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31 December 2021

Dear Vicky,

Thank you for your email of 7 December on behalf of Ms Hannah Kemp-Welch of [REDACTED] about Personal Independence Payment.

I can advise that Independent Assessment Services currently offers audio recording of face-to-face assessments, when requested by a claimant, without the need for a claimant to provide their own recording equipment. Capita aims to introduce audio recording of face-to-face assessments in early 2022 through the introduction of a new digital audio recording platform, which will remove the need for a claimant to provide their own equipment.

I hope Ms Kemp-Welch will find this reply helpful.

Best wishes,

Chloe Smith MP

Minister for Disabled People, Health and Work