

## Access to Work: Contingency for payment claim submissions during Covid-19 pandemic

Access to Work (AtW) have put in place contingencies plans for costumers submitting claim forms whilst homeworking and/or self-isolating.

1. **Extension of payment claim submissions** to 9 months.
2. **Replacing ink signatures** for customers experiencing difficulties submitting payment claim forms because they cannot obtain an ink signature
3. **E-claims** for costumers unable to reach a post office

For **step 2**, the process is:

- Customer completes, and signs appropriate payment claim form.
- Customer contacts the Employer and asks them to confirm that details of hours worked and support received are correct, and match what is on the claim form

From here, there are two options:

OPTION 1:

- Employer or support worker sends confirmation email to customer
- Customer prints confirmation email
- Customer **posts both the email and completed claim form to AtW** to request payment.

OR

OPTION 2:

- Employer or support worker sends the confirmation email to AtW at [atw.contingency@dwp.gov.uk](mailto:atw.contingency@dwp.gov.uk) which must include the customer's URN in the subject field, OR, the customer, can forward the email to the same email address (including customer URN in subject field).
- Customer **posts their completed claim form to AtW to request payment noting on the claim form "additional evidence is being sent by email"**.

For **step 3**, the process is:

*Access to Work will accept customers submit claim forms electronically but this has to be requested from the customer.*

- Customer to contact the Access to Work helpline (<https://www.gov.uk/access-to-work/apply>)
- Customer requests to send claims by email as an adjustment
- ATW will read a disclaimer to the customer explaining the potential risks of emailing information, and send the Customer an email with this information along with a template e-claim form (different to paper template forms)

***To justify why you would like this to be changed to email, you can outline various reasons depending on what fits your circumstances e.g. caring responsibilities, self-isolating, no access to printing facilities, limiting non-essential travel, limiting risks to general public, yourself and household members, health conditions.***

**Submitting claim forms by email:**

- Fully complete the e-payment claim form
- Contact your employer or support worker (as appropriate) and ask them to send you an email confirming the information contained on the claim form.
- Email the payment claim form and the employer / support worker email along with any supporting documents, e.g. invoices, to **ATW.CONTINGENCY@DWP.GOV.UK**  
***Customer must send claim forms from their email address, a third party delegate is currently not accepted by ATW.***