

DWP Central Freedom of Information Team

e-mail: freedom-of-information-rexxxxx@xxx.xxx.xx

Our Ref: VTR 5138

DATE 14th January 2013

Dear Mr Sykes,

Thank you for your Freedom of Information request of 24 December 2012. You asked:

The audio-recording by claimants of DLA\PIP assessments

On the 19th December 2012 the DWP made a statement (via the Atos website) concerning the audio-recording of disability assessments.

<http://blog.atoshealthcare.com/2012/12/recording-of-assessments-using-personal-equipment/>

"...a customer may use their own recording equipment, providing it meets the required standards..."

Specifically as regards assessments for DLA\PIP, and under CURRENTLY RECORDED arrangements:-

Q1. Please specify exactly and in full what those 'required standards' for a claimant's recording equipment are.

Q2. In the unlikely event that a claimant can afford equipment matching such specifications, please state exactly and in full what further obstructions a claimant must overcome in order to audio-record his or her DLA\PIP assessment. Or can he or she just turn up on the appointment day with equipment that meets the purported 'standards' ?

The page on the Atos website you refer to deals specifically with audio recording arrangements for Work Capability Assessments carried out in relation to Employment and Support Allowance. Similar arrangements are, however, in place for assessments currently carried out for Disability Living Allowance. Personal Independence Payment is not due to be introduced until April 2013.

In answer to your first question, the Atos website that you refer to specifies,

"If you wish to use your own equipment you must be able to provide a complete and identical copy of the recording to the healthcare professional at the end of the assessment. It should be in CD or audio cassette format only. Mobile phones are not suitable for this purpose."

In answer to your second question, the Atos website specifies, "a customer may use their own recording equipment, providing it meets the required standards and they have requested a specific appointment for the recording beforehand." The website provides guidance on how to request an audio recorded assessment: <http://blog.atoshealthcare.com/2012/12/how-to-request-an-audio-recorded-assessment/>.

If you have any queries about this letter please contact me 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, 4th Floor, Caxton House, Tothill Street, London 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.gov.uk