



Department  
for Work &  
Pensions

# Disability Services

Access to Work

**CUSTOMER  
SERVICE  
EXCELLENCE**



Disability Services

# 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



## What could Access to Work pay for?

- Special equipment or adaptations
- A support worker or job coach to help in the work place
- Disability awareness training for colleagues
- Communication support at a job interview or in the work place
- The cost of moving equipment following a change in location/job
- Travel to work support for those who cannot use public transport or drive which may include taxis
- An Access to Work Mental Health Support Service for people who are absent from work or experiencing difficulties with their wellbeing

Customers may be asked to source three quotes and grants would be determined based on the most cost effective solution.

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## 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
- 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

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## Other benefits

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

- **Universal Credit, Jobseeker's Allowance or Personal Independence Payment** – Can be supported if someone is working more than 1 hour per week
- **Employment and Support Allowance** - Help from Access to Work is available as long as 'permitted work' has been agreed
- **Incapacity Benefit** - Also need to satisfy permitted work

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## How to apply

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](#) (for customers who 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, first [check you can use the service](#)  
[go to the video relay service](#)

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## What to expect

During the application, 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

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## 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 them and their employer to assess their needs and discuss appropriate support before providing a detailed report.

A customer may get an offer of support, which could include a grant. If it does, they will be told how much they will get and for how long for.

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 and when the customer started working for that employer.





## Employer Cost Share

For special aids and equipment there can be an employer cost share:

- Small Employer (0-49): Zero Cost Share
- Medium Employer (50 to 249): First £500 and 20%
- Large Employer (250+): First £1000 and 20%
- Any costs above £10,000 met by Access to Work

There will be no cost share if the application to Access to Work is made within 6 weeks of a customer starting employment.

### General Business Benefit

There may be a 20% cost share if there is a general business benefit, e.g. the business can now earn more money because of the equipment AtW has funded or the equipment can be used by other none disabled colleagues.



# Customer Cost Share

## Social & Domestic

If special aids or equipment could benefit a customer in their personal time they may be asked to contribute i.e. a roger pen/ specialist wheelchair that could be used when not in work.

## Travel to Work

Customers will be expected to contribute their usual travel costs to any travel to work support i.e. 25p per mile for fuel, or their usual Public transport expenses.



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## Renewals

If an Access to Work grant is ending soon, customers will need to apply to renew it. They can apply up to 12 weeks before the date it ends.

To renew, apply online or by phone.

They will need to provide their:

- Name
- Address
- Date of birth
- Unique reference number (given to them when they initially applied)

After they have applied, an Access to Work adviser will make contact. They may request further information about the customer's condition.

They'll also contact the employer.

If a customer is offered a new grant, they will be told how much they are awarded and how long for.

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## 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**

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## Mandatory reconsideration

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

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# Health Adjustment Passport (HAP)

The Health Adjustment Passport is a document that can help a customer to identify support or reasonable adjustments that they may require in the workplace due to a health condition or disability. It covers several aspects of support including travel to work, accessing work premises, the need for specialist equipment or IT and various types of support worker. The HAP provides information on how to apply for an Access to Work grant, if a customer identifies they may need support in the workplace. We have been rolling it out across all Job Centres since April 2022 and it was published on gov.uk in July 2022.

## How can it help?

The HAP can support an employee/ potential employee to have an informed conversation with their employer about the support they may require in the workplace. It can also encourage employers to think about the job roles they advertise, and if they can be adapted to meet the needs of a potential employee.

## Where can I find it?

[Health Adjustment Passport - gov.uk](https://www.gov.uk/health-adjustment-passport)

The image shows a collage of overlapping pages from the Health Adjustment Passport form. The top page is the cover page, titled 'Your Health Adjustment Passport' and includes the Department for Work & Pensions logo. It contains introductory text and a section titled 'Treating people fairly'. Below this is the 'About you' section with fields for name, other names, work hours, and location. The bottom pages show sections with questions about the user's condition and the need for support, with 'Go to question' navigation buttons.

## Disability Confident

The Disability Confident Scheme is about encouraging long-term behavioural change, making the business case for employing disabled people and ensuring that they have the opportunities to fulfil their potential.

The aim of Disability Confident is to:

- Make a substantial contribution towards the government's commitment to getting 1 million more disabled people into work by 2027;
- Challenge attitudes towards disability;
- Increase understanding of disability;
- Remove barriers to disabled people and those with long-term health conditions;
- Ensure that disabled people have the opportunity to fulfil their potential and realise their aspirations.

### Useful Links

[Disability Confident scheme - YouTube](#)

[Disability Confident employer scheme - GOV.UK \(www.gov.uk\)](http://www.gov.uk)



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## Useful Links

- Access to Work - [Access to Work: get support if you have a disability or health condition - GOV.UK](#)
- Easy Read - [Easy read: Access to Work – get support if you have a disability or health condition - GOV.UK](#)
- Communication support for job interviews - [communication support at a job interview - GOV.UK](#).
- Find out what support you can get by contacting Access to Work funded mental health support services:
  - [Able Futures](#)
  - [Remploy](#)
- Permitted Work - [Permitted work: factsheet - GOV.UK](#)
- To speak to a DEA - [jobcentre contact](#)
- What are RAs - [reasonable adjustments](#)

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## Case studies of support provided

- James made an 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.





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## Case studies of support provided

- Tom is employed by a local Estate Agents as an 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 most cost effective 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, for example a delay in the return of his licence he should contact ATW to report a change of circumstances

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## Case studies of support provided

- Louise contacted Access to Work as she was having difficulty at work due to Dyslexia. She was diagnosed whilst 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 OH 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.



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## Case studies of support provided

- 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

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## CSE Accreditation

In Disability Services we are extremely proud of that fact we have been CSE accredited since 2014.

We are responsible for delivering services to over 3.9 million disabled customers, often those who are extremely vulnerable. Our services are delivered through:

- Access to Work
- Disability Living Allowance
- Industrial Injuries and Disablement Benefit
- Personal Independence Payment

We never underestimate how important it is to deliver excellent customer service and as part of our continuous improvement, we undertake CSE Accreditation each year.

Attaining CSE accreditation underlines our commitment to delivering a service that research has indicated is a priority for customers. It is a practical tool, helping us to drive forward continuous improvement across our organisation.

### **The standard has three aims:**

1. drive continuous improvement
2. act as a skills development tool
3. independent validation of achievement

“We’re listening to and working with customers, partners and stakeholders to identify and drive forward improvements”

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