**Information for Stephen Lloyd MP**

DeafATW has an opportunity to give Stephen Lloyd MP, chair of the All Party Parliamentary Group (APPG) on Deafness, evidence of:

1. **New** and **current** problems people are having with AtW
2. **Old** problems (e.g. problems with the 30 hour rule) that are **still problems now**, that not been sorted out.

This may be a real opportunity for you to get your problems with AtW sorted out.

This is because Stephen Lloyd has said he will take all the information I give him to Mark Harper, the Minister for Disability, so that he really understands the problems. I can’t promise that this will help, but I think it is worth trying.

On Wednesday 3rd December I will be giving Stephen five detailed examples of the problems (I have these already), and a summary of other people who have still got problems.

These will not be anonymous, your name will be used, so that the DWP can check that the details are true, and maybe try to sort things out for you.

If you want me to give information about you and your AtW problems to Stephen Lloyd MP, please fill in the form on the next page and send to me by 30th November 2014. I’ve used a form because I know it is really difficult to explain about problems with AtW, and I just need a summary. If anyone wants more details they will be able to contact you directly.

You can fill the form in electronically (on the computer) or print, write it, scan it and send it to me. If you need to post it to me, please email me to ask for my address. The explanation about the form takes longer to read than to fill it in! If anything isn’t clear, email me.

On the form you’ll need to fill in your:

1. First and last name
2. 9 digit AtW number OR (if you don’t know this) your NI number
3. Email address
4. Then there is a list of different problems people have had with AtW. If you have that problem with AtW **now**, then put a (X). *(Or instead of X, you can put the Month and Year that the problem started, e.g. 10/14)*

If you had that problem with AtW before, but it has been sorted out (e.g. AtW have put your hours support back up, the money you were owed has been paid etc.), then leave it blank, **don’t** put an X.

On the form there are three sections of problems.

1. The first is if you were affected and are still having problems with the ’30 hour rule’.
2. The second is if you are self-employed or run your own business and are having problems.
3. The third is general problems with AtW.
4. The form also asks you to put an X if you have asked for a Reconsideration, but the Reconsideration decision didn’t change anything.
5. There is also a box where you can add if you are having problems that are not on this list.
6. At the end there is a small space to write and explain what impact this is having on your work at the moment.

E.g. I can’t do my job properly, I can’t book the interpreters I need because there isn’t enough budget, my employer is finding it difficult to find the extra money, my interpreters are owed lots of money, etc. This is not the whole story, just saying what the biggest impact is in one or two sentences.

1. Stephen has also asked if you can say how your problem can be sorted out, and how the system needs to be improved.

I know many of you have made suggestions to the Select Committee, but this is a chance to say, very briefly, what you think are the priorities now.

If you would find it helpful, I have attached a list of what other people and organisations have said are the priorities. You can also just select from these.

Please save the form in your name (e.g. Sarah Brown AtW.doc) and send it to me at [darrenth@gmail.com](mailto:darrenth@gmail.com)

**Data Protection:** If you send me this information, you are agreeing that I can store it (electronically and on paper) and pass it to Stephen Lloyd (electronically and on paper), and that he can pass it on to Mark Harper or DWP staff as he thinks useful. DeafATW may also contact you to ask for clarification or suggest further actions you may want to take.

Darren Townsend-Handscomb RSLI FASLI (DeafATW.com)

|  |  |  |
| --- | --- | --- |
| **Surname** |  | |
| **First Name** |  | |
| **9 digit AtW number OR NI number** |  | |
| **Email Address** |  | |
|  | | |
| **ONLY TICK IF A PROBLEM NOW: *(Or you can write month/year it started instead of ticking – e.g. 10/14)*** | | **Problem now?** |
|  | |  |
| **Problems with the ’30-hour rule’:** | |  |
| My budget was and is still reduced / capped because of the ‘30 hour rule’. | |  |
| The hourly rate was and still is reduced because of the ‘30 hour rule’. | |  |
| I asked for a reconsideration after the Minister announced that the ‘30 hour rule’ would be suspended while the internal review happened – but nothing changed. | |  |
|  | |  |
| **Problems for Self-Employed people:** | |  |
| I am self-employed, and have had my AtW reduced or stopped because I have been told I don’t earn enough? | |  |
| I am self-employed, and have had my AtW reduced or stopped because I didn’t pay class II NI contributions (and AtW didn’t tell me this was required) | |  |
| I am employed by my own limited company, and have had my AtW reduced or stopped because I didn’t pay myself the national minimum wage (and AtW didn’t tell me this was required) | |  |
|  | |  |
| **Other problems:** | |  |
| My budget been reduced / capped (but not because of the ‘30 hour rule’). | |  |
| I’ve been awarded an hourly rate less than local market rate (i.e. not enough money to book people). | |  |
| I’ve been told that there is a regional rate for my area, that is less than what people really charge in my area. | |  |
| I’ve been awarded less hours than I need. | |  |
| Changes been made to my support that I wasn’t told about. (E.g. you found out about these changes when AtW sent back an invoice, etc.) | |  |
| I sometimes need two interpreters for meetings etc. but have been told that AtW will only pay for one interpreter now. | |  |
| I need interpreting access but been awarded a Communication Support Worker (i.e. untrained unqualified person working as an interpreter) for all or part of my hours. | |  |
| I need interpreting access for interpreting but have been awarded something else. | |  |
| I asked for Remote Interpreting (like Sign Video) but was told no. | |  |
| I asked for Note Taking but was told AtW won’t pay for that anymore. | |  |
| I am having problems getting Communication Support for Interviews (CSI) | |  |
|  | |  |
| I am having serious problems with invoices (e.g. being paid very late, lost, etc.) – and this is causing a problem for me and/or the Support Workers. | |  |
| AtW sometimes refuse to pay invoices. | |  |
| I am having serious problems getting an answer to emails and phone calls. | |  |
| I am having a different problem – (explain here): | |  |
|  | |  |
| **Tick here if you asked for a reconsideration – but nothing has changed. *(Or put date of reconsideration).*** | |  |
|  | |  |
| **The affect this is having on my work is:** | |  |
| **Recommendations to put things right now:** | |  |
|  | |  |
| Please tick if you agree with DeafATW’s summary of organisations and people’s recommendations.  You can also write your own if different, or you think there should be a different priority order, or you want to suggest new wording etc. | |  |
| 1) | |  |
| 2) | |  |
| 3) | |  |