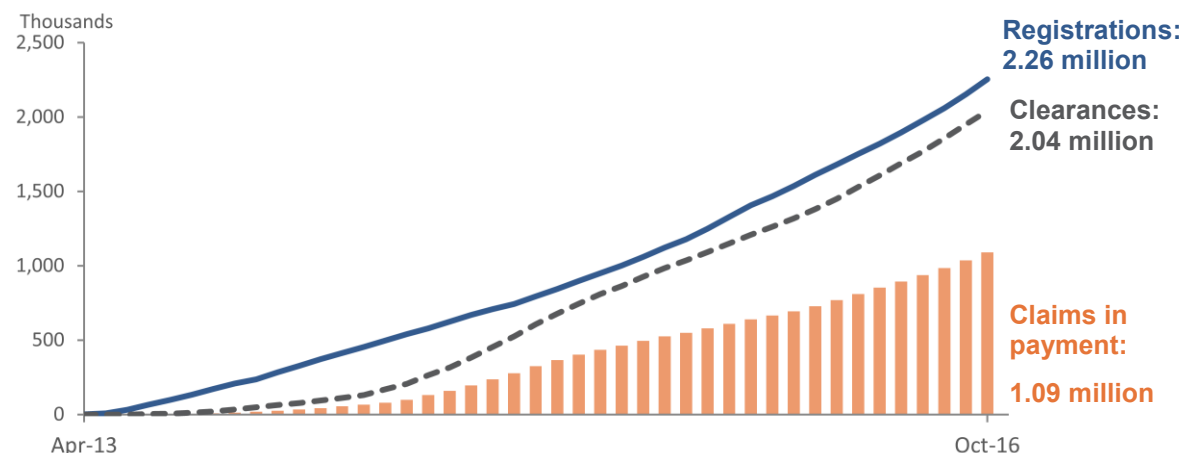


This summary contains official statistics on PIP registrations, clearances, awards, clearance & outstanding times, mandatory reconsiderations and numbers of claims in payment for both new claims and claims made by those with an existing claim for Disability Living Allowance (known as Reassessments). For the first time, statistics on the outcomes of reassessments are given and will be updated annually.

Personal Independence Payment (PIP) helps with some of the extra costs caused by long-term disability, ill-health or terminal ill-health. From 8<sup>th</sup> April 2013 DWP started to replace Disability Living Allowance for working age people with PIP. The latest statistics to the end of October 2016 show:

## Main stories

As PIP roll out continues, claims in payment are increasing



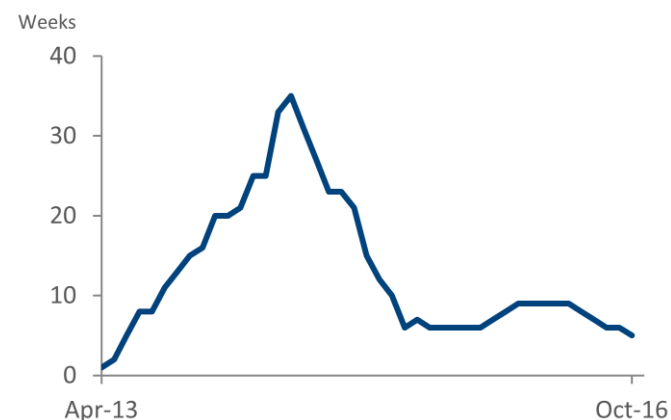
Between the introduction of PIP in April 2013 and October 2016:

**2,255,500** registrations, up 275,600 from July 2016

**2,042,500** clearances, up 272,600 from July 2016

**1,091,200** claims in payment at October 2016, up 153,100 from July 2016

Average actual clearance times (weeks, median), have fallen and now remain steady (New claims - Normal rules)



For claims cleared in October 2016:

**5 weeks** - New claims for normal rules (from referral to the Assessment Provider to DWP decision)

**5 working days** - New claims for terminally ill people (from registration to DWP decision)

## At a glance

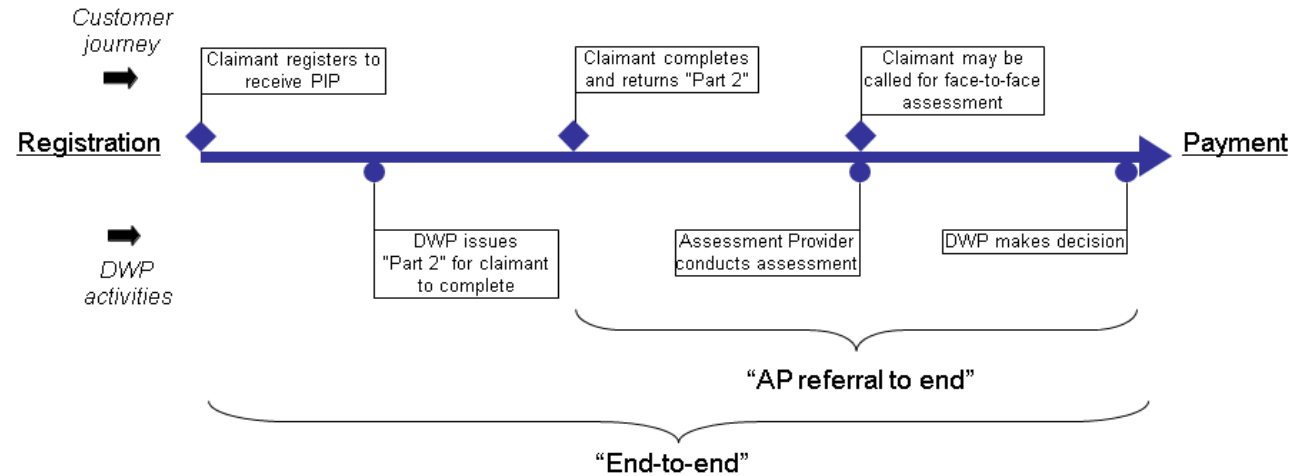
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## What you need to know

This Release summarises the published official statistics relating to PIP. The statistics cover the PIP customer journey from registration through to payment. Key information is included on average clearance / waiting times and award rates, on the nature of the award and characteristics of claims in payment.

### The claims process:



The chart above shows the claims process and the clearance and outstanding time measures we publish. We measure the full end-to-end process (from claim registration to decision/payment) and the Assessment Provider (AP) referral to end process (which excludes the time the claim is with the claimant). For more details see the notes section.

### Terminology:

**Registration** - Claimant registers an application to claim PIP.

**Clearance** - DWP decision maker has determined whether the claimant should or should not be awarded PIP.

**Awards** - Claimant has been awarded PIP.

**Mandatory reconsiderations** - Claimant wishes to dispute a decision made on their claim and requests DWP to reconsider the decision.

**Reassessment** - Disability Living Allowance claim that has been reassessed for PIP, as opposed to a new claim.

**Normal rules** - Claims not being processed under 'special rules for the terminally ill (SRTI)'.

**Caseload** - Claims in payment at a point in time (end of reporting month).

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**DWP Press Office:** 0203 267 5144

Thoughts? We welcome feedback

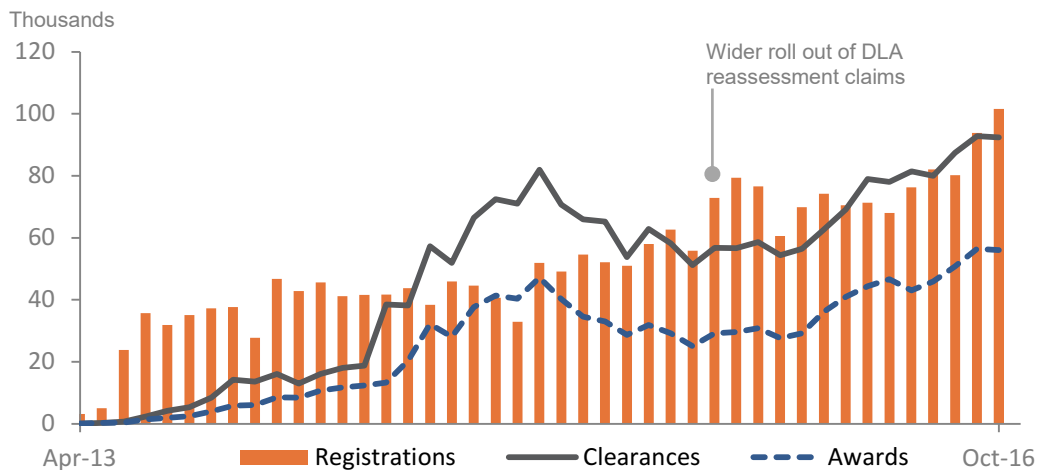
Published 14<sup>th</sup> December 2016

Next edition 15<sup>th</sup> March 2017

# Registrations, clearances and awards

## Over 2 million claims to PIP have been registered

Monthly registrations, clearances and awards, all claims (thousands) to October 2016

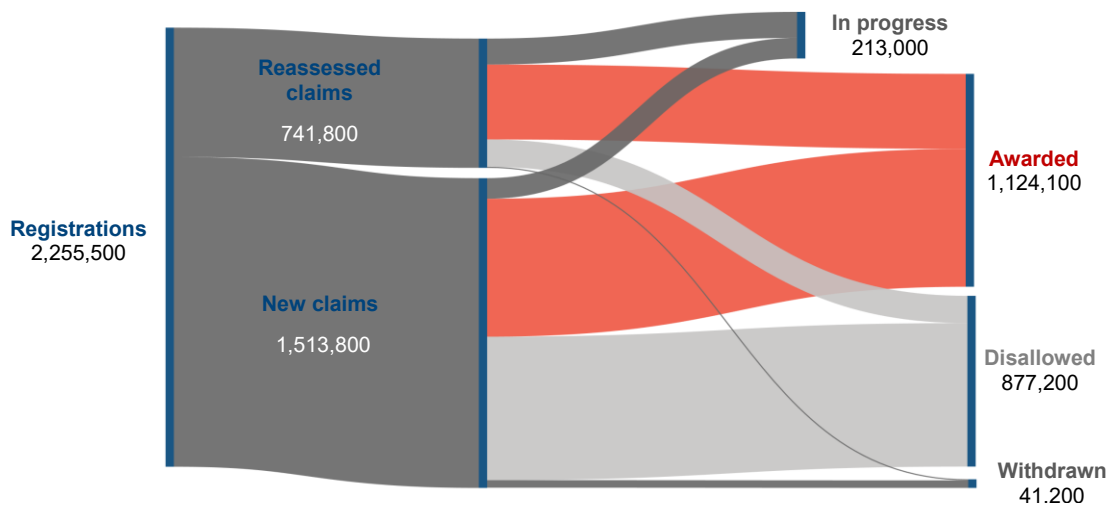


By the end of October 2016, 2,255,500 claims to PIP had been registered. Of these, 69,900 (3%) were under special rules for the terminally ill, and 741,800 (33%) were reassessed DLA claims.

Registrations increased between September and November 2015 as reassessment of DLA cases rolled out to more areas. Registrations fell in December 2015 due to the holiday period and rose again afterwards. Registrations reached a new peak in October 2016 at 101,600. Of those claims registered since September 2015, 50% were DLA reassessment claims.

By the end of October 2016, 2,042,500 claims to PIP had been cleared. Of these, 76,600 (4%) were under special rules for the terminally ill, and 615,100 (30%) were reassessed DLA claims.

All registrations, clearances and awards to October 2016



PIP clearances increased significantly between June 2014 and January 2015 with an average of around 60,000 claims being cleared per month during this period (peaking at 82,000 in January 2015). Since January 2015, monthly clearances reduced, as the number of claims the Department had to process fell back to normal levels. However, in the last few quarters, clearances have risen because of the on-going roll out of DLA reassessments and the consequent rise in registrations. Clearances are now averaging 90,900 per month.

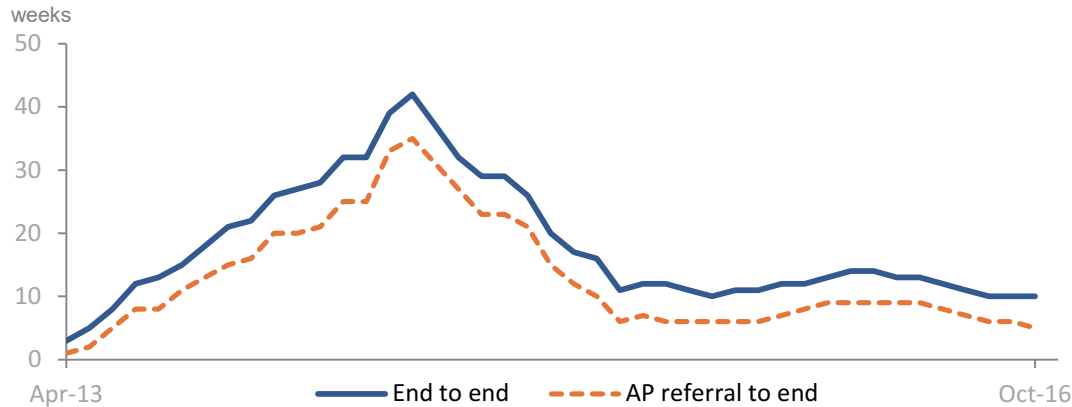
Award rates (normal rules, excluding withdrawn claims) for new claims are 46% and 73% for DLA reassessment claims. This covers awards made between April 2013 and October 2016. Nearly all special rules (terminally ill) claimants are found eligible for PIP.

More information on registrations and clearances is available from [StatXplore](#) and information on awards can be found in the Excel tables that accompany this release.

# Customer journey details – clearance and outstanding times

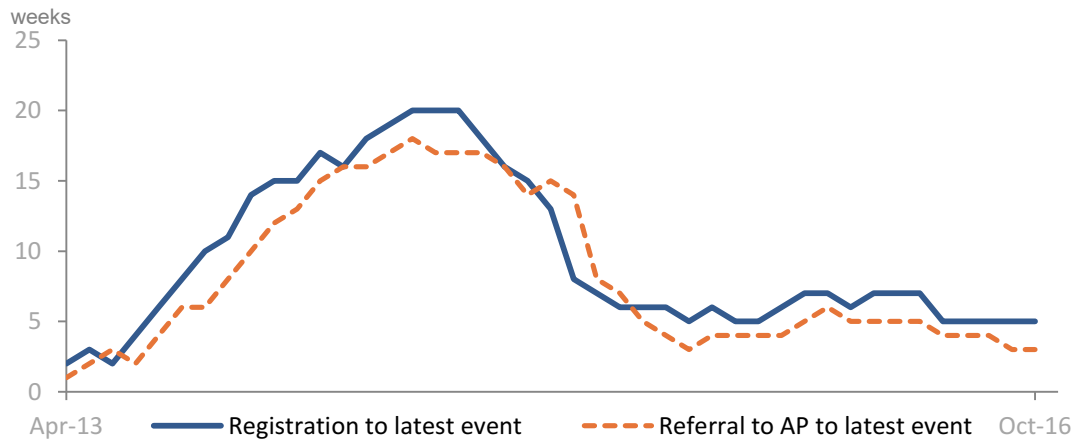
## Clearance and outstanding times have now reached a stable position

### Clearance times new claims normal rules (median weeks)



Current average clearance times for the terminally ill are **5 working days** for new claims and **5 working days** for reassessment claims

### Outstanding times new claims normal rules (median weeks)



‘Clearance times’ relate to cases where DWP has decided to award (or not award) PIP. ‘Outstanding times’ relate to cases where DWP has yet to make a decision

In October 2016, of those **new claims cleared** under normal rules, the average PIP claim, in Great Britain (GB), took:

- 10 weeks from the point of registration to a decision being made on the claim;
- 5 weeks from the point of referral to the assessment providers to a decision being made on the claim.

These times have reduced by around three quarters from what they were in July 2014 (42 and 35 weeks respectively). This shows that end-to-end clearance times have fallen substantially and have now reached a more stable position.

In October 2016, of those normal rules **new claims** that were then still being processed, the average PIP claim, in Great Britain, was outstanding for:

- 5 weeks from the point of registration;
- 3 weeks from the point of referral to the assessment providers.

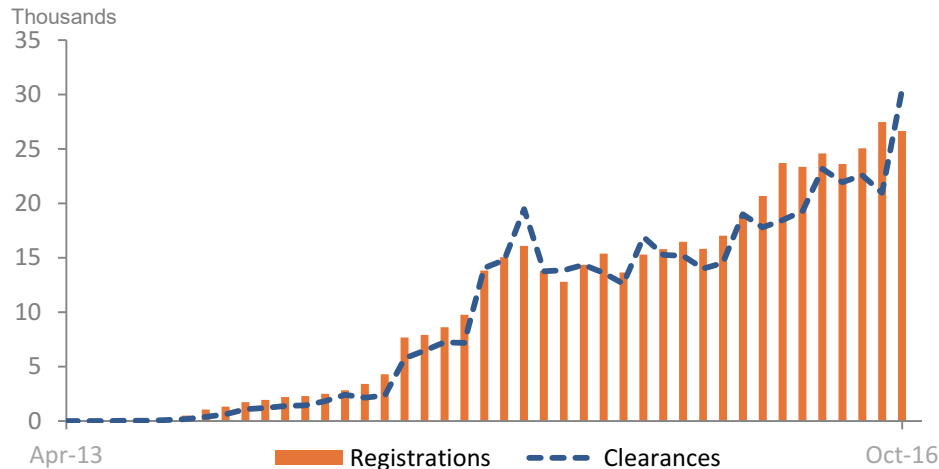
These times have reduced by around three quarters from what they were in July 2014 (20 and 18 weeks respectively). This shows that end-to-end outstanding times have fallen substantially and have now reached a more stable position.

Information on clearance and outstanding times, for both new claims and DLA reassessments, can be found in tables 5 and 6 of the Excel tables that accompany this release. Regional clearance times can also be found here.

# Mandatory reconsiderations (MR)

## The number of reconsiderations has been rising

Monthly reconsiderations: Registrations and clearances, normal rules (thousands)



Claimants who wish to dispute a decision on their PIP claim ask DWP to reconsider the decision before lodging an appeal with Her Majesty's Courts and Tribunals Service. This is called a 'mandatory reconsideration' (MR). The purpose of an MR is to consider the grounds for the dispute and complete a review of the initial decision.

MRs can arise for various reasons such as omitting to tell DWP about relevant evidence during the initial decision-making process or not returning forms required as part of the claim.

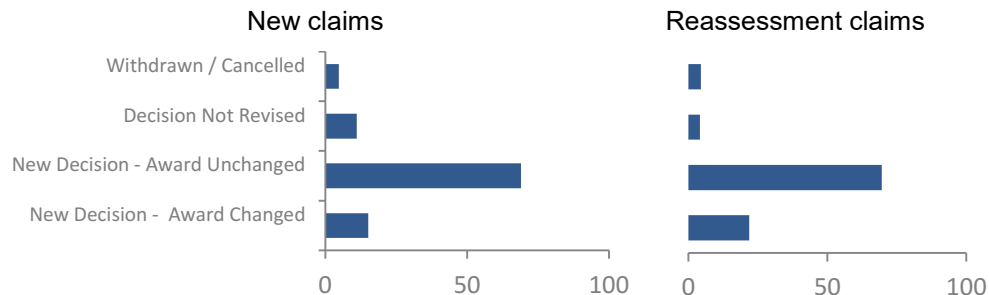
There has been a general upward trend in the number of MR registrations and clearances, driven by the upward trend in the number of initial claim clearances. The proportion of initial claim clearances leading to an MR is now broadly stable at around 24% (normal rules).

By the end of October 2016, 467,900 MRs had been registered against normal rules claims. Of these, 299,900 related to new claims, and 168,000 to reassessed DLA claims.

In total, 428,000 MRs for normal rules claims had been cleared by the end of October 2016 (280,700 new claims and 147,300 reassessed DLA claims).

## For the majority of reconsiderations, the award remains unchanged

Reconsideration outcome for normal rules (percentage), new claims and reassessed claims



By the end of October 2016, in over 80% of reconsiderations, the award remained unchanged.

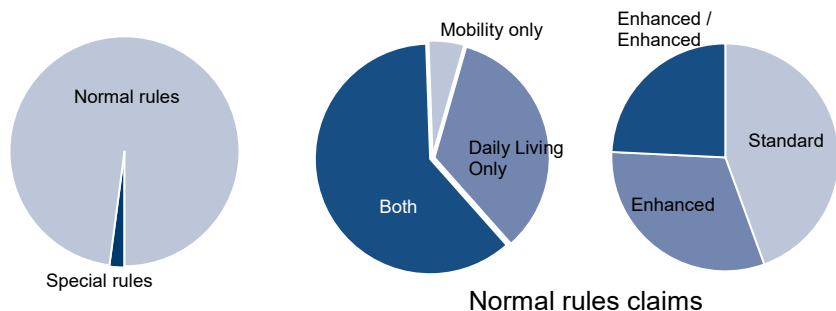
Of the new claim normal rules MRs cleared, 42,400 (15%) led to a change in the claimant's award, and 32,200 (22%) reassessed DLA MRs cleared led to a change in award.

Information on mandatory reconsiderations can be found in tables 7A and 7B of the Excel tables that accompany this release.

# Characteristics of claims in payment

## One fifth of normal rules claims receive the highest level of award

Proportion of people on PIP by special rules indicator, component and award type, October 2016



On the 31<sup>st</sup> October 2016, 1,091,200 people had a PIP claim in payment, an increase of 153,100 (16%) on the previous quarterly figure (July 2016). 1,068,300 (98%) were assessed under normal rules.

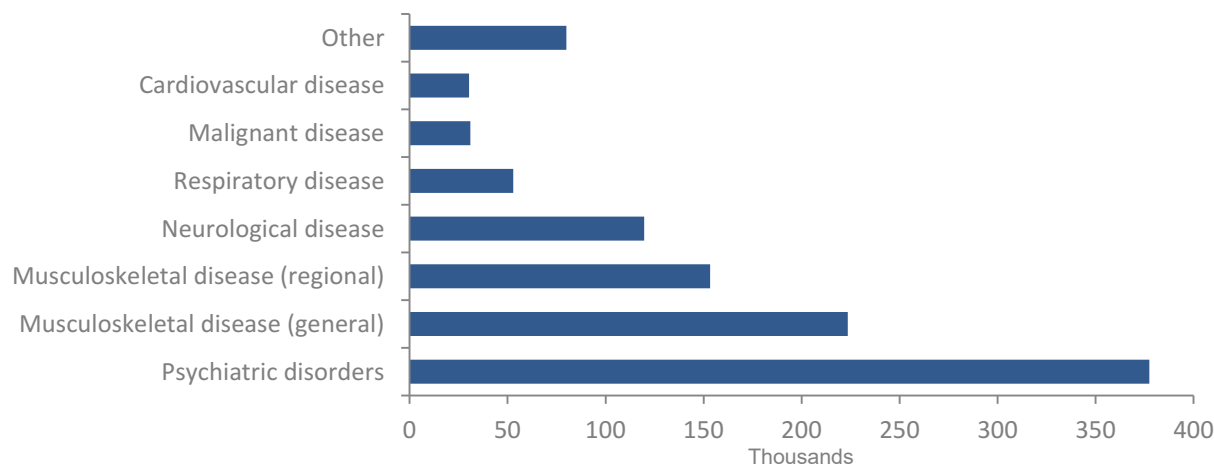
For normal rules claims:

- 34% received Daily Living Award only, 5% received Mobility Award only, and 61% received both.
- 56% (of normal rules claims) received a component at the enhanced rate, with 24% receiving the highest level of awards ('enhanced/enhanced' rates) for both Mobility and Daily Living.
- 50% (of normal rules claims) have been in payment for less than one year.

View an interactive [dashboard of the latest award statistics by region](#).

## The most commonly recorded disabling condition is 'Psychiatric disorder'

People on Personal Independence Payment (normal rules) by main disabling condition, thousands, as at October 2016



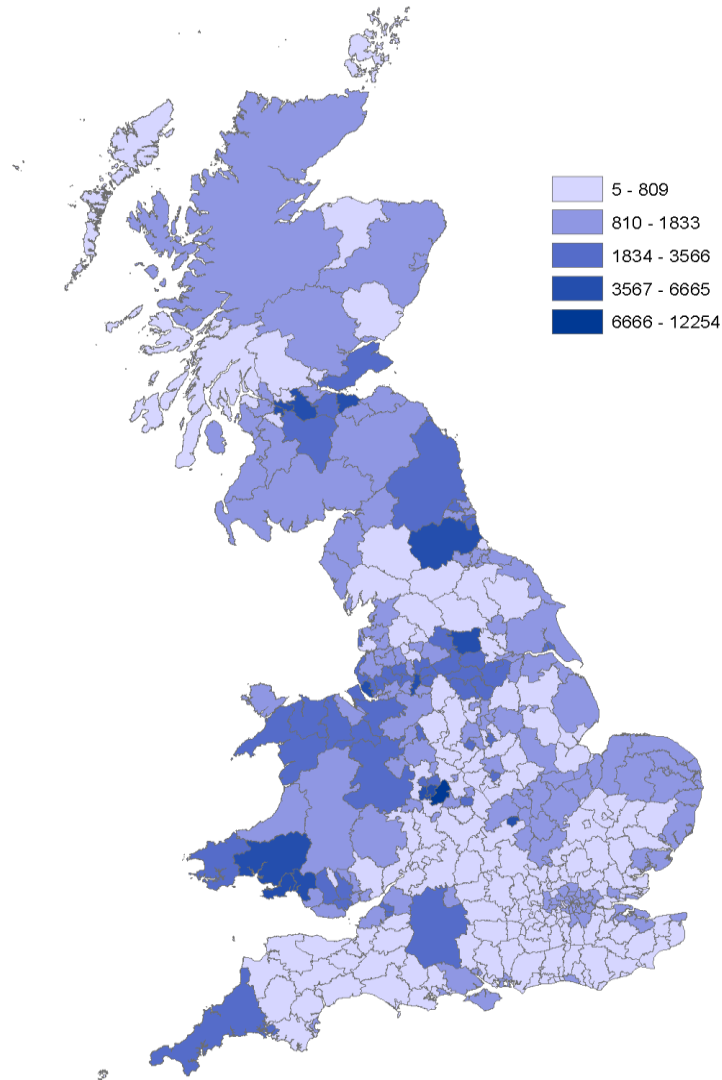
- 377,400 (35%) were recorded with 'Psychiatric disorders' (which includes 'Mixed anxiety and depressive disorders' and 'Mood disorders') as the primary disability condition.
- 223,600 (20%) were recorded with 'Musculoskeletal disease (general)' (which includes 'Osteoarthritis') as the primary disability condition.

The main disabling condition of the claimant is reported at disability category and subcategory level. Further breakdowns are available from [StatXplore](#)

# Disability Living Allowance, reassessed claims

## The Midlands, North West and Wales now have the largest number of reassessed DLA claimants

People with reassessed DLA claims now claiming PIP

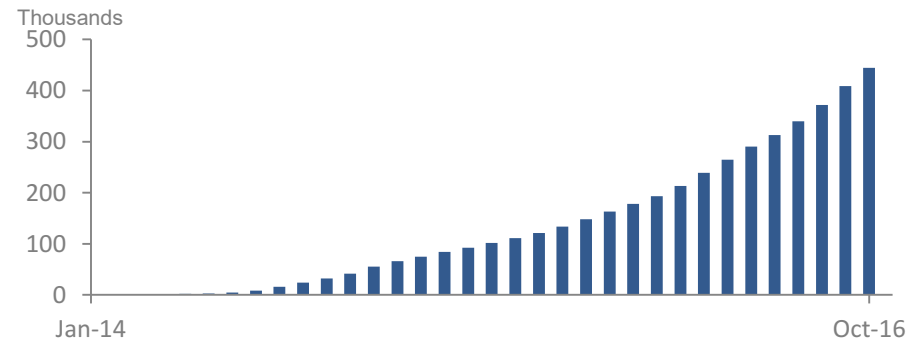


### Disability Living Allowance reassessment roll out

On 28th October 2013, DWP began inviting DLA working age claimants to claim PIP (see Further Information, below, for details on the roll out). From October 2015, most DLA working age recipients have started to be invited to claim PIP.

As at 31<sup>st</sup> October 2016, 444,100 claims in payment were reassessment claims from DLA (41% of the total PIP caseload).

### Reassessment claims in payment (thousands)

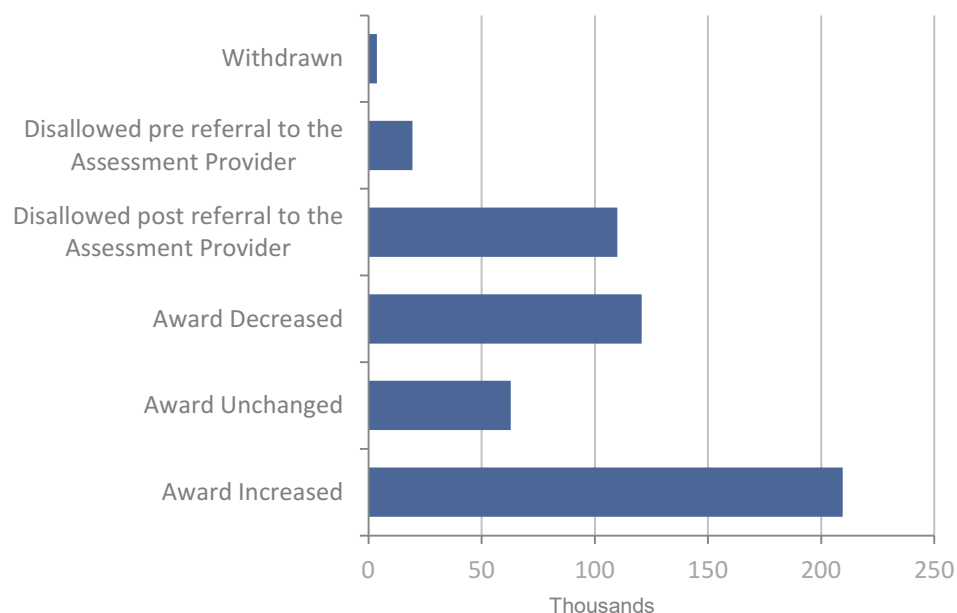


300,300 (68%) received an award at the enhanced rate.  
157,600 (35%) received the highest level of award i.e. both enhanced rate for daily living and enhanced rate for mobility.

Please click [here](#) to access the interactive version  
For further information on supported browsers, please visit the following website: <http://doc.arcgis.com/en/arcgis-online/reference/browsers.htm>

## DLA reassessments by PIP outcome type in Great Britain

### Disability Living Allowance reassessments by outcome type (thousands)



**Reassessment cases awarded the highest rate of PIP (exc. withdrawn cases):**  
25%

By the end of October 2016, 526,500 DLA reassessment claims to PIP had been cleared in Great Britain<sup>1</sup>. Of these:

- 209,600 (40%) had their benefit increased
- 62,900 (12%) had their benefit left unchanged
- 120,700 (23%) and their benefit decreased, but not stopped altogether
- 110,000 (21%) were disallowed after the assessment
- 19,500 (4%) were disallowed before the assessment
- 3,700 (1%) withdrew their claim.

Three quarters of those who registered received an award of PIP.

40% of those who registered received an increase in the level of benefit. This is higher than the 29% forecast in December 2012<sup>2</sup>.

48% of those who registered received a lower level of award or no award. This is lower than the 55% forecast in December 2012.

133,700 (25%) of the cases registered were awarded PIP at the highest rate (enhanced daily living with enhanced mobility components). This compares with 15% under DLA.

Statistics on outcomes are given for Great Britain and are also broken down by:

- age;
- gender;
- region;
- DLA disability group.

Further information on reassessment outcomes by type, including these breakdowns, can be found in tables 8A to 8F of the tables that accompany this release.

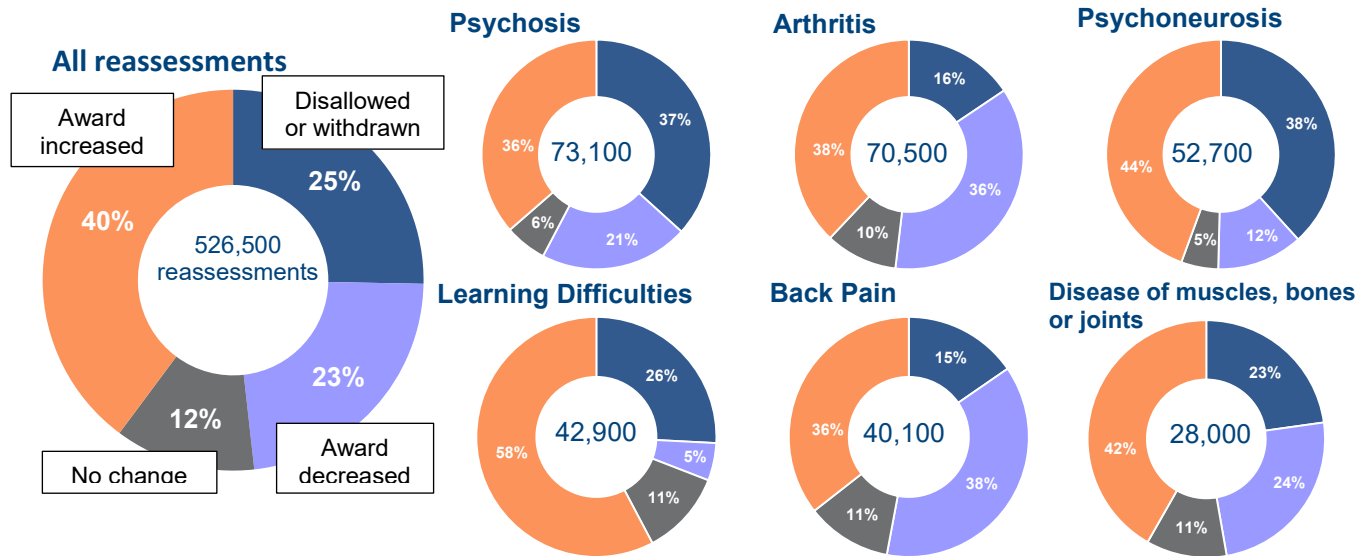
<sup>1</sup> Figures exclude 'rising 16s'. Rising 16s are claimants who reach 16 years of age and so cease to be eligible for DLA but may be eligible for PIP. This is different from the approach used in the other statistics included in this release which include Rising 16s. Figures also exclude claimants who did not respond to the reassessment invitation

<sup>2</sup> <https://www.gov.uk/government/publications/timetable-for-introducing-personal-independence-payment-and-estimates-of-projected-caseloads-policy-briefing-note>



## Reassessment outcomes by disability groups and DLA award type

Differences in reassessment outcomes can be seen across different disability groups (6 most common groups)

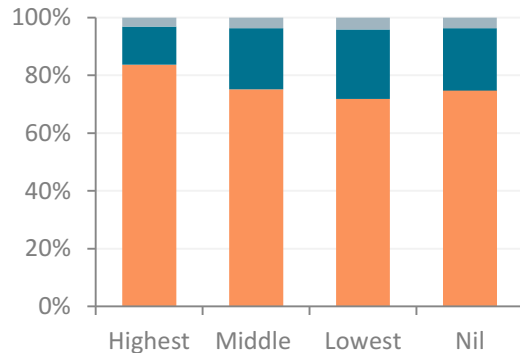


The proportion of cases receiving more (or less) benefit differed across the various main disabling condition groups. The 6 most common DLA groups made up 58% of all reassessments. Among these groups, 'learning difficulties' had the highest proportion of cases given an increased award (58%). 'Psychoneurosis' saw the highest proportion of cases disallowed or withdrawn (38%).

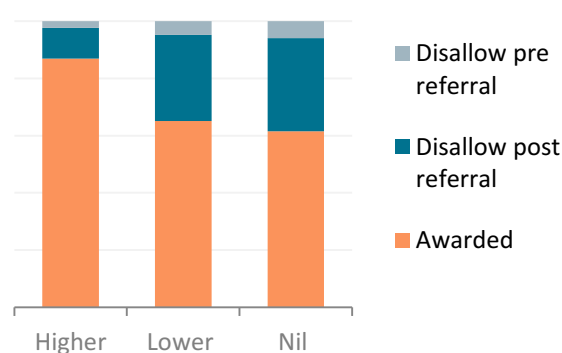
Further information on reassessment outcomes for all main disability groups can be found in table 8D of the tables that accompany this release.

## Reassessment outcomes by Disability Living Allowance award type

Care award type by outcome



Mobility award type by outcome



Note : there are a small number of withdrawn claims not included in the charts

These charts show the percentage of cases awarded PIP split by the type of DLA award:

- 84% of those previously in receipt of DLA at the highest care rate (and any rate of mobility component) were awarded PIP on reassessment.
- 87% of those previously in receipt of DLA at the higher mobility rate (and any care rate) were awarded PIP on reassessment.

Further information on reassessment outcomes, including all disability groups can be found in tables 8A to 8F of the tables that accompany this release.

## About these statistics

This summary contains official statistics on PIP registrations, clearances, awards, clearance and outstanding times, mandatory reconsiderations and numbers of claims in payment for both new claims and claims made by those with an existing claim for Disability Living Allowance (known as Reassessments). This release also includes statistics on the outcomes of reassessments.

Monthly caseload refers to the number of PIP claims in payment at the end of the reporting month. The monthly caseload will not include claims that are backdated for an earlier period and so will not be subject to retrospection. These claims will be included from the month they are paid.

Caseload is further broken down by:

- Geography: Region, Local Authority and Parliamentary Constituency;
- Assessment status: Special Rules for Terminally Ill people, Mobility component award level, Daily Living component award Level.
- Primary disability category / sub category / low level disability category, age, gender, DLA reassessment indicator;
- Duration of current claim.

### *Data Quality Statement*

The experimental badging of these PIP statistics has been removed from the December 2016 Release. The statistics were originally badged as experimental to reflect the fact that methodologies and definitions for the statistics may develop over time, and that the source data was subject to user acceptance testing. Though the methodology may still be developed, the statistics are now derived from a stable source system with recognised definitions and derivations of the statistical measures. Consequently, the statistics now form official statistics.

PIP payment statistics exclude a small number of successful claims that are not in payment (because, for example, the initial payment has been suspended for hospitalisation or other reasons), prior to any PIP payment, but will include a small number of cases where a payment has been made but subsequently been suspended temporarily.

Award rates: Improvements to the methodology used to derive award rates have been made to this release of statistics which has resulted in small revisions to the historic series. Previously, award rates reflected the award rate allocated at the start of a PIP claim only and were fixed at that point. The statistics now reflect the award rate at the caseload month and thus better reflects the award rate associated with each month of live awards.

The data is subject to some minor retrospection. When a claim is first registered, it is assumed to be a new claim unless there is evidence to suggest that it is a reassessment. If evidence is presented between registration and clearance, the claim will then show as a reassessment clearance and will move from being a new claim registration to being a reassessment registration.

Also, it should be noted that some claims may not be marked as claims under special rules for terminally ill people (SRTI) at the point of registration but become an SRTI claim prior to the point of clearance, and vice versa. This may lead to the figures showing fewer SRTI registrations than clearances.

## PIP clearance and outstanding times

All average actual times are based on the **median** measure. The median time is the middle value if you were to order all the times from lowest value to highest value. The median is presented instead of the mean, as the mean measure is affected by cases that have been waiting for a very long time such as, for example, cases where the person has been hard to reach due to being in prison, hospital or failed to attend their assessment on numerous occasions. The median is the best measure to estimate how long people have been waiting to receive PIP payments.

Note that average times for individual parts of the claimant journey may not sum to end-to-end times. This is because each measure is based on the median clearance/outstanding time of cases cleared/ in progress at that stage, while the end-to-end measure is based on the median clearance/outstanding time for all cleared/in progress cases. As the size and distribution of clearance/outstanding times for the individual stages will vary, the sum of the individual medians will not sum to the end-to-end median. Furthermore, for this reason, we may also see an individual part of the claimant journey (e.g. assessment provider stage) with a longer average time than the end-to-end average time.

## PIP operational roll out

On 8<sup>th</sup> April 2013, PIP was introduced as a controlled start, for new claims from people living in a limited area in the North West and part of the North East of England.

On 10<sup>th</sup> June 2013, PIP was introduced for new claims for the remaining parts of Great Britain.

From 28<sup>th</sup> October 2013, using a structured roll out to postcode areas, DWP has been inviting DLA working age recipients to claim PIP if:

- DWP received information about a change in care or mobility needs which meant their claim had to be renewed;
- the claimant's fixed term award was due to expire;
- children turned 16 years old (unless they have been awarded DLA under the special rules for terminally ill people);
- or the claimant chose to claim PIP instead of DLA.

From October 2015, most DLA working age recipients have started to be invited to claim PIP

## Where to find out more

This document and the summary tables can be found here: <https://www.gov.uk/government/collections/personal-independence-payment-statistics#pip-quarterly-experimental-official-statistics>

Build your own tables using Stat-Xplore: <https://stat-xplore.dwp.gov.uk/>

Check out our interactive map: <http://dwp-stats.maps.arcgis.com/apps/Viewer/index.html?appid=4f2f5d71f682401b9b78ee5c6ea7887e>

View an interactive dashboard of the latest PIP statistics by region: <https://pipdash.herokuapp.com>

An overview of PIP can be found here: <https://www.gov.uk/pip/overview>

The release strategy for the statistics can be found here: <https://www.gov.uk/government/statistics/personal-independence-payment-release-strategy>