



Department
for Work &
Pensions

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Disability Services Advocacy Team

Access to Work



Introduction to Access to Work

Access to Work – Making work possible

What is Access to Work (ATW)?

- Access to Work is a grant that supports people with a health condition or disability.
- It provides individual practical support and advice to help to overcome barriers at work
- It helps people with all types of disabilities, including Mental Health conditions.
- Access to Work grants may help with additional costs beyond “Reasonable Adjustments”
- Employers may be asked to contribute towards the cost of one off support



Eligibility

Who can get help?

To be eligible for Access to Work, people can apply who:

- Have a disability or health condition that affects their ability to work
- Mean they have to pay work-related costs e.g. specialist equipment/travel costs
- Are aged 16 or over
- Are in or about to start paid work in England, Scotland or Wales

Work

One of the following must apply:

- Have a paid job
- Be self-employed
- Have a job interview
- About to start a job or work trial
- Starting work experience



If you get other benefits

Certain benefits may affect whether you can get an Access to Work grant.

- **Universal Credit, Jobseeker's Allowance or Income Support** – Can be supported if working more than 1 hour per week.
- **Employment and Support Allowance** - You can get help from Access to Work if you're undertaking 'permitted work'.
- **Incapacity Benefit** - Also need to satisfy permitted work.



How to apply?

You can apply for Access to Work online or by phone;

<https://www.get-disability-work-support.service.gov.uk/apply/condition>

Access to Work helpline

Telephone: 0800 121 7479

Textphone: 0800 121 7579

[Relay UK](#) (if you cannot hear or speak on the phone):

18001 then 0800 121 7479

Monday to Friday, 9am to 5pm

British Sign Language (BSL) video relay service

To use this you must:

first [check you can use the service](#)

[go to the video relay service](#)



How to apply?

During the claim, the Customer will need to provide:

- Their workplace address and postcode
- The name of a workplace contact who can authorise Access to Work payments
- Their workplace contacts email address or telephone number
- Their unique tax reference number (if self-employed)
- There may be an element of cost share depending on the size of the company

The Customer will also need to explain:

- How their condition affects them at work/getting to work
- What help they are already receiving
- What else could help them?



After the application is made

Once the Customer's applied, an Access to Work adviser will contact them to discuss what help they could get.

An adviser may also contact their employer to discuss how Access to Work can help support them. They will not contact their employer until they've agreed this with them first.

A specialist assessor may contact you and your employer to assess your needs and discuss appropriate support and provide a detailed report to determine the best support.

You may get an offer of support, which could include a grant. If it does, you'll be told how much you'll get and for how long.

Grants are awarded depending on the needs of the individual for a maximum of three years and are reviewed annually.

There may be an element of cost share depending on the size of the company.



Renewals

Renew

If your Access to Work grant is ending soon, you need to apply to renew it. You can apply up to 12 weeks before the date it ends.

You can apply online or by phone.

You'll need to provide your:

- Name
- Address
- Date of birth
- Unique reference number (if you know it)

After you apply, an Access to Work adviser will contact you. They may request further information about your condition.

They'll also contact your employer.

If you're offered a new grant, you'll be told how much you'll get and for how long.



Change of Circumstances

If receiving support from Access to Work, the Customer must report any changes, including:

- Their disability or health condition
- Home or work address
- Changes in employer, job role or working pattern
- Changes in personal contact details

Any changes can be reported to the Access to Work helpline



Mandatory Reconsideration

If the Customer disagrees with a decision on their Access to Work claim, they can ask for a reconsideration.

Once the reconsideration is received, the Customer will be contacted by the reconsiderations team.

The decision will be considered by a reconsiderations officer and may contact the Customer if further information is required.

The Customer will then be contacted with the outcome of reconsideration by letter or email.

If unhappy with the mandatory reconsideration decision, there is a complaints process.



Blended Support Offer (BSO)

Many employers are asking employees to adapt their working arrangements and environments. To support disabled people to access these new working arrangements and enable them to retain, return to and move into employment, Access to Work is introducing a new flexible package of support.

The new flexible BSO offer brings together a package of home working support which can be blended with workplace support and new COVID-19 support to support disabled people.

The Blended Support Offer is made up of 3 strands

- Dual site working
- Covid-19 support offer for PPE and Social Distancing
- Home working support offer



Case studies of support provided

- James made a new application as he is starting a new job in 3 weeks. James is Deaf and BSL is his first language. James was previously in full time education and this is his first job.
- The adviser that was allocated the case emailed James to gather further information, James advised he required a BSL interpreter.
- The adviser sent James a Support Worker Record of Tasks document to complete. This document allows a standard working week to be broken down showing the tasks he can undertake independently, and those he feels support are required with.
- James was also advised to source 3 quotes for interpreters
- James initially requested 15 hours support per week, following discussions with his employer this was reduced to 12 hours due to additional support from the employer. The hourly rate agreed was £45 per hour and the support was input for 3 years which meant an award for support for James of over £28,000.



Case studies of support provided

- Tom is employed by a local Estate Agents as a Office Assistant, he has been in the role for the past 4 years and drives himself to work.
- Tom has Epilepsy. He takes medication and is usually in control of his condition however suffered a seizure recently. As a result, the DVLA have revoked his driving licence for 12 months. Tom lives in a rural area and there is no public transport route to and from work. The journey is 8 miles each way.
- The adviser gathered all the required information, confirming there were no alternative means of getting to and from work. Tom was advised he would need to provide three quotes from different registered taxi firms for the journey.
- He was also sent a medical form to complete to be approved by his GP.
- The cheapest taxi quote was £14 each way. Support was agreed until the date his licence was due to be reinstated. As Tom previously drove to work he would contribute 25p per mile towards the cost (£2 per journey) which meant an award of £12 per journey / £24 per day.
- Tom was made aware should circumstances change EG a delay in the return of his licence he should contact ATW to report a change of circumstances



Case studies of support provided

- Louise contacted Access to Work as she was having difficulty at work due to Dyslexia. She was diagnosed when at University and had some assistive software but was unsure what was available to help her now.
- Louise discussed what support her employer had already provided which was an OHS referral and additional time to complete some tasks.
- The advisor referred Louise for a Work Place Assessment and confirmed her employer agreed to the mandatory cost share agreement.
- A report was produced detailing recommendations which was discussed with Louise and her employer.
- One of the recommendations was a Laptop to run some assistive software and Louise's employer confirmed she could take this home with her on an evening and weekend.
- As a result Louise agreed to fund 2/7 of the cost of this item to account for social and domestic usage.



Case studies of support provided - MHSS

- Asif contacted ATW as he is working as a Bus Driver. After a crash in his car 6 months ago he is feeling very anxious about driving passengers once again.
- He contacted ATW as he wanted to know if there was any help we could offer him. Asif has had some counselling after the accident which has helped him to start driving his car again but he wants some help to enable him to drive a bus again and to start taking passengers.
- He made an application online and was allocated to an adviser.
- The adviser then made a referral to our Mental Health Support Service (MHSS) who provided Asif with 9 months of support. The Vocational Rehabilitation coach contacted Asif every month to keep up to date with his progress and to provide further support and coping mechanisms. The last three months were a light touch approach as Asif's confidence grew.
- At the end of the 9 month period the adviser was provided with an exit report which showed that Asif was able to remain in work and had started to drive the bus again, therefore maintaining his employment





Any
Questions?



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Thankyou
