



Department
for Work &
Pensions

Keeping up-to-date with **New Style Employment and Support Allowance**

**Easy
Read**



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Department for
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1

Introduction



Department
for Work &
Pensions

New Style Employment and Support Allowance is a benefit from the Department for Work and Pensions.

New style
ESA

It is sometimes known as
New Style ESA.



If you have an illness, health condition or disability, which means you cannot work, you may be able to get New Style ESA.



This information will tell you:

- How long you can claim New Style ESA
- What a sanction is
- How to report a change in circumstances.

For more Easy Read information on New Style ESA, go to www.gov.uk

Search for **Easy Read New Style ESA**.

2

How long you can claim New Style ESA



How long you can claim New Style ESA depends on which group you are in.



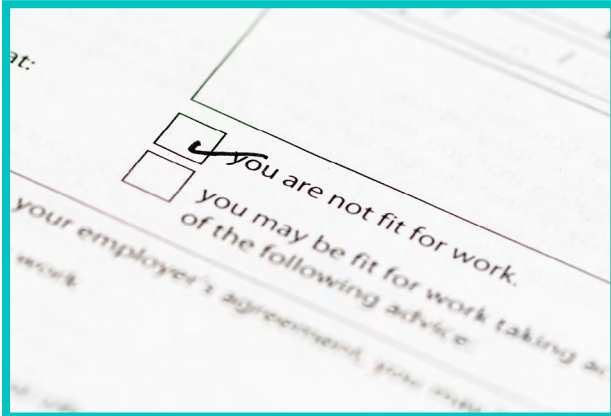
If you are in the **support group**, there is no limit on how long you can claim New Style ESA.

365
days

If you are not in the **support group**, your claim will end after 365 days.

For more Easy Read information on ESA groups, go to www.gov.uk

Search for **Easy Read New Style ESA** after you apply.



To keep getting New Style ESA, you may need to send in regular **fit notes** (sometimes called '**sick notes**' or '**doctors notes**').

This depends on your circumstances and the ESA group you are in.

For more information on how to send in your fit note, go to www.gov.uk/send-fit-note



To keep getting New Style ESA, you must also tell us about any changes to your circumstances (see page 11).

3

Sanctions



After you apply for New style ESA, you will agree to your **'Claimant Commitments'**.

You will do this with a Work Coach from your local Jobcentre Plus.

For more Easy Read information on Claimant Commitments, go to www.gov.uk

Search for **Easy Read New Style ESA after you apply.**



If you do not do what you said you would in your Claimant Commitments, your New Style ESA payment may be reduced.



This could be because you did not:

- Attend an interview
- Take part in other work-related things that you agreed to with your work coach.



This reduction is called a **sanction**.

Your sanction can last up to 4 weeks after you restart your work-related activities.

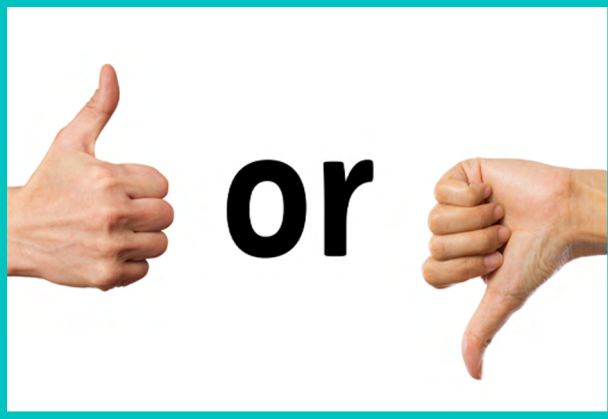
For more information on sanctions, go to www.gov.uk/government/publications/employment-and-support-allowance-sanctions/employment-and-support-allowance-sanctions-how-to-keep-your-benefit-payment#what-happens-if-i-get-a-sanction



You will get a letter saying you might get a sanction and the reason why.



If you had a good reason why you could not carry out your commitments, tell your work coach.



We will then make a decision on your sanction.

We will send you another letter with our decision.



If you get a sanction, you can ask for your decision to be looked at again.

When we look at the decision again, we call this a **Mandatory Reconsideration**.



A '**Mandatory Reconsideration**' means we will look at:

- The information you originally gave us
- Any new information you provide
- If there have been any changes in your circumstances.

We use this information to see whether we can change our decision.

4

Report a Change in Circumstances



If your circumstances change, you must tell the office that pays your New Style ESA.



If you do not tell the office that pays you New Style ESA about a change, they may not pay you the correct amount.

New style
ESA 

This means your New Style ESA:

- May be reduced
- May be stopped.



IMPORTANT

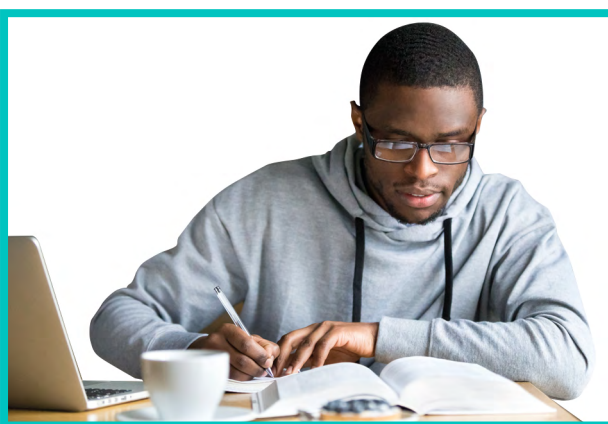
If we pay you too much because you did not tell the office that pays you about a change, you might have to:

- Pay it back
- Pay a fine
- Face legal action.

A change in your circumstances can include:



- If you start or stop working.



- If you start or stop any education, training, or apprenticeship.



- If you change your name or other personal details.



- If you move to a new house or buy or sell another property.



- The people you live with changes
For example, a partner or child moves in or moves out of your home.



- Any changes to pensions.



- Any changes to other money you get
For example, company sick pay or any money you get from a charity.



- Your doctor or health professional's details change.



- Your health condition or disability gets worse or better.



You, or the person you care for:

- Go into hospital
- Go into a care home or sheltered accommodation
- Go on holiday abroad.



- Any changes to your immigration status.

5

How to tell us about a change of circumstances



jobcentreplus

Department for
Work and Pensions

Contact Jobcentre Plus to tell us about a change to your circumstances.



You can do this by either:

- Calling Jobcentre plus on the telephone
- Writing to the Jobcentre plus office that pays your New Style ESA.



Department
for Work &
Pensions



Letter

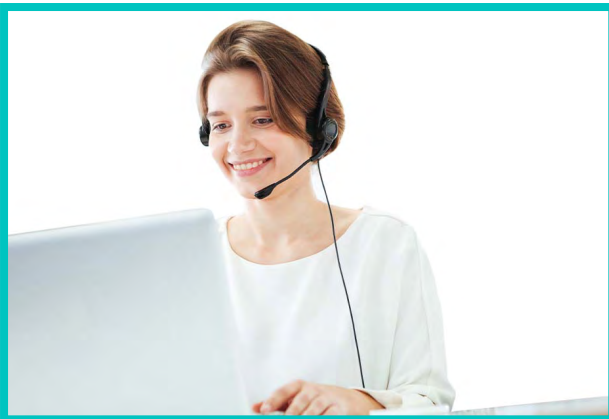
The address of this office will be on any letters you get about your New Style ESA.



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



These helplines are open Monday
– Friday, 8am to 5pm.



If you cannot hear or speak on the
phone, use **Relay UK**:

18001 then **0800 169 0310**



British Sign Language users can use the Video Relay Service. Monday to Friday, 8am to 6pm.



If you get Universal Credit at the same time as New Style ESA and your circumstances change, you must tell:

- Jobcentre Plus
- Universal Credit.

To report a change of circumstances for Universal Credit, go to www.gov.uk/sign-in-universal-credit

More contact information for Universal Credit can be found online at: www.gov.uk/universal-credit/contact-universal-credit

For more information on New Style ESA, go to www.gov.uk/guidance/new-style-employment-and-support-allowance