they've finished the application
- that they're reference is their NINo
- what to do next
- what to expect next