

# Access to Work **Renewal Application:** Your Step-by-Step Guide

## Overview

Access to Work awards typically run for between one and three years. If you, or your employee, continue to need support from Access to Work after that date you **MUST** apply to renew the funding. If you don't make a Renewal application then the funding will automatically stop at the end of the award.

If your, or your employee's, Renewal application is successful you will be given a new award which will last for between one and three years.

**When** - apply 12 weeks before the current award is due to end. Do not leave your renewal until the last minute or you risk your support stopping.

**Why** - to keep any support elements that require ongoing funding. For example: software subscriptions, Brain in Hand subscription, Support Workers and taxis.

**How** - by using the [online form](#) or phoning the [helpline](#) (0800 121 7479).

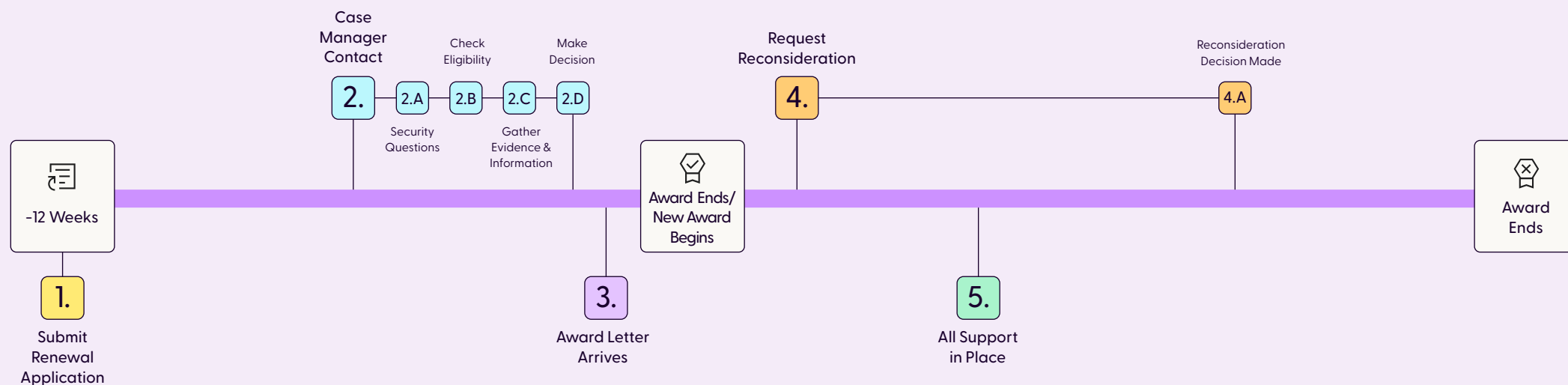
**Who** - only the person with the award (or their representative) can request a Renewal. If you are an employer you **MUST NOT** do this on your employee's behalf without their explicit agreement.

## Making the Process Easier

Some people find the Access to Work Renewal process difficult to navigate. It requires time and energy as well as administration, organisation, communication and self-advocacy. Getting informed about the scheme and seeking personal support can make the process much easier.

[You can read about specific ways to help yourself or your employee in our Help Centre.](#)

## The Process



## 1. Submit your Renewal Application

*Estimated time: 10 minutes*

In this step you let Access to Work know that you want to renew your award. You can do this using their [online form](#) or phoning the [helpline](#) (0800 121 7479).

The form is very simple and should only take you a few minutes to complete.

*You can see what questions you will be asked in our Help Centre.*

## 2. Case Manager Contact

*Estimated time: 4-6 weeks  
(from application to first contact);  
2-4 weeks (from first contact to decision)*

Your Case Manager will do the following:

- A. Check your identity by asking you some security questions over the phone.
- B. Check you are still eligible for the scheme.
- C. Gather information about your role, your disabilities and your needs, including what support you want to renew. They may refer you for assessments or ask you to provide specific evidence.
- D. Make a decision about what funding to provide in a new award.

*You can find out more information about this part of the process in our Help Centre.*

## 3. Check your official Award letter

*Estimated time: 30 minutes*

Once your Case Manager has made a final decision about your award they will send you an official decision letter. This is normally sent by post but may also be emailed to you. If you are employed they will also send a letter to your employer.

It is important that you read this letter thoroughly to make sure that you understand the details of your award, particularly any contributions that you or your employer are expected to make.

If you have still not received this letter after two weeks - contact your Case Manager and request they resend it asap and email you a copy. If you do not receive a response from them, phone the helpline.

*You can read more about your official Award letter in our Help Centre.*

#### 4. Request a Reconsideration (OPTIONAL)

*Estimated time: Initial request 1-4 weeks;  
Total time 6-7 months.*

*If you are unhappy with all or part of your decision, then you can request a Reconsideration. A member of the Reconsideration team will review your Renewal application, the original decision and any additional information you have provided.*

*You must make this request within 4 weeks of the date on your award letter.*

*You can read more about requesting a Reconsideration in our step-by-step guide.*

#### 5. Implement the Support

You must put funded support in place within 13 weeks of the date on your decision letter. This includes purchasing software, equipment and subscriptions as well as setting up coaching and training or starting work with a Support Worker. You then have 9 months from the date of each purchase to claim the money back from Access to Work.

When renewing your Brain in Hand subscription you need to send a copy of your Access to Work decision letter to the Customer Service Team. At Brain in Hand we refer to that as your funding entitlement letter.

## Brain in Hand for your workplace

We collaborate with workplace providers. Speak to our team if you would like to purchase directly, or through your EAP, Occupational Health Provider, Assistive Technology Service Provider, or other existing partners. We are also available through Access to Work.

Speak to our team to find out more:

@ workplace@braininhand.co.uk

🌐 braininhand.co.uk/work

📞 01392 247 909