



Access to work

What is Access to Work?

Access to Work is a UK Government Scheme to help disabled people in work. If your disability makes it harder to get to work or to perform the tasks needed in your job then funding from Access to Work can cover some of the costs that might be involved in giving you the appropriate help.

Who can apply for Access to Work?

Anyone who has a disability, illness or health condition that affects their ability to work can apply for access to work if they are also in **paid employment** or **self employed**. This also includes **paid internships**.

The Equality Act (2010) defines a disabled person as:

“someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities”.

Not everyone who might be eligible for help thinks of themselves as disabled but they may face barriers to work and still be covered by the Equality Act definition of disability.

There are also others who have a disability but may not be eligible because they work for a government service. This can include council staff and some NHS staff so do check the full eligibility conditions below:

<https://www.gov.uk/access-to-work/eligibility>

What kind of things can Access to Work help with?

- If you require specialised software or equipment to enable you to do your job.
- Adaptations to work premises or equipment.
- Funding for a support worker or job coach.
- Funding to support travel to work.

These are some examples but other workplace solutions may be considered depending on your condition.



How do I apply for Access to Work?

You can apply for access to work by completing the online form on this link:

<https://www.gov.uk/access-to-work/apply>

Or you can call them on **0800 121 7479**

Or:

<https://www.relayuk.bt.com/> (if you cannot hear or speak on the phone): 18001 then 0800 121 7479

British Sign Language (BSL) <https://connect.interpreterslive.co.uk/vrs?ilc=DWP>

Monday to Friday, 9am to 5pm

What happens after I apply for Access to Work?

There are currently delays that can amount to several months in processing claims but when yours is being worked on you will hear from a person from Access to Work They may ask you to submit further information and for permission to contact your employer or to arrange assessment or have a further conversation.

You will be sent their decision with an explanation and details of any grant award.

Claiming your grant

Once the decision is made you can claim money from the grant where appropriate. You will need

- Your National Insurance number
- An email address
- A mobile phone.

You will also need two forms of identity. A list of possible ID is on the UK Government website. You can find that and also claim your grant at the link below:

<https://www.gov.uk/access-to-work/claiming-from-your-grant>



What should I do if I don't agree with the decision?

You should call the Access to Work helpline and ask for a reconsideration

How can I renew my grant?

You can apply to renew online or by phoning the helpline. If you need continuity then make sure you apply before your grant runs out. You can apply from 12 weeks before the end date of your award.

Access to Work Helpline

Telephone: 0800 121 7479

[Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 121 7479

British Sign Language (BSL) [video relay service](#) if you're on a computer - find out how to [use the service on mobile or tablet](#)

Monday to Friday, 9am to 5pm

If phone calls are difficult for you (for example, because you're deaf or hard of hearing), you can ask for all communication to be by email instead.

More information

<https://www.gov.uk/access-to-work/>

Last updated on **12 November 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.

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