

This summary contains official statistics on PIP registrations, clearances, awards, clearance & outstanding times, mandatory reconsiderations and 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 experimental statistics on mandatory reconsideration clearance times.

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 (DLA) for working age people with PIP.

DWP are currently investigating a discrepancy with data on registrations to Personal Independence Payment for the quarter ending April 2019. Earlier quarters are unaffected. While we assess the scale of the issue the registrations series on Stat-Xplore has not been updated and is available up to January 2019. Other data on Clearances, Claims in Payment, Clearance times and Mandatory Reconsiderations are unaffected and have been updated to April 2019.

## Main stories

As PIP roll out continues, nearly 4.2 million claims to PIP have been cleared.

Average actual clearance times (weeks, median) have decreased compared to the end of last quarter for normal rules claims, particularly for reassessed claims.



Between the introduction of PIP in April 2013 and April 2019:

4,186,000 clearances, up 171,000 from January 2019

2,114,000 claims in payment, up 64,000 from January 2019



For claims cleared in April 2019 (from referral to the Assessment Provider to DWP decision):

**9 weeks** - New claims for normal rules

**7 weeks** - Reassessed claims for normal rules

**6 working days** - New claims for terminally ill people.

## At a glance

Page

Registrations, clearances and awards

3

Clearance and outstanding times

4

Clearances by disability

5

Mandatory reconsiderations

6

Characteristics of claims in payment

7

DLA reassessment roll out

8

About these statistics

9

**Lead Statisticians:** Jess Arrowsmith  
[jess.arrowsmith@dwp.gov.uk](mailto:jess.arrowsmith@dwp.gov.uk)

Rebecca Blackburn  
[rebecca.blackburn@dwp.gov.uk](mailto:rebecca.blackburn@dwp.gov.uk)

**DWP Press Office:** 0203 267 5144  
Thoughts? We welcome feedback

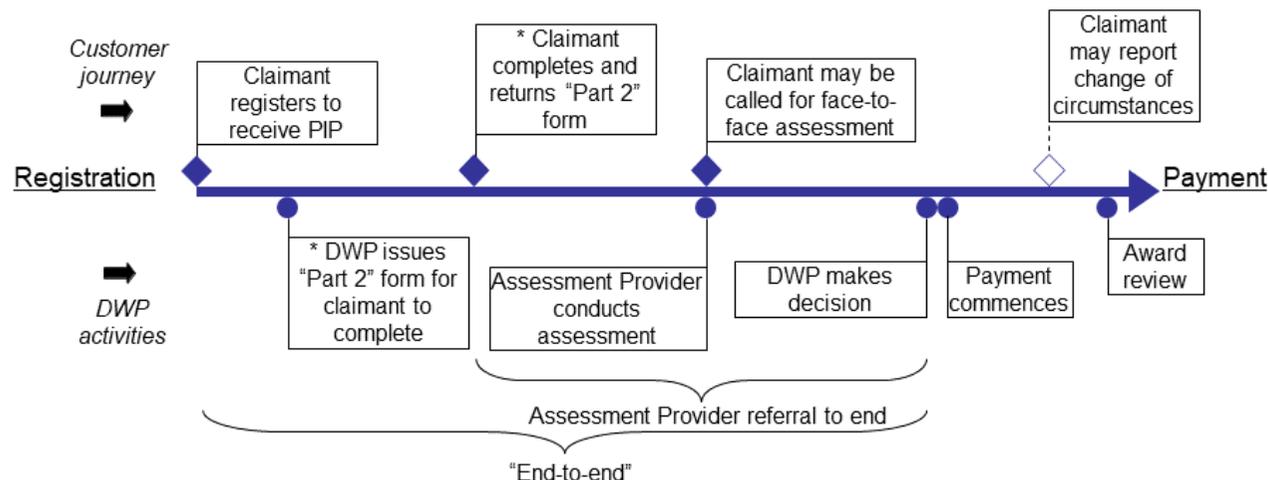
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## What you need to know

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 times, award rates, characteristics of claims in payment and mandatory reconsiderations.

### The claims process:



\* The "Part 2" form is referred to in the application process as the "How your disability affects you" form. Its return automatically triggers a referral to the Assessment Provider.

We measure the full end-to-end process (from claim registration to DWP decision) and the Assessment Provider (AP) referral to DWP decision (which excludes the time the claim is with the claimant) for initial decisions on PIP claims. 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.

**Clearance time** - The time between registration or referral to the AP and clearance of the case.

**Outstanding time** - Relates to cases where DWP has yet to make a decision.

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

**Change of Circumstances** - Claimant reports a change in their condition or needs arising and the award is reviewed to ensure that they continue to receive the correct entitlement.

**Award review** – Planned review points at set intervals ensure a claimant continues to receive the correct award. The review point is selected based on the claimant's individual circumstances.

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

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

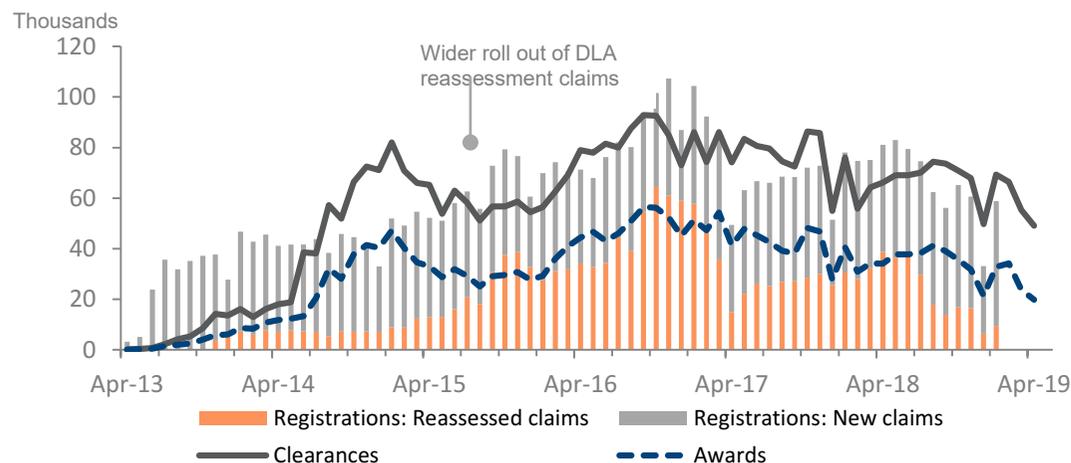
**Normal rules** - Claims not being processed under 'special rules for terminally ill people (SRTI)'.

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

# Registrations, clearances and awards

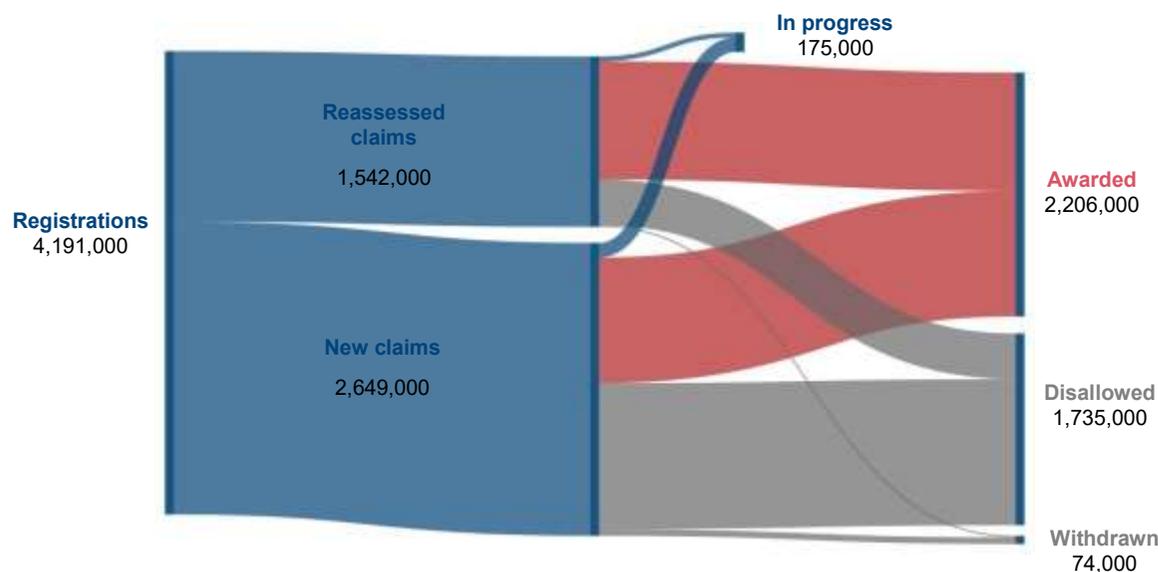
Nearly 4.2 million claims to PIP have been cleared since PIP began.

Monthly registrations, clearances and awards<sup>1</sup>, all claims (thousands)



## All registrations, clearances and awards April 2013 to January 2019

Figures all pertain to January 2019 to use latest available registrations data and maintain continuity of flow.



<sup>1</sup>Clearances and awards are shown here in the month of clearance, irrespective of when the original registration occurred. An individual case may therefore appear as a registration in one month and a clearance or award in another month.

DWP are currently investigating a discrepancy with data on registrations to Personal Independence Payment for the quarter ending April 2019. While we assess the scale of the issue the registrations series on Stat-Xplore has not been updated and is available up to January 2019. Commentary on registrations, and the Sankey diagram illustrating flows through the process up to January 2019, have been included to give background context.

By the end of January 2019, a total of 4,191,000 claims to PIP had been registered. Of these, 127,000 (3%) were registered under special rules for terminally ill people, and 1,542,000 (37%) were reassessed DLA registrations.

In the quarter ending January 2019, DLA reassessment registrations decreased by a third compared to the previous quarter, to the lowest levels since the quarter ending January 2015.

By the end of April 2019, 4,186,000 claims to PIP had been cleared. Of these, 135,000 (3%) were under special rules for terminally ill people, and 1,545,000 (37%) were reassessed DLA claims.

Clearances within April 2019 (49,000) are at a lower level than a year previously (66,000 in April 2018) due to recent lower reassessment registration volumes and over the past year have seen some fluctuation, with a seasonal dip in December 2018.

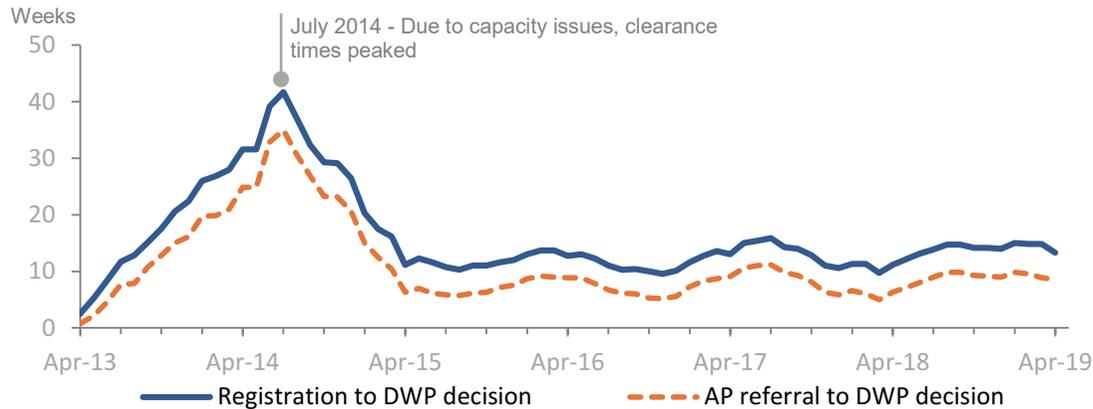
More information on registrations to January 2019 and clearances to April 2019 is available from [Stat-Xplore](#) and information on awards can be found in the Excel tables that accompany this release.

Award rates (normal rules, excluding withdrawn claims) for new claims are 43% and 72% for DLA reassessment claims. This covers awards made between April 2013 and April 2019. Nearly all special rules (terminally ill) claimants are awarded PIP.

The award rate is defined as number of cases awarded divided by the total number of cases cleared (minus those that are withdrawn). It includes all types of clearances, including disallowances, both pre-referral and post-referral to an Assessment Provider.

# Customer journey details – clearance and outstanding times

Clearance times for new claims under normal rules (median weeks) to April 2019



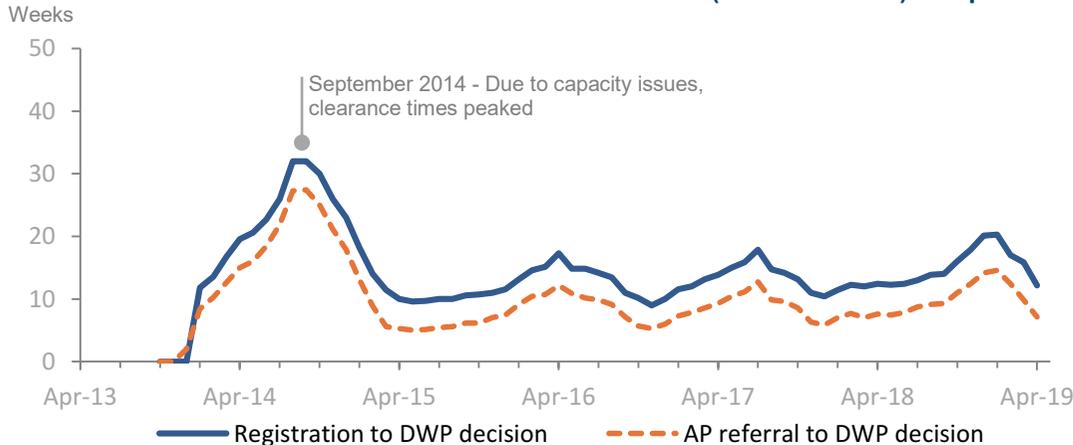
‘Clearance times’ relate to the time taken for DWP to process and make a decision on a case.

In April 2019, of those **new claims cleared under normal rules**, the average PIP claim, in Great Britain (GB), took:

- 13 weeks from the point of registration to a decision being made on the claim;
- 9 weeks from the point of referral to the Assessment Provider to a decision being made on the claim.

These times have reduced significantly from the peak in July 2014 (42 and 35 weeks respectively). Clearance times are currently at similar levels as in June 2018 despite small fluctuation across months.

Clearance times for reassessed claims under normal rules (median weeks) to April 2019



For **reassessed claims cleared under normal rules**, the average PIP claim, in Great Britain (GB), took:

- 12 weeks from the point of registration to a decision being made on the claim;
- 7 weeks from the point of referral to the Assessment Provider to a decision being made on the claim.

These times have reduced significantly since the last quarter, from 20 and 15 weeks respectively. Clearance times are currently similar to the same point last year.

Information on clearance times and also outstanding times for cases where DWP has yet to make a decision, 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 there.

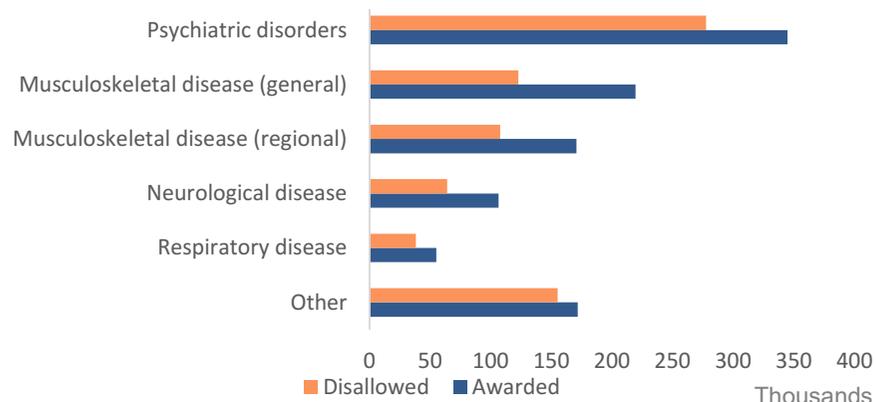
Current average clearance times from registration to DWP decision for terminally ill people are **6 working days** for new claims and **6 working days** for reassessment claims.

# Characteristics of clearances by main disabling condition

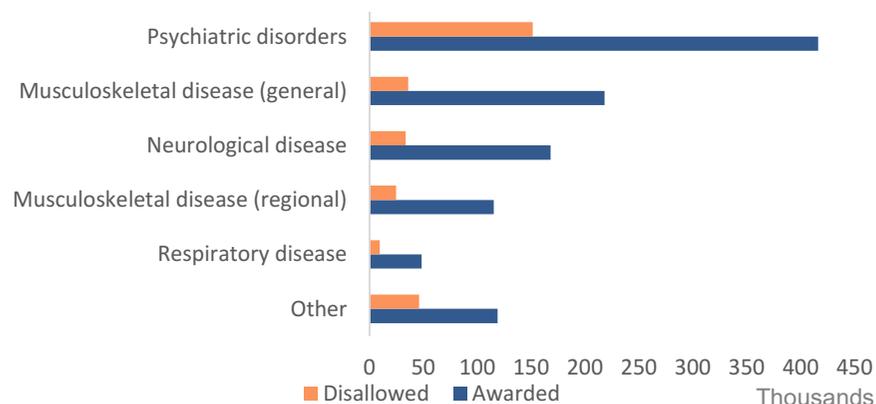
## Assessment Award rates vary by disabling condition

A PIP claimant's main disabling condition is recorded during their assessment. Customers who withdraw their claim, are disallowed prior to their assessment or who fail to attend their assessment will not have a main disabling condition recorded. Medical conditions are shown as recorded on the PIP Computer System. Categories and groupings are based on DWP data standards<sup>2</sup> - these may differ to ICD categories and groupings.

### New Claim Clearances\* (normal rules) by main disabling condition (thousands) to April 2019



### Reassessment Clearances\* (normal rules) by main disabling condition (thousands) to April 2019



\*All clearances where an assessment has been completed.

At the end of April 2019, there had been 2,522,000 normal rules clearances of new claims, and 1,530,000 normal rules clearances of DLA reassessment claims. 1,834,000 (73%) of the new claims and 1,386,000 (91%) of the reassessment claims had an assessment, rather than the claim being withdrawn or disallowed either pre-assessment or through failing to attend the assessment.

Of those claims that have had an assessment:

- 82% of new claims and 88% of reassessment claims are recorded as having one of the following most common disabling conditions: Psychiatric disorders (which includes mixed anxiety and depressive disorders), Musculoskeletal disease (general or regional), Neurological disease, Respiratory disease.
- The assessment award rate varies depending on disabling condition and whether the claim is new or reassessed. Across the five most common conditions:
  - For new claims, assessment award rates vary between 55% (345,000) for claimants recorded as having Psychiatric disorders, and 64% (219,000) for claimants recorded as having Musculoskeletal disease (general).
  - For reassessment claims, assessment award rates vary between 73% (416,000) for claimants recorded as having Psychiatric disorders, and 86% (218,000) for claimants recorded as having a Musculoskeletal disease (general).
- Those claims shown as “other” in the charts cover a wide variety of conditions and show a broad range of assessment award rates.

More information on clearances by disability is available from [Stat-Xplore](#).

Assessment Award rates (normal rules, excluding cases where an assessment has not been completed) for new claims are 58% and 78% for DLA reassessment claims. This covers awards made between April 2013 and April 2019.

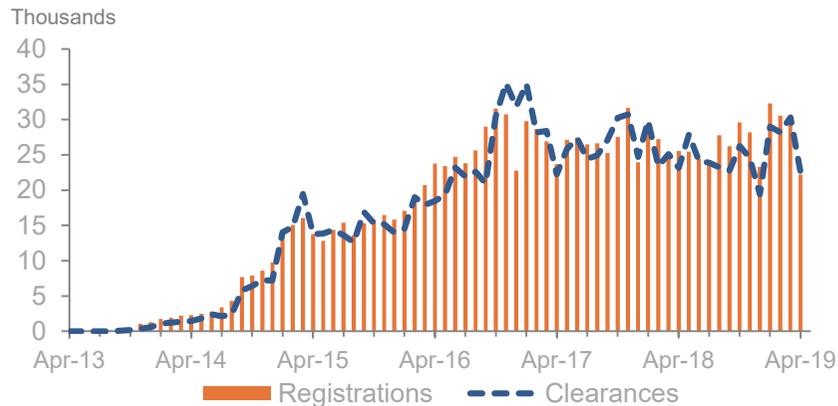
The assessment award rate is defined as number of cases awarded divided by the total number of cases where an assessment has taken place. It therefore includes awards and disallowances post-referral to an Assessment Provider due to failing assessment. It excludes withdrawn claims, disallowances pre-referral to an Assessment Provider, and disallowances post-referral to Assessment Provider where the customer failed to attend the assessment.

<sup>2</sup> For more detail see Stat-Xplore disability metadata [https://stat-xplore.dwp.gov.uk/webapi/metadata/PIP\\_Monthly/Disability.html](https://stat-xplore.dwp.gov.uk/webapi/metadata/PIP_Monthly/Disability.html)

# Mandatory reconsiderations (MR)

## Monthly reconsiderations:

### Registrations and clearances, normal rules (thousands) to April 2019



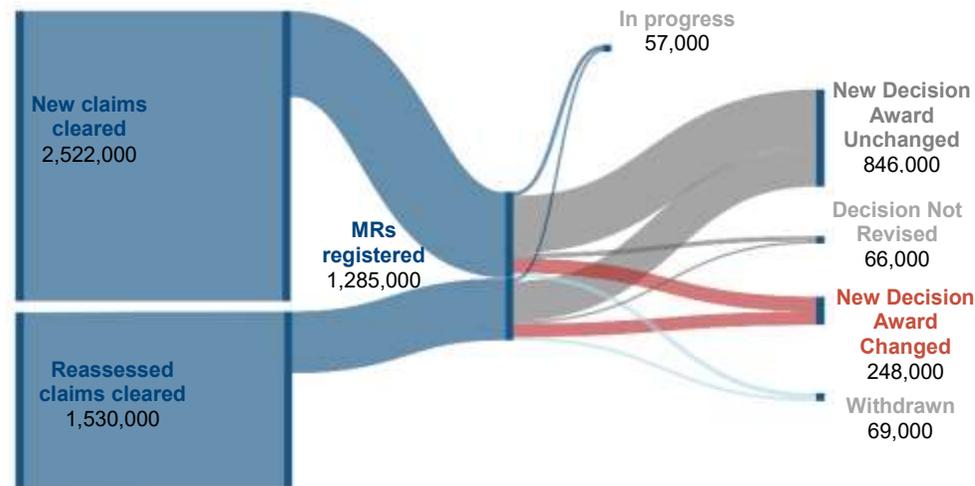
Claimants who wish to dispute a decision on their PIP claim can ask DWP to reconsider the decision. This is a 'mandatory reconsideration' (MR). Its purpose is to consider the grounds for the dispute and complete a review of the initial decision.

By the end of April 2019, 1,285,000 MRs had been registered against normal rules<sup>3</sup> claims. Of these, 749,000 (58%) related to new claims, and 537,000 (42%) to reassessed DLA claims. In total, 1,228,000 MRs for normal rules claims had been cleared by the end of April 2019 (714,000 new claims and 514,000 reassessed DLA claims), of which 248,000 (20%) MR decisions led to a change in award (130,000 (18%) new claims and 117,000 (23%) reassessed DLA claims).

### MR clearance times, normal rules (median) to April 2019 (Experimental statistics)



### MR outcome flow for all normal rules claims cleared to April 2019



In April 2019, the median MR clearance time was 51 calendar days (51 days for new claims and 50 days for reassessed DLA claims), up from 37 days the same month the previous year.

Information on MRs can be found in tables 7A to 7E of the Excel tables that accompany this release.

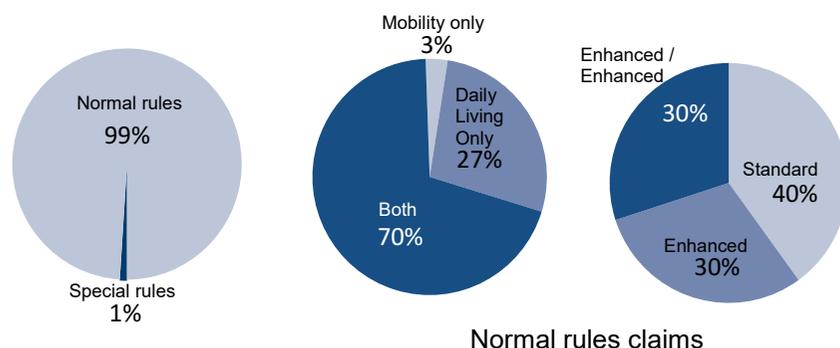
An MR must be completed before an appeal is made and lodged with Her Majesty's Courts and Tribunals Service. Statistics on appeals can be found [here](#).

<sup>3</sup> MRs arising from award reviews have been counted as relating to a new claim or a reassessment claim based on the initial claim type.

# Characteristics of claims in payment

## Over one quarter of normal rules claims receive the highest level of award

Proportion of people in receipt of PIP by special rules indicator, component and award type, as at April 2019



At the end of April 2019, 2,114,000 people had a PIP claim in payment, an increase of 64,000 (3%) on the previous quarterly figure (January 2019). 2,090,000 (99%) were assessed under normal rules.

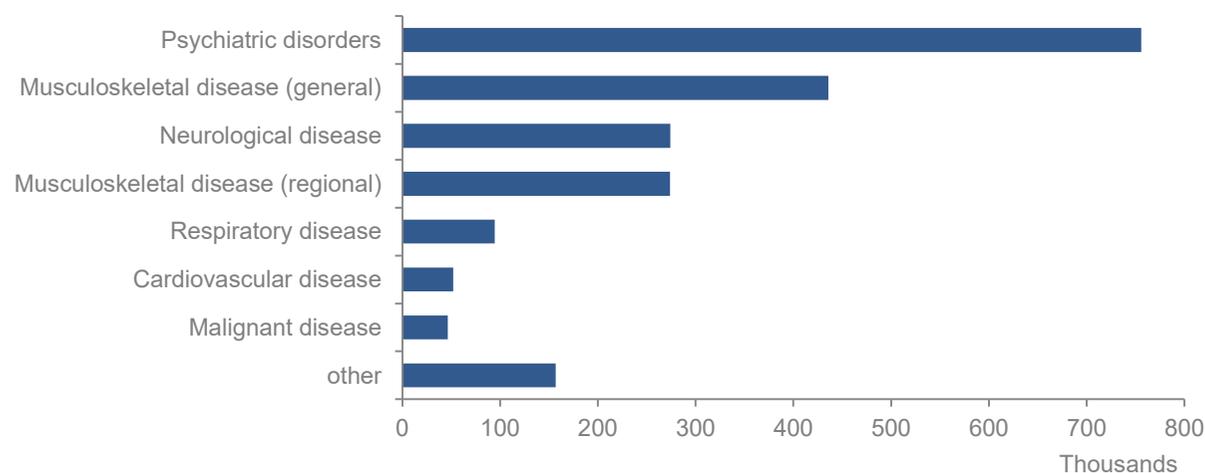
For normal rules claims:

- 27% received Daily Living Award only, 3% received Mobility Award only, and 70% received both.
- 60% received at least one component at the enhanced rate, with 30% receiving the highest level of awards ('enhanced/enhanced' rates) for both Mobility and Daily Living components.
- 26% have been in payment for between 2 and up to 3 years.

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

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

Claims (normal rules) by main disabling condition, thousands, as at April 2019



Main disabling condition for people in receipt of PIP (normal rules):

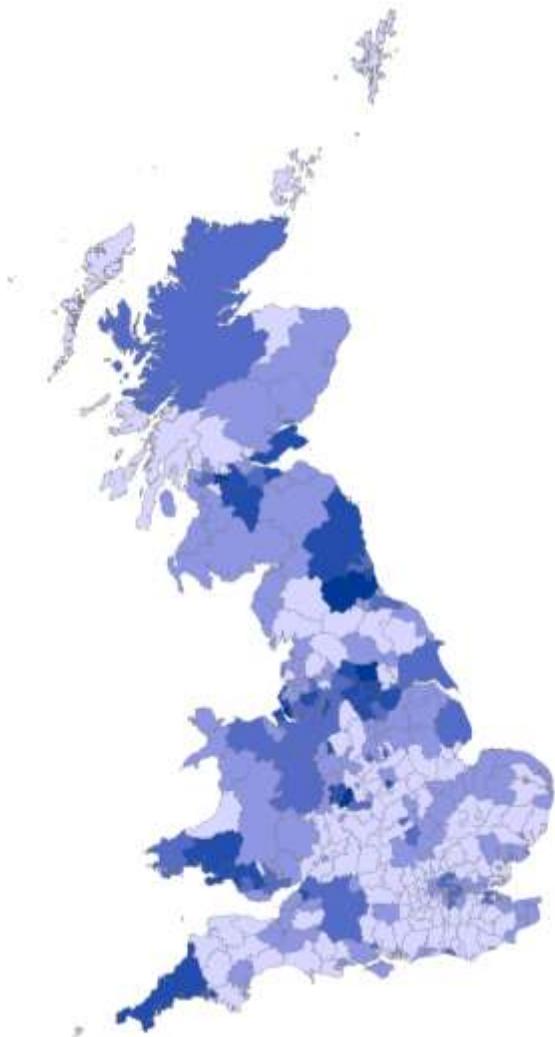
- 756,000 (36%) were recorded with 'Psychiatric disorders' (which includes 'Mixed anxiety and depressive disorders' and 'Mood disorders').
- 436,000 (21%) were recorded with 'Musculoskeletal disease (general)' (which includes 'Osteoarthritis').

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

# DLA reassessment roll out

## The North West and West Midlands regions have the largest number of reassessed DLA claimants

People with reassessed DLA claims now claiming PIP

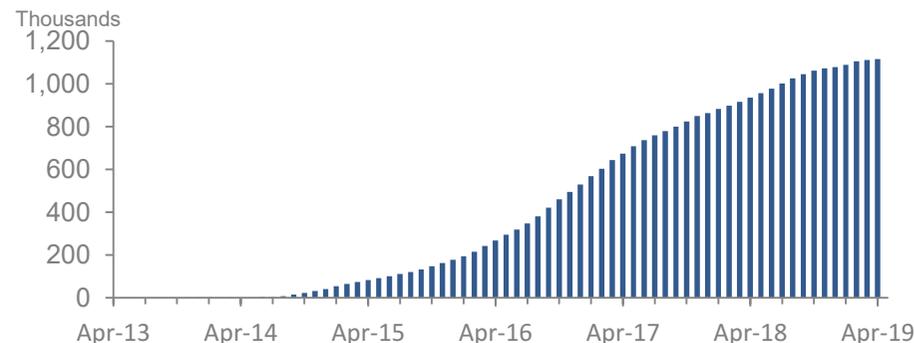


### DLA reassessment roll out

On 28<sup>th</sup> October 2013, DWP began inviting DLA working age claimants to claim PIP where a fixed short term award was coming to an end or where their disability-related needs had changed (see PIP operational roll out information on p10, for further details on this). From July 2015, the remaining DLA working age recipients have started to be invited to claim PIP.

At the end of April 2019, 1,117,000 claims in payment were reassessment claims from DLA (53% of the total PIP caseload).

### Reassessment claims in payment (thousands) to April 2019



Of these:

- 803,000 (72%) received an award at the enhanced rate.
- Of which 460,000 (41%) received the highest level of award i.e. both enhanced rate for daily living and enhanced rate for mobility.

Levels of reassessed claims vary across different areas of the country. The darker areas of the map show local authorities with higher counts of reassessed claims. The Isles of Scilly has fewer than 20 reassessment claimants, whereas Birmingham has the most, with over 28,000.

To see detailed breakdowns of reassessed claims by low level geographical areas see [Stat-Xplore](#).

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>

## 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 DLA (known as 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*

Personal Independence Payment statistics on registrations, clearances, awards, clearance & outstanding times, mandatory reconsiderations and claims in payment are Official Statistics. Official Statistics are produced in accordance with [Statistics and Registration Service Act 2007](#) and the [Code of Practice for Statistics](#) and meet high standards of trustworthiness, quality and public value.

Mandatory reconsideration clearance time statistics are badged as experimental to reflect the fact that the series is new and methodologies and definitions for the statistics may develop over time.

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), but will include a small number of cases where a payment has been made but subsequently been suspended temporarily.

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 best measure to use when estimating how long people have been waiting to receive PIP. 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 here instead of the mean, as the mean measure is affected by cases that have been waiting for a very long time, 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.

Note that average clearance times for individual parts of the claimant journey may not sum to end-to-end times. The end-to-end median time is based on all cleared/in progress cases taken together whereas the volume of cases and distribution of clearance/outstanding times for individual stages will differ from stage to stage. It also follows from this that there may be some instances where an individual part of the claimant journey (e.g. Assessment Provider stage) has a longer average time than the end-to-end average.

## PIP MR Outcomes

Claimants who wish to dispute a decision made on their PIP claim are required to ask the Department to reconsider the decision, before they can lodge an appeal with Her Majesty's Courts and Tribunals Service. Mandatory Reconsiderations (MRs) can arise for various reasons such as omitting to tell DWP about relevant evidence during the initial decision-making process; this could include not returning forms required as part of the claim.

If the decision under dispute is classed as **'New decision - Award changed'** then as a result of the reconsideration, a new decision has been issued and the award has been changed. This may include claims that were previously disallowed that are now awarded, or claims that had previously been awarded but the reconsideration has resulted in a change in the claim (e.g. revision to an assessment score) and this has affected level of the award.

If the decision is categorised as **'New decision - Award unchanged'** then as a result of the reconsideration, a new decision has been issued but the award remains unchanged. This may include claims where the reconsideration resulted in a change in the claim (e.g. revision to an assessment score) but this change did not affect the level of the award.

If the decision is categorised as **'Decision not revised'** then as a result of the reconsideration, the initial decision was not revised.

**'Withdrawn/cancelled'** includes all reconsiderations that were withdrawn or cancelled prior to a reconsideration decision being made.

This release contains experimental statistics on MR median clearance times. These PIP MR clearance times are based on the median clearance time from the point of MR registration to the date the MR was cleared. This is different to the MR clearance times for ESA which are based on the date when the Benefit Centre has decided that the MR received is a valid MR, having considered whether they can initially change the decision in the light of any new information to the date when the decision maker at the Dispute Resolution Team (DRT) has cleared and logged the final decision.

## 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 July 2015, the remaining 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>

Appeals statistics can be found here: <https://www.gov.uk/government/organisations/ministry-ofjustice/series/tribunals-statistics>

## Related Statistics

Work and Pensions Select Committee PIP and ESA assessments inquiry: supporting statistics. This ad hoc publication gives statistics about the assessment process from the Department for Work and Pensions (DWP) and the three Assessment Providers:

- Centre for Health and Disability Assessments (CHDA)
- Capita
- Independent Assessment Services (IAS)

This release also includes statistics about the outcomes of mandatory reconsiderations and tribunals.

<https://www.gov.uk/government/statistics/work-and-pensions-select-committee-pip-and-esa-assessments-inquiry-supporting-statistics>