



FULLCIRCLEARTSTOOLKITS

SERIES 2 professional development... Dealing with Barriers / Benefits and Work

or making sure you get what's rightfully yours...

If you want to do your job well, if you want to be professional, if you want your work to be taken seriously and if you want to be able to develop to the best of your ability, you need to be supported and enabled in your workplace(s). This toolkit is about ways of dealing with barriers you might encounter.

There are two key principles:

- 🎧 communication
- and
- 🎧 information

Communication

- 🎧 tell people before you start work what your access requirements are (are you clear about what they are? List them below, the information will be useful when you draft contracts and negotiate work with clients)

- 🎧 tell people about any barriers you come up against as soon as it happens. It's even better if you can start to think of ways of solving the problem
- 🎧 remember to stick to the social model: what problems is the environment causing you?
- 🎧 if someone's attitude is a problem, deal with it in exactly the same way but remember to be specific: it's much more effective to give concrete examples than to talk about general attitudes
- 🎧 if things get so bad that there have to be formal meetings, make sure you have support – you have the right to have someone with you

Information

- make sure you know where to get up to date information about your legal rights and your welfare rights

www.direct.gov.uk/en/DisabledPeople/index.htm

is the government website which will point you to current information on benefits and work schemes. Follow the links on the left hand side of the page to find a 'Beginner's Guide to Benefits'. This website also includes information on, for example, permitted earnings – work you can do and be paid for even whilst on Incapacity Benefit

- Find out about Access to Work, which is available for employees and for those who are self-employed. AtW can pay up to 100% of the costs of making adjustments so that your access requirements are met whilst you're at work. As a self-employed person, you may be able to get this in advance of getting work so that you can apply for contracts with your support already in place. Your local Job Centre Plus can tell you about AtW.

http://www.direct.gov.uk/en/DisabledPeople/Employmentsupport/WorkSchemesAndProgrammes/DG_4000347

- This is a web link to the 'Direct Gov' page giving you information on access to work. It is probably your best starting point for information on Access to Work. You can also get in touch with your regional contact centre.

Access to Work contact centres

Contact details of the three regional contact centres that deal with claims for Access to Work. You need to contact the centre covering the area where you work by telephone, textphone, fax, email or by post. There are no drop-in facilities.

Glasgow - Contact this centre if you work in:

- [Scotland](#)
- [North West England](#)
- [North East England](#)
- [Yorkshire and Humberside](#)

Jobcentre Plus
Access to Work Operational Support Unit
Anniesland JCP
Baird Street
Glasgow G90 8AN
Telephone: 0141 950 5327
Textphone: 0141 602 5850
Fax: 0141 950 5265
Email: scotland.atw@jobcentreplus.gsi.gov.uk

London - Contact this centre if you work in:

- [South East England](#)
- [London](#)
- [East of England](#)

Jobcentre Plus

Access to Work Operational Support Unit

Nine Elms Lane

London SW95 9BH

Telephone: 020 8426 3110

Textphone: 020 8426 3133

Fax: 020 8426 3134

Email: atw-london-region@jobcentreplus.gsi.gov.uk

Cardiff - Contact this centre if you work in:

- [South West England](#)
- [Wales](#)
- [West Midlands](#)
- [East Midlands](#)

Jobcentre Plus

Access to Work Operational Support Unit

Alexandra House

377 Cowbridge Road East

Cardiff CF5 1WU

Telephone: 02920 423 291

Textphone: 02920 644 886

Fax: 02920 423 342

Email: atw-team-wales@jobcentreplus.gsi.gov.uk



There is also a very useful web link to an on-line guide to Access to Work, produced by Shape. It contains a lot of useful information and we would recommend reading the guide before applying for AtW (Access to Work)

www.shapeartists.org.uk/ArtistsResource/index.asp?PageID=72



it sounds obvious but be honest in the information you provide to your employer and to any benefits agency you have contact with. This gives you the best chance of receiving the support you need.