

Access to Work's Guidance Pay Rates

These rates are taken from the Access to Work Staff Guide in May 2024

Type of Support	Description	National Hourly Rate	London Hourly Rate
British Sign Language	This type of support worker must have a NVQ Diploma in British Sign Language or working towards their accreditation in this qualification. This must be verified on the National Register of Communication Professionals - both registered and trainee. If friends and family can be verified, then their services can be funded.	£26.00 - £47.00	£30.00 - £52.00
Communication Support	This type of support worker is used for individuals who provide communication support to include interpreting, who are not registered as qualified or trainee sign language interpreter professionals. The role of the Communication Support Worker is to support customers to access communication in English using a range of techniques which may include writing emails and note taking.	£22.00 - £30.00	£27.50 - £35.00
Communication Support Worker Remote BSL Interpreting (VRS/VRI)	This type of support worker is used when the interpreter is in a different location to the customer. The customer will watch the interpreter on a screen, smart phone, tablet, laptop, or computer. VRS is used when the customer, the person they are communicating with, and the sign language interpreter are all in separate locations.	60 minutes per month - £105.00. – 125 minutes per month - £202.00. – 250 minutes per month – 390.00. – 525 minutes per month -780.00. – 1125 minutes per month - £1480.00. **All the above are inclusive of VAT	60 minutes per month - £105.00. – 125 minutes per month - £202.00. – 250 minutes per month – 390.00. – 525 minutes per month -780.00. – 1125 minutes per month - £1480.00. **All the above are inclusive of VAT
Communication Support Worker Speech to Text worker, for example palantypist, provide deaf users with access to spoken English. (STTR)	This type of communication support worker is provided by palantypists or stenographers using special keyboards. The information is converted into full written English that is seen on a screen for example, a tablet, a laptop, a conference video screen. After the event, a transcript can be made available. This type of support can be provided by the support worker being in the same room. It may be possible for the support worker to be in a different location if there is a strong and stable Wi-Fi connection and the availability of a tablet or laptop with a high-quality microphone. This must be discussed with the customer. The Speech to Text Reporter must be registered with NRCPD and have passed an NRCPD eligibility assessment in Speech to Text Reporting.	£78.00 - £120.00	£78.00 - £120.00

Job Coach (up to 26 weeks only)	This type of support worker is used to provide on-site job coaching to someone disabled who has a job to start. The job coach role is flexible but should include support with settling in, induction and learning as well as coping strategies. It is advised that duties are agreed in consultation with the customer, employer, and job coach. A detailed action plan must be provided as agreed with the customer and job coach. This action plan must detail and identify how support will taper off to a point where the support is no longer needed. The job coach role is for a maximum period of no longer than 26 weeks.	£20.00 - £30.00.	£25.00 - £35.00
Support Worker	This type of support worker can be considered to support the customer with specific training / support needs. This could include strategy training to help individuals with specific learning difficulties, neurodiverse conditions, mental health issues cope better in work. Provide support in offering disability awareness training for colleagues and supervisors. This role is not the role of a Job Coach. Please note that this list is not exhaustive.	Employed: £21.00 - £27.00. Self-Employed: £25.67 - £33.00	Employed: £25.00 - £33.00. Self-Employed: £31.00 - £40.35
Support Worker - (Coping strategies)	This type of support worker can be considered to deliver strategy training to help individuals with specific learning difficulties or mental health issues to manage their daily life whilst in work. The support can be offered for an average of 12 sessions in a 12-month period. Please note this funding should last no longer than 12 months.	£150.00 - £205.00	£187.50 - £256.25
Job Aide	This type of support worker can be considered if the job aide provides support which the customer cannot do themselves and requires the assistance to complete that whole task then Access to Work can only consider paying up to 20% of the customer's contracted hours in total for the role.	The job aide should receive the average hourly rate of pay associated with the skills of the job tasks they will be covering for example an admin assistant will receive the average hourly rate for their geographical area. Please note that the job aide's hourly rate should be no more than 20% higher than the customer's hourly rate of pay.	The job aide should receive the average hourly rate of pay associated with the skills of the job tasks they will be covering for example an admin assistant will receive the average hourly rate for their geographical area. Please note that the job aide's hourly rate should be no more than 20% higher than the customer's hourly rate of pay.

Job Aide for self-employed customers	This type of support worker can be considered if the job aide provides support which the customer cannot do themselves and requires the assistance to complete that whole task then Access to Work can only consider paying up to 20% of the customer's contracted hours in total for the role.	The job aide should receive the average hourly rate of pay associated with the skills of the job tasks they will be covering for example an admin assistant will receive the average hourly rate for their geographical area.	The job aide should receive the average hourly rate of pay associated with the skills of the job tasks they will be covering for example an admin assistant will receive the average hourly rate for their geographical area.
Driver	This type of support worker would be considered for an individual who would normally drive but due to their health issue or disability is unable to drive to work and or during their working day. If a driver is required for travel to work the guidance under Travel to Work must be considered to include a potential contribution from customer.	£12.00 - £16.00	£14.00 - £20.00
Carer	This type of support worker can be considered for someone to help a customer overcome physical barriers. For example, help with mobility or toilet use at work.	£12.00 - £16.00	£14.00 - £20.00
Travel Buddy	This type of support worker can be considered for someone who accompanies a customer when travelling to and from work. For a customer has - epilepsy, a visual impairment, fear of travelling such as agoraphobia and who is unable to travel alone. This type of support is for a short and decreasing period of time to allow the customer to become confident in using public transport, instead of offering long term Travel to Work support.	£10.00 - £13.00	£12.00 - £15.00