

# A Guide to Form Filling: UC50 and ESA50 Questionnaires

Information Guide 11: For Residents and Advisers

21<sup>st</sup> October 2024

[www.wolverhampton.gov.uk](http://www.wolverhampton.gov.uk)

## 1. Introduction

This Information Guide provides some 'good practice' advice and 'top tips' to those who are required to complete a:

- **UC50 Capability for Work Questionnaire**
- **ESA50 Capability for Work Questionnaire**

as part of the process of claiming Universal Credit or New Style Employment and Support Allowance (New Style-ESA) on grounds that their poor health or disability impacts on their ability to work.

The intention is to set out what may be considered to be valuable information to get the job done and in doing so to do as good a job as possible.

In practical terms, the Information Guide explains why completion of these Questionnaires is important, the role the forms can play in the assessment of benefit entitlements and what can happen when you do not return your Questionnaire, or you do not return it within the required time limit.

It is hoped that the details provided prove equally insightful to those whose role it is to complete these Questionnaire forms on behalf of other people, be it in a voluntary or professional capacity.

**Universal Credit:** Is a benefit that is designed to provide financial support to people who are of 'working age' who have a limited income. A person may apply for Universal Credit in a number of different situations including if they consider themselves to be unable to work / unable to do some forms of work due to poor health or disablement. If they do, then they will be assessed under the Work Capability Assessment to see if they may be regarded as having 'limited capability for work' and/or 'limited capability for work-related activity'.

**New Style ESA:** Is a benefit that is designed to provide financial support to people who are of 'working age' and who are unable to work / unable to do some forms of work due to poor health or disablement. To qualify, a person must have paid / been credited with sufficient National Insurance contributions. Moreover, the person must be assessed under the Work Capability Assessment and considered to have 'limited capability for work' and/or 'limited capability for work-related activity'.

Therefore, whether it is Universal Credit or New Style ESA (or both) that you are being assessed for, you will need to undergo the Work Capability Assessment. That, in itself, will involve you being assessed to see if, given the nature of your ill-health and disability and how it impacts on you, you may be considered to have 'limited capability for work' and 'limited capability for work-related activity'.

This is not intended to be a guide about Universal Credit or New Style ESA entitlement. If you want more information on the qualifying rules for these benefits, then please do seek further information.

Completing the UC50 / ESA50 Questionnaires is not simply about entering information about what you can't do, it's also about how you manage to do the things you can do. It's not just about the help that you get, it's about the help that you reasonably require.

## 2. Why These Forms are Important...

Entitlement to Universal Credit (on the basis that you have health problems which may affect your ability to work) and New Style ESA, is dependent on your physical and mental health and how it impacts on you. The UC50 Questionnaire and ESA50 Questionnaire are designed to enable you to provide details to the Department for Work and Pensions (DWP) about the health problems you have, the treatment you receive (if any) and how this all impacts your ability to undertake certain physical and cognitive tasks.

Once you have completed and returned your Questionnaire form it will go to a Healthcare Professional to study before they examine you in a face-to-face / telephone or online assessment. The Healthcare Professional will then compile their own report on how they think your poor health / disability impacts on your functioning. These reports are known as a UC85 (in the case of Universal Credit) and a ESA85 (in the case of New Style ESA). Once the Healthcare Professional has completed their report it will go to a DWP Decision Maker (together with your completed UC50 Questionnaire / ESA50 Questionnaire and any other medical evidence collected) for them to make the overall decision on whether you may be considered to have 'limited capability for work' and/or 'limited capability for work-related activity'.

Therefore, completion of the UC50 Questionnaire / ESA50 Questionnaire is most important. The form gives insight to both the Healthcare Professional and the DWP Decision Maker of your condition and difficulties. It is your opportunity to tell your side of things / your story.

## 3. Electronic Forms...

For the purposes of the Work Capability Assessment the DWP will send you a paper copy of the UC50 Questionnaire (Universal Credit) or ESA50 Questionnaire (New Style ESA). However, these forms are available online in electronic format.

See LINKS: [UC50 Questionnaire](#) / [ESA50 Questionnaire](#) pdf electronic forms.

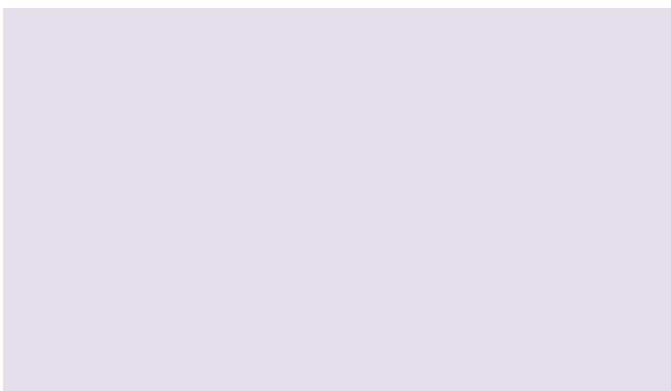
This means that you can go to these links, download the Questionnaire you want, complete it, print it, sign it and return it to the DWP. If you have someone helping you then they can download the Questionnaire for you and complete it with you with you face-to-face or over the phone.

## 4. What if I do not Return the Questionnaire?

The relevant regulations provide that the DWP may ask people who claim Universal Credit (on the basis that they have health problems which may affect their ability to work) and New Style ESA to provide 'information or evidence' in order that their entitlement (i.e. their 'limited capability for work' and 'limited capability for work-related activity') may be assessed.

This normally involves the DWP asking people to complete a UC50 Questionnaire / ESA50 Questionnaire.

A **one-month** time limit is normally given to complete and return your Questionnaire. If you fail to do this then in the case of either Universal Credit and New Style ESA, you will be treated as though you do not have 'limited capability for work' and 'limited capability for work-related activity'.



However, the important thing to remember is:

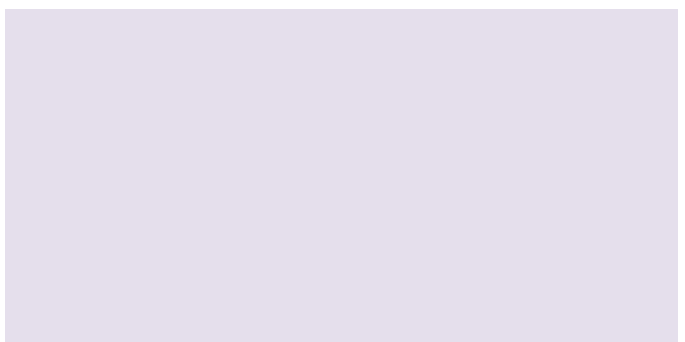
1. The DWP should not end / stop your claim until after they have sent you a reminder and given you a further 14 days to complete and return the Questionnaire.

2. If you have a 'good reason' for not having been able to return your Questionnaire in time, then the DWP can extend the time limit. You may have a good reason if you were simply too ill to complete and return the Questionnaire on time or some domestic emergency prevented you from doing so.
3. If you need more time to get the job done then simply contact the DWP, who can extend the time limit giving you more time to complete and return your Questionnaire.

Please also be aware that in the case of Universal Credit and New Style ESA that the rules provide that the DWP need not require a person to complete a Questionnaire if it already has sufficient information (this could be by way of medical evidence already obtained / provided) to make a decision on 'limited capability for work' and/or 'limited capability for work-related activity'.

It is, therefore, permissible for the DWP to, in effect, waive the requirement for you to complete a Questionnaire as part of the decision-making process.

It could be that in your case the DWP could decide that the requirement to complete a Questionnaire should be dispensed with because sufficient information / evidence is already on record about your poor health and disability.



Indeed, in the case of both Universal Credit and New Style ESA, if the DWP is aware / has been made aware that you suffer with poor mental health, behavioural condition, learning disability, development disorder or memory problems then it can relax the requirement for you to return a Questionnaire. It can simply proceed to the 'face-to-face assessment' stage.

## 5. The ESA50 / UC50 Questionnaires...

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The UC50 Questionnaire and ESA50 Questionnaire are 25+ pages long. The Questionnaires are more or less identical in both layout and the information requested. This is because the rules surrounding 'limited capability for work' and 'limited capability for work-related activity' are the same under the Work Capability Assessment for both Universal Credit and New Style ESA.

The Questionnaires ask for a variety of information including:

- Personal information e.g. your name, address, date of birth and National Insurance Number
- You to explain why the Questionnaire is being returned late, if it is indeed being returned late
- Details of your General Practitioner - your doctors name, address and phone number
- Details of your general health problems, when they started and how they affect you together with details of any aids you may use
- Details on the treatments, medication you may take including details of any possible side effects you experience
- Details of anyone else who knows about your health condition and how it impacts on you. This could be a health professional, a carer, a relative or friend. If you are going to provide details here of someone then we recommend that you obtain their permission first and let them know that you have provided their details. This way should the DWP contact them they will not be taken by surprise.

The main focus of the Questionnaire then is to look at your physical functionality and your mental, cognitive and intellectual capabilities.

Each question focuses on the difficulties you may experience and the help you might need in relation to the various activity areas covered by the Work Capability Assessment.

Please see 11. Universal Credit and New Style ESA for more information on the, so called, 'activity areas' looked at.

The Questionnaire asks for your permission to allow the DWP / Healthcare Professional to contact the people who are treating you for more information relevant to your claim. If you refuse permission, then the DWP / Healthcare Professional will make a decision / provide an opinion based upon the information provided by you.

Importantly the Questionnaire asks for information about your ability to attend and the practical support you might need to attend a face-to-face assessment with a Healthcare Professional.

The Questionnaire has an 'Other Information' section in which you can provide more information about any of the questions asked in the Questionnaire. Anyone who knows of your health condition and how it impacts on you can use this part of the Questionnaire to provide a supporting statement about your difficulties / how they help and support you.

If you have cancer, then the Questionnaire asks whether you are having, waiting for or recovering from any cancer treatment e.g. chemotherapy, immunotherapy, biological treatment, targeted therapy or radiotherapy.

## 6. Top Tips...

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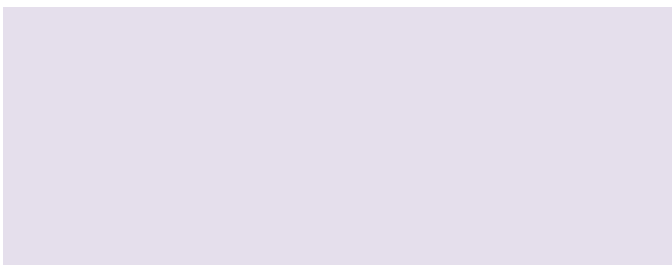
The following are some general tips to bear in mind when completing your Questionnaire.

1. Remember that neither the Healthcare Professional nor the DWP Decision Maker will know anything about you. Whilst the Healthcare Professional will eventually get to meet you / discuss with you your health problems and how they impact on you, up to that point their only real knowledge of you will be that provided on the UC50 Questionnaire / ESA50 Questionnaire.
2. The key messages to get across in your UC50 Questionnaire / ESAC50 Questionnaire are:
  - The health problems you encounter
  - The medication you have been prescribed and treatments you undergo
  - How your health problems impact on your functional abilities both physical and mental) and day-to-day living.
3. Whether it is the UC50 Questionnaire or ESA50 Questionnaire you are needing to complete, it is a long form and asks for lots of different information. It is probably best not to attempt to complete it in one sitting. Take your time - complete your Questionnaire in stages. In any event, allow plenty of time. It can take between 1 and 3 hours (and sometimes even longer) to do a good job.
4. If you have family or friends who know you well, let them see the Questionnaire before you return it. Get their views on whether they think you have fully covered your difficulties or whether you have left out some important details.
5. Remember that lots of people find it difficult sharing information about themselves particularly if it is personal information. Unfortunately, if you miss out information then this could ultimately affect the DWP's ability to assess your claim properly. This may lead to you not getting an award of benefit to which you are entitled or getting an award which is less than it should have been.
6. It is most important not to exaggerate your difficulties. If it is seen that you have overstated your difficulties, then this will affect the credibility of your evidence and could serve to undermine your overall claim.
7. It is most important not to simply complete your Questionnaire based upon how you are at your worst. If your condition is variable, then make this clear. Let it be known that you have good and not so good days or good times of the day and not so good times of the day. In this situation try your best to give a picture of how things truly are. Explain what you can manage when at your best (on a 'good day') and when you are unwell (on a 'bad day') and how things are when you are having an average day.

Remember that you do not to be poorly every day of the week. Being poorly on some days can be sufficient.
8. If you do have 'good days' and 'bad days' when explaining this look at the language you use. The following are some words that can be used to emphasise how things are.

▪ sometimes	▪ occasionally
▪ often	▪ frequently
▪ seldom	▪ never
▪ always	▪ every day
▪ some days	▪ most days
9. If you do have days when things are very painful then try to avoid using words like 'agony' unless this is an accurate description of how you feel.

- 10.** When describing how much pain / discomfort you are in look at using phrases such as:
- mild pain                      ▪ mild discomfort
  - moderate pain                ▪ moderate discomfort
  - severe pain                     ▪ severe discomfort
  - significant pain                ▪ significant discomfort
- 11.** Do your best to describe where the pain / discomfort is located. For example, you might suffer pain / discomfort at the base of your spine, or in your neck just above your shoulder blades or in your right knee or left shoulder.
- 12.** Do your best to explain whether you believe the pain is, for example, muscular in type or a joint pain. If your pain / discomfort onsets or becomes more acute upon certain movements then highlight this.
- 13.** When describing the pain you experience you could use the scale 0 - 10, at one end meaning no pain / mild pain and at the other meaning extreme pain / agony. If you do this make sure to explain on the questionnaire that this is what you are doing.
- 14.** If you are taking pain relief medication then make sure you mention this and how it helps, if indeed it does. If it has little impact, then make sure to mention this.



If your condition fluctuates (or you have problems remembering events) then you may like to keep a diary to record what help you need and when you need it.

- 15.** When it comes to completing your Questionnaire, think about the way you want to do this, particularly if you are filing in the Questionnaire on behalf of another person.
- 16.** When it comes to (✓) *TICK* what you consider to be the most relevant boxes / answers.
- 17.** When it comes to distance (e.g. ‘50 metres’) or time (e.g. ‘less than 30 minutes’) be sure the response you make reflects your circumstances. Be careful which boxes you tick. If you have no idea of distances or time then explain this.
- 18.** When providing further details to explain things, think about how you want to do this. For example, you may say:
- “I have difficulties...” / “This causes me...” - which would create the impression that the Questionnaire has been completed by you.
  - “He is unable to...” / “She suffers with... which means” - which would indicate that the Questionnaire has been completed by another person.
  - “Have difficulties with...” / “Suffers with... which means” - which is a neutral language and could mean that you or another person has completed the Questionnaire.

It may not matter too much which approach you take - the first person or third person but try to pick one and stick with it. At least be mindful of the different styles.



- 19.** When capturing information, you can use sentences / paragraphs, bullet points or a series of short statements.

It depends on your writing ability and what works for you.

**20.** When answering questions, it is better to say 'Don't know' than to simply guess. This is because the answers provided could be treated as a factually correct account of your abilities. It could be perceived from the answers that your abilities are far greater than they actually are. It is a well-known fact that people are poor when judging matters of time (How long?) and distance (How far?). If you are unsure, then state - "Not certain", "Not sure" or "Do not really know".

**21.** Sometimes people think that the more they write, the better chance they have of being considered to meet the conditions of the Work Capability Assessment. This is not necessarily the case. What is important is to provide relevant information, not lots of information.

**22.** You can obtain a copy of our Information Guide 7 Universal Credit and the Work Capability Assessment Toolkit by going to this [LINK](#) or emailing us at [wrs.training@wolverhampton.gov.uk](mailto:wrs.training@wolverhampton.gov.uk). This will provide you with details of the actual operation of the Work Capability Assessment including how its point scoring system works. This could prove useful when it comes to completing your Questionnaire because you will know in advance how relevant your disability / functional limitations should be.

Avoid contradiction. You cannot say you have difficulties walking but then explain how you run marathons in your spare time...

**23.** Once you have completed your Questionnaire, read it back. Make sure you are happy with it and that you have not left out any important information.

**24.** If you are able then take a photocopy of your Questionnaire before you send it off, it could be a useful for future reference.

You can read the Questionnaire again before you have your Healthcare Professional assessment. Reading it back will remind you of the details you have provided.

**25.** If something important should happen after you have returned your Questionnaire (e.g. your health takes a turn for the worse), then you can always write to the DWP or the organisation arranging your Healthcare Professional assessment, to advise them of this.

If you have any supporting information about your condition, medication and treatment and how it impacts on you (e.g. perhaps from your GP, hospital consultant, physiotherapist, CPN and/or Social Worker) then send this when returning your questionnaire.

If your claim under the Work Capability Assessment is refused, then you can ask for a 'mandatory reconsideration'. This would involve the DWP looking at its decision afresh. If you are then still not happy with the outcome, you can appeal. If you appeal, then you should know that a copy of your Questionnaire will be given to the First-tier Tribunal the body charged with deciding any appeal. It will form part of the evidence upon which the tribunal members will decide your case. Therefore, looking ahead, it is important that you do as good a job as possible in completing your form and try to get across the difficulties your ill-health / disability presents.

Your Questionnaire will ask you for details of your health and medication. Make sure that you list what ill-health / disability (physical and mental) you suffer from and the medication and treatments that have been prescribed to treat them. For example:

### Ill-health/Disability:

- anxiety/depression
- high blood pressure/hypertension
- painful arthritis most joints

### Medication/Treatments:

- venlafaxine - for my anxiety and depression
- ramipril - high blood pressure/hypertension
- tramadol 50mg - taken twice daily for pain relief.

If you have a rare condition, when listing it on the Questionnaire explain what it is and how it affects you. If there are side effects from the medication you take then state this e.g. diarrhoea, dizziness, drowsiness, headache.

## 7. Additional Information

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The Questionnaire has a section called 'other information' to enable you to provide additional information. If, when completing the Questionnaire, you run out of space on a particular page then you can use this part of the form to add in the extra information.

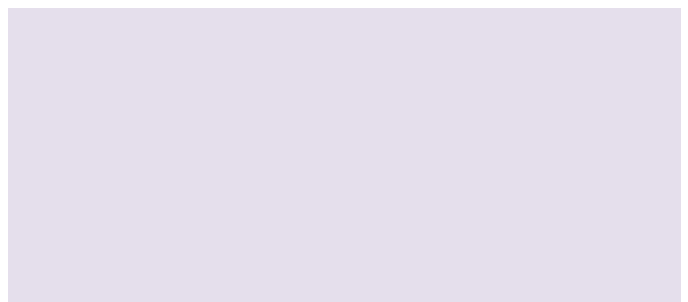
When doing so, let the reader of the Questionnaire know that this what you are doing by stating "See 1. Other Information for more details" or "See 2. Other Information for more details", etc. Further, you can look to use this part of the Questionnaire to tell the Healthcare Professional / Decision Maker (or First-tier Tribunal) more about yourself. For example, you could include things like:

**Example 1:** "I live with my wife and two young children. My wife is my primary carer. Before the onset of my ill-health, I used to take my children swimming and go to the park with them to play football.

I am no longer able to do this. I used to walk my dog. I cannot do this anymore."

**Example 2:** "Before my injury I was quite outgoing. I enjoyed travelling and meeting new people. I used to drive and had my own car. Now I rarely leave my home. I am no longer physically able to drive. I am unable to navigate a steering wheel because of my lack of grip and manual dexterity."

**Example 3:** "Since leaving school I always worked. Most recently I worked for a local engineering company as a cleaner. The job was not well paid, but I liked it. I was made redundant from this job in 2021. At first, I found it difficult to find a job. Then when my health took a downturn it became clear that I would probably never be able to work again. My hobby used to be fishing. I can no longer do this due to my current ill-health. I am unable to sit for long periods due to my back pain or reel in the line due to the arthritis in my hands."



You can use your Questionnaire to tell the DWP and Healthcare Professional if you would like an interpreter to be present when you have your assessment. If you would be unable to travel or be unable to travel using public transport to a 'face-to-face assessment' then you can use your Questionnaire make this known.

## 8. What if I am a Poor Writer? Getting Some Help...

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Not everyone can write, let alone write well. It may have been many years since you left school and had to write a great deal.



Indeed, English may not be your first language, therefore your reading of the English word and the fact that your ability to write in English may be poor could prevent you from being able to complete the questionnaire. If your normal style of handwriting is difficult to read then change it, using capital letters throughout if necessary.

Do not worry about poor spelling or grammar. Just write words down as you think they are spelt. Further, do not worry about putting things down as you would say them. If your writing ability is not good and this has prevented you from being able to fully answer the questions / provide all of the information you would have liked, then state this on the form. Explain at the end of the questionnaire (in 'Other Information') that due to your poor writing skills you have been unable to fully convey your difficulties but that you hope to be able to do this at your 'face-to-face assessment'.

If it is the case that you simply cannot face having to put things down on paper about your poor health, try asking a family member or friend, someone you can trust, to help you.

If you have a smart phone, then use the internet to look up how words are correctly spelt and the meaning of words. Indeed, use it to look up your medication and explain what pills you are prescribed and what for if you do not already know.

If someone has completed your Questionnaire on your behalf, then make sure this pointed out in the Questionnaire.

## 9. WCA: Universal Credit and New Style ESA...

The Work Capability Assessment (WCA) is the tool used to determine whether a person may be treated as though they are too sick to work (i.e. whether they may be considered to have 'limited capability for work' with or without an assessment of 'limited capability for work-related activity') and so be eligible to apply for Universal Credit (as though they are too sick to work) or New Style ESA.

Having an assessment of 'limited capability for work' (with or without an assessment of 'limited capability for work-related activity') can have its financial rewards.

Under the Universal Credit system those with an assessment of 'limited capability for work' dating back before 3.4.2017 can get the 'limited capability for work element' worth up to an extra £156.11 per month. Moreover, those who have been or are now assessed as having both 'limited capability for work' and 'limited capability for work-related activity', can get the 'limited capability for work-related activity element' worth up to an extra £416.19 per month.

For entitlement to New Style ESA (beyond the initial 13 weeks of claim - the so called 'assessment phase'), you must be assessed as having at least 'limited capability for work'.

The WCA involves assessing your physical, cognitive and mental abilities.

## Physical Activity Areas:

1. mobilising - your ability to walk or mobilise using a wheelchair
2. standing and sitting - your ability to stand and sit
3. reaching - your ability to reach and raise your arms
4. picking-up and moving objects - your ability to pick up and transfer things
5. manual dexterity - your ability to do things like press buttons on a telephone keypad, pick up coins, use a pen / pencil and use a computer keyboard / mouse
6. making yourself understood - your ability to speak, write and type
7. understanding communication - your ability to communicate by way of the spoken word and written word
8. navigating and maintaining safety - your ability to travel around familiar and unfamiliar surroundings / cross the road safely
9. loss of control of bowel / bladder - your ability to control your bowel and bladder
10. consciousness - whether you have any episodes of lost or altered consciousness.

## Mental / Cognitive Activity Areas:

11. learning tasks - your ability to complete simple / moderately complex tasks and learn (and remember) simple / moderately complex tasks
12. awareness of everyday hazards - your awareness of everyday hazards
13. initiating and completing personal actions - your ability to initiate and complete personal actions
14. coping with change - your ability to cope with planned and unplanned change
15. getting about - your ability to get out and about due to disorientation or agoraphobia

16. coping with social engagement - examines problems you may have with meeting people
17. appropriateness of behaviour - assesses the way you might behave socially in the workplace.

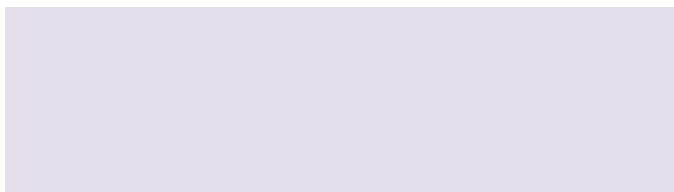
**Pain/Discomfort:** If undertaking a task causes you pain or discomfort (or increases the level of pain/ discomfort you suffer), then you should be treated as though you cannot do it. Therefore, if completing a task causes you to feel pain/discomfort or increases the level of the pain/discomfort you normally experience, then you should state this.

**Aids/Prosthesis:** Your ability to undertake a particular task will be assessed as if you were using/wearing any aids or prosthesis that you normally use/wear or what you could reasonably be expected to use/wear. Subject to the nature and level of impairment, different point scores (ranging from 6 points, 9 points and 15 points) may be awarded. If you achieve a point score equal to (or greater than) the required 15-point threshold, then you will be treated as being too sick to work (i.e. as having 'limited capability for work').

If you fail to score at least 15 points, you will be considered not to have 'limited capability for work' - you will be considered to be fit for work / fit to undertake some work.

In this situation, the DWP must then go on to consider whether the implications of such a decision would pose a '**substantial risk**' to your physical or mental health (or the physical or mental health of another person) - a risk to health from the rigours of working or being expected to look for work.

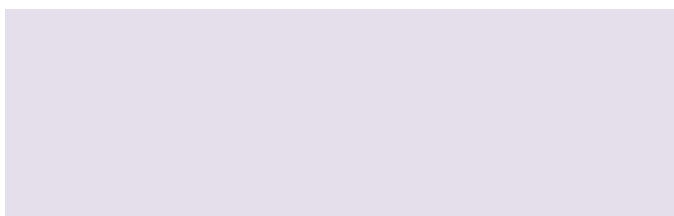
If such a risk exists, then you will be held to be too sick to work (i.e. you will be treated as though you have 'limited capability for work').



**Limited Capability for Work-related Activity (LCWRA):** The assessment for 'limited capability for work-related activity' (putting people into the, so called, 'No Work-related Activity Group' for Universal Credit purposes and 'Support Group' for ESA) only follows if a person has been held to have 'limited capability for work'.

The assessment operates on similar lines to the 'limited capability for work' assessment only there is no point score requirement. All that matters is whether you are able to undertake the relevant physical or mental tasks involved.

Even at this stage, if you are held as not having 'limited capability for work-related activity' then the DWP is obliged to consider whether such an outcome would pose a 'substantial risk' to your physical or mental health (or the physical or mental health of another person) - a risk to health arising from the requirement to take part in Work-focused Interviews and work-related activity. If such a risk exists, then you should be treated as though you have 'limited capability for work-related activity'.



**Treated as Having LCW and LCWRA:** Aside from above provisions, there are some other situations in which you may be treated as having 'limited capability for work' and 'limited capability for work-related activity'.

The circumstances in which you can be treated as though you have 'limited capability for work' includes:

- where you are in hospital and receiving medical treatment
- where you are actually recovering from hospital treatment (as opposed to being in hospital).

Similarly, if you are about to undergo (or are undergoing or recovering from) treatment for cancer then you may also be treated as though you have 'limited capability for work' and 'limited capability for work-related activity' if it is reasonable to do so in the circumstances because it would be unreasonable to expect you to work, look for work, attend 'work-focused interviews' or undertake work-related activity.

Further, if you are 'terminally ill' (i.e. your life expectancy is likely to be less than 12 months (formerly 6 months) due a progressive disease) then you may be treated as though you have 'limited capability for work' and 'limited capability for work-related activity'.

## 10. Information Guides and Fact Sheets

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The Welfare Rights Service produces the following Information Guides and Fact Sheets on Social Security benefits and welfare reform.

### Benefits Information Guides:

1. Universal Credit
2. Universal Credit - Claims and Payments
3. Universal Credit - The Claimant Commitment
4. Universal Credit - Sanctions and Hardship Payments
5. Universal Credit and Vulnerable People - Claims and Payments
6. Universal Credit - Manage Migration
7. Universal Credit and The Work Capability Assessment - Toolkit
8. Personal Independence Payment
9. Personal Independence Payment - Toolkit
10. Form Filling: PIP2

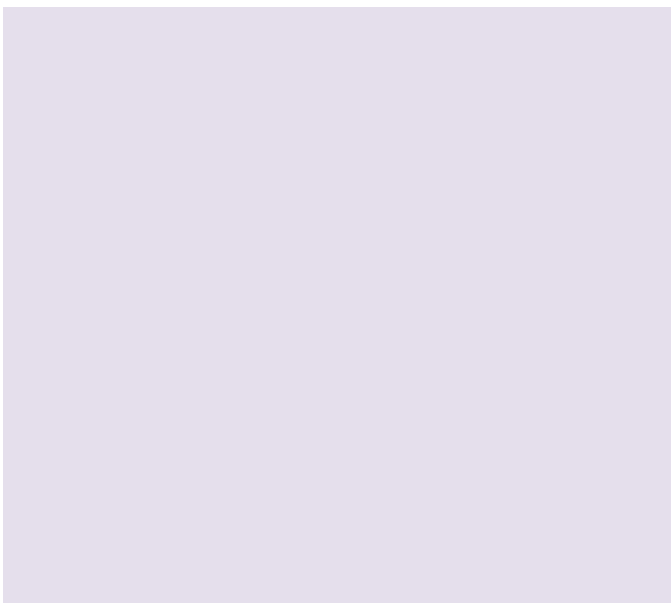
11. Form Filling: ESA50 / UC50
12. DWP Social Fund
13. The Spare Room Subsidy
14. The Benefit Cap
15. Disputes and Appeals
16. Going to Appeal: First-tier Tribunals

## Benefits Fact Sheets:


1. Benefits and Work
2. Benefits and Disabled Children
3. Benefits and Young People
4. Benefits and Older People
5. Benefits and People from Abroad
6. Private Tenants and Universal Credit
7. Volunteering and Benefits

The information in our guides and fact sheets is designed to provide details of the different benefits that may be available to people in a variety of situations including when they are in work, unable to work due to ill-health, unemployed or retired. It also seeks to inform people of the steps that may be taken should they wish to dispute a decision made surrounding their benefit entitlement.

Please also watch out for our periodical **Benefits Bulletins** which provide news on the latest developments surrounding benefits and welfare reform. These are also available on the website.



A copy of the Information Guides and Fact Sheets may, together with other topical benefit information, be obtained from our [Social Security Benefits](#) page on the City of Wolverhampton Council website.

 Telephone: (01902) 555351

 Email: [WRS@wolverhampton.gov.uk](mailto:WRS@wolverhampton.gov.uk)

Note: The details provided in this and our other Information Guides and Fact Sheets is meant to provide an overview on important and topical issues relating to Social Security benefits and welfare reform. The details should not be treated as an authoritative statement of the law. The details may be subject to change by new regulation and/or case law. Do seek further information and advice as necessary.

Welfare Rights Service  
Specialist Support Team  
City of Wolverhampton Council