# Information in AtW Guidance v 20 that may help you

**If AtW say something to you that is different to what AtW Guidance Version 20 says – for example that it is AtW Policy not to pay cancellation charges, or that they can’t meet face to face, or they give you a daily limit that means you can’t book two interpreters all day – then quote their Guidance to them, and ask them to send you a copy of the Policy that they are using that says their Guidance is wrong.**

**If they won’t send it to you, then ask them the name of it, and put in a Freedom of Information request.**

**If you are asking AtW to Reconsider, or are complaining, you can show where what they are doing is different from what their Guidance says they should do.**

### AtW Guidance and what to consider when deciding what interpreter support is needed

AtW Guidance v 20 says that there are a number of things that the AtW Adviser needs to consider before deciding ‘what interpreter support needs to be put in place’. (AtW 386, 387, 388, 390) These include:

The event/environment - Is the setting informal or formal, are there structured breaks in place, and will there be ‘break out’ or syndicate exercises?

The participants - Is it a straightforward one-to-one meeting, is there a large audience, are there several people attending who will require a BSL Interpreter?

The content - Is the topic straightforward or will it require specialist knowledge, how important is the content, will there be a rapid change over of speakers that could make interpreting more difficult, what are the implications for the customer or others if there is a misinterpretation?

How long will the event be? Over 2 hours, and two interpreters are required.

The Guidance also has a table recommending levels of interpreter for different kinds of interpreter. (AtW 377) This table is wrong. It still includes the Junior Trainee Interpreter (JTI) category. This category has gone. It also doesn’t match the other guidance, (AtW 386, 387, 388, 390), which talks about complexity and impact.

### AtW Guidance and assessing AtW on their provision of appropriate support – does the support meet the customer’s needs?

AtW Guidance v 20 says that AtW performance is measured by how soon after the application appropriate support is put in place. (AtW 607).

If you don’t feel your support is appropriate, then you can tell the AtW adviser that you are expecting them to say in their reporting that you are saying that it is not appropriate support.

### AtW Guidance and Reviews – does the support meet the customer’s needs?

AtW Guidance v 20 says that in every review the adviser must confirm that the support continues to meet the customers’ needs. (AtW 646, 652).

If it doesn’t, then you can tell the AtW adviser that you are expecting them to say in their report that you are saying that it does not meet your needs.

### AtW Guidance and Travel costs

AtW Guidance v 20 says that Support Workers travel expenses should be included in the hourly rate quoted for support. The Support Worker’s normal travel to work costs should be included in their original quote. If the customer will require the Support Worker to make additional journeys to support their requirements, an estimate of the mileage, paid at the standard mileage rate of 25p per mile, must be included in the business case. Car parking charges cannot be reimbursed. (AtW 362, 368, 369, 563).

### AtW Guidance and meeting full cost of employing a Support Worker (Interpreter)

AtW Guidance v 20 says that the Support Worker (SW) element of AtW offers financial assistance to cover the full cost of providing a SW in the workplace. (AtW 310)

It says that AtW can reimburse: full salary, National Insurance, leave and sickness payments and recruitment costs including advertising. (AtW 351, 561)

If requested by the employer, AtW can also pay management costs up to 5% of the SW’s gross salary, to cover the cost of adding a new employee to the payroll and any other HR activities. Where an employer provides evidence to show that they have had to pay an amount greater than this percentage, AtW will reimburse the full cost. (AtW 352, 561)

They will also need to agree a fixed period of pay to cover unexpected absences such as sick leave. It is usual to agree to pay for the SW (if they or the customer is sick), for up to 4 weeks. (AtW 354, 364, 365, 366)

Support Workers and customers should not be expected to align their leave dates (AtW 560)

If the employee is providing full time support, the cost AtW say they will cover will be the full salary costs including Employers’ and pension contributions, providing this is no more expensive than employing an external support worker. (AtW 619)

AtW can also pay redundancy and notice costs, but as these are only paid if needed, they are not included in the AtW budget. (AtW 353)

If the Deaf person is self-employed AtW can pay for any additional costs in employing someone. (AtW 562)

(AtW 310, 351-354, 363-367, 558, 559-562, also **see attached spreadsheet** showing staff interpreter will full on costs, and comparing with freelance interpreter costs).

#### Informing you of their decision

When AtW inform you of their decision, they should use the DiSC3 letter, and should tell you about the calculation of the award. (AtW 595)

### AtW Guidance and paying cancellation charges

AtW Guidance v 20 says that if there is a claim from a SW for a cancellation fee, they can be considered if the cancellation of the required support is unavoidable and not the SW or employers fault. For example, if the Deaf person is ill and has to cancel the SW at short notice (AtW 374, 375).

### AtW Guidance and booking two interpreters for longer meetings

AtW Guidance v 20 says that Interpreters should not be expected to work for more than two hours without a break. When a customer requires continuous translation for a longer period e.g. an all day meeting, the costs of two interpreters are eligible. (AtW 559)

### Changes to AtW Policy should not affect your award until your three year agreement is finished

AtW Guidance v 20 says if there are changes to AtW policy that will have an impact on individual customer’s payments, unless the announcement of the new policy says it must be applied straight away, payments to customers or their employers should not be changed until their current AtW agreement period, normally 3 years, is complete. **(AtW 682)**

### AtW Guidance says AtW advisers can meet customers face to face.

### AtW have told some Deaf people that AtW Policy says they can’t meet customers face to face. But AtW Guidance v 20 says that the AtW adviser should consider if a visit or telephone review is required. So face to face meetings are still in the Guidance as one of the options for Reviews, 3 year, 1 year, or shorter. (AtW 645, 650)

**Should interpreters be Registered?**

AtW Guidance v 20 says that when booking for interviews preference must be given to qualified BSL interpreters and Lipspeakers registered with Signature (it should be NRCPD) or SASLI, and that if they aren’t registered, they shouldn’t be booked. (AtW 611)

It doesn’t say this in any other section.

#### Working Abroad

AtW Guidance says that if you need to visit overseas is a necessary part of your job, AtW can be agreed for a maximum of 3 months in a (rolling) year. Travel and accommodation costs will be checked to make sure they are value for money. It won’t be agreed if you are going abroad for training or career development. (AtW 370)

#### Lip Speaker

(AtW 413) explains what a Lip speaker is, and says that if the event is more than two hours two lip speakers may be needed.

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#### Note Taker

(AtW 414) explains what a Note Taker does, and says that if someone else at the meeting is taking notes or minutes, a Note Taker won’t be agreed.

#### Palantypist

(AtW 414) explains what a Palantypist does.