



## CONTACT US

Helpline:  
01234 350704

General Enquiries:  
01234 214871

Email:  
enquiries@autismbeds.org

## FIND US ON



1 Hammond Road  
Bedford  
Bedfordshire  
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## EMPLOYMENT SUPPORT ALLOWANCE ADVICE



## WHERE TO GET SUPPORT



Helpline:  
01234 350704  
General Enquiries:  
01234 214871  
Email: enquiries@autismbeds.org



Bedford Office  
7a St Paul's Square, Bedford, MK40 1SQ  
Phone: 01234 867944

Amphill Office  
10 Bedford Street, Amphill, MK45 2NB  
Phone: 01525 402742

Luton Office  
Community House, New Bedford Street,  
Luton, LU1 1SA  
Phone: 0344 245 1285



Disability Resource Centre  
Poynters House, Poynters Road,  
Dunstable, LU5 4TP  
Phone: 01582 470900

## HOW DO I CHALLENGE A DECISION ABOUT ENTITLEMENT?

This can only be done by the benefit claimant. If you are under 16, this would have to be done by a carer/parent. Autistic adults may have an appointee.

You can ask for a "mandatory reconsideration" in which the government department can decide whether to make changes or not.

Any new decisions can be appealed against. Phone or write to the office that issued the decision. This must be received within a month of the decision.

Keep all letters related to your benefits for evidence.



## EMPLOYMENT SUPPORT ALLOWANCE RECONSIDERATION

If your ESA has been refused because you are found able to work, ESA will not be paid during the process of reconsideration. You can appeal if unsuccessful.

Once your appeal form is submitted, ESA can be restated at the basic assessment rate pending the outcome of the appeal. There is no time limit to complete the reconsideration.

The government states it takes around 14 days to complete a "straightforward" reconsideration. However, if you provide them with more evidence, it can take longer

## WHAT WILL MY BENEFIT PAYMENTS BE DURING RECONSIDERATION?

Your benefit is usually paid at the rate awarded in the original decision while your reconsideration and appeal is being reconsidered.

If your reconsideration or appeal is successful, a lump sum payment of arrears, totalling the difference between your entitlement and other benefits you have received will be paid

## WHAT SHOULD I DO AFTER ASKING FOR A RECONSIDERATION?

It will strengthen your case if you can explain why the decision was wrong.

This can be provided by giving evidence or information to the department.

If you have been refused Employment and Support Allowance (ESA) because of a poor assessment, write in explaining the issues with your assessment. Try and use evidence such as doctor's letters to back up your statement.

