



Department
for Work &
Pensions

Disability Services

Access to Work

- Please stay on mute during the presentation
- We do not allow the session to be recorded, or the use of AI supported technology
- Please use the chat facility for questions
- We cannot discuss specific or individual cases
- The slides will be shared following the session
- Turn on live captions

CUSTOMER
SERVICE
EXCELLENCE



Disability Services

Who we are

Disability Services Advocacy Team

- Established in 2019 to raise awareness of Disability Services with stakeholders
- To build relationships with Employer & Partnership colleagues and external organisations
- To gather feedback to help shape and improve our services and to support our Customer Service Excellence journey
- To underpin the governments aspiration to support additional disabled customers into work

Disability Services

We are responsible for delivering services to over 4.6 million disabled customers, often those who are extremely vulnerable. Our services are delivered through:

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



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 more disabled people into work
- 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.

Reasonable Adjustments

Equality Act 2010 - The law (Equality Act 2010) says that Employers must make Reasonable Adjustments in the workplace to make sure workers with disabilities, or physical or mental health conditions, are not substantially disadvantaged when doing their role.

What are Reasonable Adjustments - Reasonable adjustments are changes an employer makes to remove or reduce a disadvantage related to someone's disability.

For example:

- *Making changes to the workplace,*
- *Changing someone's working arrangements,*
- *Finding a different way to work,*
- *Providing equipment, service and support.*



Reasonable adjustments continued

What 'Reasonable' means - What is reasonable depends on each situation. The employer must consider carefully if the adjustment

- *will remove or reduce the disadvantage*
- *is practical to make*
- *is affordable*
- *could harm the health and safety of others*

Are Reasonable Adjustments Permanent - Reasonable adjustments made in the workplace are not necessarily permanent and may need to be reviewed and updated over time to ensure that they remain relevant and effective in meeting the worker's needs.

Who Pays for Reasonable Adjustments - The employer is responsible for paying for any reasonable adjustments.



Health Adjustment Passport (HAP)

The Health Adjustment Passport is a document that can help a customer 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.

**Your Health Adjustment Passport**

We have many ways we can communicate with you
If you would like braille, British Sign Language, email, a hearing loop, translations, large print, audio or something else please call us on **0800 169 0310** or textphone **0800 169 0314** and tell us which you need. Calls to 0800 numbers are free from landlines and mobiles.

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

This passport can be used if you have a disability or health condition that makes it harder for you to move into work or stay in a job. This passport can be used to:

- support you to identify what support and changes (known as reasonable adjustments) you may need when you are in work or moving into work
- help you to apply for support from Access to Work. This could include funding for specialist equipment to support you to do your job, support getting to and from work or support when you are in work, such as job coaching
- help you talk to employers about adjustments and in-work support that you may need.

A job could also include, self-employment, an apprenticeship, work experience or a supported internship.

This passport belongs to you and it cannot be shared with others without your permission.

About you

01 Your surname or family name

02 All other names in full

03 How many hours do you feel you could work?

04 What location do you want to work in?

05 What type of work would you like to do?

07/221ATWF01



How can the HAP 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 you find the HAP?

The HAP can be accessed via the gov.uk webpage

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

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About you

01 Your surname or family name

02 All other names in full

03 How many hours do you feel you could work in?

04 What location do you want to work in?

05 What type of work would you like to do?

06 Does your condition vary depending on the day, time of day or the environment or situation you are in?

07 How often does this happen and what extra help would you need when things are most difficult?

08 Would you need any support to access work premises?

09 Do you need support communicating and interacting with other people?

10 Do you need support communicating and interacting with other people?



Case study of support provided through reasonable adjustments

Kim completed a Health Adjustment Passport (HAP) as she is autistic and was attending an interview with a potential employer.

The employer was Disability Confident level 2, had contacted ACAS for advice around how to provide reasonable adjustments, and then agreed for her to have pre questions for her interview and let her mum attend the interview with her.

Kim was offered a data inputting role, and the HAP was used to see what other support was needed.

The employer made sure Kim was happy with her seating arrangements, the lighting and noise levels in the office. Kim was able to work from home if she felt overwhelmed and had a workplace buddy who was also neurodivergent. Kim was given noise cancelling headphones and fidget gadgets on her desk.



Case study continued

The employer completed a communication preferences document with Kim which showed that she preferred written instructions, email feedback and clear rules for her to be able to perform well. Kim found smart clothing uncomfortable and so was encouraged to wear whatever she felt comfortable in.

Kim did not need to apply to ATW as she did not feel like her work environment was disabling for her.



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



Access to Work
Making work possible



What could Access to Work pay for?

- Special equipment or adaptations
- A support worker or job coach to help in the workplace
- Disability awareness training for colleagues
- Communication support at a job interview or in the workplace
- 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



Case study for Travel to Work

Rachel worked as a nurse and worked shift patterns in a hospital 5 miles away from where she lives. Unfortunately, Rachel had a seizure and the DVLA revoked her driving licence for 12 months.

Rachel researched public transport in her area but realised she could not get to work for her 5am starts and there would be no public transport running after 11pm for her late finishes.

Rachel spoke to her employer about changing her shifts, but this was not possible due to the ward rota.

Rachel asked family, friends and work colleagues if they could give her a lift, but no one was available. Rachel then applied to Access to Work for support.

Rachel was awarded taxis for 12 months and was asked to contribute 25p per mile.

As Rachel also mentioned to her Case Manager about the anxiety she was feeling following her seizure, she was also referred for support with her mental health.



Eligibility

Who can get help?

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

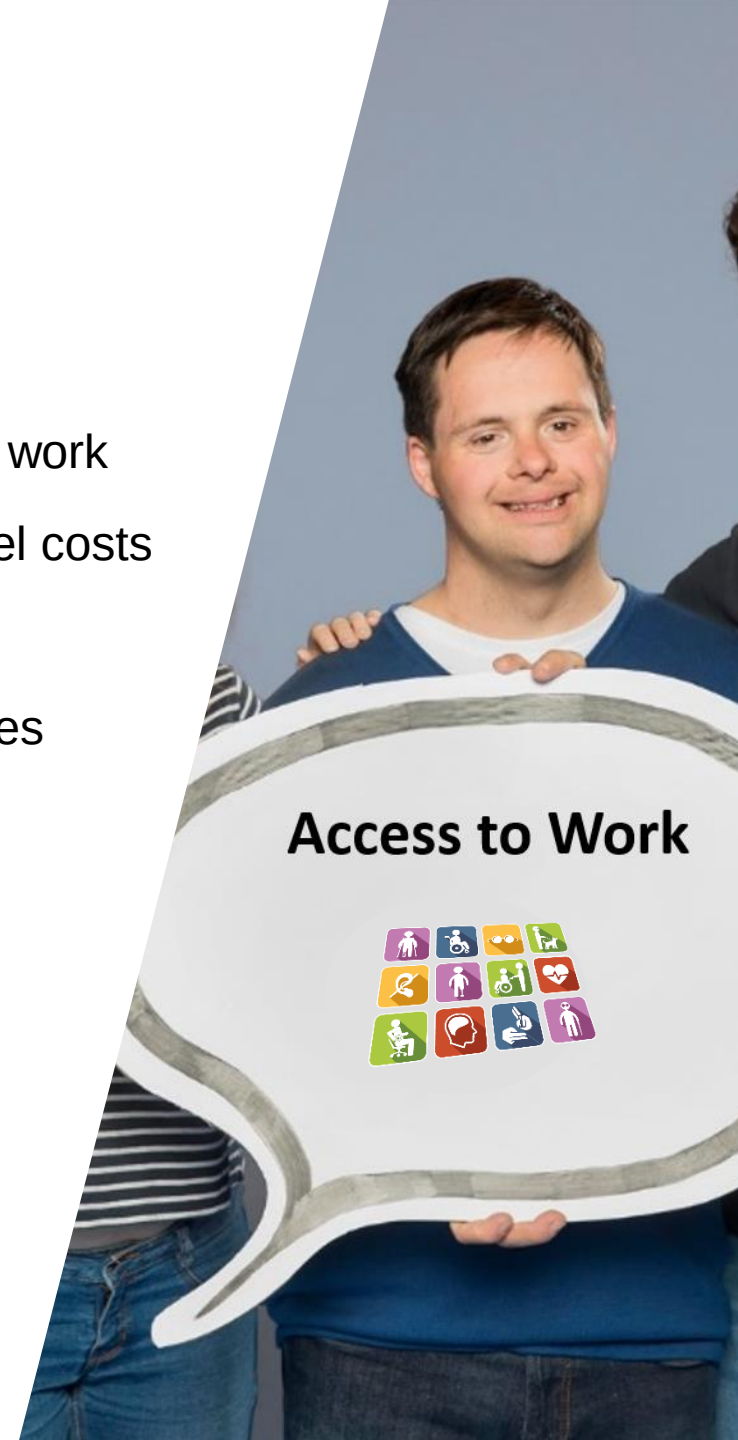
- Have a disability or health condition that affects their ability to work
- Have to pay work-related costs e.g. specialist equipment/travel costs
- Are aged 16 or over
- Are in or about to start paid work in England, Scotland or Wales

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

Access to Work



How to Apply

Apply for Access to Work online or by phone

[LINK: Check if you are eligible – Access to Work – GOV.UK](#)

Access to Work helpline

Telephone: 0800 121 7479

Textphone: 0800 121 7579

[LINK: 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 [LINK: check you can use the service](#)

[LINK: go to the video relay service](#)



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



After the application is made

Once the customer's applied, a case manager will contact them to discuss what reasonable adjustments they already have and what further support they may need to help them in their role.

A case manager may also contact their employer to discuss how Access to Work can help support them, and what reasonable adjustments have already been put in place/ considered/ or could be put in place however, they will not contact their employer until they've agreed this with the customer.

A specialist assessor may contact the customer to assess their needs and discuss appropriate support before providing a detailed report.

A customer may get an offer of support. If an award is made, 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.



Case study for interpreter

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.

His case was prioritised and a Case Manager that was allocated the case emailed James to gather further information, James advised he required a BSL interpreter.

The Case Manager 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.



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 towards the cost 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.



Case study social and domestic benefit

Chris works as an accountant for a large organisation full time Monday to Friday. Chris had been involved in a motorcycle accident and due to a spinal injury, is now paralysed from the chest down.

Chris was on higher rate PIP and had a car through the Motability scheme which had been adapted for his needs. Chris had an NHS wheelchair which was fit for purpose whilst at home.

Unfortunately, Chris was struggling to get his wheelchair in and out of his car for work due to the weight and needed a lightweight one for work purposes. He had approached the NHS for this and received a letter to say there was no NHS funding available.

Chris applied to AtW and sent in 3 quotes for the chair needed which were between £11,000 and £15,000. Chris was asked to contribute a social and domestic benefit towards the chair as he could use this in his personal time.

The employer had to contribute the first £1000 plus 20% of the quoted £11,000 which equalled £3000. The customer contributed 2/7th of the cost which was £2285.71, and ATW funded the remaining £5714.29



Renewals

If the customer's Access to Work grant is ending soon, they need to apply to renew it. They can apply up to 12 weeks before the date it ends. They can apply online or by phone.

They will need to provide their:

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

After they apply, an Access to Work case manager will contact them. They may request further information about the customer's condition.

They'll also contact the employer.

If the customer is offered a new grant, they'll be told how much they will 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.



10 Top tips

1. Research Reasonable Adjustments
2. Speak to their employer about what part of the role is causing barriers
3. Complete a Health Adjustment Passport
4. Apply early – before starting a new role will mean no waiting
5. Put all methods of communication on application (email, telephone number etc.)
 - **If they know what they need:**
6. If they know what they need, tell us what this is on the application
7. If their application is relating to specialist computer software speak to their IT department
8. Complete a support worker record of tasks
9. For taxis, ask firms if they are willing to set up an account
10. Start gathering quotes from different suppliers



Access to Work – Useful links

Link to GOV.UK Access to work information

- [LINK: Access to Work: get support if you have a disability or health condition: What Access to Work is - GOV.UK](#)

Link to Easy Read version

- [LINK: Get help from Access to Work \(Easy Read\)](#)

Link to apply for Communication support at an interview

- [LINK: Apply for communication support at a job interview if you have a disability or health condition \(Access to Work\) - GOV.UK](#)

Links to Access to Work Mental Health Support Service providers

- [LINK: Mental health support for people at work | Able Futures Mental Health Support Service](#)
- [LINK: Maximus - Access to Work](#)



Useful Links continued

Link to what are Reasonable Adjustments from gov.uk

- [LINK: Reasonable adjustments - GOV.UK](#)

Link to contact a JCP speak to a Disability Employment Advisor

- [LINK: Jobcentre contact - GOV.UK](#)

Link to permitted work factsheet

- [LINK: Permitted work: factsheet - GOV.UK](#)

Link to ACAS guide to reasonable adjustments

- [LINK: What reasonable adjustments are - Reasonable adjustments at work - ACAS.ORG.UK](#)

Link to information about the Disability Confident scheme

- [LINK: Disability Confident employer scheme - GOV.UK](#)





Any
Questions?

Correct as of 20/03/2025



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A man with a beard and glasses and a woman are standing back-to-back, looking over their shoulders. The image is overlaid with teal and white geometric shapes.

Thankyou
