I have had problem with my Access to Work, this is through several years of experience. I have a job as a Production Assistant (PA), I been used the standard application form which asks different questions like how many hours experience do I need? I sent the form off to Access to Work and received a reply with more questions. The questions were similar and repetitive, so I clarified it all and then sent it back to Access to Work. I then had to wait a considerably long time for a reply that was passed from one person to another and then another. Once I finally received the letter from Access to Work, they only gave me 10 hours, which was not enough. My job is busy and active and support for 10 hours isn’t sufficient. I emailed them back to let them know that 10 hours is not enough and that I needed more. They stated that they give the support and then if needed more I can ask for a rise in provision of support namely the hours. I tried to look for an interpreter for my job but it is not easy. This is because 10 hours is not enough for an interpreter; they would rather have more hours and in the form of a full time and permanent job. Once I have found an interpreter, most are not available or if any are available they are only available for a hour here and there which is not good enough for my job because I need someone always available. Sometimes if there is no interpreter available, or I have no more hour left with an interpreter. I have to ask a hearing (non deaf) member of staff to make a phone call, do emails and translating for me. It is a hassle for them because their job is put on hold to help me with my job. I can’t bother the hearing staff a lot because they have their own job to do, which means that I am stuck. I am stressed because I am stuck, and do not have enough hours to do my job efficiently.

Department of Work and Pensions have been trying to raise awareness about Access to Work but it is not enough, there is not enough disabled people fully aware of the support that they can have through Access to Work, it is supposed to help disabled people in their jobs but it just creates more stress and it makes people feel like their needs are not being considered but merely a small cog that is in a machine that doesn’t work.

I applied for an iPad as part of my job to make it easier and less stressful for me but they refused. They didn’t tell me any valid reasons as to why it had been refused but just that a plain and simple ‘NO.’

Access to Work do not understand my job, my role and the amount of pressure I have on my shoulders, it seems like they don’t care about the fact that I could lose my job over this. I could lose everything all because they have no awareness of how to deal with disabled people and the support that they need in order to be efficiently able to carry out their job.

Their communication is horrendous, they do not email back quickly enough and ignore my emails, which is for a agency of the government, is ridiculous and unacceptable.
Access to Work has no set guidelines or policy. They only state that they will help a person who is working. However there is no information for anyone who may be in training or in education who may require support.

I have visited various schools and colleges to ask if they know anything about Access to Work, but they don’t have any knowledge of what Access to Work is or what they can do for disabled people in work or training.

Most hearing companies do not know how to deal with Access to Work, how to apply or the process to go through in order to get support for their workers.

Jobcentre are another company who have no idea what Access to Work is and that is shocking because they should know what Access to Work is and how it can benefit workers with a disability.

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