Apply for new style ESA v6

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

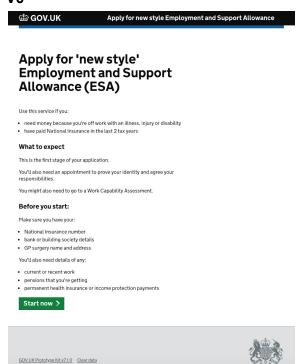
Changes to screens since v5

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.

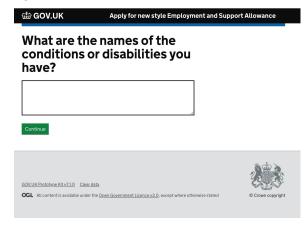
Apply for new style Employment and Support Allowance **Apply for New Style Employment and Support** Allowance (ESA) Before you apply make sure you have your National Insurance number bank or building society details
 GP surgery name and address You'll also need details of any: · current or recent work pensions scheme's you're paid from · permanent health insurance or income protection payments you're getting 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 > GOV.UK Prototype Kit v7.1.0 Clear data

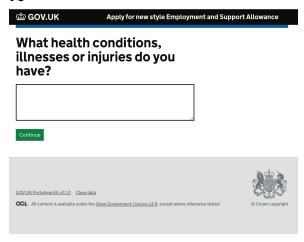
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Q. Conditions

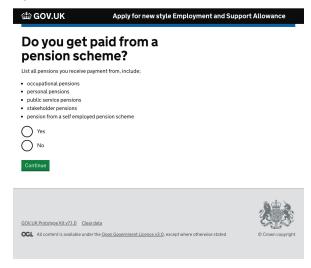
Insights from the latest user research session hi-lighted that users were confused what to enter for this screen. They were given scenario of a broken leg and thought that was an injury and not an illness or condition. changed the content for this screen to include Injury.





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.



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Pension provider		
Pension reference number	<u> </u>	
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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.

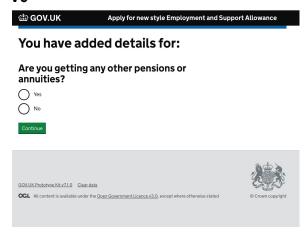
Yes, I am receiving money from a pension or annuity

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

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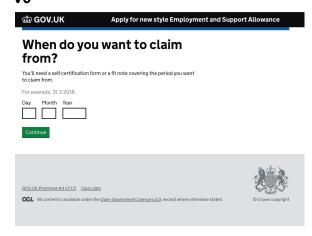
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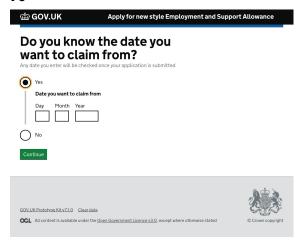


Q. Do you want to claim from a specific date? - claimdate

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

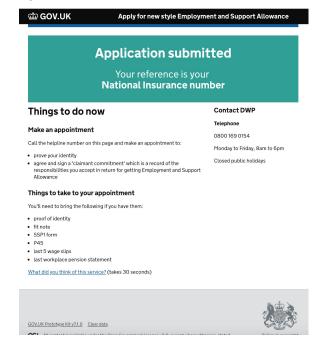
Changed the pattern for this question so that are asked first if they want to claim from a date, if they answer Yes they can enter a date.





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