



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
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request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](#)

Our Ref: FOI2023/40301

21 June 2023

Dear Paul Bohill,

Thank you for your Freedom of Information (FoI) request received on 24 May. You wrote:

“I would like information pertaining to the provision of support workers for neurodiverse people through the Access to Work Scheme.

Please supply:

The current policy relating to provision of support workers through Access to Work.

Current DWP guidance for decision makers responsible for administering Access to Work.

Please supply internal guidelines rather than what is publicly available on the Government's website.

For clarity, you have supplied these internal guidelines previously in 2014 under this link: <https://www.whatdotheyknow.com/request/207683/response/514846/attach/html/3/AtWguidanceV24.pdf.html>.

I am requesting the most up-to-date version of internal guidelines (including, but not limited to the above) at the time you receive my request.

Please supply this information for England, Scotland and Wales.”

DWP Response

We confirm that we do hold the information you have requested.

The current policy relating to provision of support workers through Access to Work.

Access to Work does not have a separate specific policy document for Support Workers. The information in relation to Support Worker policy can be found within the Access to Work staff guide on gov.uk - <https://www.gov.uk/government/publications/access-to-work-staff-guide>

Current DWP guidance for decision makers responsible for administering Access to Work.

A copy of the information is attached as an annex.

If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

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@dw.gov.uk or by writing to: DWP Central Fol Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

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.

Website: [ICO FOI and EIR complaints](#) or telephone 0303 123 1113