

ESA have your say

If you have been claiming sickness benefit, such as Incapacity Benefit, for some time, you will be reassessed during the next three years to see if you are entitled to Employment and Support Allowance (ESA).

If you are being reassessed, it is important that you don't ignore any letters or calls about this as it will affect your benefits.

We want to hear your experiences of being reassessed so we can campaign for improvements to the system. Simply fill in this diary **as you go through** the ESA claiming process. Your responses are completely confidential and anonymous.

Thank you for your help.

Once complete please return to

**Bishops Waltham & the Meon Valley CAB
Well house
2 Brook Street
Bishops Waltham
Southampton
SO32 2AX**

About you

ESA have your say

Gender: Male [...] Female [...]

Age:

Please tell us if you have:

A mental health condition [...]

A physical health condition [...]

Learning difficulties [...]

Please describe your health condition/s

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.....
.....
.....
.....

Number of years claiming incapacity benefit or equivalent

Do you feel that you are now able to return to work? Yes [...] No [...]

If no, please say why not:

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.....
.....

If yes, what support would help you to go back to work?

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.....
.....

Initial stages of ESA

ESA have your say

In the initial stages of reassessment for ESA, you should receive a letter telling you about ESA and a phone call giving you further information. You will also be asked to complete a medical questionnaire.

If you have medical evidence such as a letter from a consultant it would be useful to send a copy with the questionnaire¹

Did you receive a letter [...] a telephone call [...]

Did you feel that you were kept well informed about ESA?

Yes [...] No [...]

Did you need help to fill in the questionnaire?

Yes [...] No [...]

If yes what help did you need or get?

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.....

Is there anything you can think of that would have improved this part of the process?

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¹ See front page for return details.

You should receive a call to arrange a Work Capability Assessment (WCA). The assessment should take around 40 minutes. The medical professional will ask you a series of questions to assess your capability for work.

Did you have any problems arranging or attending the assessment?

Yes [...] No [...]

If yes what problems did you have?
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.....

Do you feel that you had a good understanding of the assessment before you attended?

Yes [...] No [...]

How long did your assessment last?

Do you feel that you were able to fully explain to the medical professional the way your condition affects your everyday life?

Yes [...] No [...]

Were you able to discuss your mental health at your assessment?

Yes [...] No [...]
N/A [...]

Any comment about this part of the assessment.....
.....
.....
.....

Is there anything you can think of that would have improved the assessment for you?

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.....
.....

You have a right to ask for a copy of your medical report. If you have seen your medical report, how well did it reflect what you told the doctor or nurse?

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.....

Assessment Decision

After the assessment, you should receive a telephone call to tell you your assessment decision. You will be informed of your future options and entitlements.

What was the outcome of your assessment?

- Support Group [....]
- Work Related Activity Group [....]
- Fit for Work [....]

Information about the decision

Did you receive a call to tell you the decision?

Yes	[....]	No	[....]
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Did the person who rang you explain why they made the decision?

Yes	[....]	No	[....]
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Did you have the opportunity to discuss the decision?

Yes	[....]	No	[....]
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Do you agree with the outcome of your assessment?

Yes	[....]	No	[....]
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Please explain your reasons:

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.....
.....

Do you intend to appeal the result?

Yes [....] No [....]

If you have been found fit for work, are you planning to sign on for JSA and actively look for work?

If you feel unable to look for work, is this decision going to cause you financial difficulty?

Do you have any other comments about the process of applying for ESA, and the impact it has had on your life?