

## **Audio recording of PIP consultations**

The audio recording of face-to-face consultations is not currently part of the contractual specification for PIP assessments.

Claimants may use their own equipment to audio record their face-to-face consultation, should they wish to, subject to any reasonable conditions the DWP chooses to impose on such recordings. These reasonable conditions are:

- The claimant must inform the AP in advance that they wish to audio record their consultation. This is to allow the AP to ensure that the HP scheduled to carry out the consultation is willing to be recorded. If the HP is unwilling to be audio recorded, an alternative appointment should be made with an HP who is willing.
- The claimant must be able to provide a complete and accurate copy of the audio recording to the HP at the end of the consultation. For this reason, certain devices that are capable of editing, real-time streaming or video recording the session are not approved. Non-approved devices include (but are not limited to) PCs, tablets, smart phones, MP3 players, smart watches, and devices that are not capable of providing a verifiable media copy that can be easily checked during the assessment. Acceptable formats for such recordings are restricted to CD and audio cassette only
- The claimant must sign a consent form in which they agree to provide a copy of the audio recording and not use the audio recording for unlawful purposes.

APs must publicise these conditions and ideally include them in communications sent to claimants before they attend a face-to-face consultation

Source: PIP Assessment Guide Part 1: The Assessment Process – paragraphs 1.6.55 – 1.6.57

AP = Assessment Provider

HP = “Healthcare Professional”