

26. In the case of BSL or non spoken interpreters, local arrangements with off contract suppliers can continue where this offers value for money and/or the claimant or customer has an established or trusted relationship with the interpreter.

27. For BSL, Prestige requires a minimum of 2 weeks notice to book an interpreter because demand exceeds supply.

28. For further information see the communication support guidance for people who are [deaf, hard of hearing or speech impaired](#).

29. When working solo for more than 1 hours the interpreter would need a complete break every 30 minutes. Without such breaks, the interpreting service can deteriorate. We would advise staff to plan activities to take this into account.

Please also find attached an extract from DWP internal instructions on representatives and intermediaries which can also be used to help customers who find it difficult to communicate.

Representatives and Intermediaries

1. All types of disability and all customers with protected characteristics can be supported by providing services through a representative or intermediary. This can be done as a reasonable adjustment for disabled people and as additional assistance where appropriate for any customer.
2. Some of our claimants/customers want or need to use a representative/intermediary to help them access DWP services. If a claimant/customer wishes to use a representative/intermediary to access our services, then follow the [Working with Representatives Guidance](#) and work with them. Note: you still need to be aware of the duty to protect claimants'/customers' personal information, and [disclosing information](#) rules. If you feel a representative or intermediary would help the customer check with them first; don't make assumptions. The only exception to this rule is that you can assume the representative/intermediary has the claimant's/customer's permission where the implicit consent rules apply.
3. **Do:**
 - apply the [Working with Representatives Guidance](#);
 - treat each case on an individual basis;
 - make a written record of what was disclosed, to whom, and when – in all cases; and
 - follow the [guidance for bogus callers](#) if you are suspicious of any enquiry.
4. **Do not:**
 - disclose information if you have any reasonable doubt
 - be pressured into giving information – refer the call to your line manager;
 - assume written consent is for an indefinite period. The authority to represent the claimant/customer is for a particular item of business; and
 - apply blanket policies in disclosing to representatives/intermediaries. In all cases decisions must be made on an individual basis.

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

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 Fol 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