

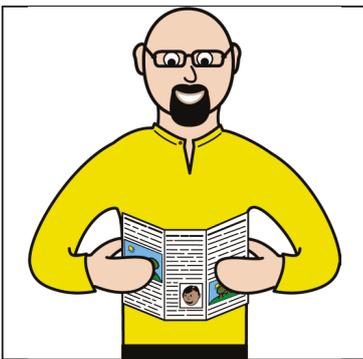
# Withdrawn

This publication is withdrawn.  
The publication is no longer current.

# Employment and Support Allowance (ESA)

jobcentreplus

Department for  
Work and Pensions



Please read  
this leaflet  
carefully

This leaflet gives you more information about Employment and Support Allowance (ESA) and tells you:

- about the support we can give you, and
- what you need to do while you are getting ESA

There are two types of ESA:

- contribution-based ESA  
you usually get this if you have paid enough National Insurance contributions
- income-related ESA  
you usually get this on its own or on top of contribution-based ESA, if you are on a low income

You could get both types of ESA depending on your circumstances. You only pay tax on contribution-based ESA, if it's due.

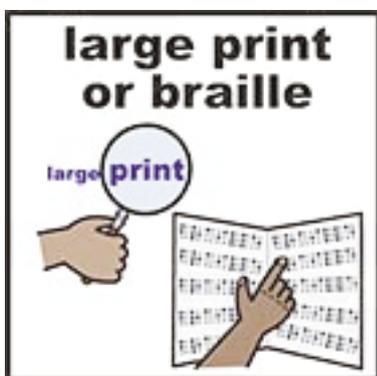
ESA40ER 06/18

## Please read this leaflet carefully continued



For more information about ESA, visit  
[www.gov.uk/employment-support-allowance](http://www.gov.uk/employment-support-allowance)

If you do not have access to the internet, you could ask your family or someone you know if you can use their internet connection. You can also get access to the internet in your local Jobcentre Plus office or library.



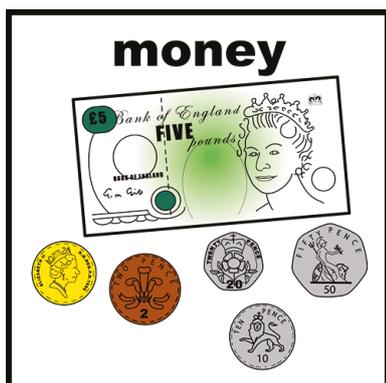
If you have any questions about this leaflet or you need it in Braille, large print, audio or email please get in touch with us on:

- telephone: **0800 169 0310**
- textphone: **0800 169 0314**
- Welsh language: **0800 328 1744**



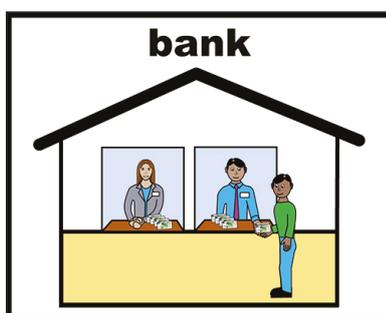
Calls to 0800 numbers are free from landlines and mobiles.

# About your ESA claim



## What you will be paid when you first make a claim

When you make a claim for ESA, you will normally be paid the assessment rate until we work out how your disability, illness or health condition affects your day-to-day life.



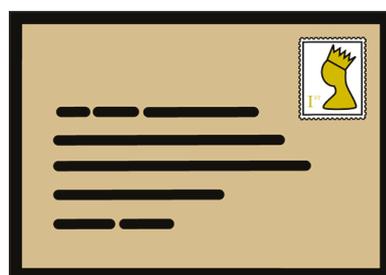
## You will be paid every 2 weeks

We will pay your ESA into the bank or building society account that you told us about.



Further information can be found on our website  
[www.gov.uk/employment-support-allowance/what-youll-get](http://www.gov.uk/employment-support-allowance/what-youll-get)

# What you need to do



## Keep sending your Statements of Fitness for work until we ask you not to

This is sometimes called a fit note, sick note or medical certificate. You will find the address to post them to at the top of your letters. They could take 7 days to reach us by post.

Please do not take them into your local Jobcentre Plus office.



You may not get your full ESA payments if you do not send your statements in on time.

# What you need to do continued



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## Tell us if anything changes

It is important that you tell Jobcentre Plus straightaway about any changes that could change the amount of ESA you get. The quickest way to do this is to call on **0800 169 0310**. You must let Jobcentre Plus know if:

- your personal details change
- you have a new medical condition
- your medical condition gets better or worse
- you or your partner's work situation changes
- there are changes to your pension, savings, investments or property
- the amount of money coming into your house changes
- there are changes to who lives in your house
- you are involved in a trade dispute (industrial action), or cannot work because of a trade dispute (industrial action)
- you go into or leave hospital if your stay is for more than 4 weeks
- you go into prison or legal custody
- you leave the country or are about to leave the country
- your partner dies

## What you need to do continued



### Tell us straightaway about any changes

If you do not tell Jobcentre Plus about any changes straight away then you could be paid the wrong amount of ESA.

You may have to:

- pay back any money you are overpaid
- pay a financial penalty
- go to court



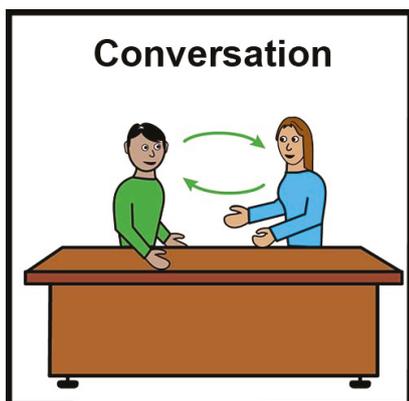
### Sometimes we might pay you too much money. This is called an overpayment

An overpayment can happen for a number of reasons.

For example, there was a change in your circumstances and you did not tell us about it.

If we have paid you less ESA than we should, we will pay you any money due to you.

# What happens next



## Your health and work conversation

You may get an appointment to go to a health and work conversation, this is a type of work focused interview (see page 8 for information about this).

This is not your Work Capability Assessment.

The conversation is not about you looking or applying for work now, it is about helping you get into work when you are able to in the future.

It can help you get to know your work coach and plan simple steps to help build your confidence.



Your ESA payments may be reduced if you do not go to and take part in your health and work conversation, and you do not have a good reason for not going. We call this a **sanction**.



For more information about sanctions, please go to our website [www.gov.uk/employment-support-allowance/what-youll-get](http://www.gov.uk/employment-support-allowance/what-youll-get)

# What happens next

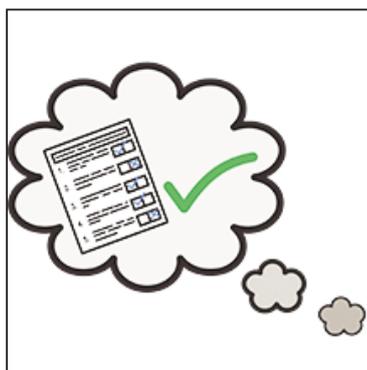
## Assessment



## Your Work Capability Assessment

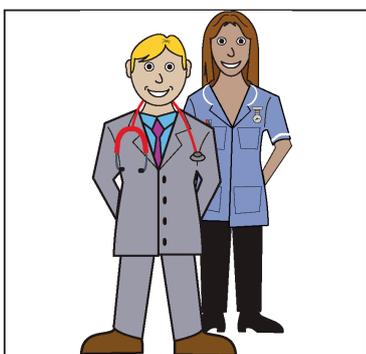
This assessment helps us find out how your disability, illness or health condition affects your day-to-day life.

There are **two** parts to the assessment.



### Part 1

We'll send you a Capability for Work questionnaire (this is also called an ESA50 form) a few weeks after you make your claim. You will need to fill in the questionnaire and send it back to the Health Assessment Advisory Service. If you need to, you can ask somebody (like a friend or relative) to help you fill it in.



### Part 2

You may be asked to go to a face-to-face appointment with a healthcare professional. This will be either a nurse, a doctor, a physiotherapist or an occupational therapist. You can bring a friend or family member to the appointment, as a support, if you would like to.



To keep getting your ESA you'll have to complete both parts of your Work Capability Assessment if we ask you to.



You can find more information about the Work Capability Assessment, claiming back costs and watch a video example of an assessment on the [www.chdauk.co.uk](http://www.chdauk.co.uk) website.

# If we can pay you ESA after your Work Capability Assessment

## my money



If we can pay you ESA, after your assessment, you'll be placed into **one** of the following two groups:

### The work-related activity group is ...

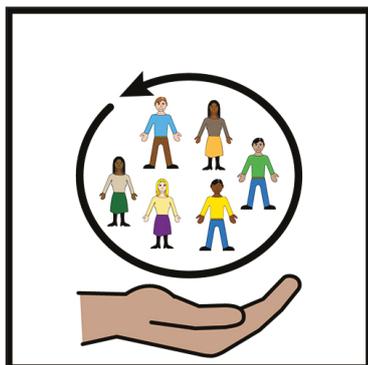
for people who have some limits on things they can do.

You will have appointments with a work coach who will agree with you what you can do to help you into work. The things you agree to do are called your work-related activities.

If you do not go to your appointments or do what you have said you would do, your ESA could be reduced. We call this a **sanction**.



To keep getting your ESA, you will need to do your work-related activities.

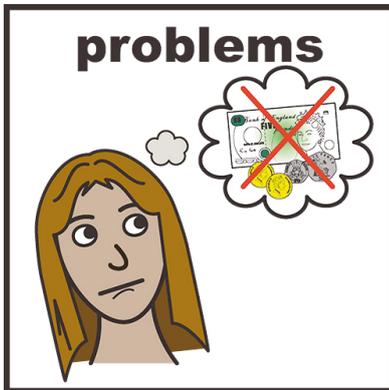


### The support group ...

means you will not have to go to meetings with a work coach or take part in activities to help you get into work.

But if you want to, you can talk to a work coach at any time. They can help you get training to learn new skills, or help you write your CV. You may find this support helpful if there is a change in your disability, illness or health condition.

# If we cannot pay you ESA after your assessment

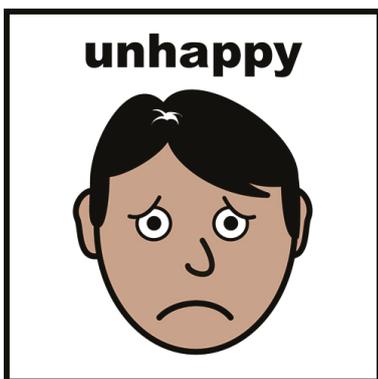


If we think that your disability, illness or health condition does not stop you working we will call you to check that we have looked at all of the information you have.

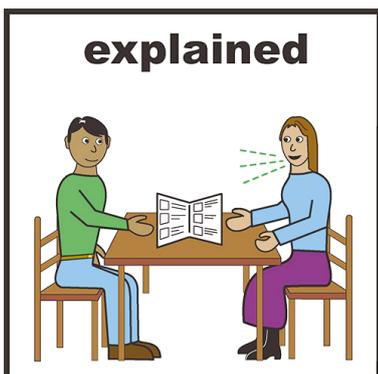
If we have seen all of the information, we will send you a letter letting you know why we cannot carry on paying you ESA. We'll also send a letter to your doctor letting them know we don't need any more Statements of Fitness for Work.



If we decide we cannot pay you ESA you may be able to get other benefits, including Universal Credit and Jobseeker's Allowance. For more information, please go to our website [www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators)



If you do not agree with the decision not to pay you  
or  
with the group you have been placed in...



You can ask us to tell you why

You, or someone who acts for you, can phone or write to us within one month of the date on your decision letter to ask us to explain our decision in a letter.

# If we cannot pay you ESA after your assessment continued

## involved in decision making



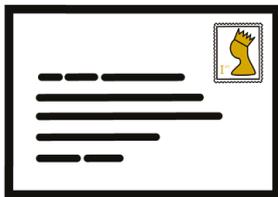
You can also ask us to think again about the decision

Tell us if:

- you think we have not looked at all the information, or
- you have more information which may change the decision

You must do this within one month of the date on your decision letter.

## by post



When we have looked at the new information you have told us, we will send you another letter to tell you what we've decided and why.

We call this letter a **Mandatory Reconsideration Notice**.

## How to appeal

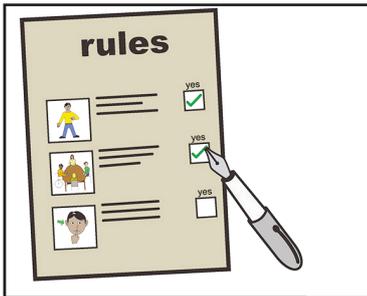
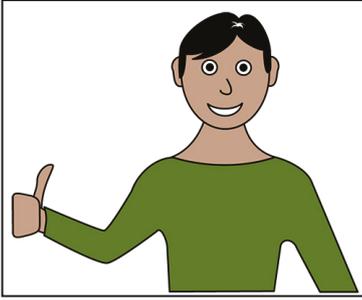


## How to appeal

If you disagree with the **Mandatory Reconsideration Notice**, you can appeal to an independent tribunal.

You must wait for the **Mandatory Reconsideration Notice** before you start an appeal.

# You may be able to work and still claim ESA



## Permitted work

You may be able to do some work and still get ESA payments. This is called permitted work and it lets you:

- work for less than 16 hours each week
- earn up to £125.50 (April 2018) **every week**, after tax
- get your normal amount of benefit payment
- build up your skills and experience
- do voluntary work - there is no limit on how many hours per week you can do voluntary work for

From April 2017 there is no limit on the number of weeks you can do permitted work for.

**Before you start any work, whether paid or unpaid, you must fill in a PW1 and send it to the Jobcentre Plus office that deals with your benefit.**

The quickest and easiest way to get a copy of the PW1 is to go to our website [www.gov.uk](http://www.gov.uk) and search for PW1. Or you can call Jobcentre Plus on **0800 169 0310** and ask them to send you a PW1.



For more information about permitted work please talk to your work coach or go to our website [www.gov.uk/employment-support-allowance/eligibility](http://www.gov.uk/employment-support-allowance/eligibility)



You can search for a job through DWP's Find a job on our website [www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)

## More information



### Other help and support you may be able to get

- Universal Credit
- Work Choice (a programme to help you get and keep a job if you are disabled)
- Access to Work (payment made to assist disabled people in a job or Work Trial)
- Personal Independence Payment (PIP)
- Industrial Injuries Disablement Benefit
- Mortgage Interest Payments
- Child Tax Credits
- Winter Fuel Payments and Cold Weather Payments
- Housing Benefit  
Can help to pay the rent for your home. Please contact your local council.
- Council Tax Reduction  
Is help to pay for your council tax. Please contact your local council.
- Money Advice Service  
Please go to **[www.moneyadviceservice.org.uk/en](http://www.moneyadviceservice.org.uk/en)**
- Prescriptions, glasses and dental treatment  
Please go to **[www.dh.gov.uk](http://www.dh.gov.uk)**
- Winter Fuel Payments and Cold Weather Payments