



Employment and support allowance

► For more information on the benefits most commonly claimed by people with arthritis, see Arthritis Care's factsheet, 'Benefits you can claim'.

What is Employment and Support Allowance?

Employment and Support Allowance (ESA) is a benefit for people who have a health condition or disability that limits their ability to work.

Who can claim ESA?

The following basic qualifying conditions apply to all ESA claims. You must:

- have a limited capability for work. This is tested under the 'Work Capability Assessment' (see page 4)
- be aged between 16 and State Pension age
- not be in work (some limited work is 'permitted' – see page 3)
- be in Great Britain
- not be receiving Income Support, Jobseeker's Allowance or Statutory Sick Pay.

Different types of ESA

There are two types of ESA: 'contributory ESA' and 'income-related ESA'. You may receive either one of these, or both together, depending on your circumstances. There are additional conditions that you must satisfy to receive either one.

Contributory ESA

To be entitled to contributory ESA, you will need to satisfy the basic qualifying conditions above, plus you must also have paid enough

National Insurance contributions over a certain number of years. Contributory ESA is a taxable, flat-rate benefit. Savings and most other income do not affect contributory ESA. However, occupational or personal pensions can affect the amount you are paid.

Note

Income-related ESA is being replaced by a new benefit, Universal Credit, over the next few years.

If you live in a Universal Credit 'full service' area, you will not be able to claim income-related ESA, but will need to claim Universal Credit instead. You can check whether this applies to you by using the postcode checker at universalcreditinfo.net

► See Arthritis Care's factsheet, 'Universal Credit' for more information.

How long it can be paid depends on which of two groups you are put in: the 'support group' or the 'work-related activity group' (see below). Payment is limited to a maximum of 12 months if you are placed in the work-related activity group. However, it can be paid indefinitely if you are placed in the support group.

Income-related ESA

To be entitled to income-related ESA, as well as satisfying the basic qualifying conditions above, you must also satisfy a means test. In this, your needs (and those of your partner, if you have one) are compared with your resources (such as your income or savings), and the difference is paid as income-related ESA. If you have savings over £16,000, you will not be entitled to income-related ESA.

Income-related ESA can be paid on its own (if you are not entitled to contributory ESA) or as a top-up to contributory ESA (if you are). Income-related ESA can help towards mortgage interest payments and certain other housing costs.

The two groups who can claim ESA

1. The work-related activity group

In this group, you must meet work-related conditions, including attending **work-focused interviews**. If you fail to meet the conditions, your ESA payment may be reduced. You receive a lower rate of ESA than if you are placed in the support group.

2. The support group

You do not have to undertake any work-related activities in this group (although you can volunteer to do so). You receive a higher rate of ESA than if you are placed in the work-related activity group. Furthermore, if you are placed in the support group, any contributory ESA you receive will not be subject to the 12-month time limit.

Work-focused interviews

If you are placed in the work-related activity group, you will be asked to attend a series of work-focused interviews. At each interview, you meet a 'work coach' who will discuss your work prospects, based on:

- your education
- your skills
- your experience
- any caring responsibilities you have.

They should help to identify the steps you can take to prepare for work, including training opportunities, work experience, help with job seeking or support in managing your health condition.

Work you can do while claiming ESA

It is possible to do some work while claiming ESA without it affecting your benefit – this is called ‘permitted work’. Permitted work must be for less than 16 hours per week and you must not earn more than £120.00 per week.

Changes to ESA

From 3 April 2017, the rate of ESA for people placed in the work-related activity group changed. If you make a claim on or after this date, you will receive a lower weekly rate, in line with the rate of Jobseeker’s Allowance. For example, if you are a single person aged 25 or over who is placed in the work-related activity group, you will receive a weekly rate of £73.10.

From 3 April 2017, if claimants are in the work-related activity group, they are able to do permitted work for any length of time. Before 3 April 2017, claimants were not allowed to work for longer than 52 weeks.

This means that from 3 April 2017, claimants can:

- work for less than 16 hours a week
- earn up to £120.00 per week
- do permitted work for any length of time.

How to apply for ESA

To apply for ESA, you need to phone the Jobcentre Plus claim line. Or, if you are claiming contributory ESA in a Universal Credit full service area, ring the Universal Centre service centre.

Make sure you have the following ready when you start:

- your (and your partner’s) National Insurance number
- a medical certificate from your GP (the ‘fit note’)
- your GP’s address and phone number
- your contact details
- details of your mortgage or landlord
- a council tax bill
- if you have, or recently have had, an employer, their address and telephone number and the dates of your employment (or the last day you worked)
- your bank or building society account details
- details of any earnings, income, savings or capital you may have
- details of any other benefits or sick pay you are receiving.

Alternatively, you can download the ESA1 claim form from:
gov.uk/employment-support-allowance/how-to-claim

To contact the JobcentrePlus claim line:

Tel: 0800 055 6688;
textphone: 0800023 4888.
Northern Ireland:
Tel: 0800 085 6318;
textphone: 0800 328 3419

To contact the Universal Credit service centre:

Tel: 0345 600 0723;
textphone: 0345 600 0743

How much can I claim?

To find out your current entitlement:

Call the ESA claim line on tel: 0800 055 6688, or go to [gov.uk/employment-support-allowance/what-youll-get](https://www.gov.uk/employment-support-allowance/what-youll-get)

► See Arthritis Care's factsheet 'If you are unhappy with your benefit decision' for more information on what to do if your claim is rejected.

► See Arthritis Care's factsheet 'Benefits you can claim' for more information on Jobseeker's Allowance and other benefits you might be able to claim.

The amount of ESA changes each year. It depends on whether you get contributory ESA or income-related ESA, whether you are in the assessment phase or the main phase, and which group you have been put in: the 'work-related activity group' or the 'support group' (see page 2).

After submitting your ESA claim

The Department for Work and Pensions (DWP) will send you a letter, confirming whether or not you meet the basic qualifying conditions (see page 1). If they tell you that you do not satisfy these and you disagree with them, you can challenge the decision. Alternatively, you could claim Jobseeker's Allowance instead.

If you do satisfy the basic qualifying conditions, you can begin the 'assessment phase'. The assessment phase is a 13-week period that applies to most new claimants. During this phase, the DWP will collect more information about you to check if your award for ESA can continue and, if it can, at what rate. They do this through the 'Work Capability Assessment' (see below). The assessment phase can be extended beyond 13 weeks if there is a delay in completing this assessment (such delays are common).

During the assessment phase, ESA is paid at a lower rate – the 'basic allowance'. If you are aged under 25 during the assessment phase, you are paid a lower rate of the basic allowance. After the assessment phase, if you continue to be entitled to ESA, you will be paid the same rate as someone aged 25 or over. If you are a new claimant of ESA, you will not receive any money for the first seven days of your claim – the 'waiting days'. Your entitlement to the basic allowance will begin after these seven days.

After the assessment phase, you will be told whether or not you can continue to receive ESA and at what rate. If your award continues, you will be in the 'main phase' of your claim. You will be told which group you are in: the support group or the work-related activity group (see above). If you are in the support group, you receive an additional amount of money – the support group component.

The Work Capability Assessment

The Work Capability Assessment is intended to do two things. First, it finds out whether you have a 'limited capability for work'. If you have a limited capability for work, you can stay on ESA. Second, it finds out whether you have a 'limited capability for work-related activity'. This is used to decide whether you are put in the 'work-related activity group' or the 'support group' (see page 2).

The limited capability for work assessment

You are not entitled to ESA unless you have (or can be treated as having) a 'limited capability for work'. This is a points-related assessment of your physical and mental health, considered over a range of activities. Points are awarded on the basis of any limitations you have with respect to each activity and totalled up. If the total reaches 15 points or more, you are assessed as having a limited capability for work. You are asked about your limitations performing the activities in the 'Capability for Work' questionnaire (see below). A list of the activities and the points is in Appendix 1 at the end of this factsheet (see page 9).

The limited capability for work-related activity assessment

The 'limited capability for work-related activity' assessment determines which of two groups you can be placed in: the support group or the work-related activity group (see above). This assessment has a list of 'descriptors'. We list these in Appendix 2 (see page 13). If you meet just one of these descriptors, you will be assessed as having a limited capability for work-related activity. The DWP decides if any of the descriptors apply by looking at what you have written in the 'Capability for Work' questionnaire.

How is the Work Capability Assessment applied?

A DWP 'decision maker' looks at the information you have provided when you claim ESA to see, without having to make further enquiries, if there is evidence that you have a limited capability for work and for work-related activity. If the decision maker considers they do not have such evidence, they will send you a 'Capability for Work' questionnaire to complete.

Completing the 'Capability for Work' questionnaire

This section looks at the Capability for Work questionnaire in more detail. You must return the questionnaire within four weeks, from the day after it was sent to you. However, you can still take your time completing it and you do not need to do so in one sitting. You may wish to write in pencil first, or make some notes on paper or on a copy of the form, before committing yourself to pen.

The questionnaire begins by asking for general personal details (name and address etc). You are then asked to provide details of your GP and the care professional who knows your condition best. You are asked to tell them about your illness or disability and the

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medication or treatment you are receiving (including side effects). There are questions relating to any hospital or clinical treatment you are receiving.

The rest of the questionnaire is an assessment of how your condition affects you. It is divided into three parts:

- Part 1 asks about physical capabilities
- Part 2 asks about mental, cognitive and intellectual capabilities
- Part 3 asks about any problems you have with eating or drinking

Parts 1 and 2 relate to activities listed in the limited capability for work assessment (see above). When deciding whether you have a limited capability for work, the DWP decision maker chooses which 'descriptor' applies to you in connection with each activity. Each descriptor explains a task related to the activity with varying degrees of difficulty. Each descriptor is worth between zero and 15 points. To qualify as having a limited capability for work, you need to score a total of 15 points or more. These points can be scored in just one activity or from any of the activities added together.

What you write on the capability for work questionnaire will help the DWP decision maker to decide what descriptors apply to you. We have listed the descriptors, and the points related to each one, in Appendix 1. You may want to refer to this when completing the questionnaire.

Under each activity heading, you are first asked whether you can do that particular activity without difficulty. Read all the text related to the activity before ticking the box – you will then have a better idea about what is meant by having 'a difficulty' with that activity.

You are then asked about specific tasks related to each activity. In each case, you are usually offered one of three boxes to tick: 'no', 'yes' or 'it varies' – the last being helpful if your arthritis is variable. When deciding which box to tick, bear in mind that the question is whether you reasonably can or cannot do the particular task both reliably and repeatedly. Things like safety, tiredness, pain and discomfort may mean that, although you can actually perform the task, it is not reasonable to expect you to do so. Or, if you could perform it occasionally, you could not repeat it with reasonable regularity.

Each question has a box for you to provide more details. You can use this to explain how your abilities vary if your arthritis fluctuates. Rather than stating what you are capable of on the day you fill in the form, you need to give a realistic picture of the problems you face on a regular basis. Focus on what you can do on an average day (not a good day), and state how this differs on bad days. Let them know how often you have bad days. If mornings are bad or if winter is worse than summer, give details.

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When answering the physical activity questions, mention any special aids or equipment you use on a day-to-day basis and base your answers on your abilities when using them. For example, if you use a stick to walk, mention this and state how far you can walk with the stick rather than without it. If you can walk quite a distance but need to stop and rest frequently because of pain or fatigue, give details. If you can walk but regularly fall or stumble, perhaps because of joint stiffness, mention this.

It is worth spelling out some of the difficulties you face, even if they seem obvious to you. If you can sit for 20 minutes, but only on a specially adapted chair, or if you can physically stay seated for 30 minutes but it causes you pain, say so. If you can manage one of the stated activities, but doing so would make you exhausted that day or the following day, make this clear. Emphasise the fluctuating nature of your arthritis, and be clear if your symptoms are made worse by work-related issues like stress or fatigue.

Part 2 asks questions about your mental or intellectual abilities. You may consider your arthritis to be a purely physical problem, but it is important to read and answer all of the questions. For instance, if you take painkilling medication, this may affect your ability to learn new tasks or mean that your awareness of common dangers has been reduced. If you experience a lot of pain, this may also affect your mental health.

If you need more space to explain anything, attach continuation sheets to the claim- form, clearly marked with your name, the relevant question number and your National Insurance number. You should keep a copy of your completed questionnaire and any continuation sheets as a record.

What happens next?

Your completed questionnaire is assessed by a DWP-approved healthcare professional. The healthcare professional considers all the evidence on your claim and may request further information from your GP (or any other professional providing you with treatment) and/or ask that you attend a 'face-to-face assessment'.

The face-to-face assessment

The face-to-face assessment will take place at an Examination Centre. It is carried out by a healthcare professional, who is usually a nurse or physiotherapist. You must be given at least seven days' notice of the date, time and place for the assessment, unless you agree to accept a shorter notice period. This may be arranged over the phone. If you cannot attend, you should inform the office arranging the assessment as soon as possible. You can take a friend, relative or carer with you to the assessment.

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During the assessment, the healthcare professional will identify the descriptors that they consider apply to you, with respect to both the limited capability for work assessment and the limited capability for work-related activity assessment. To do this, they will ask questions about your daily activities, including hobbies or leisure activities. They will observe how you manage during the assessment itself and may give you a clinical examination.

After you have seen them, the healthcare professional will produce a report and send this to a DWP decision maker. The decision maker will decide on the basis of this report whether or not you have a limited capability for work (and can remain entitled to ESA) and a limited capability for work-related activity (which determines which group you should be put in: the support group or work-related activity group).

If you disagree with their decision, you can ask for it to be reconsidered. If they do not change the decision when they reconsider it, you can then lodge an appeal.

► For more information on challenging decisions, see Arthritis Care's factsheet 'If you are unhappy with your benefit decision'.

Further help

For further advice and support, contact a local advice centre, such as Citizens Advice, Age UK (call 0800 678 1174), DIAL (call Scope on 0800 800 3333 for details) or local authority welfare rights service (call your local council for details).

Sources of information

- Arthritis Care factsheets — arthritiscare.org.uk
- Citizens Advice — citizensadvice.org.uk
- GOV.UK (England, Wales and Scotland) — gov.uk
- Disability Rights UK factsheets — disabilityrightsuk.org/how-we-can-help/
- nidirect (Northern Ireland) — nidirect.gov.uk

Disclaimer: This factsheet is only a guide and does not cover every circumstance. We have done our best to make sure the factsheet is correct as per the date below. Some of the information may be oversimplified or may become inaccurate over time - for example, because of changes to the law. We recommend that you get independent advice before making financial decisions based on this factsheet.

Appendix 1: The limited capability for work test

To be assessed as having a limited capability for work, you need to score 15 points or more. Add together the highest score from each activity that applies to you.

The assessment takes into account your abilities with any aid or appliance you would normally, or could reasonably be expected to, use.

If any task highlighted in italics applies, you will also satisfy the ‘limited capability for work-related activity test’ (see Appendix 2, page 13).

Part 1: Physical functions

Activity 1: Mobilising (moving around) unaided by another person with or without a walking stick, manual wheelchair or other aid if such aid is normally, or could reasonably be, worn or used.

- 1(a) *Cannot unaided by another person either:*
- i *mobilise more than 50 metres on level ground without stopping in order to avoid significant discomfort or exhaustion; or*
 - ii *repeatedly mobilise 50 metres within a reasonable timescale because of significant discomfort or exhaustion.* Score 15
- 1(b) Cannot, unaided by another person, mount or descend two steps even with the support of a handrail. Score 9
- 1(c) Cannot, unaided by another person, either:
- i mobilise more than 100 metres on level ground without stopping in order to avoid significant discomfort or exhaustion; *or*
 - ii repeatedly mobilise 100 metres within a reasonable timescale because of significant discomfort or exhaustion. Score 9
- 1(d) Cannot, unaided by another person, either:
- i mobilise more than 200 metres on level ground without stopping in order to avoid significant discomfort or exhaustion; *or*
 - ii repeatedly mobilise 200 metres within a reasonable timescale because of significant discomfort or exhaustion. Score 6
- 1(e) None of the above applies. Score 0

Activity 2: Standing and sitting.

- 2(a) *Cannot move between one seated position and another seated position which are located next to one another without receiving physical assistance from another person.* Score 15
- 2(b) Cannot, for the majority of the time, remain at a work station, either:
- i standing unassisted by another person (even if free to move around);
 - ii sitting (even in an adjustable chair); *or*
 - iii a combination of (i) and (ii)
- for more than 30 minutes, before needing to move away in order to avoid significant discomfort or exhaustion. Score 9

2(c) Cannot, for the majority of the time, remain at a work station, either:
i standing unassisted by another person (even if free to move around);
ii sitting (even in an adjustable chair); *or*
iii a combination of (i) and (ii)
for more than an hour before needing to move away in order to avoid significant discomfort or exhaustion. Score 6

2(d) None of the above applies. Score 0

Activity 3: Reaching

3(a) *Cannot raise either arm as if to put something in the top pocket of a coat or jacket.* Score 15

3(b) Cannot raise either arm to top of head as if to put on a hat. Score 9

3(c) Cannot raise either arm above head height as if to reach for something. Score 6

3(d) None of the above applies. Score 0

Activity 4: Picking up and moving or transferring (items) by the use of the upper body and arms.

4(a) *Cannot pick up and move a 0.5 litre carton full of liquid.* Score 15

4(b) Cannot pick up and move a one litre carton full of liquid. Score 9

4(c) Cannot transfer a light but bulky object such as an empty cardboard box. Score 6

4(d) None of the above applies. Score 0

Activity 5: Manual dexterity

5(a) *Cannot press a button (such as a telephone keypad) with either hand or cannot turn the pages of a book with either hand.* Score 15

5(b) Cannot pick up a £1 coin or equivalent with either hand. Score 15

5(c) Cannot use a pen or pencil to make a meaningful mark. Score 9

5(d) Cannot single-handedly use a suitable keyboard or mouse. Score 9

5(e) None of the above applies. Score 0

Activity 6: Making self understood through speaking, writing, typing, or other means which are normally, or could reasonably be, used, unaided by another person.

6(a) *Cannot convey a simple message, such as the presence of a hazard.* Score 15

6(b) Has significant difficulty conveying a simple message to strangers. Score 15

6(c) Has some difficulty conveying a simple message to strangers. Score 6

6(d) None of the above applies. Score 0

Activity 7: Understanding communication by:

i verbal means (such as hearing or lip reading) alone,

ii non-verbal means (such as reading 16-point print or braille) alone, or

iii a combination of (i) and (ii),

using any aid that is normally, or could reasonably be, used, unaided by another person.

7(a) *Cannot understand a simple message, such as the location of a fire escape, due to sensory impairment.* Score 15

- 7(b) Has significant difficulty understanding a simple message from a stranger due to sensory impairment. Score 15
- 7(c) Has some difficulty understanding a simple message from a stranger due to sensory impairment. Score 6
- 7(d) None of the above applies. Score 0

Activity 8: Navigation and maintaining safety, using a guide dog or other aid if either or both are normally, or could reasonably be, used.

- 8(a) Unable to navigate around familiar surroundings, without being accompanied by another person, due to sensory impairment. Score 15
- 8(b) Cannot safely complete a potentially hazardous task such as crossing the road, without being accompanied by another person, due to sensory impairment. Score 15
- 8(c) Unable to navigate around unfamiliar surroundings, without being accompanied by another person, due to sensory impairment. Score 9
- 8(d) None of the above applies. Score 0

Activity 9: Absence or loss of control whilst conscious leading to extensive evacuation of the bowel and/or bladder, other than enuresis (bed-wetting), despite the wearing or use of any aids or adaptations which are normally, or could reasonably be, worn or used.

- 9(a) At least once a month experiences:
i loss of control leading to extensive evacuation of the bowel and/or voiding of the bladder; *or*
ii substantial leakage of the contents of a collecting device, sufficient to require cleaning and a change in clothing. Score 15
- 9(b) The majority of time is at risk of loss of control leading to extensive evacuation of the bowel and/or voiding of the bladder, sufficient to require cleaning and a change in clothing, if not able to reach a toilet quickly. Score 6
- 9(c) Neither of the above applies. Score 0

Activity 10: Consciousness during waking moments.

- 10(a) At least once a week, has an involuntary episode of lost or altered consciousness resulting in significantly disrupted awareness or concentration. Score 15
- 10(b) At least once a month, has an involuntary episode of lost or altered consciousness resulting in significantly disrupted awareness or concentration. Score 6
- 10(c) None of the above applies. Score 0

Part 2: Mental, cognitive and intellectual functions

Activity 11: Learning tasks

- 11(a) *Cannot learn how to complete a simple task, such as setting an alarm clock.* Score 15
- 11(b) Cannot learn anything beyond a simple task, such as setting an alarm clock. Score 9

11(c) Cannot learn anything beyond a moderately complex task, such as the steps involved in operating a washing machine to clean clothes. Score 6

11(d) None of the above applies. Score 0

Activity 12: Awareness of everyday hazards (such as boiling water or sharp objects).

12(a) *Reduced awareness of everyday hazards leads to a significant risk of:*
i *injury to self or others; or*
ii *damage to property or possessions such that the claimant requires supervision for the majority of the time to maintain safety.* Score 15

12(b) Reduced awareness of everyday hazards leads to a significant risk of
i injury to self or others; *or*
ii damage to property or possessions such that the claimant frequently requires supervision to maintain safety. Score 9

12(c) Reduced awareness of everyday hazards leads to a significant risk of:
i injury to self or others;
ii damage to property or possessions; *or*
ii such that the claimant occasionally requires supervision to maintain safety. Score 6

12(d) None of the above applies. Score 0

Activity 13: Initiating and completing personal action (which means planning, organisation, problem solving, prioritising or switching tasks).

13(a) *Cannot, due to impaired mental function, reliably initiate or complete at least two sequential personal actions.* Score 15

13(b) Cannot, due to impaired mental function, reliably initiate or complete at least two sequential personal actions for the majority of the time. Score 9

13(c) Frequently cannot, due to impaired mental function, reliably initiate or complete at least two sequential personal actions. Score 6

13(d) None of the above applies. Score 0

Activity 14: Coping with change.

14(a) *Cannot cope with any change to the extent that day-to-day life cannot be managed.* Score 15

14(b) Cannot cope with minor planned change (such as a pre-arranged change to the routine time scheduled for a lunch break), to the extent that overall day-to-day life is made significantly more difficult. Score 9

14(c) Cannot cope with minor unplanned change (such as the timing of an appointment on the day it is due to occur), to the extent that overall, day-to-day life is made significantly more difficult. Score 6

14(d) None of the above applies. Score 0

Activity 15: Getting about.

15(a) Cannot get to any place outside of the claimant's home with which the claimant is familiar. Score 15

15(b) Is unable to get to a specified place with which the claimant is familiar, without being accompanied by another person. Score 9

- 15(c) Is unable to get to a specified place with which the claimant is unfamiliar without being accompanied by another person. Score 6
- 15(d) None of the above applies. Score 0

Activity 16: Coping with social engagement due to cognitive impairment or mental disorder.

- 16(a) *Engagement in social contact is always precluded due to difficulty relating to others or significant distress experienced by the claimant.* Score 15
- 16(b) Engagement in social contact with someone unfamiliar to the claimant is always precluded due to difficulty relating to others or significant distress experienced by the claimant. Score 9
- 16(c) Engagement in social contact with someone unfamiliar to the claimant is not possible for the majority of the time due to difficulty relating to others or significant distress experienced by the claimant. Score 6
- 16(d) None of the above applies. Score 0

Activity 17: Appropriateness of behaviour with other people, due to cognitive impairment or mental disorder.

- 17(a) *Has, on a daily basis, uncontrollable episodes of aggressive or disinhibited behaviour that would be unreasonable in any workplace.* Score 15
- 17(b) Frequently has uncontrollable episodes of aggressive or disinhibited behaviour that would be unreasonable in any workplace. Score 15
- 17(c) Occasionally has uncontrollable episodes of aggressive or disinhibited behaviour that would be unreasonable in any workplace. Score 9
- 17(d) None of the above applies. Score 0

Appendix 2: The limited capability for work-related activity test

If one or more of the following descriptors applies to you, you will be assessed as having a limited capability for work-related activity. This will place you in the support group of claimants, in which case you will be exempt from having to meet work-related conditions in order to keep receiving the benefit in full.

The assessment takes into account your abilities when using any aid or appliance you would normally, or could reasonably be expected to, use.

Activity 1: Mobilising unaided by another person with or without a walking stick, manual wheelchair or other aid if such aid is normally, or could reasonably be, worn or used.

Cannot either:

- i mobilise more than 50 metres on level ground without stopping in order to avoid significant discomfort or exhaustion; *or*
- ii repeatedly mobilise 50 metres within a reasonable timescale because of significant discomfort or exhaustion.

Activity 2: Transferring from one seated position to another.

Cannot move between one seated position and another seated position located next to one another without receiving physical assistance from another person.

Activity 3: Reaching.

Cannot raise either arm as if to put something in the top pocket of a coat or jacket.

Activity 4: Picking up and moving or transferring by the use of the upper body and arms (excluding standing, sitting, bending or kneeling and all other activities specified in this appendix).

Cannot pick up and move a 0.5 litre carton full of liquid.

Activity 5: Manual dexterity.

Cannot press a button (such as a telephone keypad) with either hand or cannot turn the pages of a book with either hand.

Activity 6: Making self understood through speaking, writing, typing, or other means which are normally, or could reasonably be, used, unaided by another person.

Cannot convey a simple message, such as the presence of a hazard.

Activity 7: Understanding communication by

- i verbal means (such as hearing or lip reading) alone**
 - ii non-verbal means (such as reading 16-point print or Braille) alone, or**
 - iii a combination of (i) and (ii)**
- using any aid that is normally, or could reasonably be, used, unaided by another person.**

Cannot understand a simple message, such as the location of a fire escape, due to sensory impairment.

Activity 8: Absence or loss of control whilst conscious leading to extensive evacuation of the bowel and/or voiding of the bladder, other than enuresis (bed-wetting), despite the wearing or use of any aids or adaptations which are normally, or could reasonably be, worn or used.

At least once a week experiences:

- a loss of control leading to extensive evacuation of the bowel and/or voiding of the bladder; *or*
- b substantial leakage of the contents of a collecting device, sufficient to require the individual to clean themselves and change clothing.

Activity 9: Learning tasks.

Cannot learn how to complete a simple task, such as setting an alarm clock, due to cognitive impairment or mental disorder.

Activity 10: Awareness of hazard.

Reduced awareness of everyday hazards, due to cognitive impairment or mental disorder, leads to a significant risk of:

- a injury to self or others; *or*
- b damage to property or possessions

such that the claimant requires supervision for the majority of the time to maintain safety.

Activity 11: Initiating and completing personal action (which means planning, organisation, problem solving, prioritising or switching tasks).

Cannot, due to impaired mental function, reliably initiate or complete at least two sequential personal actions.

Activity 12: Coping with change.

Cannot cope with any change, due to cognitive impairment or mental disorder, to the extent that day-to-day life cannot be managed.

Activity 13: Coping with social engagement, due to cognitive impairment or mental disorder.

Engagement in social contact is always precluded due to difficulty relating to others or significant distress experienced by the claimant.

Activity 14: Appropriateness of behaviour with other people, due to cognitive impairment or mental disorder.

Has, on a daily basis, uncontrollable episodes of aggressive or disinhibited behaviour that would be unreasonable in any workplace.

Activity 15: Conveying food or drink to the mouth.

- a Cannot convey food or drink to the claimant's own mouth without receiving physical assistance from someone else;
- b Cannot convey food or drink to the claimant's own mouth without repeatedly stopping or experiencing breathlessness or severe discomfort;
- c Cannot convey food or drink to the claimant's own mouth without receiving regular prompting given by someone else in the claimant's physical presence; *or*
- d Owing to a severe disorder of mood or behaviour, fails to convey food or drink to the claimant's own mouth without receiving:
 - i physical assistance from someone else; *or*
 - ii regular prompting given by someone else in the claimant's presence.

Activity 16: Chewing or swallowing food or drink.

- a Cannot chew or swallow food or drink;
- b Cannot chew or swallow food or drink without repeatedly stopping, experiencing breathlessness or severe discomfort;
- c Cannot chew or swallow food or drink without repeatedly receiving regular prompting given by someone else in the claimant's presence; *or*
- d Owing to a severe disorder of mood or behaviour, fails to:
 - i chew or swallow food or drink; *or*
 - ii chew or swallow food or drink without regular prompting given by someone else in the claimant's presence.



A R T H R I T I S C A R E

How Arthritis Care can help you

Want to talk to someone about your arthritis?
Or read more about the condition?

Call our free, confidential Helpline on 0808 800 4050
for information and support. We're open weekdays from
09:30 to 17:00 – we'd really like to hear from you.

We have over 40 free booklets and factsheets on
various aspects of arthritis, from diet and surgery, to
managing pain and fatigue. These can be sent to you
in the post – just ask our Helpline staff for details.

Go online

You can download all our booklets and factsheets
as PDFs from arthritiscare.org.uk/information

We also have an Online Community, where you can
chat to others with arthritis, and can be reached at
arthritiscareforum.org.uk



Arthritis Care and Arthritis Research UK have joined together
to help more people live well with arthritis. Read how at
arthritiscare.org.uk/merger. All donations will now go to
Arthritis Research UK and be used to help people with arthritis
live full and active lives in communities across England and
Wales, Scotland, and Northern Ireland.

Thank you

Contact us

Our Helpline:

0808 800 4050

Our website:

arthritiscare.org.uk

Our offices:

England:

020 7380 6540

Northern Ireland:

028 9078 2940

Scotland:

0141 954 7776

Wales:

029 2044 4155

Social media:



@arthritis_care



[facebook.com/
arthritiscareuk](https://facebook.com/arthritiscareuk)



@arthritiscareuk

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Please check our website for up-to-date information and reference sources or call 020 7380 6577.



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