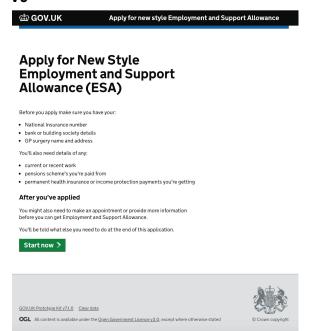
Apply for new style ESA v6

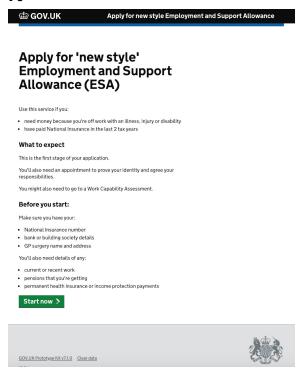
Changes to the new style ESA prototype based on user research insights from the lab session 14 November at Talking Shop, Manchester

Changes to screens since v5

Q. Start

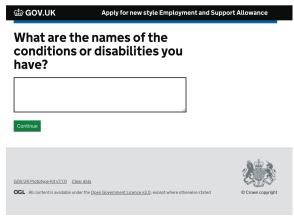
Insights from user research indicated that a better notification of the process for starting the ESA claim journey is needed. The initial online data capture is only the first part of the process and updating the content to provide messaging on this screen explaining the process will set user expectations.





Q. Conditions

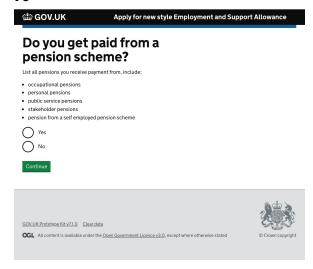
Insights from the latest user research session highlighted that users were confused what to enter for this screen. They were given scenario of a broken leg and thought that was an injury and not an illness or condition. Changed the content for this screen to include Injury.





Q. Pensions

New question screens for a pension data capture have been designed. The questions now capture the correct information required for inputting the information into JSAPS. There is also added functionality so the user can add multiple pension payments. Added further content so that questions capture details of annuity payments.



∰ GOV.UK	Apply for new style Employment and Supp	ort Allowance
Pension de	tails	
Pension provider		
Pension reference number	<u> </u>	
Add another		
Continue		
GOV.UK.Prototype Kit v7.1.0 Cles OGL All content is available unde	<u>r data</u> or the <u>Open Government Licence v3.0</u> , except where otherwise stated	© Crown copy
' 6		
∰ GOV.UK	Apply for new style Employment and Supp	ort Allowance
Do you get workplace	paid from a pension scheme	

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

An **annuity** is an insurance product that allows you to swap your pension savings for a guaranteed regular income that will last for the rest of your life.

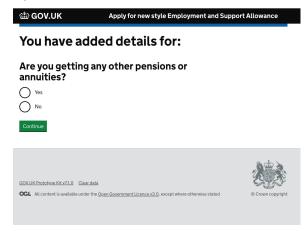
Yes, I am receiving money from a pension or annuity

No, I am not receiving money from a pension or annuity

GOV.UK Prototype Kit v7.1.0 Clear data

OGL All content is available under the Open Government Licence v3.0, except where otherwise stated

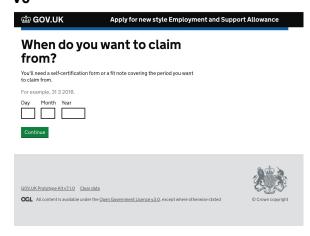
Ö ∰ GOV.UK	Apply for new style Employment and Sup	port Allowance
		port Attowance
Pension or a	nnuity details	
Pension or annuity provider		
Pension or annuity reference num	nher.	
,		
Pension or annuity provider telep	hone number	
Pension or annuity provider addre	ess	
Town or city		
lown or city		
County		
Postcode		
Outline		
Continue		
GOV.UK Prototype Kit v7.1.0 Clear da	ta e <u>Open Government Licence v3.0</u> , except where otherwise stated	© Crown copyright
All content is available under th	e <u>Open Government Liberice vs.o.</u> except where otherwise stated	© Crown copyright
6		
∰ GOV.UK	Apply for new style Employment and Su	ipport Allowance
	mount before	
deductions f	rom?	
£		
low often do you get this amour	it?	
Continue		
OV.UK Prototype Kit v7.1.0 Clear da	ata	

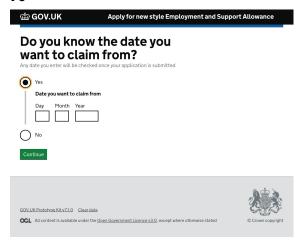


Q. Do you want to claim from a specific date? - claimdate

Insights from user research session on 14/11/18 highlighted that users felt uneasy about entering a date for this question. They weren't sure what date to enter.

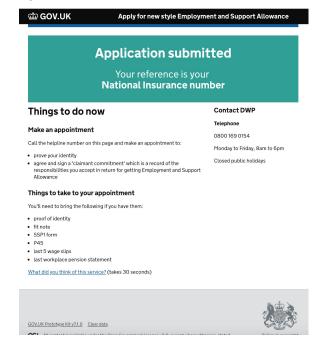
Changed the pattern for this question so that are asked first if they want to claim from a date, if they answer Yes they can enter a date.





Q. Done

Insights from user research session on 14/11/18 uncovered a lack of process messaging to the user once their online application had been submitted. For consistent messaging across the service the Done screen had content updates which clearly stated that the form submitted was the first part of the claim process and what to do next.



Application submitted

Your reference is your National Insurance number

Things to do now

The first part of the application process has been completed, the next step is to 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
 SSPI 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