

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: VTR 1970

DATE 26 April 2013

Dear B Adams,

Thank you for your Freedom of Information request received on 26 April. You asked for:-

*In the DWP Response to the DBC report on PIP Assessment Providers it states..*

*Audio recording*

*The Department does not intend to introduce audio recording of assessments from the introduction of PIP as we have not yet seen sufficient evidence from experience in Employment and Support Allowance (ESA) that this improves decisions, the claimant experience or justifies the additional expense. We intend to look closely at the ESA experience before taking decisions on whether to include audio recording as part of the PIP process in the longer-term. As a result, we have asked Capita not to offer audio recording at this stage.*

*1) Could you provide copies of the results of any surveys, questionnaires, or other consultations with claimants which asks for their experiences and/or opinions on audio recording.*

*2) As you intend to look closely at the "ESA experience" (a) how will this be achieved (b) what are the results so far.. (c) when is the final decision expected to be made?*

*3) Is it obligatory for Capita to conform to your request?*

<http://www.dwp.gov.uk/docs/consortium-report-dwp-response.pdf>

You can expect a reply by 28 May unless I need to come back to you to clarify your request or the balance of the public interest test needs to be considered.

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

Yours sincerely,

DWP Central Fol Team

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## **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](mailto:freedom-of-information-request@dwpgsi.gov.uk) or by writing to DWP, Central FoI 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.gov.uk](http://www.ico.gov.uk)