**Access to Work Process Map**



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| **Action** | **Timeframe** | **Who** |
| LE becomes aware that trainee requires Access to Work assessment. LE to direct trainee to apply:Online - <https://www.gov.uk/access-to-work> Email - atwosu.london@dwp.gsi.gov.ukTelephone - 0345 268 8489Textphone - 0345 608 8753*N.B. If no further communication from trainee within 28 days, email to request update. If no response received, send closure email* | *Initially during telephone call* | *Lead Employer* |
| Access to Work will contact LE (Ruth McCann) to request agreement to an assessment for the trainee and to part fund equipment | *N/A* | *HR Service Manager* |
| Obtain HEE (HoS/AD) approval for trainee’s Access to Work assessment and notify of potential recharges  | *N/A* | *HR Advisor* |
| Trainee will be assessed and is required to send a copy of completed report to LE | *N/A* | *HR Advisor* |
| Access to Work will send summary of report including recommendations, suppliers and costs to LE (LE has 12 months to reclaim funding back) | *N/A* | *HR Advisor* |
| Notify HEE of the total cost of the recharge from the Access To Work report | *N/A* | *HR Advisor* |
| Trainee Access to Work details to be logged onto HR tracker  | *On-going throughout process* | *HR Advisor* |
| ***(If laptop is highlighted as a requirement for trainee)*** – LE to contact trainee and request information of desktop computer for software to be installed onto/reasons for laptop requirement. Also contact Host IT to arrange software installation | *Within 3 working days of receipt of Access to work report*  | *HR Advisor* |
| LE will send Access to Work claim back agreement to trainee to sign  | *Within 3 working days of receipt* | *HR Admin Support* |
| LE to ensure that trainee has returned DWP declaration sent to home address from Access to Work (if declaration is not signed and returned then this will prevent employer from claiming any money back). If this is not received within 7 days of request the HRA will escalate to HRM. | *N/A* | *HR Advisor*  |
| Once received, send equipment order through to procurement via SBS (HR Admins to process this with support from HRA) ensuring the cheapest option is selected (recommended suppliers on Access To Work tracker) | *Within 24 hours* | *HR Admin Support* |
| Equipment delivered to Alexandra Park office (collated and sent to trainee)**OR** Equipment to be delivered to designated delivery address | *Within 2 working days**Within 5 working days* | *HR Advisor**HR Advisor* |
| Delivery notes to be receipted on SPS system  | *Within 2 working days*  | *HR Advisor / HR Admin Support* |
| Request tracking numbers from Post Room / delivery service used and track parcels  | *Time dependant on delivery service used (24hr service / 48hr service)* | *HR Advisor* |
| When equipment is delivered, ensure equipment delivery confirmation letter is signed and returned to LE. If not received back to LE within 2 working days chase | *Immediately* | *HR Advisor / HR Admin Support* |
| LE to request paid invoice from Jane Hunt (Jane.Hunt@sthk.nhs.uk) OR Sharon Monk (Sharon.Monk2@sthk.nhs.uk) and to complete ‘DP224JP’ form to claim back money from Access to Work. LE then sends completed ‘DP224JP’ form to ATW to claim back the grant amount. | *Within 5 working days**(12 months to reclaim charges)* | *HR Advisor* |
| Access to Work send payment confirmation (remittance) email to a contact within LE. On receipt LE forward a copy of this email to Denise Clifford (Denise.Clifford@sthk.nhs.uk ) and save email on file.  | *N/A* | *Access to Work/ Finance* |
| Finance to notify LE that the recharge of the claim amount has been sent to the LE account.  | *N/A* | *N/A* |
| LE to send confirmation of employer contribution to Finance and approval email from HoS? for recharge via HEE (Phil to agree internal process?)  | *5 working days* | *Finance* |
| HEE to send recharge amount to finance and finance to notify LE the recharge has been successful and reconcile to the LE budget. | *N/A* | *Finance* |
| When trainee is approaching contract end date, HR Admin to send ‘End of Contract – ATW Equipment’ email to arrange collection of equipment  | *Contract end date to be highlighted 8 weeks prior* | *HR Advisor* |