

# Guidance notes

## for the Home Access Grant application form

Home Access is a government programme that will help more families who currently lack access to get online at home.



### Fact:

**Evidence shows that by using technology to support learning at home, your children could:**

- achieve a two-grade improvement in one GCSE subject
- be more motivated and engaged in their learning
- learn and achieve more.

If you are a low-income family receiving certain benefits and you would like to get online but are worried about the cost, then you could get a Home Access Grant to pay for:



Grants are limited and available on a first-come first-served basis so do not delay your application.

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## Tips for completing the form

You need to fill in the application form to apply for a Home Access Grant. There are 10 parts to it, with 45 questions. These guidance notes will help you answer the questions. Please read them before you start filling in the form.

Please answer all the relevant questions. Write clearly using BLOCK CAPITALS and black ink. Do not use correction fluid – if you make a mistake, cross it out and write near the box. Please do not use paperclips or staples.

You **must** send the **original copy** of your **Child Benefit letter** dated from 1 December 2008 with your application, please see Part 6 for more information. It will help if you have your letter with you while you complete this form. You may also need to provide other proof before your application can be accepted – please read Part 6 for more information and answer the eligibility questions on page 3.

If you are a foster carer, you will need to fill in a different form. Contact your Designated Care Worker or local authority to find out how to apply.

### Need more information?

If you read these notes and still have questions: visit **[www.homeaccess.org.uk](http://www.homeaccess.org.uk)** or call us on Tel: **0333 200 1004\***  
Minicom: **0121 748 1471**

This document is also available in large print, Braille and audio by calling 0333 200 1004\*.

\*Calls may be monitored or recorded to maintain high levels of security and quality of service. Calls to this number cost no more than a call to an 01 or 02 number and count towards inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone.

## About Home Access Grants

Home Access is a government drive to get more families using computers and the internet at home, to improve learning for everyone. Home Access provide grants to buy computer and internet packages for the whole family to learn safely, have fun together and achieve more.

## Am I eligible for a Home Access Grant?

A Home Access Grant is aimed at those who need it the most. Before you fill in the form, answer the questions below to see if you are eligible.

### Eligibility questions

If you answer yes to the three questions in Section one and yes to at least one question in Section two below, you could be eligible for a Home Access Grant.

**Section one:** Are you a parent or guardian responsible for and living with a child... yes

- |   |                          |
|---|--------------------------|
| ...who is in school years 3 to 9, which normally means age 7–14?  | <input type="checkbox"/> |
| ...who attends a state-maintained school in England full-time**?  | <input type="checkbox"/> |
| ...who has not already had a computer from a Home Access Grant or any other similar programmes, such as Computers for Pupils? | <input type="checkbox"/> |

**Section two:** Do you receive at least one of the following? yes

- |   |                          |
|---|--------------------------|
| Free School Meals for your child***   | <input type="checkbox"/> |
| Income-based Jobseeker's Allowance  | <input type="checkbox"/> |
| Income Support  | <input type="checkbox"/> |
| Child Tax Credit but not Working Tax Credit and an income of less than £16,040 <sup>†</sup> | <input type="checkbox"/> |
| Guaranteed Pension Credit (not Savings Credit)  | <input type="checkbox"/> |
| Income-based Employment Support Allowance   | <input type="checkbox"/> |
| Support under Part VI of the Immigration and Asylum Act 1999                                | <input type="checkbox"/> |

\*\* or whose place is paid for by their local authority or the Department for Children, Schools and Families (DCSF). Home-schooled children do not qualify. **State-maintained schools include:** primary schools, secondary schools, middle schools, special schools, academies, city technology colleges, pupil referral units. **State-maintained schools do not include:** independent (private) schools and places at non-maintained special schools not funded by a local authority.

\*\*\* Children receiving Free School Meals under the national rules may be eligible for a Home Access Grant; however, children receiving free school meals as part of the pilots in Durham, Newham and Wolverhampton will need to provide additional supporting documents. Please see Part 6 of the guidance notes for more information.

<sup>†</sup> If you are not sure of your income, you should check your Tax Credit Award Notice.

## Part 1: Your computer needs

Please make sure you are happy with the package or buying method you have chosen and that it meets your needs. You cannot change your mind once you have sent in your form.

It's really important to choose a grant that's right for you and your family. There are three types of Home Access Grant:

- full package – includes a computer, service and support, and one year's internet access
- a computer with service and support only
- one year's internet access only.

### Group ordering

Check with your child's school or academy to see if they are running a group ordering scheme. If you live in Durham, Shropshire or Hull, contact your local authority.

The benefits of group ordering are:

- suggesting packages that are likely to work best with the school or academy's own computer systems
- help with completing your form
- managing the order on your behalf
- helping you to understand the Home Access programme and giving you advice on how to use your equipment.

If you would like to apply for your Home Access Grant through a group order, you will need to get a group ordering code from your child's school, academy or your local authority, to put on the form. You still need to fill in the form and send it off.

It's up to you if you want to take part in a group ordering scheme or apply for a Home Access Grant yourself. Either way, the computer and internet access will belong to you.

## Part 2: About any previous grants or funding

You need to tell us about any grants or equipment you have already received from the Computers for Pupils programme or any other similar programmes. The Home Access Grant is only available to households who have not received previous funding. If you have already received a Home Access Grant, or have equipment from any other similar programmes, you will not be able to apply for another child in your household.

If you received a previous grant for Assistive Technology, you may still be eligible for a Home

Access Grant. Please see Part 5 for more information.

If you have previously applied for a Home Access Grant and your application was unsuccessful, you may be eligible for a grant if your circumstances have changed since your last application. For example, if your child is now within the eligible school years of 3 to 9.

All applications will be checked to make sure no previous grants have been received.

## Part 3: About you

**Please fill in this section with all your details.**

### Name

Please make sure the name you write on your form is the **same as the name shown on your Child Benefit letter** and any other supporting documents you send us. If you have used a different name in the past, for instance if you have just married, you need to make sure that all the documents you send us show the name you are using now. Your Child Benefit letter must be an original letter dated from 1 December 2008. Please see Part 6 for more information.

### Date of birth

Please fill in your date of birth in numbers, for example if your date of birth was 25 September 1970, you would write:

2	5	0	9	1	9	7	0
---	---	---	---	---	---	---	---

## Address

You must live at the same address as the child you are applying for. The address you provide on the form must be the **same as on your Child Benefit letter** and any other supporting documents you send us.

This is important because we will use this address if we need to write to you. After you receive your Home Access Grant, the computer package you buy with it will also go to this address (if you have chosen to have your package delivered instead of collecting in store).

If you have recently moved address, you must make sure the Child Benefit letter and any other documents you send us show your new address.

### We cannot accept PO Box addresses.

### Getting in touch with you by phone

We may need to contact you about your application so please write at least one phone number on the form. If you have another number we can use, please give us this too.

The easier it is for us to contact you, the quicker we will be able to process your form. If you don't provide a phone number, it may take us longer to deal with your form.

### Your relationship to the child or young person

If you are a foster carer you will need to fill in a different form. Please contact your Designated Care Worker or local authority to find out how to apply.

### Residency

You must be a UK resident to apply for a Home Access Grant.

### Nationality

We need to know your nationality, otherwise we won't be able to process your form.

### Number of children in your household

You must tell us the number of children in your household who are aged 16 or under.

## Part 4: About the child you are applying for

Parents and guardians need to fill in details about the child they are applying for. If you have more than one child who is eligible, you only need to fill in the details of one child.

The name of the child you write on the form in Part 4 must match the name of the child on the Child Benefit letter.

Only complete the form if the child you are applying for is:

- in school years 3 to 9, which normally means age 7–14, during the current school year (1 September – 31 August)
- living at the same address as you gave in Part 3 of the form
- in full-time education and attending a state-maintained\*\* school or college in England, or one that is paid for by an English local authority or the Department for Children, Schools and Families (DCSF).

Your child will not be eligible for a Home Access Grant if they do not meet all these criteria.

If you are unsure whether your child's school is state-maintained, contact the school and ask. Home-schooled children are not eligible for a Home Access Grant.

Please give the full name, address and postcode of your child's school or academy. If you are unsure of these details, contact the school or academy and ask. If your child has moved school in the last 12 months, you will also need to provide the name, address and postcode of their previous school.

**\*\*State-maintained schools include:** primary schools, secondary schools, middle schools, special schools, academies, city technology colleges, pupil referral units.

**State-maintained schools do not include:** independent (private) schools and non-maintained special schools not funded by a local authority.

## Part 5: Applying for a child with Assistive Technology needs

All Home Access packages come pre-loaded with Assistive Technology software programs, including text to speech, text prediction, mind mapping and screen magnification. Although particularly useful for a child with a disability or learning difficulty, the pre-loaded software can benefit the whole family.

What's on the pre-loaded software?

- **Text to speech software:** for children who prefer to have pages of text read out loud.
- **Text prediction:** (similar to 'texting' on a phone) which helps to speed up writing. This is very useful for younger writers or those who lack confidence.

- **Mind mapping:** helps children to structure, visualise and classify ideas. Children can use this to aid study, problem solving, decision making and writing.
- **Screen magnification:** this enlarges the content on the computer screen for children who have impaired sight.

There are two other Assistive Technology packages that can provide children with additional support when using a computer.

### Part 5a: Assistive Technology package 1

Although the pre-loaded software may help your child, they may also need some additional hardware to help them use their Home Access package.

#### What could be included?

- **Adapted keyboard:** useful for children with sight or physical difficulties. Alternatively the package could include a compact keyboard for a child with limited movement.

- **Keyboard stickers:** to enable visually impaired children to see the keyboard characters more easily.
- **Specially designed mouse:** for children who may find it difficult to hold and move a standard mouse.

You must tick the box called 'validating your claim' after question 30, otherwise you will not receive Assistive Technology package 1.

### Part 5b: Assistive Technology package 2

If the pre-loaded software and additional hardware doesn't fully meet your child's specific needs, you can apply for an Assistive Technology package 2. A Special Needs Evaluator will call to discuss your child's needs and to make sure that we provide the equipment and software that's right for them. It is important that you write on the form the best time and day of the week for them to call you.

To help us to evaluate your application you must send one of the following documents with the form to show your child's needs:

- Statement of Special Educational Needs or
- proof that you are receiving Disability Living Allowance for your child.

After discussing your child's needs, we may decide that they don't need an Assistive Technology package 2, and that Assistive Technology package 1 will adequately support their needs. If this is the case, you will still qualify for a grant.

**Assistive Technology package 2 is not available through the group ordering scheme.**

### Part 5c: Assistive Technology further check

If you cannot provide a Statement of Special Educational Needs or proof that you receive Disability Living Allowance for your child, you must contact the Special Educational Needs Coordinator at your child's school or your local authority and get them to complete this section.

Please make sure this section is signed and stamped by your Special Educational Needs Coordinator or local authority.

**Assistive Technology package 2 will be available from summer 2010, but send us your form now.**

Please review the options below to see which is most suitable for your child's needs and which section of Part 5 to complete.

### Option A: Home Access Grant

Only one grant can be given per household.

- The pre-loaded software meets my child's needs.

**i Please go straight to Part 6 of the form. Do not complete Part 5.**

- I have at least one child with Assistive Technology needs that will not be met by the Home Access package pre-loaded software.

**i Please go to Option B.**

### Option B: Assistive Technology package 1

- My child has physical difficulty accessing computers and may benefit from:
- a large/small keyboard
  - keyboard stickers
  - alternative mouse.

**i Please fill in Part 5a: Assistive Technology package 1. Then go straight to Part 6.**

- The software and the other items listed above will not meet my child's Assistive Technology needs.

**i Please go to Option C.**

### Option C: Assistive Technology package 2

- I have at least one child who needs more than the pre-loaded software and Assistive Technology package 1. My form will need further checks.

**i Please complete section 5b: Assistive Technology package 2.**

You will need to provide the following evidence to support your evaluation:

- Statement of Special Educational Needs or
- Proof that you receive Disability Living Allowance for the child.

**i If you don't have this evidence, please go to Option D.**

### Option D: Assistive Technology further check

- I have at least one child who needs more than the pre-loaded software and Assistive Technology package 1. I do not have a Statement of Special Educational Needs or proof that I receive Disability Living Allowance for this child. My form will need further checks.

Please ask your Special Educational Needs Coordinator or local authority to fill in **Part 5c: Assistive Technology: further check**. You may fill in the further information section if you wish, or you can ask the Special Educational Needs Coordinator or local authority to do this.

#### What if I have more than one child with Assistive Technology needs?

If you have a child whose needs are met by the software and items listed in Option B, but also have at least one child who will need further Assistive Technology evaluation, then you will need to complete an application form for each child needing Assistive Technology checks.

For each form you will need to provide **one** of the following types of evidence:

- Statement of Special Educational Needs
- Proof of Disability Living Allowance in the name of the child
- Part 5c completed by your Special Educational Needs Coordinator or local authority.

You can still apply for one further eligible child who does not need Assistive Technology on an additional application form.

You can request additional application forms by calling **0333 200 1004\***.

## Part 6: About your support and benefits

We will need to see proof that your child is eligible for Free School Meals if:

– they have been getting Free School Meals for less than four weeks

or

– they enrolled at their current school in the last term.

Proof of eligibility would be, for example, evidence that you are receiving certain benefits. Questions 32–37 ask what benefits you receive to help us find out if you are eligible.

If your child has been getting free school meals as part of the pilots in Durham, Newham and Wolverhampton, they will only be eligible for a Home Access Grant if they meet the national criteria. If your child is taking part in these pilots or is not receiving Free School Meals, you may still qualify for a Home Access Grant if you get one of the benefits below:

- **Income-based Jobseeker's Allowance:** to prove that you get Income-based Jobseeker's Allowance, you must send us the letter of entitlement from the Department for Work and Pensions. This must be an **original letter** that is **less than one year old**.
- **Income Support:** to prove that you are getting Income Support, you must send us the letter of entitlement from the Department for Work and Pensions. This must be an **original letter** that is **less than one year old**.
- **Child Tax Credit but not Working Tax Credit:** to prove that you are getting Child Tax Credit but not Working Tax Credit, you must send us your Tax Credit award notice (TC602), showing you get Child Tax Credit only and had a household income of less than £16,040 for the last tax year. This must be an **original notice** and from the **current or last tax year**.
- **Pension Credit (Guarantee Credit but not Savings Credit):** to prove that you are getting Pension Credit (Guarantee Credit), you must send us your letter of entitlement from the Department for Work and Pensions. This must be an **original letter** that is **less than one year old**.
- **Income-based Employment Support Allowance:** to prove that you are getting this allowance, you must send us your letter of entitlement from the Department for Work and Pensions. This must be an **original letter** that is **less than one year old**.

- **Support under Part VI of the Immigration and Asylum Act 1999:** to prove that you get support under Part VI of the Immigration and Asylum Act 1999, you must send us a **copy** of your Application Registration Card (ARC) or Standard Acknowledgement Letter (SAL).

**Do not send the original**, but ask your case worker to certify your copy. To do this, they will need to put their name, business address, telephone number, official stamp and signature on the copy.

If the name or address on the documents you are sending as proof are different from those you give on the form, you must get these changed before applying. If the name or address on your form does not match the name or address on your documents, we will not be able to process your form.

**If you are not getting any of these benefits, you cannot get a Home Access Grant.**

As proof of this you **must** send in, with the application form, evidence that you are receiving Child Benefit. We accept 3 types of Child Benefit letters which need to be dated from 1 December 2008. You must send us the original, photocopies will not be accepted. Please make sure that you send **one** of the following:

Your initial Child Benefit award letter. This needs to be dated from 1 December 2008.

**OR**

Your Child Benefit statement of entitlement. This also needs to be dated from 1 December 2008. This will only have the first name of the child you are applying for.

**OR**

Your Child Benefit uprating letter. This would have been sent to you in December 2008 or January 2009. This is the letter which advised you of the annual increase in your Child Benefit payment.

**If you don't send us one of these then we will have to return your application to you.**

## Part 7: Account safety: choose your security password

Please do not fill in your password until you have completed all other parts of the form.

If someone is helping you complete the form, do not fill in your password until the form is completed in order to keep your password safe.

It is important that all the information you give is kept safe and secure. To help us do this, you need to choose a password. If you ever need to call us about your Home Access Grant, we will ask for your password.

Your password must be:

- at least 6 characters long, but no more than 15
- a mix of letters and numbers only – it must not have any spaces or characters other than letters or numbers
- something you will remember but no one else can guess.

In case you forget your password, you can choose a 'hint' to help you remember. For example, if your password is 'football23' then you could have 'sport' as your hint.

You will only need this password to contact us about your grant – it **will not** be linked to any computer or internet access you may get from Home Access.

## Part 8: Your feedback

We would like you to tell us how you found out about applying for a Home Access Grant and what you thought about the application process. This helps us improve the form and application process.

You do not have to complete Part 8. If you would prefer not to fill in this section, your application will still be processed.

## Part 9: Your declaration

Please make sure you read, sign and date the declaration in Part 9, otherwise we cannot process your form. If anyone helped you fill in the form, they must sign the declaration as well.

Your Home Access package should be used for:

- children's learning, such as with homework, revision, educational games and independent research
- helping parents to get more involved in their children's learning, for example by accessing schools' online reporting systems
- developing the skills of other family members, for example by taking courses online
- community communication and engagement, for example through email, online voice calling and video conferencing
- access to government and local services online
- financial benefit, for example by banking online or using price comparison websites
- schools and others to make more use of Home Access for learning.

## Part 10: Document checklist

- Please make sure you have enclosed all the documents we need to process your application:
  - Child Benefit letter, dated from 1 December 2008 and the original copy.
  - Any other supporting documents, such as a Statement of Special Educational Needs or proof that you are getting Disability Living Allowance for the child you are applying for.
  - Proof that you are getting any other support and benefits that are listed in Part 6 of the form and guidance notes.
- Check that the name and address on the Child Benefit letter and all other documents are the same as those written on the form.
- Check that the Child Benefit letter is dated from 1 December 2008 and all supporting documents are less than one year old. Please see Part 6 for more information.

## Have you remembered to...

- give your group ordering code if you are part of a group ordering scheme?
- make sure Part 5c is completed by the Special Educational Needs Coordinator or local authority, if this is needed for your application?
- complete the further information section in Part 5c, if this is needed?
- provide your password and hint in Part 7?
- sign and date Part 9? If anyone helped you fill in the form, have they also signed Part 9?
- complete all necessary parts of the form?

## What happens next?

Return the completed form, your Child Benefit letter and all your supporting documents in the freepost envelope provided. If you do not send us the correct documents we will have to return your application to you.

We will return your documents within three weeks of receiving your application. You will hear whether your application has been successful or not within three weeks if your form has been correctly completed and we have all the supporting documents we need.

Please do not contact us within this time to check the progress of your application. Only contact us if you have not heard from us after three weeks of posting your form.

If your application is successful, you will receive:

- a Notice of Entitlement informing you of the grant that you have been awarded
- a 'What to do next' guide telling you everything you need to know about buying your Home Access package
- your Home Access Grant Card and PIN (your PIN will arrive separately)
- a leaflet explaining how to use your Home Access Grant Card.

If your application is unsuccessful, we will send you a letter explaining why.

**Notes:**

Blank lined area for notes, containing a large diagonal watermark reading "SAMPLE".



**HOME ACCESS**

**NEXT  
GENERATION  
LEARNING**

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**Please send your completed application form to:**

FREEPOST RSEG-BGCJ-GAAA  
HAGAS  
PO Box 245  
Darlington  
DL1 9GZ

Tel: 0333 200 1004\*  
Minicom: 0121 748 1471

[www.homeaccess.org.uk](http://www.homeaccess.org.uk)

**This document is also available in large print,  
Braille and audio by calling 0333 200 1004\* .**

\*Calls may be monitored or recorded to maintain high levels of security and quality of service. Calls to this number cost no more than a call to a 01 or 02 number and count towards inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone.

Information contained in this document is accurate up to 5 April 2010.

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