

Getting your Access to Work money/grant



If you can get help from Access to Work you will get a letter which will tell you how much money you can get.

The money is called a grant.



The letter will tell you:

- what you can use the grant to pay for
- how long your grant will last



You can claim the money for your Access to Work grant online or by post.



You will need to send invoices or receipts for the money you are claiming for.

It is OK to send a copy of the invoice or receipt.



You or your employer might have to pay for things and then claim the money back from your Access to Work grant.



If you want to claim online

You will need:

- your bank or building society account number and sort code
- an email address
- a mobile phone



You will also need to have 2 different types of documents to prove who you are.

For example:

- A current UK passport.
- A payslip from the last 3 months or your current P60.
- A bank statement, loan, mortgage or credit agreement.



If you cannot prove who you are with the right documents, you will need to claim by post.



If you want to claim by post

Fill in the claim form that was with the letter about your Access to Work grant.



If you can not find the claim form, you can contact the Access to Work helpline and ask them to post one to you.



Access to Work helpline

Contact the Access to Work helpline if:

- you need help with your claim and no-one else is able to help you
- you want to claim for something and you do not have all of the information you need to make a claim
- you need help to set up your online account and no-one else is able to help you
- your grant has run out and you need more money to pay for something your Access to Work grant letter says you need



You can contact the Access to Work helpline by:

- Phone: 0800 121 7479.
- Textphone: 0800 121 7579.
- Relay UK: 18001 then 0800 121 7479 . Relay UK helps people who can not hear or speak on the phone.

The Access to Work helpline is open Monday to Friday 9.00 - 5.00.



The information on this page is for guidance only. Mencap hold no responsibility for DWP processes, timescales, decisions, and service.

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