



Department
for Work &
Pensions

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Rosalind Corry
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[DWP Website](https://www.dwp.gov.uk)

Our Ref: FOI2021/25636

28 April 2021

Dear Rosalind Corry,

Thank you for your Freedom of Information (FOI) request received on 27 March. You wrote:

“What criteria do you and providers use to decide a video and telephone disability health assessment is not suitable and needs to be done in person? Can the disabled ask for an in person assessment as they do not have or do not want to use devices they have for video calls?

Please send me the operational and policy information the DWP and your providers use about video or telephone assessments and DWP research on efficacy.”

DWP Response

We confirm that we hold most of the information you have requested.

When making a decision whether a telephone assessment is considered appropriate, a range of factors, including people's physical and mental health are always taken into full consideration. Assessment providers and our decision makers have been provided with additional guidance regarding the types of issues that are particular to telephone assessments; these include considering technical issues and environmental factors (e.g. mobile phone signal, caring responsibilities and noisy home environments).

The Department for Work and Pensions has introduced a trial of video assessments, the experience and feedback from the trial will inform wider roll out and initially participation in video assessments will be limited and by invitation only. The Centre for Health and Disability Assessments (CHDA) will offer video assessments for people making a claim to Industrial Injuries Disablement Benefit (IIDB) or having a Work Capability Assessment (WCA), with claimants invited to take part from across the UK. Capita and Independent Assessment Services (IAS) will provide the assessments for Personal Independence Payment (PIP), with eligible claimants across England, Scotland and Wales invited to have a video assessment. Currently health assessment providers identify the most appropriate assessment channel for claimants. Where a video assessment is offered and the claimant does not have the access to the technology or the capabilities, the assessment provider will identify another channel.

Please see the attached 'COVID Clinical Telephone Assessment & Related Filework Guidance for Work Capability Assessments' and the 'Best Endeavours' guidance.

Information on the efficacy of video and telephone disability health assessments is not fully available at this time.

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

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

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@dw.gov.uk or by writing to: DWP Central FOI Team, Caxton House, 6-12 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.

Website: [ICO Contact Information](#) or telephone 0303 123 1113.