

Support available through JobCentre Plus

The following information has been provided by Bolton JobCentre Plus with links to national information

Access to Work

[Access to Work](#) is a publicly funded employment support programme that aims to help more disabled people start or stay in work

Eligibility

To be eligible, you must:

- Have an impairment or health condition that has a long-term substantial adverse effect on your ability to carry out your job
- Be over 16 years old, but no upper age limit
- Be in, or about to start, paid employment - including self-employment - or a work trial
- Normally live and work in Great Britain
- Not be claiming Incapacity Benefit or Employment Support Allowance once you are in work

Access to Work applies to any paid job which is part-time or full-time, permanent or temporary. There are no minimum hours that must be worked to be eligible. It does not affect other benefits.

Support

Support that may be provided:

- Special aids and equipment
- Adaptations to equipment
- Travel to work - you may need to contribute what you would normally have to pay for travel to and from work
- Travel in work - depends on the type of travel and what the employer would normally be paying

- Communication support at interviews
- A wide variety of support workers
- Awareness training for colleagues
- Alterations to premises

Applying for Access to Work

Apply online:

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

Apply by phone:

You can apply by calling the Access to Work helpline. Make sure you have all the necessary details with you when you call.

Access to Work helpline

Telephone: 0800 121 7479

Textphone: 0800 121 7579

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

Monday to Friday, 9am to 5pm

[Find out about call charges](#)

British Sign Language (BSL) video relay service

To use this, you must:

- first [check you can use the service](#)
- [go to the video relay service](#)

Monday to Friday, 9am to 5pm

Alternative formats

Call the Access to Work number to ask for alternative formats, such as braille, large print or audio CD.

The Personal Independence Payment (PIP)

[PIP](#) is a benefit that helps you with the extra costs of having a disability or having a long-term health condition. It is for people aged 16 to 64.

PIP Allowance

The [amount you get](#) depends on how your condition affects you, not the condition itself.

Eligibility

The PIP is **NOT** a means tested benefit. It can be paid to people in work as well as those out of work.

How to make a claim

Call the Department for Work and Pensions (DWP) to make a new Personal Independence Payment (PIP) claim.

Personal Independence payment phone number

Telephone: 0800 917 2222

Textphone: 0800 917 7777

Calling from abroad: +44 191 218 7766

Monday to Friday, 8am to 6pm

Universal Credit

Universal Credit is a single benefit paid to those in or out of employment. If you are claiming Universal Credit and have a disability or health condition, you will be able to apply for Access to Work for any paid work you do. You can also receive PIP.

Eligibility

You may be able to get Universal Credit if:

- you are on a low income or out of work
- you are 18 or over (there are some exceptions if you're 16 to 17)
- you are under [State Pension age](#) (or your partner is)
- you and your partner have £16,000 or less in savings between you
- you live in the UK

If you are 18 or over and in training or studying full-time

You can make a new claim for Universal Credit if any of the following apply:

- you live with your partner and they're eligible for Universal Credit
- you are responsible for a child, either as a single person or as a couple
- you are [in further education](#), are 21 or under and do not have parental support, for example you're estranged from your parents and you're not under local authority care

If you are 16 or 17

You can make a new claim for Universal Credit if any of the following apply:

- you have medical evidence and are waiting for a Work Capability Assessment
- you are caring for a severely disabled person
- you are responsible for a child
- you are in a couple with responsibility for at least one child and your partner is eligible for Universal Credit
- you are pregnant and it's 11 weeks or less before your expected week of childbirth
- you have had a child in the last 15 weeks
- you do not have parental support, for example you are estranged from your parents and you are not under local authority care

If you are studying full-time aged 16-17

You can also make a claim if you're in full-time further education and any of the following apply:

- you do not have parental support and you're not under local authority care
- you have limited capability for work, and you're entitled to Personal Independence Payment (PIP) or Disability Living Allowance (DLA)
- you are responsible for a child
- you are in a couple with responsibility for a child and your partner is eligible for Universal Credit

If you have a health condition or disability

You might get an extra amount of Universal Credit if you have a health condition or disability that prevents you from working or preparing for work.

Your monthly payment is based on your circumstances, for example your health condition or disability, income and housing costs.

What you will need

You will need:

- your bank, building society or credit union account details (call the Universal Credit helpline if you do not have one)
- an email address
- [information about your housing](#), for example how much rent you pay and what type of accommodation: private rented, social rented, supported or temporary.
- details of your income, for example pay slips
- details of savings and any investments, like shares or a property that you rent out
- details of how much you pay for childcare if you're applying for help with childcare costs

If you do not provide the right information when you apply it might affect when you get paid or how much you get.

You also have to verify your identity online. You will need some proof of identity for this, for example your:

- driving licence
- passport
- debit or credit card

How to claim

You have to apply as a couple if you and your partner live together. You do not need to be married.

The Universal Credit team might phone you after you have sent your application if they need more information or if you cannot verify your identity online.

Apply online

<https://www.universal-credit.service.gov.uk/register/legacy-to-uc-confirmation>

If you need support to claim

Call Citizens advice bureau national phone line

You can contact an adviser through our free Help to Claim phone service. Advisers are available 8am to 6pm, Monday to Friday:

England: [0800 144 8 444](tel:08001448444)

Our Help to Claim advisers can help you with the early stages of your Universal Credit claim. You can talk to them on the phone, online over chat or face-to-face.

Our advisers can help you:

- work out if you can get Universal Credit
- fill in the Universal Credit application
- prepare for your first Jobcentre appointment
- check your first payment is correct

Intensive Personalised Employment Support (IPES)

IPES programme is a Voluntary contracted provision to help those who are harder to help. The programme is delivered by The Growth Company for customers in the Northwest.

The aim of the provision is to help customers who have one or more disabilities and complex barriers to work and who want to work but require intensive support to achieve this.

Eligibility

- you have a Disability as defined in the Equalities Act 2010
- you reside in England and Wales
- you are not in any form of Employment
- you have the right to reside AND right to work in the UK
- you are of working age (16 to state pension age)
- you are not currently participating in other DWP contracted Employment provision, e.g., Work and Health Programme, New Enterprise Allowance.

How to apply

The referral must be done by the Disability Employment Adviser at the Jobcentre.

Suitability

- Have complex barriers which may be a combination of personal and work-related barriers, which impact on their readiness to be able to get into and remain into work.
- Be more than a year away from employment in the labour market, without the support of this provision.
- Require more intensive transition into work and require intensive in-work support, beyond that is available on the Jobcentre, and other DWP contracted provision.
- Committed to working in the future and agree to a 16-hour work placement during the pre-work support period of provision.

What IPES will deliver to claimants on the programme

- Intensive, flexible provider support for up to 21 months, including up to 15 months pre-work support and minimum of 6 months in-work support for those who gain employment / self-employment.
- A dedicated provider key worker who will have frequent contact with customers
- Support to build the customer a sustainable support network
- An offer of experience of 16 hours unpaid (excluding expenses) in a work environment during the pre-work support period.
- Up to 3 case conferences with a DWP work coach and providers, and a warm handover to the Jobcentre where appropriate
- All expenses paid for by the provider (except for initial handover)

Access information about Special Educational Needs and Disabilities (SEND) services in Bolton via the QR code below

