

Limited Access to Work

How the Access to Work
scheme could better fulfill
its potential



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Contents

Contents	1
Executive summary	2
Introduction	4
The scheme needs to be better advertised	6
Getting support should be faster	8
The reimbursement system must be reviewed	11
Difficulties applying for reimbursement	11
Delays to reimbursement	14
Real costs aren't being met	15
Potential reforms risk being a missed opportunity	20
Conclusion	22
Methodology: taxi costs	23
Citizens Advice helps people find a way forward.	24

Executive summary

The government is taking some positive steps to help disabled people into work, but it's not making full use of the key tools available to it.¹ Access to Work could play a central role in achieving this goal, yet it's currently falling short of its potential. As a result, it's holding back both disabled people and the government's wider ambitions on employment.

Access to Work is a government scheme that directly addresses some of the barriers disabled people face to work. At its best, Access to Work can ensure that workers are able to start and stay in work, while also giving employers the confidence and support to hire and retain disabled people. As the government looks to support more disabled people into work, the Access to Work scheme should play a pivotal role in their plans.

However, the scheme is underperforming at present.

Our frontline advisers have highlighted 3 key areas where Access to Work needs to work better, based on their experiences of helping disabled people who are struggling to start work. Firstly, there's a lack of awareness about the scheme and how it can help disabled people to work. Work coaches aren't always telling disabled jobseekers about the scheme, even when it could help them.

Secondly, there are unacceptable delays in the processing of applications to the scheme. People currently wait [5 months](#) on average for their application to be processed, though the delays can be as long as [one year](#). This application backlog is putting disabled people's jobs at risk and undermining employers' confidence in hiring disabled people.

Thirdly, the system of delivering funding via reimbursement is causing significant strain on both workers and employers. The process for applying for reimbursements is stressful and time consuming, there can be significant delays to getting funds reimbursed, and the amount paid back is often less than the real costs.

¹In this report, we use the term disabled people to refer to those who are disabled, have long-term health conditions, and impairments that affect their day-to-day life.

While not an exhaustive list of issues, tackling these 3 areas is crucial for ensuring that the Access to Work scheme can have maximum impact. That's why we're calling on the government to:

- **Improve awareness of the scheme within jobcentres:** by improving work coach training, including Access to Work as a key topic within the new 'Support Conversation' and advertising the scheme through posters and leaflets.
- **Reduce waiting times for support:** by recruiting and training more staff to bring down the backlog and ensure people get the support they need more quickly.
- **Review and streamline the reimbursement process:** by improving the Access to Work online portal, aligning reimbursement rates with real costs and reviewing the possibility of offering upfront loans, as well as removing the need for employer signs off, where possible.

The government is clearly aware that the Access to Work scheme needs reform. They consulted on the scheme as part of the [Pathways to Work consultation](#) and hosted a [Collaboration Committee](#) to review the scheme. However, the consultation documents imply that they are looking at cutting back the support on offer, rather than maximising the scheme's potential.

Cutting Access to Work would be a mistake. Any reforms to Access to Work must be built on the needs and experiences of disabled people, rather than short-term cost savings. Done well, the scheme could be a key part of the government's drive to support disabled people to start and stay in work.

Introduction

Access to Work is a government funded scheme that helps disabled people start and stay in work. It provides grants to disabled people that can help with paying for support and adjustments that would be unreasonable for them, or their employer, to cover. This can include aids such as specialist software and equipment, travel support, specialist mental health support and support workers.

This support is vital for helping disabled people access, and thrive in, work.

The [latest employment statistics for disabled people](#) show the extent to which disabled people are still struggling to access work. Just over half of working-age disabled people were in work in the second quarter of 2025, compared with over 80% of non-disabled people.² Disabled people also left their jobs at twice the rate of non-disabled people between 2014 and 2024. They only moved into work at a quarter of the rate of workless non-disabled people.³

The barriers disabled people face to work are complex. The disabled people we support can struggle to find work that [feels financially worthwhile](#). They also [face barriers](#) finding roles that are accessible, getting the reasonable adjustments they need, and dealing with discrimination and poor treatment.

Disabled people also often need to contend with other factors such as [caring responsibilities](#) - carers are [more likely](#) than non-carers to be disabled - as well as their own care needs [not being met](#), poor quality [housing](#) and a lack of effective [training opportunities and employment support](#). These barriers rarely exist in isolation from each other.

The government has calculated that the British economy loses out on [£212 billion a year](#) due to ill-health related economic inactivity. For disabled people who are able to work and want to do so, Access to Work can be a key part of what makes work possible.

The scheme sits alongside employers' duties to offer reasonable adjustments, ensuring that businesses that can't afford specialist equipment or support

² The disability employment rate is 52.8%, compared to 82.5% for non-disabled people.

³ On average, between 2014 and 2024, disabled workers moved out of work at a higher rate (10.1%) compared with non-disabled workers (4.6%). Workless disabled people moved into work at nearly a quarter of the rate (7.6%) of workless non-disabled people (28.3%).

services can still afford to hire and retain disabled staff. Ultimately, it ensures that disabled workers are able to access the support they need to succeed in their job.

However, the Access to Work scheme isn't currently working as well as it could. At Citizens Advice we speak to about 600 people a year about Access to Work, and that number is rising. Our in-depth casework data and network of frontline advisers give us unequalled insights into how Access to Work can either hinder, or help, disabled people who want to work. For this report, we've drawn on a survey of 61 advisers, evidence submitted by advisers through a Call for Evidence and a random sample of 82 Access to Work cases from 2025.

Rightly done, Access to Work could be a crucial tool in the government's policy toolbox to support disabled people to start and stay in work. This report gives an overview of 3 key ways this scheme could be reformed to better fulfill its potential.

The scheme needs to be better advertised

The Access to Work scheme plays a key role in helping disabled people access work. However, many disabled people haven't heard of it. Although spending on the scheme has increased significantly in recent years, just over 1% of working disabled people are being supported through Access to Work. The most common form of advice we give about the scheme is making people aware that it exists.⁴

Our advisers tell us that work coaches in jobcentres don't always tell their clients about the scheme, even when the person has explicitly told them about the barriers they're facing to work. As a result, some disabled people may not know that they can get help with paying for the equipment, travel and other kinds of support they need in order to be able to work. This means that they may be unable to begin considering starting work.

Sam's* Story

Sam had a workplace accident last year which left him physically disabled. Because of his injury, he can no longer do the manual work he used to do. Since then he's also been struggling with his mental health, and despite wanting a job, is concerned about how he would manage this, and his physical disability, at work.

His work coach has never told him about Access to Work and the fact that it can provide funding for specialist equipment or mental health support in the workplace. Without any help, Sam has lost confidence and feels overwhelmed at the thought of starting a new job.

*All names have been changed

It's not clear why work coaches in jobcentres aren't always informing people about Access to Work. It may be due to a lack of knowledge and understanding

⁴ We reviewed a random sample of 82 cases from the past year. Of those, 38% were about telling the person about the Access to Work scheme.

about the scheme, an awareness of the long delays in the scheme, or because work coaches simply lack the time and resources to properly engage with jobseekers. And while the government's ambition for a new "Support Conversation" could be a meaningful shift towards more tailored support for disabled people, the details on what that will look like in practice are still being developed.

For people like Sam, knowing about the support on offer through Access to Work could be the catalyst for considering work again. The government, and jobcentres in particular, must do more to inform people about the support that is available to help them.

Recommendations:

The Department for Work and Pensions (DWP) should raise awareness of the scheme by:

- Incorporating more information about Access to Work into training sessions and materials for work coaches, encouraging them to raise it in appointments with claimants.
- Including Access to Work as a key topic within the new Support Conversation, requiring work coaches to explore with people whether this support could help them.
- Creating posters and leaflets for the jobcentre that describe how the scheme works in easy to understand language, making use of case studies to illustrate real life examples.

Getting support should be faster

Even when people have heard of Access to Work, they often struggle to get the support they need within a reasonable timeframe. One of the biggest problems is that it takes far too long for applications to be processed.

Disabled people can only apply for support once they've got a job interview or job offer. However, in November 2025 people waited [109 working days](#), on average, for their application to be processed. This is equivalent to a wait of about 5 months and [more than double](#) the waiting times in April 2024. Some people wait [over a year](#) for support.

The DWP say that they [prioritise claims](#) from people who haven't yet started their new job.⁵ However, this information isn't provided on the government webpages about Access to Work. As a result, disabled people are unlikely to be aware that they need to apply for support before they start their new role in order to be fast-tracked.

Those who are aware may also find it difficult to apply in advance. They may not yet know what kind of help or equipment they'll need and may also only find out what adjustments their employer is able to offer them after they've already started.

People who become disabled while in work, including those who have to take time off-sick, are also not fast-tracked. However, many people in these groups can't afford to wait months for support. Long wait times can put them at risk of being pushed out of the workforce.

Susan's* story:

Susan has been off-sick from work for a few months because her health has gotten worse. She loves her job and wants to start working again, but because of her disability she'd now need to work from home.

⁵ The DWP doesn't publicly release statistics on the waiting times broken down by the time of application, so we don't know how long people with an upcoming job-start have to wait.

Her employer doesn't support this plan because Susan's admin role involves working with physical copies of paperwork. To make her request possible, they'd need to regularly photocopy documents to send to her.

Susan applied to Access to Work for support. If accepted, her employer could use the money to hire someone for a couple of hours a week to do the photocopying she needs. However, she was told that her assessment would only take place in 4 months time. Susan is afraid that she'll lose her job before she gets the chance to try and put support in place.

*All names have been changed

As a result of the delays, disabled people are either left without the support they need in their role, or they may be unable to start their job while they wait. Or the alternative is they seek to meet the upfront costs themselves, but these can be much too high to afford themselves.

Delays also have the potential to create significant disruption for the employer if their employee is unable to start, or resume, their role on the agreed date, or do all the tasks they're contracted to do. This puts strain on the working relationship and can feed into the negative presumption that disabled workers are a financial risk and burden.

"Many employers are afraid of the additional costs or responsibilities associated with employing a person needing additional support, believing it to be a burden to the efficiency of the running of the business." - Citizens Advice adviser

In some cases, the people we help have had their job roles threatened as a result.

Ali's* story:

Ali is partially sighted and can't drive. She lives in a rural area and needs to walk an hour along an unlit road without a pavement to get to the nearest bus stop. Due to her disability this is very difficult and unsafe, especially in winter.

Ali applied to Access to Work to help fund taxi journeys to work, 12 weeks before she was due to start. However, she came to Citizens Advice for help after waiting 7 months without an assessment.

During this time, Ali's employer has been funding her taxi journeys. However, they're a charity and can't sustain the extra costs. They've now told her that they won't renew her probation period unless she can get Access to Work put in place soon.

*All names have been changed

These delays undermine the purpose of Access to Work, threatening people's ability to start and stay in work. The government [is aware of this](#), and has [dedicated more staff](#) to tackling the delays. However, as the backlog is [not expected to decrease](#) in the short term, more needs to be done.

For Access to Work to be effective in helping disabled people overcome barriers to work, it needs to make decisions more quickly - ideally within a month. This would align with normal timelines for starting a new job, or a phased return from sick leave. It would provide clarity for workers and employers about the support available before the person's expected start date.

Recommendations:

Access to Work should recruit and train more staff to bring down waiting times, with the goal of an average turnaround time of one month.

The reimbursement system must be reviewed

The Access to Work scheme provides funding via reimbursements. This means that employers and workers have to fund support up-front, and then request the money back.

This system has a number of issues:

- Applying for reimbursement is time consuming and stressful.
- It can take several weeks for costs to be reimbursed.
- The amount reimbursed is often less than the real costs.

Difficulties applying for reimbursement

The reimbursement system creates extra work for disabled workers and their employers. They have to source and submit quotes when applying for support and arrange payment of the service or items themselves. This can be tricky, as there's no list of disability aids or specific services that they can access. Where time is short, for example when somebody needs Access to Work support for an interview, this can present a big problem.

Although Access to Work will process applications for support for a job interview within 2 working days, applicants can find it difficult to find and secure this support and provide the relevant evidence to Access to Work in advance of their interview, as is required.

Lena's* story:

Lena has a disability which significantly affects her ability to communicate and visit unfamiliar places. When she was recently offered a job interview, she needed the assistance of a communication support worker to attend. Without this support, she'd have found it extremely difficult to enter the interview building or speak during the interview, making it very hard for her to demonstrate her suitability for the role.

The jobcentre advised Lena to apply for funding through Access to Work to cover the cost of a support worker. However, Access to Work needs to approve

the cost before the interview and can take up to 2 working days to process the application.

The employer provided 5 working days' notice of the interview, but Lena struggled to find and get quotes from support workers during this timeframe. Even the Disability Employment Adviser at her jobcentre only managed to source a support worker the day before the interview. As a result, there wasn't enough time for Lena to get approval from Access to Work for the communication support before the interview.

Lena chose to proceed with the support worker anyway and risk covering the cost herself if Access to Work declined to reimburse it. Her claim was rejected because she hadn't gotten approval before her interview.

*All names have been changed

Once an item or service has been sourced and paid for upfront, there's a further process to go through to get the money back from Access to Work. This involves submitting either a paper or online form, with proof and date of purchase, details of the item or service, and confirmation of the cost. The form also requires the person to fill in their name, address and bank details every time they go through this process. Unless they're self-employed they also have to submit their employer contact details so that each request can be signed off by the employer before being sent to Access to Work.

This takes a significant amount of time. It also requires the disabled worker to be very organised. They need to keep track of all invoices and receipts and either post them or upload them to the online portal on a regular basis. They may also need to chase their employer to sign off the requests. For somebody who's disabled, and needs help accessing work, this creates extra work and can be both stressful and difficult to manage. It also creates an administrative burden for employers.

In addition, the online portal doesn't show key information such as the date when payments were made, or who they were made to. As a result, it can be difficult to figure out what has been reimbursed and what hasn't.

Iman's* story:

Iman receives Access to Work support for travel costs to work. Some payments are made directly to him, while others are paid to a taxi provider. Iman believes that some of his claims haven't been paid. Although the Access to Work system shows certain payments as approved and paid into his bank account, these payments don't appear on his own bank statements.

Iman tried to make a list of the missing payments but found the process too complicated and gave up halfway. He also attempted to call Access to Work to confirm where the approved payments had gone but gave up after being left on hold for too long. Iman has now approached Citizens Advice for support in contacting Access to Work to clarify what has happened with these payments.

*All names have been changed

There's a clear need to simplify and streamline the reimbursement process to save both workers and their employers time and effort.

Recommendations:

- The DWP should apply greater flexibility and award Access to Work funding even where an applicant has been unable to provide a support worker quote prior to an interview.
- The Access to Work online claims form should allow people to save and autofill their contact, bank and employer details.
- The need for employers to sign off on costs agreed by Access to Work should be reviewed and removed where possible.
- The Access to Work online portal should provide more information to help with tracking reimbursements, including the date of the claim, the date of employer sign-off, the date of the reimbursement payment and details of who the payment was made to.

Delays to reimbursement

Once an application has been made, it can take a long time for the funds to be reimbursed. Some of the people we've helped have waited more than a month to be repaid.

These delays can put significant financial strain on both workers and employers, depending on who has paid the upfront costs. They also run counter to the reason for Access to Work - to pay for the aids and services that disabled people and their employers are unable to afford.

"Cost is an absolutely key causal factor for employers and what they would consider to be - fairly or unfairly - the additional administrative or organisational or stress burdens placed upon them by employing a disabled person." - Citizens Advice adviser

As a result of reimbursement delays, some disabled people are getting into debt or risk losing their job.

Anna's* story:

Anna is disabled and needs taxis to get to work. She applied for the Access to Work scheme to help her pay for this, but it took several months for her to receive backdated reimbursements. The first time she applied, the DWP lost her paperwork. This meant she had to submit her forms a second time, but despite using next day delivery post, she still had to wait a further 5 weeks to receive the support she was entitled to.

As a result, Anna built up over £1,600 in debt to the taxi company who were driving her to and from work. This put her under huge strain - the taxi company was considering refusing to drive her anymore, meaning she was at risk of losing her job. During that time her boiler also broke, but she was unable to replace it right away because she'd used up all her savings on taxis.

*All names have been changed

To tackle this issue, the DWP could consider offering full or part payments upfront in circumstances where the worker, or employer, is unable to afford the wait to be reimbursed. This could be particularly helpful for expensive one-off

costs such as specialist aids or equipment. This funding could then be subtracted from the person's overall reimbursement grant.

While average wait times for reimbursements seem to have [come down significantly](#) in recent months, it's important that this progress is not lost.

Recommendation:

- The DWP should consider offering partial or full up-front loans to workers or employers who are unable to afford to pay for equipment or services upfront.

Real costs aren't being met

A further issue with the reimbursement system is that the amount paid back by Access to Work doesn't always cover the full cost of the purchased item or service.

This is built into the system, via the requirement for customers and employers to partially [contribute to the costs](#) in certain circumstances. For example, disabled people who request help with buying a wheelchair will usually be required to cover 2/7ths of the cost themselves, as they may use the wheelchair for non-work related activities at weekends. However, in some cases, the customer contribution is too high for people to be able to afford it themselves.

Padma's* story:

Padma recently started a job that requires her to travel. She has mobility issues and applied to Access to Work to fund a suitable wheelchair. She lives in the north of England and needs a specialist model that can be used both inside and outside, including in frosty or icy conditions.

However, Access to Work will only fund 5/7ths of the cost of the wheelchair as she could use the wheelchair at the weekend. This means that Padma's customer contribution is over £3,000. On top of that, Padma would also need to pay for any other adaptations needed to make the chair right for her.

These costs are far beyond anything Padma can afford. As a result, she's struggling to do her work and is worried her temporary contract won't be renewed.

*All names have been changed

As shown in Padma's story, the customer contribution can be impossibly high. In addition, the Access to Work system also sometimes fails to cover the full cost of adapted items or services.

A further example of this is the reimbursement rates for taxi costs. Our research into the rates suggested by the Access to Work staff guidelines found that the stated rates are consistently below the actual cost of the taxi, even before taking into account the customer contribution.⁶

To receive a higher rate of reimbursement, disabled workers first applying for Access to Work are asked to provide 3 recent taxi quotes. However, gathering this evidence can be difficult and costly, as many taxi firms are unwilling to give official, written quotes without the person making the journey. Moreover, a general quote may not take into account factors such as increased costs during peak travel hours. This makes it hard for disabled workers to evidence their need for a higher rate of repayment. As a result, many people may receive a lower rate of reimbursement than their actual costs.

We looked at how much a disabled person would get for a 2 mile taxi journey in 4 different cities, according to the suggested rates given in the [Access to Work staff guidelines](#). Before taking into account the deduction of the customer contribution, a disabled person might only see less than two thirds (60%) of their taxi costs covered by Access to Work if their journey took place in Bristol, and three quarters (76%) if in Leeds. This shortfall could be as high as £296.33 a month for someone going into the office every day in London.

Table 1: Access to Work reimbursement for standard taxis⁷

⁶ The [Access to Work staff guide](#) says that case managers should suggest an indicative cost based on the Hackney Carriage Rates/Taxi Auto Fare rates. They provide two websites for determining fares: [the Hackney Taxi Fare tables](#) and [the UK Taxi Fare Calculator - Taxi Fares in UK](#).

⁷ For details on our calculations, please consult our [Methodology](#).

City	Guide price*	App price**	Percentage covered	Monthly shortfall***
Bristol	£6.00	£9.99	60%	£173.37
Leeds	£5.00	£6.60	76%	£69.52
London	£11.00	£17.82	62%	£296.33
Manchester	£6.00	£9.02	67%	£131.22

* Note: Price as given by taxiautofare.com. It doesn't take into account the customer contribution fee, which would be 50p.

** Note: we averaged the cost of two taxi apps for each city. Uber and Bolt were used for London and Uber and Veezu were used for Bristol, Leeds and Manchester.

*** Monthly shortfall for somebody making 2 journeys a day, 5 days per week, 4.345 weeks per month.

However, the situation is even worse for people who need a wheelchair accessible taxi. In this case, only just over a third (38%) of the cost would be covered by Access to Work in Bristol and just under half (48%) in London. This is because the Access to Work staff guide given rates don't differentiate between the need for standard and adapted taxis.

If a wheelchair user in London were to make this example 2 mile journey twice a day, five days a week, it could leave them £521.40 short every month. Over a year, the worker would be many thousands of pounds out of pocket.

Table 2: Access to Work reimbursement for wheelchair accessible taxis⁸

City	Guide price*	Taxi price**	Percentage covered	Monthly shortfall***
Bristol	£6.00	£16.00	38%	£434.50
Leeds	£5.00	£7.50	67%	£108.63
London	£11.00	£23.00	48%	£521.40
Manchester	£6.00	£17.00	35%	£477.95

* Note: Price as given by taxiautofare.com. It doesn't take into account the customer contribution fee, which would be 50p.

** Note: we averaged the cost of two black cab hailing apps in London. For Bristol, Leeds and Manchester we averaged the quotes from two wheelchair-accessible taxi firms per city.

⁸ For further details, please consult our [Methodology](#).

*** Monthly shortfall for somebody making 2 journeys a day, 5 days per week, 4.345 weeks per month.

It's possible for people facing these insufficient reimbursement rates to request a review from Access to Work. And while they can use the receipts for the journeys they've made as evidence, as opposed to having to seek fresh quotes, any review is subject to the same delays as other applications for support and is seen as a low priority compared to people who are starting work.

Lara's* story:

Lara is a wheelchair user. She receives travel support to help her get to the office because she's unable to use public transport. However, due to being unwell at the time of her Access to Work interview, she was unable to dispute the rate she was offered.

As a result, she's spending a lot more on taxis than she can afford. A recent return journey to the office in a wheelchair accessible taxi cost her £53. But she only got £25 reimbursed - less than half.

Lara requested a review of her taxi costs 8 months ago but is still waiting for a new assessment. In the meantime she's significantly out of pocket and has to limit how often she sees her colleagues or attends in-person meetings and work events.

*All names have been changed

Taken together, the customer contribution for equipment and the limited reimbursement rates given by Access to Work, as well as delays to the review system, can leave disabled workers facing a significant financial burden. The people who aren't able to cover the shortfall themselves may see their jobs at risk as a result. More should be done to address these issues, to ensure that disabled people aren't shut out from the benefits of Access to Work.

Recommendations:

- There should be an annual cap on the customer's total contribution for equipment, with the level decided via consultation with disabled workers.
- Costs for adapting equipment should be included in reimbursements.
- The guidelines for determining costs should be reviewed to more accurately capture real costs.
- Requests for a review of reimbursement rates should be addressed more quickly.

Potential reforms risk being a missed opportunity

The government clearly recognises that Access to Work is in [need of reform](#). However, the Pathways to Work green paper seemed to suggest that they are looking at reducing the support the scheme provides. This would be directly at odds with the government's intention of supporting more disabled people into work.

Potential measures such as reducing the total value of support individuals can request, or reducing the range of things that can be funded, would mean people with higher-support needs, such as people who need a British Sign Language interpreter, are unable to afford to work. These more intensive costs are the very reason a scheme like Access to Work needs to exist, because unlike other adjustments, many employers won't be able to cover these costs themselves. If Access to Work funds are cut, it's likely that some disabled people currently being supported in work would be forced out of their jobs.

Other charities have highlighted that cuts to support for individuals have already [led to job losses](#) in recent months. This is a concerning trend.

The green paper also notes that more needs to be done to make employers aware of their legal duties to support disabled people in work. It seems to suggest that this could reduce the need for Access to Work support. However, efforts to encourage employers to better support their disabled employees, while welcome, can't mitigate the impact of cuts to support. By design, Access to Work covers costs that can't be considered reasonable adjustments.

In addition, [our recent research](#) illustrates that disabled people are still struggling to access even the most basic reasonable adjustments. The evidence from our advisers and the people we help makes it clear that relying on employers' goodwill to support disabled people with the extra costs they face to work, could risk disabled people being shut out of work.

While the Access to Work scheme does need reform, any changes should be based on ensuring that disabled people are better able to take up work and thrive within their roles. Rather than cutting the scope and generosity of Access

to Work, the government should utilise it as a key tool for helping more disabled people work.

Recommendation:

- Any reforms to Access to Work must be built on the needs and experiences of disabled people, rather than short-term cost savings.

Conclusion

The Access to Work scheme isn't living up to its potential. It could be a key tool in the government's drive to boost the economy and support disabled people to start and stay in work. But for the scheme to fulfill this potential, some key reforms are needed.

In the past year we've seen many disabled people who could benefit from the scheme but who were never told that it existed. And rather than empowering disabled people to work, we've also seen people left to wait months for support, facing huge administrative burdens in getting funds paid out and seeing shortfalls in the reimbursement rates. As a result, many of the people we help with Access to Work are seeing their jobs threatened.

Rather than cuts to support, we'd like to see greater awareness and investment into the scheme. This means better training for work coaches, an end to delays and a simplified, fit for purpose reimbursement system.

Improving the Access to Work scheme would be a worthwhile investment, ensuring that employers can hire disabled people with confidence, and supporting disabled people to thrive in their work.

But as it stands, disabled people aren't being empowered to work, and the limits of the Access to Work scheme are one of the things holding them back.

Methodology: taxi costs

To find an estimated cost of real taxi journeys, we used a combination of taxi apps and taxi companies found via Google. We searched for the cost of a one-way, 2 mile, city centre journey, travelling at 9am on a Friday morning.

For standard taxis, we used two ride-finding apps and averaged the cost. For London we used Uber and Bolt. For Leeds, Manchester and Bristol we used Uber and Veezu. These ride-finding apps are usually the cheapest taxi option and allow you to see the exact price of the journey in advance of travel.

For wheelchair accessible taxis in London we used two ride-finding apps that allow you to hail a black cab (Gett and FreeNow), as these are wheelchair accessible. These apps give estimates of the cost - we used the lowest end of the estimate and averaged the two costs. For the other cities, we looked for the first taxi company options given by Google that seemed suitable. We averaged the first two quotes we got. In some cases these were just estimates given verbally by the company. We didn't look at Uber because, although they have some wheelchair accessible vehicles, the service is only available in certain locations.

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