# Glossary / Abbreviations

Appeal This is where you ask a higher court or tribunal, etc. to change the decision of a lower court. You cannot Appeal an AtW decision, but you can ask them to Reconsider, and then complain, to AtW, then to ICE and PHSO.

AtW Access to Work

AtW Guidance This is the document that tells AtW Advisers what they should think about, what they should do, and how they should do it.

It is called ‘guidance’ because it tells them what they should do, not what they have to do. If they have to do it, it would be called procedures or rules.

When they change the Guidance they give it a new number. The one quoted here is Version (v) 19.

AtW Adviser This is the person who works with you from AtW. They say what support they think you should get. Someone higher than them in AtW has to approve the costs for the support if it is over a certain amount each year.

Call-off contract A call off contract (also sometimes called a framework contract) is where the prices, or the way prices are decided, terms and conditions (T&C’s) are agreed with a supplier or a number of suppliers.

For example, AtW may have agreed a price and T&C’s with one or more than one Interpreting Agencies. If the price agreed with the Agency is the cheapest price for interpreting, AtW would expect you to book your interpreter with the agency. If you choose not to, the price agreed with the agency is the most AtW will pay for interpreting.

Complain If you just want them to think again about what they are offering you, then you ask them to Reconsider.

Complaining is what you do if you want to say you are unhappy about what is being done, still disagree if they have Reconsidered, or you think people are behaving badly, etc.

Eligible Costs This is what AtW call the lowest cost support they consider suitable for your needs.

Freedom of You can use the Freedom of Information Act if you want

Information AtW to show you their documents (e.g. their guidance,

Request (FOI) policies, etc.).

ICE Independent Case Examiner (who you can complain to if you are not satisfied with AtW).

PHSO Parliamentary and Health Service Ombudsman (who you can complain to after ICE).

Reconsideration This is what AtW call a review of what they agree you can have. It is when someone new looks at what you are saying you need, and what AtW have said you can have, and thinks about it again. It is different from complaining.

National This is not in AtW’s Guidance version 19. But AtW have

Reconsideration asked some Deaf people to write to the National

Board Reconsideration Board if they are not happy with their decision (in October 2013).

Review AtW call this Reconsideration.

Subject Access Under the Data Protection Act, you use this if you want

Request AtW to show you the records they have about you.

Support Worker Support Worker (AtW say that Interpreters are Support

(SW) Workers)