

Employment and Support Allowance. The way to work.

1. The first step.

You'll need a medical certificate to make your claim. If you don't already have one of these, see your GP.



You are here

4. And a few questions.

You'll be sent a form asking for more information about your illness or disability, which you'll need to fill out and send back straight away in the prepaid envelope provided.

6. Some decisions.

Based on the results of your assessment, we'll confirm whether you can continue to receive Employment and Support Allowance, and how much you'll receive now. If we think you are able, you'll be expected to prepare for work.

8. Confused about where to turn?

If at any point you feel lost along the way, or have a bit of a bumpy patch, just talk to your personal adviser at your next appointment and they'll help get you back on track.

2. Chat to Jobcentre Plus.

Call 0800 055 6688* to start your claim. If you have speech or hearing difficulties you can contact us using a textphone on 0800 023 48 88*. We'll ask you some questions about your circumstances and you'll need to provide us with ID (such as your National Insurance number). You may need to send us documents to confirm what you have told us. We'll also tell you about what to expect in the coming weeks.

3. Next, a letter.

We'll put a letter in the post asking you to check all the details of your claim. You only need to tell us if you spot anything that needs changing. A few days after we receive any documents we have asked you for, we'll confirm your Employment and Support Allowance payments.

5. Work Capability Assessment.

You'll probably be asked to attend an assessment with a trained doctor or nurse at a local medical centre. They'll look at how your illness or disability affects your ability to work and carry out day-to-day activities, so we can understand what you're able and not able to do.

7. Your personal adviser.

From around this stage, most people will be expected to attend up to 6 sessions with a personal adviser, who will talk with you about tailored support to help you move into suitable work.

9. Ongoing help.

Finding a job isn't the end of the story. We'll offer ongoing help once you're in work, such as coaching, mentoring and financial support, to help you stay in employment and make the most of your abilities.



WORK



*Calls to 0800 numbers are free from BT landlines but you may have to pay if you use another phone company, a mobile phone, or if you are calling from abroad.