

**Department for Work and Pensions (DWP)
Central Freedom of Information Team**

freedom-of-information-request@dwp.gsi.gov.uk

Our reference: IR405

Date: 12/09/2014

Dear Mr Townsend-Handscomb,

Thank you for your Freedom of Information (FOI) review request, which we received on 14th August 2014.

I am of a senior grade to the person who dealt with your request previously, and can confirm that I have carried out an internal review.

You have asked us *to send you a copy of the written information, as well as any other information that AtW Advisers have about Communication Support workers*. I have provided the additional information which you originally requested and apologise that this was not sent previously.

Access to Work does not have training material in relation to Communication Support Workers or any written documentation that we are able to provide.

The Access to Work Advisers are provided with an explanation and overview from experienced advisers on how to assess the customers requirements and the options that are available to enable customers to overcome the disability related barriers they face in the work place.

Access to Work delivers a tailored package to each individual. Once agreed if the package does not meet customers' needs it is the responsibility of the customer to inform Access to Work of this at which stage we would review the package of support and make adjustments if appropriate.

I hope this is helpful but if you have any queries about this letter please contact me quoting the reference number above.

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Yours sincerely,

DWP Central Fol Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwpgsi.gov.uk or by writing to: DWP, Central FoI Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF www.ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745