



Access to Work

Access to work is a UK government grant scheme that provides financial and practical support to help people with a disability start or remain in employment. This is an overview of who is eligible for Access to Work, what help Access to Work will provide and how to make a claim. Full details of the scheme are available here <https://www.gov.uk/access-to-work>

It can take several months for an Access to Work application to be processed.

Who can get help

To receive support from Access to Work you must have a disability or health condition and need an aid, adaptation or financial or human support to do a job. For example, special computer equipment or travel costs because you can't use public transport.

You must also:

- be over 16, and live in England, Scotland or Wales (Northern Ireland has a different system)
- have a long-term health condition or disability that affects your ability to work
- have a disability or physical or mental health condition that has lasted longer than a year and be expected to continue for another year
- need extra aids, equipment or adaptations, or financial or human help to do your job and remain in work

If you have a mental health condition, then it must affect your ability to do your job. You must also need support in starting a new job, staying in your current job or reducing your absence from work.



Work qualifications

To receive help from Access to Work, you must either

- be doing paid work (including self-employment)
- be about to start work or become self-employed
- have an interview for a job
- be about to start a work trial arranged through Jobcentre Plus

Self-employment

You can receive help from Access to Work if you are self-employed, but an Access to Work grant cannot pay for the costs of setting up your own business.

You will need to show your business financial accounts as evidence of your self-employment. If your business is newly set up, you can show a business plan instead. This business plan must be of the same standard that would be accepted by a bank.

You can check your eligibility here <https://www.gov.uk/access-to-work/eligibility>

What help is available?

Support from Access to Work depends on your individual circumstances.

Examples of the type of help provided include:

- aids and equipment for use at work
- adapting work equipment so that it works better for you
- help with travel costs if your health condition means you cannot use public transport
- a support worker to help you at work, for example a note taker, reader or job coach



- someone to be with you at a job interview, for example a communicator, advocate or BSL interpreter
- disability awareness training for your work colleagues, to help them understand how to support and work with you

Access to Work will not provide support for “reasonable adjustments” that are considered to be your employer’s responsibility under the Equality Act 2010. Your employer’s responsibilities are explained here <https://www.acas.org.uk/reasonable-adjustments>

Mental health Support

If you have a long-term mental health condition which affects your ability to work, Access to Work will help you to develop a Work Support Plan to help so you can start working or remain in your current work.

Examples of help include:

- flexible working patterns to account for changes in your mood and the effect of medications
- a mentor to provide emotional support to help you at work
- extra training, so that you are confident in your work
- extra time to finish certain work tasks
- phased returns to work- i.e. working fewer hours than normal when you first return to work
- working with your employer and manager to find the best ways to support you

How to apply

You can apply here: **Access to Work.** <https://www.gov.uk/access-to-work/apply>

To apply over the phone, call Jobcentre Plus on:

Telephone: 0800 121 7479



Textphone: 0800 121 7579

If you disagree with an Access to Work decision

You cannot formally appeal against an Access to Work decision, but you can ask for it to be reconsidered by a different Access to Work Adviser. You can do this by using the contact details at the top of your award letter. You can only ask for your application to be reconsidered once.

If your work situation has changed, for example- you have moved to a new employer you can ask for your Access to Work award to be reviewed.

If you are unhappy with the service offered by Access to Work Staff you can use the **DWP Complaints Procedure** here

<https://www.gov.uk/government/organisations/department-for-work-pensions/about/complaints-procedure#how-to-complain>

Last updated on **7 January 2025**. Please note that information may be subject to change. All information is provided in good faith, but Disability Information Scotland does not endorse any product or service referred to within this resource.

We are grateful to the Scottish Government for funding this publication



Scottish Government
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