Access to Work Information for customers

# We have many ways we can communicate with you.

If you would like braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us. You can find our contact details at [www.gov.uk/access-to-work/apply](http://www.gov.uk/access-to-work/apply)

Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search ‘Equality’ on [www.gov.uk](http://www.gov.uk/)

What is Access to Work?

Access to Work is a government grant scheme. It provides personalised support to people who are:

* disabled
* have a mental health condition or
* have a health condition which affects their ability to work.

It is available to disabled people in work or who are about to start a job.

This leaflet tells you about the service you can expect from Access to Work.

# What you can expect from us

We aim to:

* keep you informed throughout the process
* communicate in the way you prefer if we can
* work with you and your employer to make sure that any agreed support is in place
* pay claims within 10 working days of getting a correctly completed claim form
* respond promptly to any changes in your circumstances
* be flexible and respond to your individual needs
* review your Access to Work grant at least once a year.

We will:

* talk to you and your employer to make sure that:
	+ your grant has been used for the purpose you needed it for
	+ you still need all the support, and
	+ the support you get still meets your needs
* respect your privacy and protect your personal information, and
* be helpful, courteous and professional.

# What we need from you

If you have not already done so, we need you to:

* tell us if the address of your workplace changes
* tell us if your or your employer’s contact numbers change
* tell us about any changes to planned absences from work which may delay your application or stop you doing an assessment
* attend your scheduled assessment appointment as cancelling will delay your support
* tell us straight away if there is any change in your circumstances as these may affect the Access to Work support you get, for example a change of home address
* understand that Access to Work may not accept claims for reimbursement, if it is more than 9 months after

incurred costs

* send us the claim form and attach the original invoices, tickets or receipts. If you do not have the originals you need to provide certified copies and attach them to the claim form
* get your claim form checked by your employer if you need to claim money back for any other costs
* make sure that any claim for travelling costs is for the cost of travel for the journey and by the method of travel we agreed with you.

By claiming you are accepting the terms and conditions detailed in your award letter (ATW01CL).

# Report a change of circumstances

You need to report changes regarding:

* your disability or health condition (physical or mental)
* your home or work address - if you get travel to work support
* your employer, job role or working pattern
* your contact details, for example if you get a new phone number.

To report a change, call the 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

# How your employer can help

Your employer can help by:

* letting your Access to Work adviser or an independent assessor visit you at your workplace
* buying any support as soon as we approve your Access to Work grant
* Access to Work may not accept claims made more than 9 months after costs have been incurred unless you or your employer can demonstrate exceptional circumstances
* agreeing to share some of the cost of the support
* checking and signing the claim forms to show that your claims for reimbursement are correct
* insuring any equipment or aid bought with Access to Work support
* letting you to take equipment with you if you move to a new job.

# Information about Access to Work

Employer cost share

If you have been in your job for 6 weeks or more when you apply for Access to Work support specialist equipment or adaptations to premises your employer will have to

pay some of the cost. Access to Work will contact your employer. You do not need to do anything.

Standard equipment and reasonable adjustments Access to Work will not provide funding for equipment that is considered standard for your job.

Employers have a duty under the Equality Act to make reasonable adjustments. Access to work will not fund support or equipment that it is reasonable for your employer to provide. If this applies to your case the Access to Work Adviser will discuss this with you and your employer.

# Amount of Access to Work payable

If the actual cost of support is less than the approved amount then we will adjust the payments accordingly.

# Backdated applications

Access to Work may not pay for claims dated before you applied for support.

More Information about Access to Work What is a work place assessment and why do I need one?

It is an assessment by an independent and experienced person. Access to Work arrange one if it is unclear how your condition affects the way you do your job.

Can I take my equipment with me to a new job?

If you need the same equipment in your new job, ask your employer if you can take the equipment with you. Your adviser can help you negotiate with your

employer, fund the transportation of equipment to your new work place and will make sure that you have the support you need in your new job.

Why do you need to speak to my employer?

In many cases we need to visit your workplace to assess exactly what support you need. Your employer will usually be responsible for buying the support.

For some types of support, we need your employer to agree to share some of the cost.

What happens if I send in incomplete forms?

We will return any incorrect or incomplete forms. You must complete the claim form in full and sign the declaration before returning it.

How long will I have to wait to claim any payment?

We prefer you to claim every month, but if this causes any problems you can claim every week.

Who orders the equipment?

Your employer, or you, if you are self employed.

What if my employer does not order the equipment? We will keep in touch with your employer and remind them that you need the support. We will not send out the grant until your employer has bought the equipment.

Who do I contact with a question about my payments?

Call us on:

telephone: 0800 121 7476

textphone: 0800 121 7579

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

18001 then 0800 121 7479

or write to the office where you send your claim forms.

Your query will be passed to a payments officer who will investigate and respond.

How do I complain about the service I have received? We will aim to resolve any queries or problems at the point of contact. Where this is not possible we will escalate your concerns and/or complaint accordingly

for further investigation. Where appropriate you will be notified of the outcome.

How do I appeal against an Access to Work decision? As there is no statutory entitlement to Access to Work there is no formal appeal procedure.

You can ask us to reconsider a decision.

Tell us if you have more information, or if you think we have overlooked something which might change the decision.

Do this within four weeks of the date on the decision letter or we may not be able to help you. You can contact the AtW reconsideration team by using the details

on the letter (ATW01CL) we sent you or by email at:

[northeast.atw@dwp.gov.uk](http://northeast.atw@dwp.gov.uk/)

How DWP collects and uses information

When we collect information about you we may use it for any of our purposes. These include:

* social security benefits and allowances
* child maintenance
* employment and training
* investigating and prosecuting tax credits offences
* private pensions policy and
* retirement planning.

We may get information about you from other parties for any of our purposes as the law allows to check the information you provide and improve our services. We may give information about you to other organisations as the law allows, for example to protect against crime.

To find out more about our purposes, how we use personal information for those purposes and your information rights, including how to request a copy of your information, please search for DWP Personal Information Charter on [www.gov.uk](http://www.gov.uk/benefits-calculators)