Apply for new style ESA v3

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

Changes to the screens from v2

V2 of the prototype was presented to ESA, UC and Operational 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

V2

V3

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

Reworking of the subsequent terminally ill question, if the user answers Yes to the previous question.

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.

V2

V3


Q. Are you pregnant?

Adding this question back into online question set.

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'

V3

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 needed this extra information gather 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 entitlement to Enhanced Disability Premium and be paid the standard rate of ESA. The question also captures if the applicant will be in hospital when a Work Capability Assessment (WCA) is appropriate and needs to be booked.

V2

V3

Are you currently staying in hospital?

🔘 Yes

Hospital name

[   ]

Ward name or number

[   ]

Date you were admitted

Day   Month   Year

[   ] [   ] [   ]

◯ No

[Continue]

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. Needing to know if there have been hospital admissions as an inpatient in the last 52 weeks as a linking period between admissions. This has an effect on whether the applicant would receive the Enhanced Disability Premiums.

V3

Have you had any hospital stays in the last year?

◯ Yes   ◯ No

[Continue]

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

V3

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 form 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.

V3

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.

V3

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

V3

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

V3

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. Testing the hypothesis of the pattern and the 'rule' of one thing per page.

v3

Pension details

Pension provider

Pension reference number

Continue

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.

V3

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

Continue

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

V3

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

◯ Yes   ◯ No

Continue

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 benfit

V3

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

Continue

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.

V2

V3

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.
On the back UR we saw users wanting to choose more than option form the list. Users indicated
that e-mail would be the first preference, followed by text message then phone.

V2

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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

Continue

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V3

GOV.UK   Apply for new style Employment and Support Allowance

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

Continue

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