

# Employment and Support Allowance. How It Works.

## 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

## 2 Phone the Employment and Support Allowance Centre

Call 0800 0856318\* to start your claim. We'll ask you some questions about your circumstances and you'll need to provide us with 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.



Happiness

## 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. To contact us about changes, or for other enquiries at any stage of the process you can call us on 0845 6027301. 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 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.



## 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 financial support you'll receive. If you are able, you'll be supported 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.



Self confidence



## 7 Your Personal Adviser.

From around this stage, most people will be expected to attend up to 6 interviews with a Personal Adviser from the Department for Employment and Learning, 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 advice on job retention 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. If you have speech or hearing difficulties you can contact us using a textphone on 0800 3283419.