

Apply for new style ESA v3

Design notes for the 3rd iteration of the Apply for ESA prototype.

Changes to screens since v2


V2 of the prototype was presented to ESA, UC, operational and policy colleagues. Business requirements from this meeting were added to the question set.

Q. Does your condition mean your doctor expects you to live less than 6 months? - terminally ill

Reworking of the content and how the question is framed. With the subject matter being extremely sensitive the design team hypothesized that moving away from using the Terminally Ill reference could be a better user experience.

Policy are keen to use the words 'special rules' in the Apply for ESA service to be clearer and more sensitive. Our definition of 'terminal' may differ from the user's, and their doctor's. Added hint text to meet the 'Special Rules' requirement

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Has a doctor diagnosed you with a terminal illness?

☐ Yes ☐ No

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Does your condition mean your doctor expects you to live less than 6 months?

There are 'special rules' for people who are expected to live less than 6 months. If you answer yes and your doctor or specialist confirms this you'll get your benefit more quickly and easily.

☐ Yes ☐ No

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Q. Has your doctor or specialist sent a DS1500 report? - terminalprognosis

Redesigned subsequent question, if the user answers Yes to 'Does your condition mean your doctor expects you to live less than 6 months?'.

This question acts as a flag for the agent to check and see if a DS1500 report has been submitted to DWP on behalf of the applicant.

If the applicant meets the criteria and a DS1500 report hasn't been submitted, then a prompt reveal encourages the user to get their doctor or specialist to send one.

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How long does your doctor expect you to live?

[Why this information is needed](#)

If you answer less than 6 months and your doctor can confirm this, your claim will be dealt with faster and you will get the highest rate.


☐ More than 6 months

☐ Less than 6 months

☐ They have not told me


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Has your doctor or specialist sent a DS1500 report?

A DS1500 is a report that gives the Department for Work and Pensions evidence about your condition.

☐ Yes


☐ No

☒ Don't know

Ask your doctor or specialist to send a DS1500

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Q. Are you pregnant?

Added this question back into this prototype version.

Both ESA and UC policy state that this question needed to be added back into the online form because there is a requirement to understand if giving the applicant a Limited Capability to Work (LCW) would be a risk to the unborn child. There is also a business need to learn if the applicant is entitled to Maternity Allowance or Statutory Maternity Pay

Added the question, “Are you pregnant?” with a date reveal if the user answered ‘Yes’

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Are you pregnant?

☒ Yes

Your due date

Day Month Year

☐ No

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Q. Are you currently staying in hospital? - hospital

Added a reveal data capture, including;

- hospital name
- ward name or number
- date you were admitted

ESA policy need this extra information to ensure the applicant is treated as having a Limited Capability to Work (LCW) if they are a hospital inpatient. The applicant could also lose be paid the standard rate of ESA after 52 weeks. The question also captures if the applicant will be in hospital when a Work Capability Assessment (WCA) is appropriate and a visit needs to be booked.

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Are you currently staying in hospital?

☒ Yes ☐ No


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Are you currently staying in hospital?

☒ Yes

Hospital name

Ward name or number


Date you were admitted
Day Month Year

☐ No

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Q. Have you had any Hospital stays in the past year? - hospital_previous

This question was added to the form flow on request of ESA Policy.

Processors need to know if there have been any hospital admissions as an inpatient in the last 52 weeks to check if the periods between admissions link. This has an effect on whether the applicant would receive the Enhanced Disability Premiums - although this doesn't apply to contrib-based ESA.

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Have you had any hospital stays in the last year?

☐ Yes ☐ No

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Q. Hospital details - hospital_details

Answering 'Yes' to the previous question about staying in Hospital would send the applicant to this page to gather the details of the;

- hospital name
- date you were admitted
- date you left hospital

Including an 'Add another' button to capture more than one inpatient stay

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Hospital details

Hospital name

Date you were admitted to hospital

Day Month Year


Date you left hospital

Day Month Year

Add another

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Q. Employment details? - employment_details


Moved the employment details data capture further up the flow so that it can be answered after any of the radio button options from the previous, '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

This screen is needed to work out Permitted Work rules and for Statutory Payments (Sickness, Maternity, Paternity, Adoption)

Added a dummy 'Add another' button to test what users reaction would be if they had more than one paid or voluntary employment.

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Employment details

Job title

Employer


Employer address

Postcode

Add another

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Q. Are you getting any payments from your employer? - employerpayments

New question so that the applicant is filtered so they don't have to answer the Statutory payments questions.

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Are you getting any payments from your employer?

☐ Yes ☐ No

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Q. When will you stop getting this payment? - sickpay-end

New screen added to capture when the statutory payments will finish. Operational requirement to capture the end date of statutory payments to determine start of ESA entitlement

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When will you stop getting this payment?

For example, 31 3 2019

Day Month Year

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
Q. Have you worked abroad in the last 5 years? - abroad

Added a question about working abroad within the last 5 years. Policy requirement to add this question so that a check can be made if the applicant has paid National Insurance contributions while they have been working outside of the UK.

If answered 'Yes' collect the details of;

- country
- why they were there
- when they were there

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Have you worked abroad in the last 5 years?

☒ Yes

Period abroad 1

Which country did you visit?

Why were you there?


When were you there?

☐ No

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
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Q. Pension details - pension-details

Split out the data gather for the Pension question. Added another screen to capture the pension provider and pension reference number to test the hypothesis of the pattern and the 'rule' of one thing per page.

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Pension details


Pension provider

Pension reference number

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Q. Are you getting any payments from a permanent Health Insurance policy? - insurance
ESA Policy requirement to add this question to the form, need to know if the applicant is receiving any payments from a permanent Health Insurance policy. Any payments from a policy are disregarded if the applicant has contributed more than 50% of the premiums.
Data capture to include Policy Provider and Policy Reference Number.

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Are you getting any payments from a permanent health insurance policy?

You might know this as an income protection policy or plan. It gives you an income if you're off work because of an illness or injury.

☒ Yes

Policy details

Policy provider


Policy reference number

☐ No

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Q. Did you pay more than half of the premiums for the policy yourself? - insurance premiums

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Did you pay more than half of the premiums for this policy yourself?

☐ Yes ☐ No

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Q. Are you getting any of the following benefits? Other-benefits

ESA policy requirement to know if the applicant is in receipt of other benefits. Checkbox pattern to test as the applicant could be in receipt of more than benefit

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Are you getting any of the following benefits?

Select all options that are relevant to you.

☐ Benefit type 1

☐ Benefit type 2

☐ Benefit type 2

☐ None of these

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Q. What is your contact address? - address

Content change for the address question, update to the question so that it captures a contact address for correspondence. This change was on the back of UR where users didn't know if the form was capturing their residential address or a correspondence address.

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What is your address?

Any letters about your application will be sent to this address.

Building and street


Town or city


County

Postcode


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What is your contact address?

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Building and street

Town or city

County

Postcode

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
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Q. How else would you like to get updates about your application? - contact-preference

Changed the method of capturing communication options from radio buttons to checkboxes. UR saw users wanting to choose more than option from the list. Users indicated that email would be the first preference, followed by text message then phone.

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How else do you want to be contacted?

Your details are not shared. They're only used to send updates about your application.

☐ Email

☐ Phone

☐ Text message


☐ None of these

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How else would you like to get updates about your application?

Select all options that are relevant to you.

- ☐ Email
- ☐ Phone
- ☐ Text message
- ☐ None of these

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