4.1.3 Audio taping of assessments

Audio Recording

The DWP never requires that an assessment for advising on entitlement to state sickness or disability benefits be recorded.

A claimant may request that their assessment is audio recorded. Requests for audio recording of assessment can only be agreed if stringent safeguards are in place to ensure that the recording is complete, accurate and the facility is available for simultaneous copies to be made available to both parties present. Dual CD recording machines are available to provide audio recordings where capacity allows. For requests made by claimants for their assessment to be audio recorded, the resource team at the BSC will be responsible for arranging for the audio recording equipment to be sent to the appropriate AC for the assessment.

A claimant may also make a request to record the assessment using their own equipment and this may be agreed in advance of their appointment date if a complete and identical copy of the recording can be provided to the HCP at the end of the assessment, and the recording is in CD or audio cassette format only.

Mobile phones are not acceptable for this purpose. Videotaping of assessments or recordings that the HCP is not explicitly aware of are not allowed.

Further information can be obtained from your local BSC or CHDA website.

Unauthorised recording

The DWP reserves the right to take appropriate action where a recording is used for unlawful purposes for example if it is altered, and publicised for malicious reasons