

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.

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're 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.

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Apply for 'new style' Employment and Support Allowance (ESA)

Use this service if you:

- need money because you're off work with an illness, injury or disability
- have paid National Insurance in the last 2 tax years

What to expect

This is the first stage of your application.

You'll also need an appointment to prove your identity and agree your responsibilities.

You might also need to go to a Work Capability Assessment.

Before you start:

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 that you're getting
- permanent health insurance or income protection payments

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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.

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What are the names of the conditions or disabilities you have?

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What health conditions, illnesses or injuries do you have?

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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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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


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Pension details

Pension provider


Pension reference number

[Add another](#)

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Do you get paid from a workplace pension scheme or annuity?

Workplace pensions include:

- 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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Pension or annuity details

Pension or annuity provider

Pension or annuity reference number

Pension or annuity provider telephone number

Pension or annuity provider address

Town or city

County

Postcode

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What is the amount before deductions from ?

How often do you get this amount?

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You have added details for:

Are you getting any other pensions or annuities?


☐ Yes

☐ No

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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.

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When do you want to claim from?

You'll need a self-certification form or a fit note covering the period you want to claim from.


For example, 31 3 2018.

Day Month Year


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Do you know the date you want to claim from?

Any date you enter will be checked once your application is submitted

☒ Yes

Date you want to claim from

Day

Month


Year

☐ No

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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.

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Apply for new style Employment and Support Allowance

Application submitted

Your reference is your
National Insurance number

Things to do now

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
- SSP1 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

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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:

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