

Access to Work Frequently Asked Questions

What is an independent assessment and why do I need one?

An 'independent assessment' is an assessment done by a specialist to work out the support you need to do your job. Your Access to Work adviser will arrange an assessment if you need one.

Who does my equipment belong to?

The equipment belongs to whoever bought it. If you are employed this will usually be your employer. If you are self employed it will be you.

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.

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, if you have one, or you, if you are self-employed.

What if my employer doesn't order the equipment?

We will remind the employer 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?

Phone, email or write to the office where you send your claim forms. Your query will be passed to a payments officer to investigate. Please allow at least 2 hours for a response to your query. Complex or multiple queries may take longer to resolve.

How do I complain about things?

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. You should write to your adviser or Access to Work regional manager.

How do I appeal against an Access to Work decision?

There is no statutory entitlement to Access to Work and so there is no formal appeal procedure. However an Access to Work manager can look at your decision again.