

Access to Work **New Application:** Your Step-by-Step Guide

Overview

To get support from Access to Work, whether that's for the first time or to get a new type of support, you will need to submit a new application.

When - from 12 weeks before you start a new role (whether employed or self-employed). You can also apply if you are already in the job.

Why - to get funding for support needed at work that goes beyond the Reasonable Adjustments provided by the employer.

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

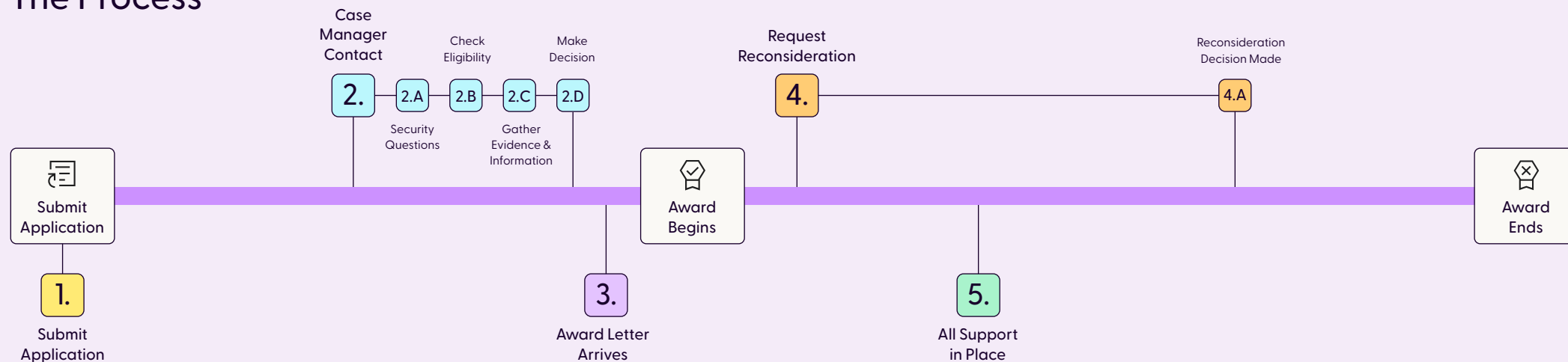
Who - only the disabled person (or their representative) can apply to Access to Work. If you are an employer you can support your employee to apply, but not do it for them.

Making the Process Easier

Some people find the Access to Work application 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 Application

Estimated time: 1-2 hours

You can apply for Access to Work at any time by filling in their [online form](#) or phoning the [helpline](#) (0800 121 7479). In summary, you will be asked about:

- Your **conditions and diagnoses** and how they affect you at work,
- Your **employment(s)**, and
- What **support** you need from Access to Work.

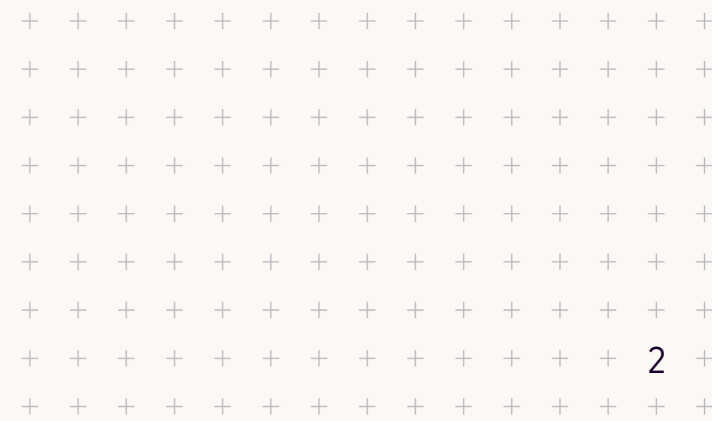
If you are using a Representative you must give their name and contact details.

If you are employed (or about to start employment) you will need the name and contact details of someone at work who Access to Work can contact. This would usually be your line manager or someone from HR.

If you are self-employed or the Director of your own Limited Company (or about to start), then you will need to give your Unique Taxpayer Reference (UTR).

Make sure to save a copy of your application before you submit it.

[You can find out more about the specific questions you will be asked in your application in our Help Centre.](#)



2. Case Manager Contact

*Estimated time: 1-14 months
(from application to first contact);
4-6 weeks (from first contact to decision)*

Wait times

After you submit your application, there will be a wait before your Case Manager contacts you. How long this wait will be depends on your employment status when you submitted your application. If you applied before you started your job, you should be contacted within a few weeks. If you were already in post it may take 8-14 months.

Top tip - you can phone the helpline at any time to find out what date they are working on for applications in your 'queue'.

You can read more about wait times in our Help Centre article.



Contact

Your Case Manager will do the following:

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

Unless you are very sure exactly what support you need, you are likely to benefit from a referral for a [Workplace Needs Assessment](#). This is an informal assessment carried out by an expert who will make specific recommendations for software, equipment, coaching, travel and other support you need. Just remember - your Case Manager doesn't have to agree to fund these items.

You can find out much 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 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

Estimated time: 13 weeks

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.

Contact the Brain in Hand Customer Service Team to set up your support with us. You will need to provide a copy of your Access to Work decision letter – at Brain in Hand we refer to that as your funding entitlement letter.

If you want your support to continue when your award ends, you will need to make a Renewal application.

[You can read more about Renewal applications in our step-by-step guide.](#)

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