Apply for new style ESA v4

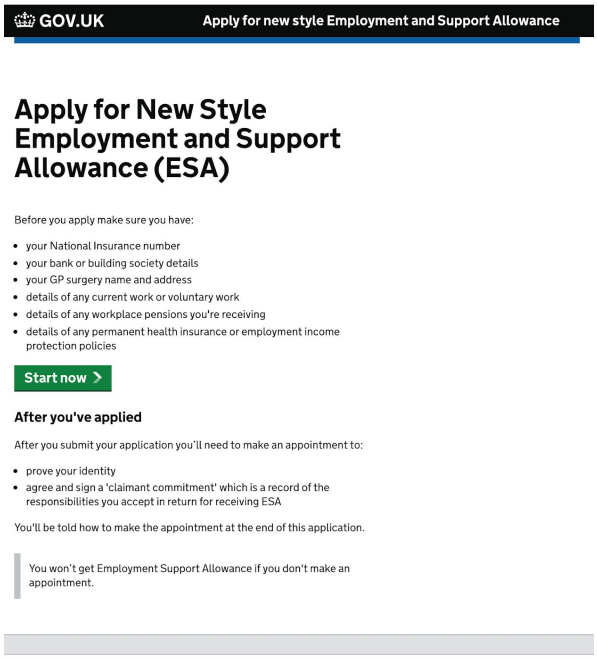
Design notes for the 4th iteration of the Apply for new style ESA prototype.
Updates for this iteration were outputs from an ESA policy workshop held on 24 Oct 2018, looking at the content of the form.

Changes to the screens since v3

Q. Start page - start

Removed the example GOV UK pages and replaced with a generic Start page. Because the MVP for Private Beta will be by invitation only, the need to have pages explaining ‘Overview’, ‘What you’ll get’, ‘Eligibility’ and ‘Apply’ is reduced and a generic ‘Start’ page will meet the needs of the user.

V4



Q. Are you pregnant? - pregnant

Moved the position of the Pregnant question so that it comes before asking the user about terminal illness. Feedback provided evidence that users found that there wasn’t a good flow of the questions when they were asked if they were pregnant straight after being asked if they had a terminal illness. Moving this question further up the flow will create a better user experience. Hypothesis to be tested at the next UR session.

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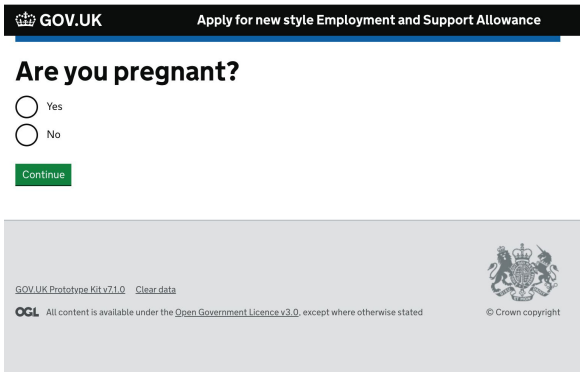
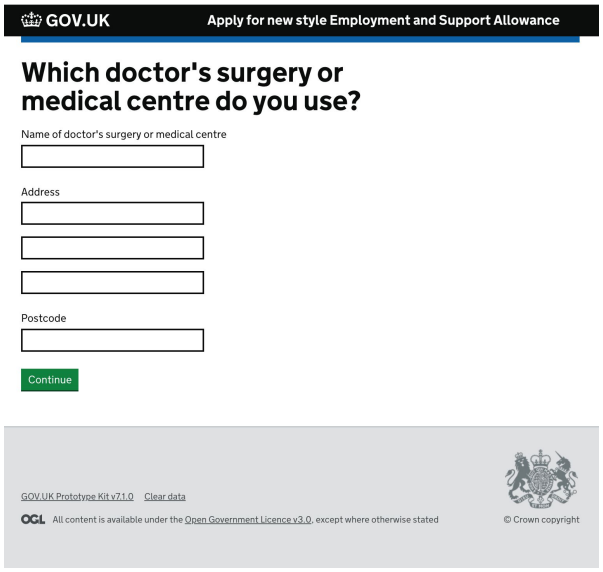


Q. Which doctors surgery or medical centre do you use? - gpsurgery

Changes to the data input for collecting the information about the applicants doctor or medical centre. Additional fields needed for this question to capture the practice telephone number and the county. These input requirements are based on the data fields within the Legacy service (JSAPS)

V3



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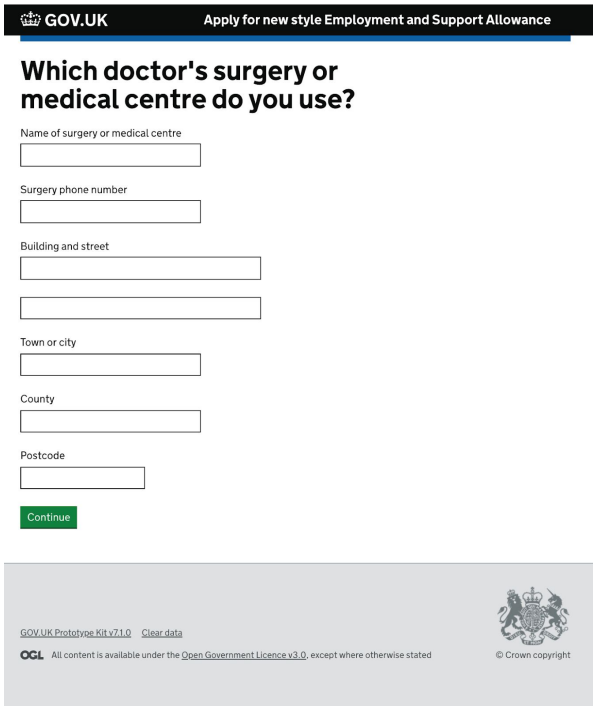

Q. Does your condition mean your doctor expects you to live less than 6 months? - terminallyill

Content change made to the hint text for this question. The review by ESA policy found the existing hint text confusing and questioned why ‘more quickly and easily’ had been used. New hint content states ‘you’ll get a faster decision’ New content to be tested at next UR session.

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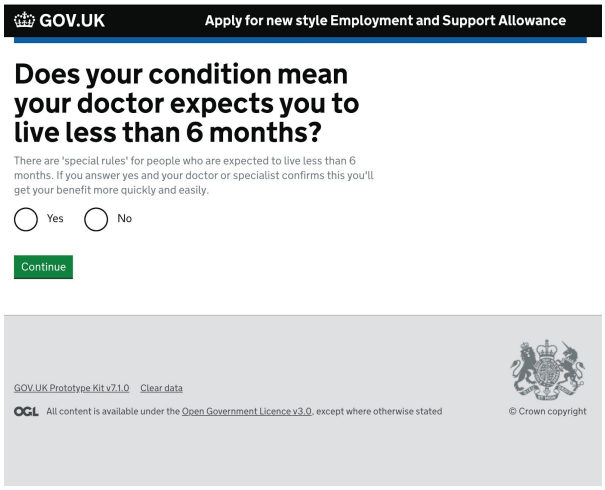

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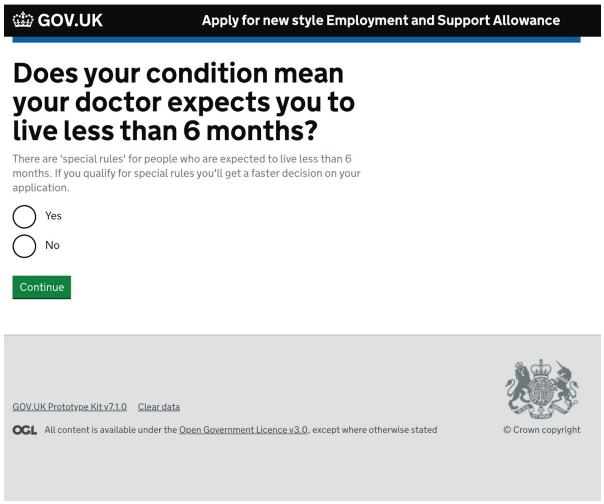

Q. Are you currently staying in hospital as an inpatient? - hospital

Content change to the question, adding the words '.. as an inpatient?'. ESA Policy reviewed the question and commented that a citizen could be staying in hospital as a parent for a child patient or other scenarios where they would not be receiving treatment as an inpatient.

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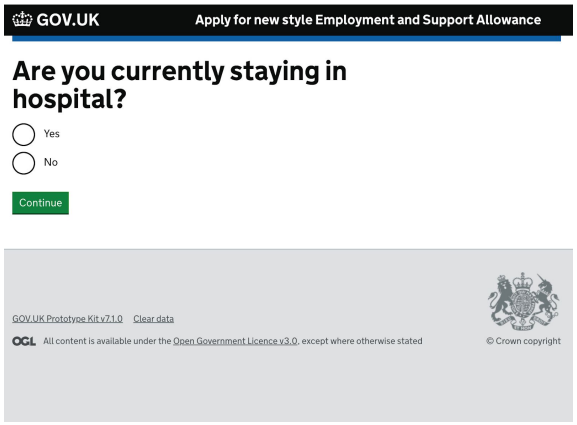

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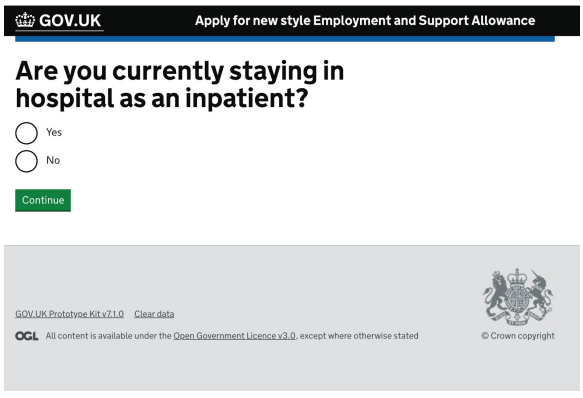

Q. Are you going into hospital to stay as an inpatient in the next 3 months? - hospitalplanned

Removed the question ‘Have you had any hospital stays in the last year?’ and subsequent data capture if the applicant answered ‘Yes’.
ESA policy confirmed that question is not asked during the telephony claim as linking the hospital stays is no longer needed to process a claim.
Added a new question ‘Are you going into hospital as an inpatient in the next 3 months?’ to capture any inpatient stays the applicant knows about. This information will be used for appointment availability and assessment booking.

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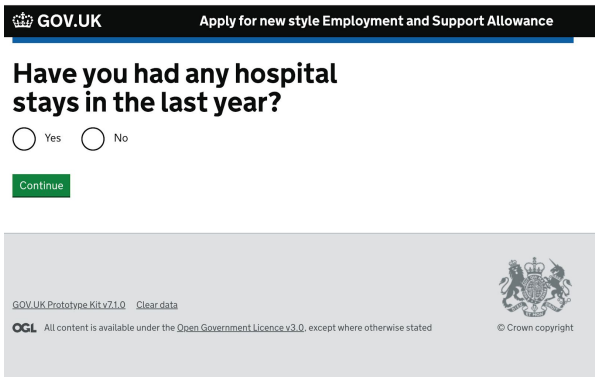

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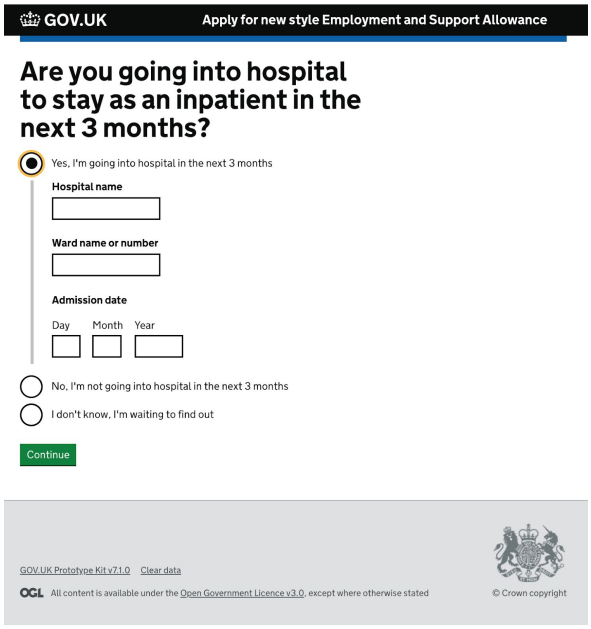
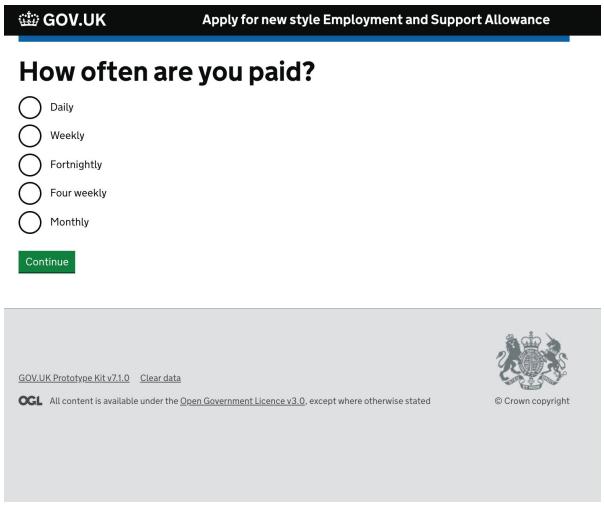


Q. How often are you paid? - payfrequency

Added a new question to capture the pay frequency of the applicant. ESA processing need to know how often the applicant is paid. This data is used to decide whether the work is ‘permitted work’ and affect entitlement.

V4



Q. Do you work the same number of hours each week? - work-hours

New question added to the form to collect data on whether the applicant has regular hours for their employment. This data can determine eligibility around ‘permitted hours’ work.

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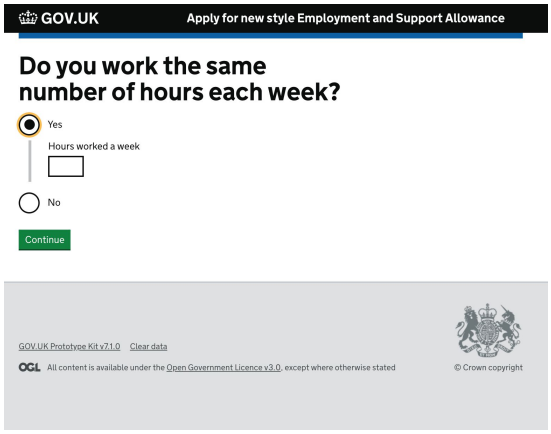

Q. Are you getting any payments from an employer? - employerpayments

Content change to remove ‘your’ and replace with ‘an’. If applicants had multiple jobs or employers this question would read better.

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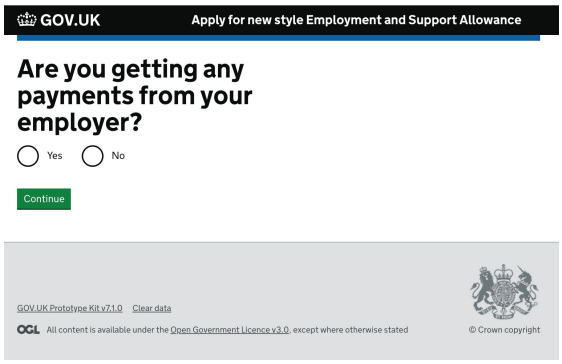

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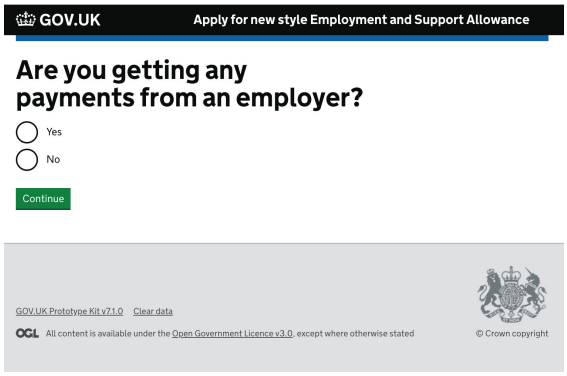

Q. Voluntary work details? - volunteer-details

New screen added to capture voluntary work specifically. This will test the hypothesis that users could get confused which employment details they were completing, defining the data captures of paid work and voluntary work.

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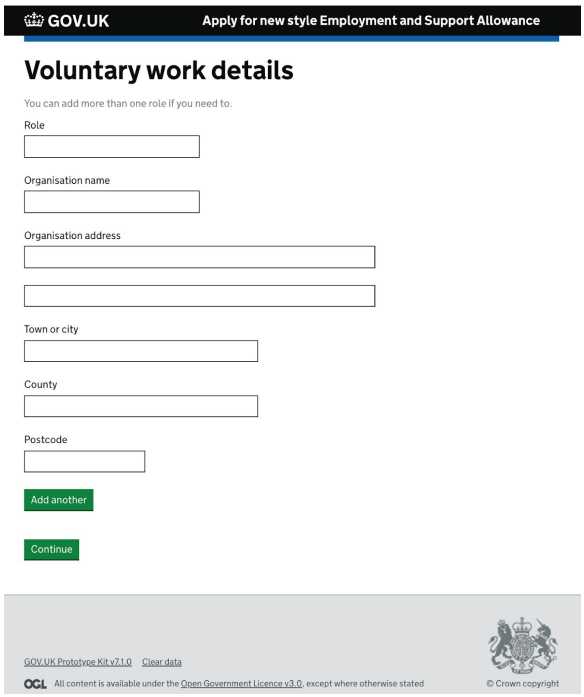

Q. Do you work the same number of hours each week? - work-hours

Removed the question ‘Do you work 16 hours or more a week?’ from the voluntary work journey and replaced it with “Do you work the same number of hours each week?’ This data capture is to decide if the applicant will still be eligible for benefit payment if they are doing ‘permitted work’.

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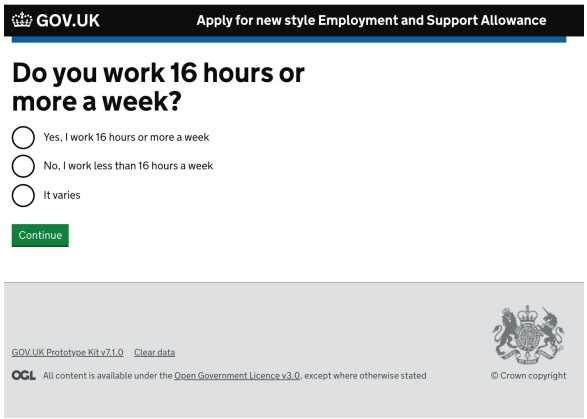

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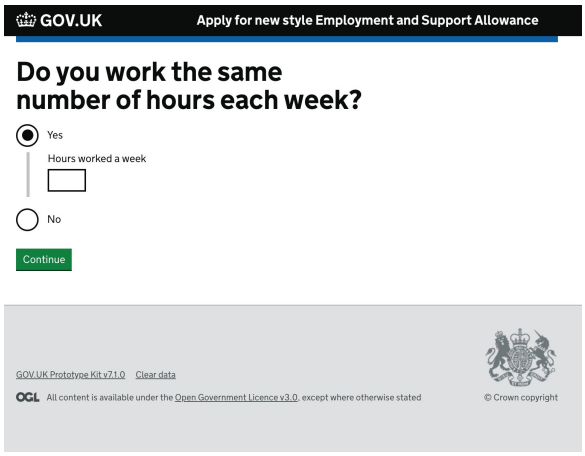

Q. When was the last day you worked? - last-work

Added a new question to the online form, if the applicant chooses that they are unemployed the flow will take them to this new question. We need this information for potential benefit payments cycle.

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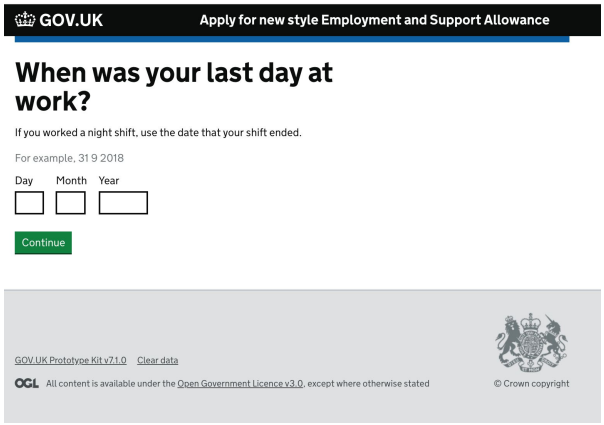


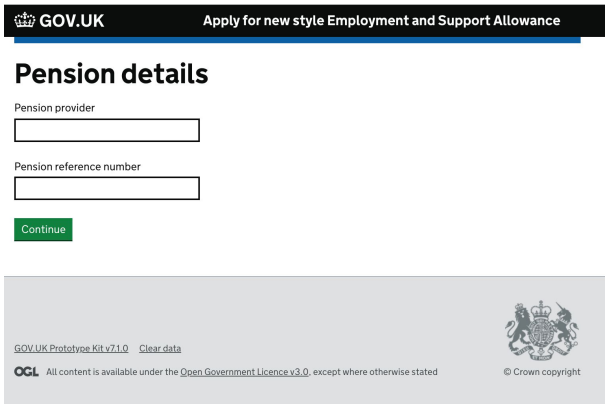
Q. Have you worked abroad in the last 5 years? - abroad

Remove the working abroad question from the online form. This information can be gained the processor checking existing legacy system e-NIRS

Q. Pension details - pension-details

Testing the hypothesis of adding another pension product by clicking the ‘Add another’ button.

V3



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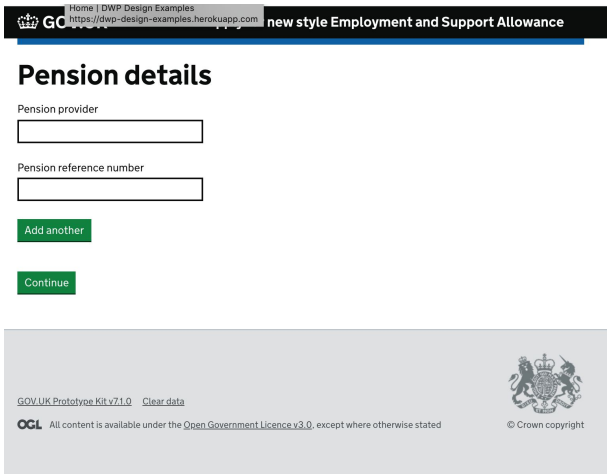

Q. Are you getting any of the following benefits? - other-benefits

Removed this question from the online form. Processors can check this information using the legacy service CIS. No need to ask the question to the user.

Q. Sharing information - consent

Content change for this question so that the user has a better understanding of what they are agreeing to. Further work needed to make a consistent message across DWP online services but we'lltest this messaging at the next UR session.

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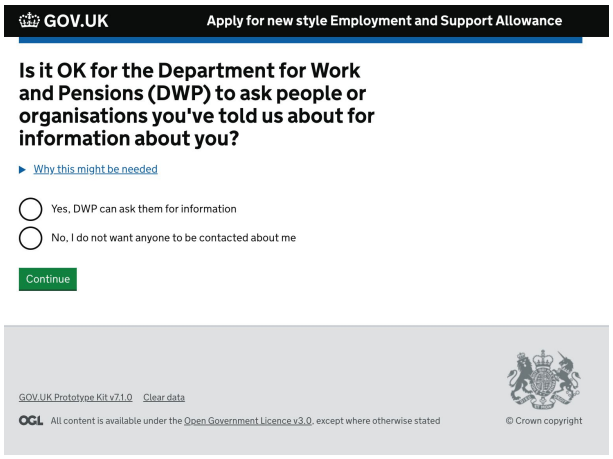

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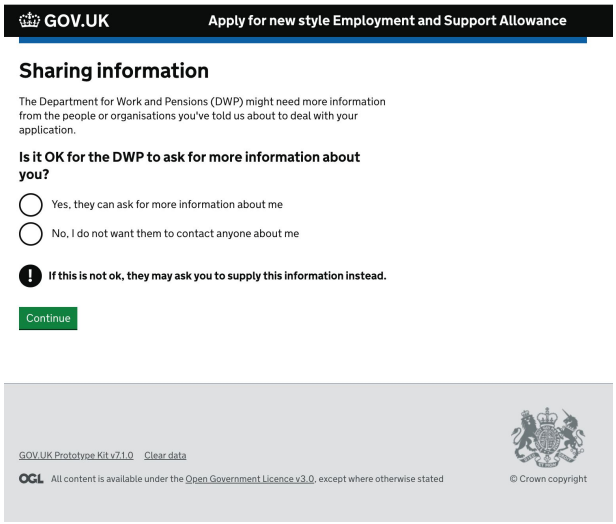

Q. What is your name? - name

Splitting the name question out into 2 input boxes for first name and surname. Testing this way collecting the name, ESA processing requirements need the name to be split out into 2 fields as JSAPS has 2 fileds.

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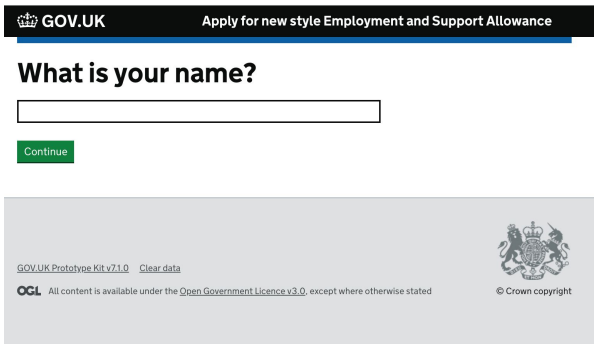

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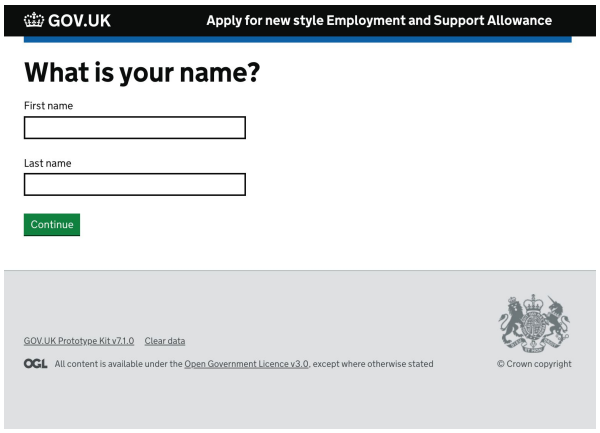

Q. What is your address? - address

Changed the content in the question to remove the reference to ‘contact’. ESA policy requirement is for a residential address, then a supplementary question to understand if the applicant can receive post at the this address. If no the option to fill out another address for correspondence.

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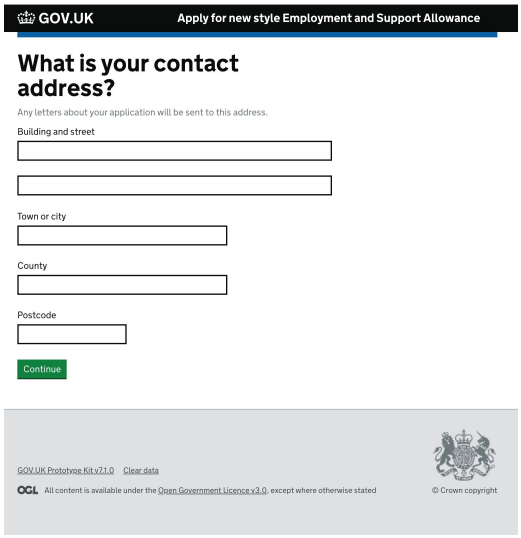

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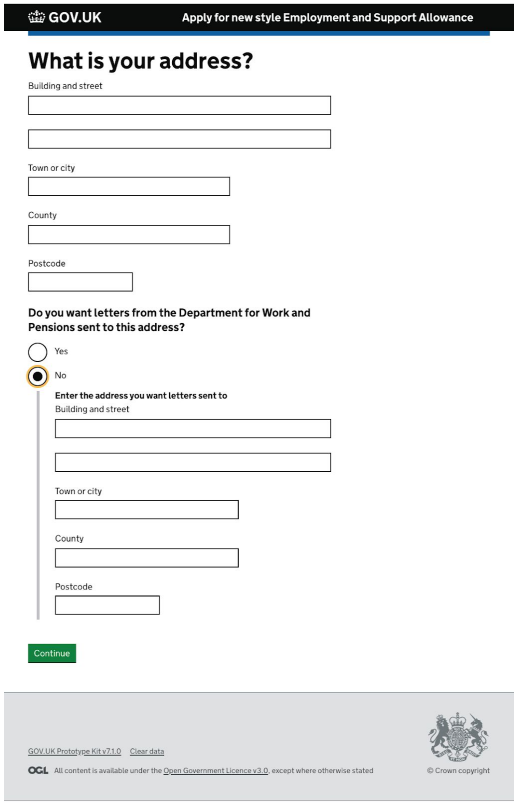

Q. How else would you like to get updates about your application? - contact-preference

Removed this question from the online form. DWP do not have the technology or security clearance to be able to contact the applicants in a method they have identified.

Q. What is your telephone number? - telephone

ESA and UC policy state that a telephone number needs to be captured so that the applicant can be contacted to confirm their appointment.

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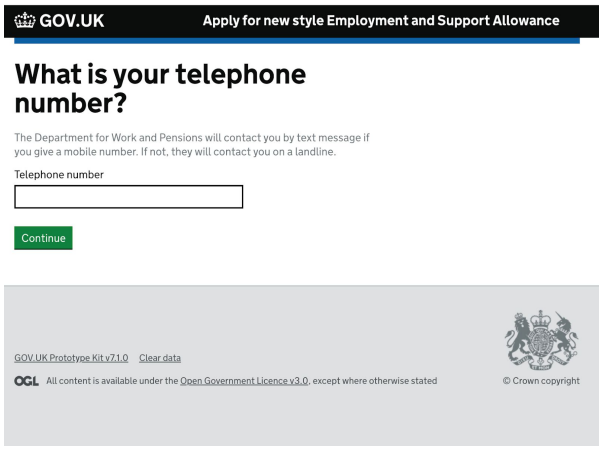

Q. Do you want to be contacted by email? - contact-preference

Added this question in preparation for the European Directive of alternative methods of contact which starts November 2018. There is no facility to be able to use the email address but it will test the user reaction to giving the DWP an email address

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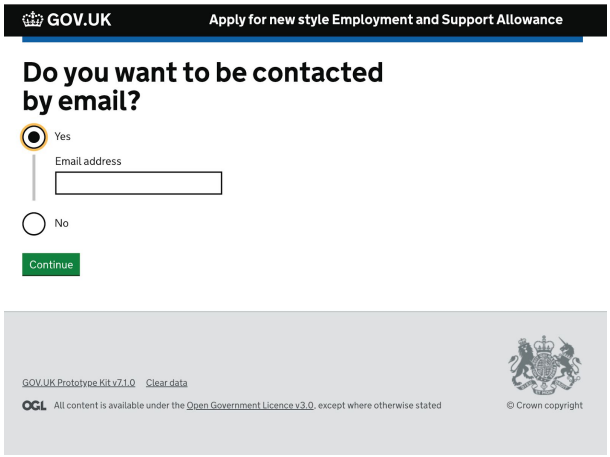

Q. Where do you want to be paid? - bank

Change to the question asking the applicant where they want their benefit paid. New question uses a standard pattern in DWP where the same data input is shown for all payment choices; Bank, Building Society, Credit Union

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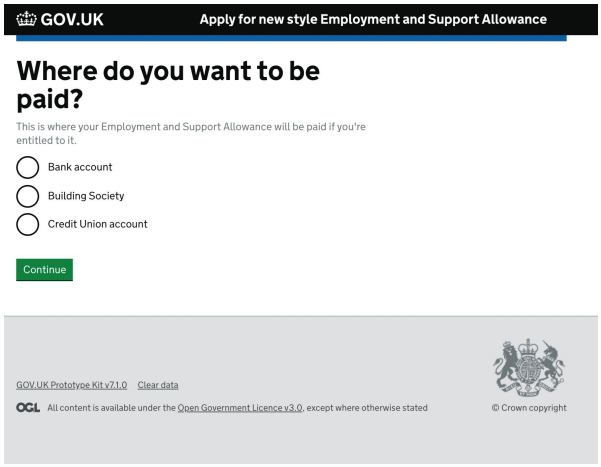

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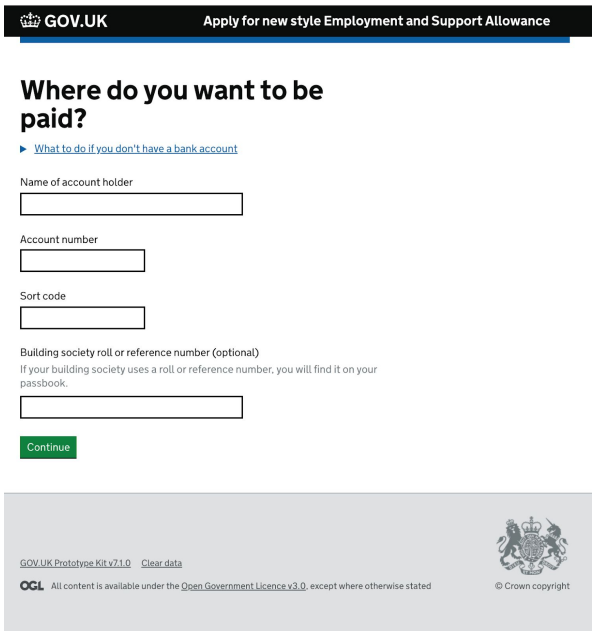

Q. When will you be fit enough for work again? - whenfit

Removed this question from the online form because ESA policy stated that this information is not needed form the applicant. Fitnotes submitted from the citizen will determine the fit for work again date.