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Dear Ms Kemp-Welch

Thank you for your further letter of 22 January about recording assessments. Government Ministers receive a large volume of correspondence and they are unable to reply personally on every occasion. I have been asked to respond.

We have recently started working with both assessment providers, Independent Assessment Service and Capita, to find a suitable method of audio recording which we hope to have in place with the reintroduction of face-to-face assessments. This will remove the need for claimants to source a device which meets the required specifications to bring to their assessment as the assessment provider will record the assessment on the claimant's behalf.

We are also working closely with both assessment providers to update their appointment letters and websites to accurately reflect the offer of audio recording.

Yours sincerely

Robert Watling
Head of the Ministerial Correspondence Team