

# Work Capability Assessment: Toolkit

Information Guide 7: For Residents and Advisers

July 2017

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

## 1. Introduction

Employment and Support Allowance (ESA) was introduced in October 2008 as a new benefit for those who may be considered to be unable to work by reason of ill-health or disability. It replaced Incapacity Benefit, Severe Disablement Allowance and Income Support for those whose entitlement was based upon incapacity for work.

This information guide covers the Work Capability Assessment - the mechanism for determining whether or not a person should be treated as being unfit for work.

Please refer to our **Information Guide 6: Employment and Support Allowance** for more general information on Employment and Support Allowance.

## 2. The Work Capability Assessment ...

The Work Capability Assessment is the gateway to Employment and Support Allowance entitlement. It is the tool used to establish whether a person may be considered to have:

- **'limited capability for work'** in which case they will be placed into the 'work-related activity group' and expected to undertake Work-focused Interviews (designed to look at barriers to work) and 'work-related activity' (designed to get people 'job ready')
- **'limited capability to work' and 'limited capability for work-related activity'** in which case they will be placed into the 'support group' and not expected to participate in Work-focused Interviews or 'work-related activity'.

No Employment and Support Allowance may be paid without a person being considered to have 'limited capability for work'.

## 3. ESA50 and ESA85

Anyone who is claiming Employment and Support allowance will usually be sent an ESA50 form to complete. The ESA50 form gives the person an opportunity to provide details of their physical and mental health and explain how this impacts on their ability to undertake prescribed activities as contained within the 'limited capability to work' and 'limited capability for work-related activity' assessment.

Thereafter the claimant will normally be expected to attend a face-to-face medical with a Healthcare Professional. At this medical the Healthcare Professional will complete an ESA85 report outlining their findings on the person's physical and mental abilities and limitations. Once the Department for Work and Pensions (DWP) have both the ESA50 form and ESA85 report a decision will be made on whether the claimant meets the conditions set out in the 'limited capability to work' and 'limited capability for work-related activity' provisions.

## 4. LCW and LCWRA

The process of assessing 'limited capability for work' and 'limited capability for work-related activity' involves assessing the claimant's physical, mental health and cognitive capabilities within the range of the following activities:

### Physical Activity Areas (Part 1):

1. mobilising
2. standing and sitting
3. reaching
4. picking-up and moving objects
5. manual dexterity
6. making self understood
7. understanding communication
8. navigating and maintaining safety
9. loss of control of bowel/bladder
10. lost consciousness

### Mental Activity Areas (Part 2):

11. learning tasks
12. awareness of everyday hazards
13. initiating and completing personal actions
14. coping with change
15. getting about
16. coping with social engagement
17. appropriateness of behaviour

See Appendix 1 for details of the actual 'limited capability for work' 'activity' areas and individual 'descriptors'.

**Limited Capability for Work:** A person will be treated as having 'limited capability for work' if they are able to score **15 points** or more under either Part 1: Physical Activity Areas or Part 2: Mental Activity Areas of the assessment. See Appendix 1. If they are unable to do so, then they may still be considered to have 'limited capability for work' if their combined physical disability and mental disability score is greater than 15 points.

Whilst points scored from different 'descriptors' within an individual 'activity' area may not be added together, the highest score from within each separate activity may be added to the highest point scores from other activity areas.

**Example One:** Andrew is physically disabled. He scores 9 points under mobilising (Activity 1) and 9 points under reaching (Activity 3). His total score is 18 points. Therefore, he will be treated as though he has 'limited capability for work'. This is because his total score is greater than the 15-point threshold needed.

**Example Two:** Gillian is physical disabled. She scores 9 points and 6 points under picking up and moving objects (Activity 4). Gillian cannot add her scores together because they belong to the same Activity area. Her total score is 9 points (i.e. the highest score). Therefore, Gillian will be treated as though she does not have 'limited capability for work'. This is because her total score is less than the 15-point threshold needed.

**Example Three:** Fatima has a physical disability and a mental health condition. She scores 6 under making herself understood (Activity 6), 6 points under social engagement (Activity 16) and 6 points under behavior (Activity 17). Her total score is 18 points. Therefore, she may be treated as though she has 'limited capability for work'. This is because her total score is greater than the 15-point threshold needed.

**Limited Capability for Work-related Activity:** A person will be considered to have 'limited capability for work-related activity' if any of the individual descriptor statements apply to them.

See Appendix 2 for details of the actual 'limited capability for work-focused activity' 'activity' areas and individual 'descriptors'.

**The Assessment - Pain and safety:** An individual's ability should be assessed as though they were using or wearing or using aids or appliances (or prosthesis) which they would normally wear or use or could reasonably be expected to wear/use. Also, the expectation is that a person should be able to undertake the tasks of a particular descriptor most of the time. This means that if a person is unable to undertake a descriptor with a reasonable degree of regularity then they should be treated as though they are unable to perform that particular descriptor. The severity of a person's condition, the frequency of good and bad days and the unpredictability of the bad days are all relevant factors.

Further, issues of pain (including dizziness, nausea and breathlessness) and fatigue/tiredness should be considered, and a person should be treated as though they are unable to perform a descriptor if they cannot do so without too much discomfort. Any risk to health in the performing of a descriptor should be taken into account also. If the risk is sufficiently serious, then the person should be treated as though they cannot undertake the descriptor.

### 3. Treated as Having LWC and LCWRA

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Some people may be treated as though they have 'limited capability for work' or 'limited capability for work-related activity'.

A person may be treated as having '**limited capability for work**' in the following situations:

1. **Hospital Treatment:** They are undergoing medical or other treatment as an in-patient in hospital
2. **Terminally ill:** They are terminally ill - meaning they suffer from a progressive disease and their death in consequence of that disease can reasonably be expected within 6 months

3. **Cancer Treatment:** They are:

- a) receiving a treatment for cancer by way of chemotherapy or radiotherapy; or
- b) likely to receive a treatment for cancer by way of chemotherapy or radiotherapy within six months; or
- c) recovering from a treatment for cancer by way of chemotherapy or radiotherapy

and it is considered that in all the circumstances of the case (including any side effects of any treatment) it would be reasonable that they should be treated as having 'limited capability for work'

4. **Pregnant:** They are pregnant and there would be a 'serious risk' to their health or the health of their unborn child if they did not refrain from working

5. **Pregnant or Recently Given Birth:** They are pregnant or have recently given birth and

- a) They are entitled to Maternity Allowance (from the DWP) and they are within the Maternity Allowance payment period; or
- b) They are not entitled to Maternity Allowance (from the DWP) or Statutory Maternity Pay (from their employer). In this case, they will be treated as having 'limited capability for work' for the period from six weeks before the baby is born to two weeks after the baby is born.

6. **Renal Failure:** They are receiving:

- a) regular weekly treatment by way of haemodialysis for chronic renal failure; or
- b) treatment by way of plasmapheresis; or
- c) regular weekly treatment by way of total parenteral nutrition for gross impairment of enteric function

A person may also be treated as having 'limited capability for work' during any week in which they have a day of recovery from any of the above treatments.

7. **Drug/Alcohol Rehabilitation:** They are receiving residential rehabilitation treatment for drug or alcohol dependency
8. **Life-threatening Disease:** They have an uncontrolled or uncontrollable life-threatening disease
9. **Chewing or Swallowing:** They meet the provision for having 'limited capability for work-related activity' on grounds of conveying food or drink to their mouth (Descriptor 15) or chewing or swallowing food or drink (Descriptor 16).

**Students:** For Income-related ESA only a person will be treated as having 'limited capability for work' if they are in full-time education and they receive Personal Independence Payment or Disability Living Allowance or Armed Forces Independence Payment and they are not a 'qualifying young person' (person who is aged 16 or over but under the age of 20 who is in 'relevant education' - studying GCSEs or A levels) for Child Benefit purposes. Do seek further information and advice as necessary.

A person may be treated as having '**limited capability for work-related activity**' in the following situations:

1. **Terminally ill:** They are terminally ill - meaning they suffer from a progressive disease and their death in consequence of that disease can reasonably be expected within 6 months
2. **Cancer Treatment:** They are:
  - a) receiving a treatment for cancer by way of chemotherapy or radiotherapy; or
  - b) likely to receive a treatment for cancer by way of chemotherapy or radiotherapy within six months; or
  - c) recovering from a treatment for cancer by way of chemotherapy or radiotherapy

and it is considered that in all the circumstances of the case (including any side effects of any treatment) it would be reasonable that they should be treated as having 'limited capability for work-related activity'

3. **Pregnant:** They are pregnant and there would be a 'serious risk' to their health or the health of their unborn child if they did not refrain from work-related activity

## 4. Regulation 29 and 35 - Substantial Risk to Health

**Regulation 29:** If it is decided that a person does not have 'limited capability for work' under any of normal provisions then they may nonetheless be treated as having 'limited capability for work' under Regulation 29 if there would be a 'substantial risk' to their physical or mental health (or the physical or mental health of any other person's) in consequence of the decision. The risk to health could arise from a range of factors e.g. the sort of work the claimant might be expected to do, the journey to and from the workplace, the mental demand/apprehension caused by the need to look for work. However, the provision of Regulation 29 would not apply if any the risk to a person's physical or mental health could be 'significantly reduced' by making 'reasonable adjustments' in the workplace or by the taking any prescribed medication.

**Regulation 35:** it is decided that a person does not have 'limited capability for work-related activity' under any of the normal provisions then they may nonetheless be treated as having 'limited capability for work-related activity' under Regulation 35 if there would be a 'substantial risk' to their physical or mental health (or the physical or mental health of any other person's) in consequence of the decision. The risk to health could arise from the requirement to attend Work-focused Interviews or being expected to undertake 'work-related activity'.

The details contained in this Information Guide are meant to provide an insight to the Work Capability Assessment. It should not be treated as an authoritative statement of the law. The information may be subject to change by new regulation and/or case law. Do seek further information and advice as necessary.

## Limited Capability for Work (Schedule 2)

### Part 1: Physical Disability

Activity	Descriptor	Points
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.	(a) Cannot unaided by another person either: <ul style="list-style-type: none"> <li>(i) mobilise more than 50 metres on level ground without stopping in order to avoid significant discomfort or exhaustion; or</li> <li>(ii) repeatedly mobilise 50 metres within a reasonable timescale because of significant discomfort or exhaustion.</li> </ul>	15
	(b) Cannot unaided by another person mount or descend two steps even with the support of a handrail.	9
	(c) Cannot unaided by another person either: <ul style="list-style-type: none"> <li>(i) mobilise more than 100 metres on level ground without stopping in order to avoid significant discomfort or exhaustion; or</li> <li>(ii) repeatedly mobilise 100 metres within a reasonable timescale because of significant discomfort or exhaustion.</li> </ul>	9
	(d) Cannot unaided by another person either: <ul style="list-style-type: none"> <li>(i) mobilise more than 200 metres on level ground without stopping in order to avoid significant discomfort or exhaustion; or</li> <li>(ii) repeatedly mobilise 200 metres within a reasonable timescale because of significant discomfort or exhaustion.</li> </ul>	6
	(e) None of the above applies.	0
Activity	Descriptor	Points
2. Standing and sitting.	(a) Cannot move between one seated position and another seated position located next to one another without receiving physical assistance from another person.	15
	(b) Cannot, for the majority of time, remain at a work station, either: <ul style="list-style-type: none"> <li>(i) standing unassisted by another person (even if free to move around); or</li> <li>(ii) sitting (even in and adjustable chair); or</li> <li>(iii) a combination of (i) or (ii)</li> </ul> for more than 30 minutes before needing to move away in order to avoid significant discomfort or exhaustion	9
	(c) Cannot, for the majority of the time, remain at a work station, either:	6

	(i) standing unassisted by another person (even if free to move around); or	
	(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.	
	(d) None of the above apply.	0
Activity	Descriptor	Points
<b>3. Reaching.</b>	(a) Cannot raise either arm as if to put something in the top pocket of a coat or jacket.	15
	(b) Cannot raise either arm to top of head as if to put on a hat.	9
	(c) Cannot raise either arm above head height as if to reach for something.	6
	(d) None of the above apply.	0
Activity	Descriptor	Points
<b>4. Picking up and moving or transferring by the use of the upper body and arms.</b>	(a) Cannot pick up and move a 0.5 litre carton full of liquid.	15
	(b) Cannot pick up and move a one litre carton full of liquid.	9
	(c) Cannot transfer a light but bulky object such as an empty cardboard box.	6
	(d) None of the above apply.	0
Activity	Descriptor	Points
<b>5. Manual dexterity.</b>	(a) Cannot (i) press a button (such as a telephone keypad) with either hand or cannot turn the pages of a book with either hand.	15
	(b) Cannot pick up a £1 coin or equivalent with either hand.	15
	(c) Cannot use a pen or pencil to make a meaningful mark with either hand.	9
	(d) Cannot single-handedly use a suitable keyboard or mouse.	9
	(e) None of the above applies.	0
Activity	Descriptor	Points
<b>6. Making self understood through speaking, writing, typing, or other means which are normally, or could reasonably be used, unaided by another person.</b>	(a) Cannot convey a simple message, such as the presence of a hazard.	15
	(b) Has significant difficulty conveying a simple message to strangers.	15
	(c) Has some difficulty conveying a simple message to strangers.	6
	(d) None of the above apply	0

Activity	Descriptor	Points
<b>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.</b>	(a) Cannot understand a simple message such as the location of a fire escape, due to sensory impairment.	15
	(b) Has significant difficulty understanding a simple message from a stranger due to sensory impairment.	15
	(c) Has some difficulty understanding a simple message from a stranger due to sensory impairment.	6
	(d) None of the above applies.	0

Activity	Descriptor	Points
<b>8. Navigating and maintaining safety, using a guide dog or other aid if either or both are normally, or could reasonably be, used.</b>	(a) Unable to navigate around familiar surroundings, without being accompanied by another person, due to sensory impairment.	15
	(b) Cannot safely complete a potentially hazardous task such as crossing the road, without being accompanied by another person, due to sensory impairment.	15
	(c) Unable to navigate around unfamiliar surroundings, without being accompanied by another person, due to sensory impairment.	9
	(d) None of the above apply.	0

Activity	Descriptor	Points
<b>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.</b>	(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.	15
	(b) The majority of the 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.	6
	(c) Neither of the above applies.	0

Activity	Descriptor	Points
<b>10. Consciousness during waking moments.</b>	(a) At least once a week, has an involuntary episode of lost or altered consciousness resulting in significantly disrupted awareness or concentration.	15
	(b) At least once a month, has an involuntary episode of lost or altered consciousness resulting in significantly disrupted awareness or concentration.	6
	(c) None of the above apply.	0

## Part 2: Mental (Cognitive and Intellectual) Disability

Activity	Descriptor	Points
<b>11. Learning tasks.</b>	(a) Cannot learn how to complete a simple task, such as setting an alarm clock.	15
	(b) Cannot learn anything beyond a simple task, such as setting an alarm clock.	9
	(c) Cannot learn anything beyond a moderately complex task, such as the steps involved in operating a washing machine to clean clothes.	6
	(d) None of the above apply.	0
Activity	Descriptor	Points
<b>12. Awareness of everyday hazards (such as boiling water or sharp objects).</b>	(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.	15
	(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.	9
	(c) 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 occasionally requires supervision to maintain safety.	6
	(d) None of the above apply.	0
Activity	Descriptor	Points
<b>13. Initiating and completing personal action (which means planning, organisation, problem solving, prioritising or switching tasks).</b>	(a) Cannot, due to impaired mental function, reliably initiate or complete at least 2 sequential personal actions.	15
	(b) Cannot, due to impaired mental function, reliably initiate or complete at least 2 sequential personal actions for the majority of the time.	9
	(c) Frequently cannot, due to impaired mental function, reliably initiate or complete at least 2 sequential personal actions.	6
	(d) None of the above apply.	0

Activity	Descriptor	Points
<b>14. Coping with change.</b>	(a) Cannot cope with any change to the extent that day-to-day life cannot be managed.	15
	(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.	9
	(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.	6
	(d) None of the above apply.	0

Activity	Descriptor	Points
<b>15. Getting about.</b>	(a) Cannot get to any place outside of the claimant's home with which the claimant is familiar.	15
	(b) Is unable to get to a specified place with which the claimant is familiar, without being accompanied by another person.	9
	(c) Is unable to get to a specified place with which the claimant is unfamiliar without being accompanied by another person.	6
	(d) None of the above apply.	0

Activity	Descriptor	Points
<b>16. Coping with social engagement due to cognitive impairment or mental disorder.</b>	(a) Engagement in social contact is always precluded due to difficulty relating to others or significant distress experienced by the claimant.	15
	(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.	9
	(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.	6
	(d) None of the above applies.	0

Activity	Descriptor	Points
<b>17. Appropriateness of behaviour with other people, due to cognitive impairment or mental disorder.</b>	(a) Has, on a daily basis, uncontrollable episodes of aggressive or disinhibited behaviour that would be unreasonable in any workplace.	15
	(b) Frequently has uncontrollable episodes of aggressive or disinhibited behaviour that would be unreasonable in any workplace.	15
	(c) Occasionally has uncontrollable episodes of aggressive or disinhibited behaviour that would be unreasonable in any workplace.	9
	(d) None of the above apply.	0

## Limited Capability for Work-related Activity (Schedule 3)

Activity	Descriptor	YES/NO
<b>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.</b>	Cannot either:  (a) mobilise more than 50 metres on level ground without stopping in order to avoid significant discomfort or exhaustion; or  (b) repeatedly mobilise 50 metres within a reasonable timescale because of significant discomfort or exhaustion.	
<b>2. Transferring from one seated position to another.</b>	Cannot move between one seated position and another seated position located next to one another without receiving physical assistance from another person.	
<b>3. Reaching.</b>	Cannot raise either arm as if to put something in the top pocket of a coat or jacket.	
<b>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 Schedule).</b>	Cannot pick up and move a 0.5 litre carton full of liquid.	
<b>5. Manual dexterity.</b>	Cannot either press a button (such as a telephone keypad) or cannot turn the pages of a book with either hand.	
<b>6. Making self understood through speaking, writing, typing, or other means which are normally, or could reasonably be, used, unaided by another person.</b>	Cannot convey a simple message, such as the presence of a hazard.	
<b>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.</b>	Cannot understand a simple message such as the location of a fire escape due to sensory impairment.	

Activity	Descriptor	YES/NO
<b>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.</b>	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	Descriptor	YES/NO
<b>9. Learning tasks.</b>	Cannot learn how to complete a simple task, such as setting an alarm clock, due to cognitive impairment or mental disorder.	
Activity	Descriptor	YES/NO
<b>10. Awareness of hazard.</b>	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	Descriptor	YES/NO
<b>11. Initiating and completing personal action (which means planning, organisation, problem solving, prioritising or switching tasks).</b>	Cannot, due to impaired mental function, reliably initiate or complete at least 2 sequential personal actions.	
Activity	Descriptor	YES/NO
<b>12. Coping with change.</b>	Cannot cope with any change, due to cognitive impairment or mental disorder, to the extent that day to day life cannot be managed.	
Activity	Descriptor	YES/NO
<b>13. Coping with social engagement, due to cognitive impairment or mental disorder.</b>	Engagement in social contact is always precluded due to difficulty relating to others or significant distress experienced by the claimant.	
Activity	Descriptor	YES/NO
<b>14. Appropriateness of behaviour with other people, due to cognitive impairment or mental disorder.</b>	Has, on a daily basis, uncontrollable episodes of aggressive or disinhibited behaviour that would be unreasonable in any workplace.	
Activity	Descriptor	YES/NO
<b>15. Conveying food or drink to the mouth.</b>	(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, 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**

**Descriptor**

**YES/NO**

**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.

# Information Guides

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The Welfare Rights Service produces the following Information Guides for use by local residents and advisers. The guides are designed to provide an overview of key welfare reform measures and benefit topics.

1. Personal Independence Payment
2. Personal Independence Payment - Toolkit
3. Employment and Support Allowance
4. ESA - Work Capability Assessment - Toolkit
5. Universal Credit
6. Universal Credit - Claims and Payment
7. Universal Credit - The Claimant Commitment
8. Universal Credit - Sanctions and Hardship Payments
9. The Benefit Cap
10. The Spare Room Subsidy
11. DWP Social Fund
12. Local Welfare Assistance
13. Benefits and People from Abroad
14. JSA Sanctions
15. ESA Sanctions
16. Benefits and Young People
17. Disputes and Appeals

A copy of these Information Guides may be viewed on and obtained from the City of Wolverhampton Council's website which contains information on Benefits, Universal Credit and Welfare Reform.

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

Alternatively, if you ring (01902 555351) or email ([A&C.WRS@wolverhampton.gov.uk](mailto:A&C.WRS@wolverhampton.gov.uk)) the Welfare Rights Service can send you a copy.

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