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**Our Reference: FOI 4224-4893**

## Freedom of Information Act – Request for Information

*"The DWP has stated that those who request that their Atos Work Capability Assessment be audio Recorded that request will be granted and that Atos will supply the equipment.?"*

*The DWP have also stated that claimants could audio record their own work capability assessments if they at their own cost provided professional graded equipment that would be able to produce dual copies of the recording for each party to have copies at the end of the assessment process, can you please tell me what you regard as professional equipment? Would any of the Dual Recording Machines produced by the Manufacturer NEAL be of sufficient standard for the DWP/Atos to accept the use of such a machine, baring in mind the DWP use NEAL products already I believe?"*

In response to your question the Work Capability Assessment (WCA) handbook has been updated and no longer states that the recording equipment needs to be operated by a professional operator, or be recorded on equipment of a high standard that has been properly calibrated by a qualified engineer immediately prior to the recording being made.

The dual CD machines used by Atos Healthcare for audio recording are a specialist item - there is only one manufacturer (Neal) of suitable recording equipment which are built on demand.

The acceptable formats for recordings are restricted to CD and audio cassette tape, and DWP requires that claimants must be able to provide the Healthcare Professional with a complete and accurate copy of the recording at the end of the WCA.

Claimants may use their own equipment to record their face-to-face WCA, and if they wish to use their own recording equipment they should make a request to Atos Healthcare as part of the appointment booking process. DWP have never required that a WCA for the purpose of advising on entitlement to State benefits be recorded.

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

Yours sincerely,

DWP Business Management Team  
Health & Disability Assessments (Operations)

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