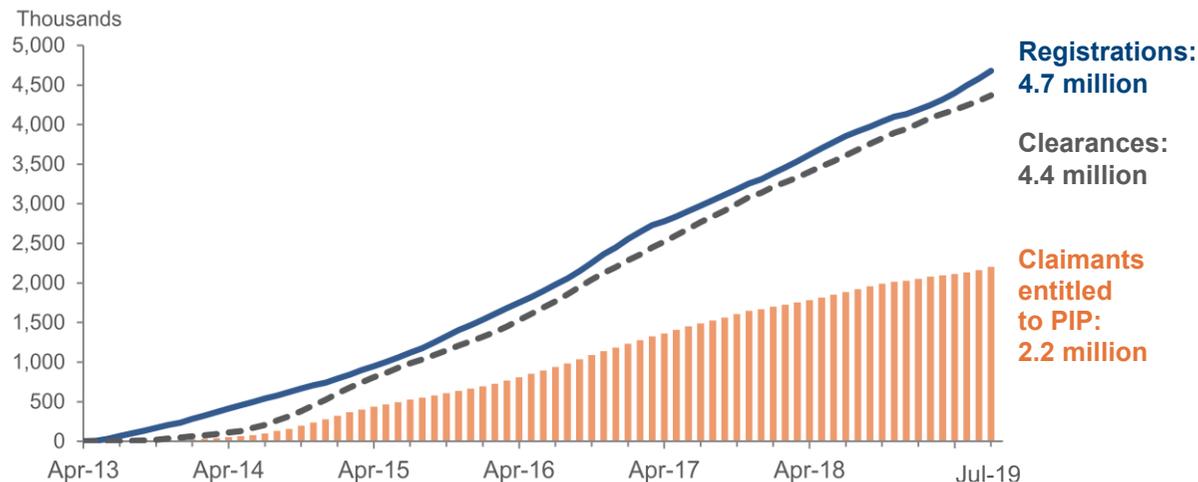


This summary contains official statistics on PIP registrations, clearances, awards, clearance & outstanding times, mandatory reconsiderations and claimants entitled to PIP at a point in time for both new claims and claims made by those with an existing claim for Disability Living Allowance (known as Reassessments). This release also includes experimental statistics on mandatory reconsideration clearance times, and experimental statistics tracking initial decisions following a PIP assessment through to mandatory reconsideration and appeal.

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. In the June 2019 publication, a discrepancy with data on registrations to Personal Independence Payment for the quarter ending April 2019 meant that the PIP registrations data was not updated and were only reported up to January 2019. This issue has now been resolved and the registrations figures have been updated as normal. The latest statistics to the end of July 2019 show:

## Main stories

As PIP roll out continues, 4.4 million claims to PIP have been cleared.



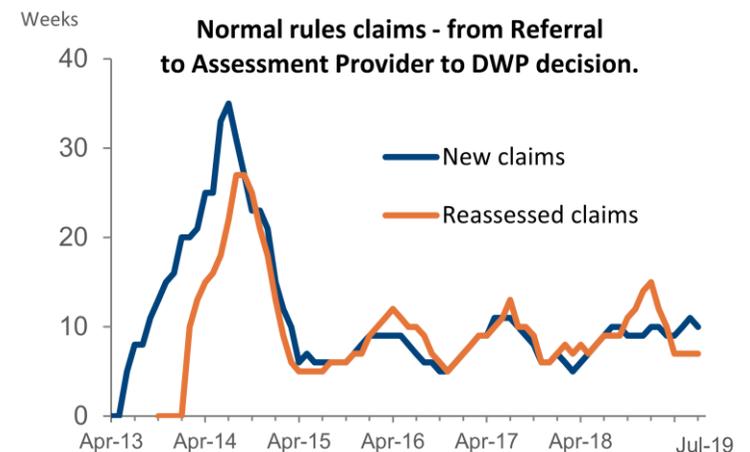
Between the introduction of PIP in April 2013 and July 2019:

**4,678,000** registrations, up 279,000 from April 2019

**4,371,000** clearances, up 184,000 from April 2019

**2,204,000** claimants entitled to PIP, up 90,000 from April 2019

Average actual clearance times (weeks, median) are similar to the end of last quarter for normal rules claims.



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

**10 weeks** – New claims for normal rules

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

**6 working days** - New claims and reassessed claims for terminally ill people (registration to DWP decision).

## At a glance

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 Thoughts? We welcome feedback

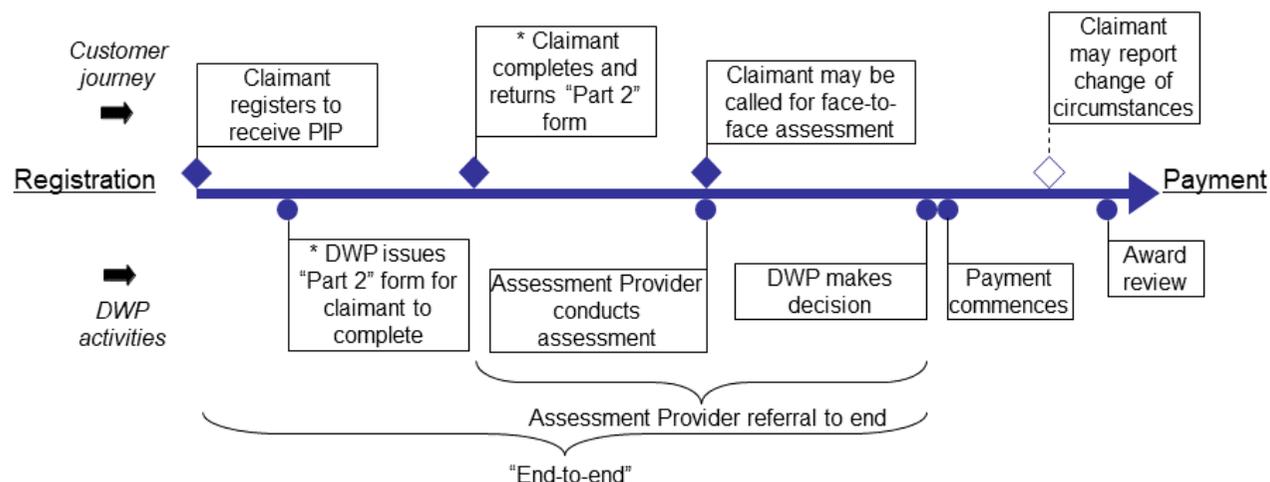
Published 12<sup>th</sup> September 2019

Next edition 12<sup>th</sup> December 2019

## 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, mandatory reconsiderations and appeals. Key information is included on average clearance times, award rates and characteristics of claims.

### 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.

Mandatory reconsiderations and appeals can happen at any point in the claims process.

### 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.

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

**Appeal** - If the claimant wishes to dispute a mandatory reconsideration they can lodge an appeal with Her Majesty's Courts and Tribunals Service.

**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** - Number of claimants entitled to PIP at a point in time (end of reporting month).

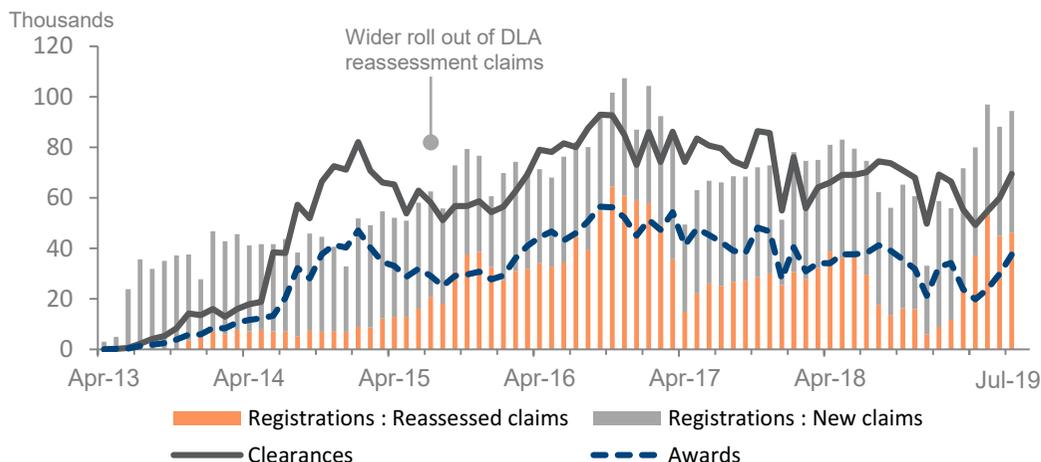
**Change of Circumstances** - Claimant reports a change in their condition or needs arising and the award is reviewed to ensure that they continue to receive the correct entitlement.

**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.

# Registrations, clearances and awards

## 4.4 million claims to PIP have been cleared since PIP began.

### Monthly registrations, clearances and awards<sup>1</sup>, all claims (thousands) to July 2019



By the end of July 2019, a total of 4,678,000 claims to PIP had been registered. Of these, 140,000 (3%) were registered under special rules for terminally ill people, and 1,757,000 (38%) were reassessed DLA registrations.

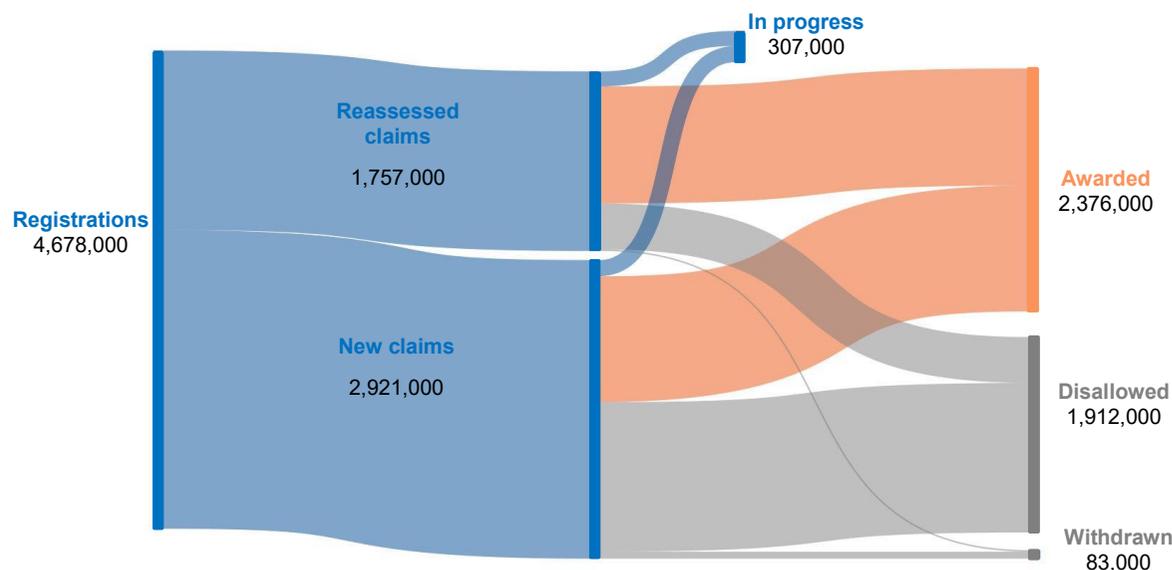
In the quarter ending July 2019, DLA reassessment registrations increased to almost double the level seen in the previous quarter, to the highest levels since the quarter ending January 2017.

By the end of July 2019, 4,371,000 claims to PIP had been cleared. Of these, 141,000 (3%) were under special rules for terminally ill people, and 1,610,000 (37%) were reassessed DLA claims.

Clearances within July 2019 (69,000) are at a similar level as a year previously (70,000 in July 2018) and over the past year have seen some fluctuation, with a seasonal dip in December 2018.

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

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



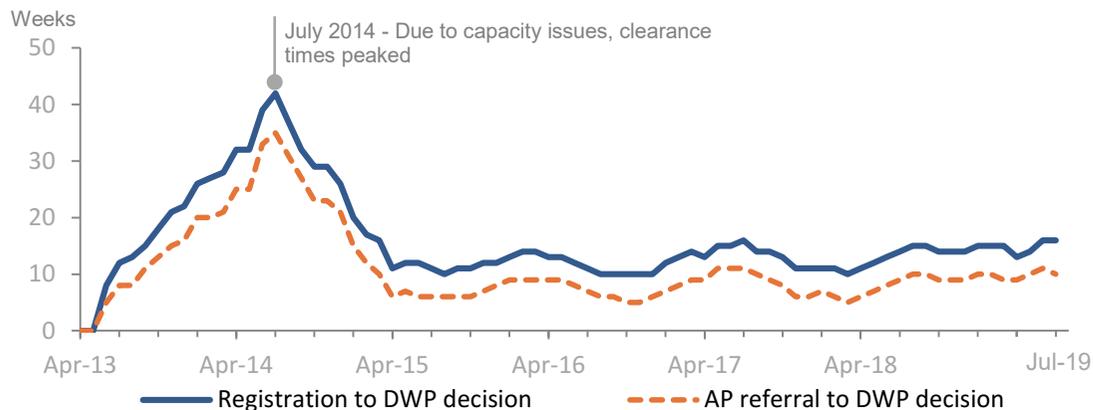
Award rates (normal rules, excluding withdrawn claims) for new claims are 43% and 72% for DLA reassessment claims. This covers awards made between April 2013 and July 2019. Nearly all special rules (terminally ill) claimants are awarded PIP.

The award rate is defined as the 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.

<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.

# Customer journey details – clearance and outstanding times

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



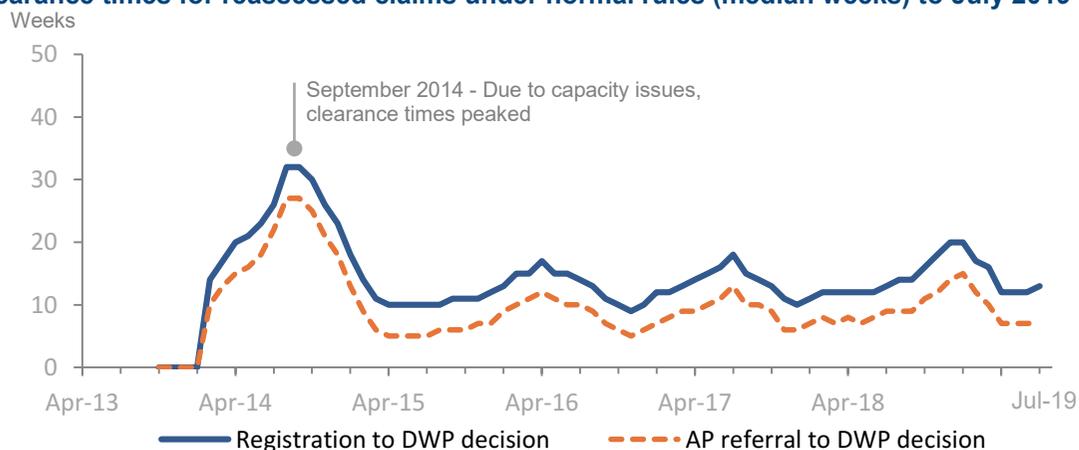
‘Clearance times’ relate to the time taken for DWP to process and make a decision on a case.

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

- 16 weeks from the point of registration to a decision being made on the claim;
- 10 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 to the past two years, despite small fluctuation across months.

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



For **reassessed 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;
- 7 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 September 2014 (32 and 27 weeks respectively), and times have also reduced relative to last quarter. Clearance times from registration to a decision being made and from the point of referral to the Assessment Provider to a decision being made are currently at similar levels to the same point last year, despite a peak in December 2018 and January 2019.

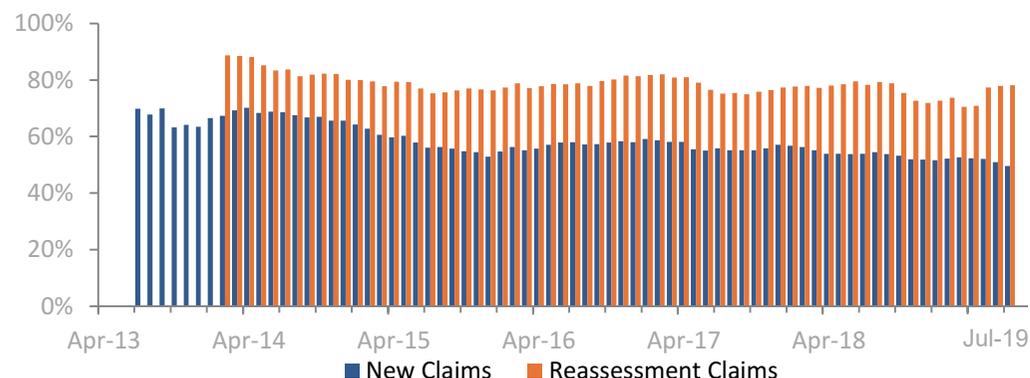
Information on clearance times and also outstanding times (time already waited for cases where DWP has yet to make a decision), for both new claims and DLA reassessments, can be found in tables 5 and 6 of the Excel tables that accompany this release. Regional clearance times can also be found there.

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

## Characteristics of clearances - Assessment Award Rates

The assessment award rate gives the proportion of assessments where a decision is made to award PIP, and 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, but excludes withdrawn claims, disallowances pre-referral to an Assessment Provider, and disallowances post-referral to Assessment Provider where the claimant failed to attend the assessment.

### Assessment Award Rates (Normal Rules) to July 2019



At the end of July 2019, there had been 2,637,000 normal rules clearances of new claims, and 1,594,000 normal rules clearances of DLA reassessment claims. 1,918,000 (73%) of the new claims and 1,444,000 (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.

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

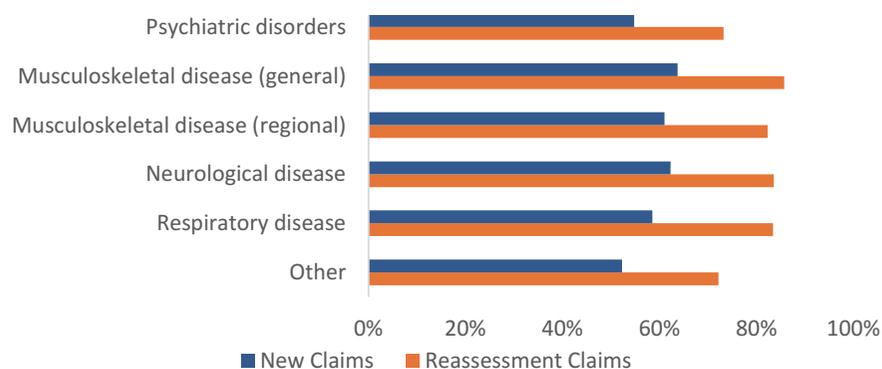
Assessment award rates for new claims have seen a gradual decrease since the introduction of PIP. 50% of assessments for normal rules new claims led to an award in July 2019, compared to 54% in July 2018.

Despite some fluctuation month to month, levels remain at 78% in July 2019, the same as a year previously.

### 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 International Classification of Diseases (ICD) categories and groupings.

#### Assessment Award Rates (normal rules) by main disabling condition to July 2019



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 claim or a DLA reassessed claim.

Across the five most common conditions:

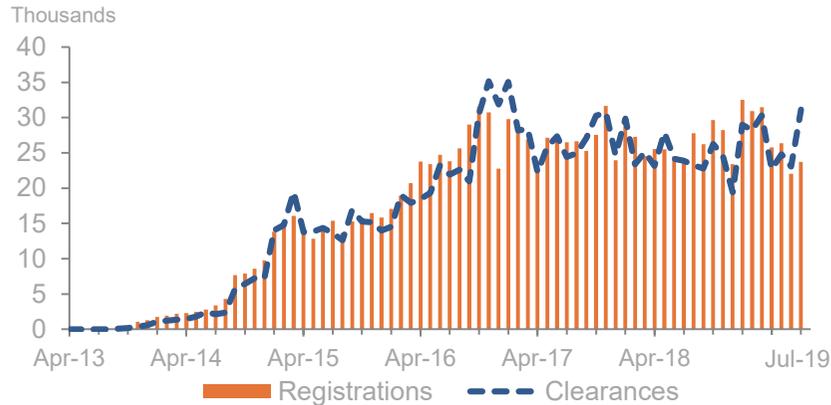
- For new claims, assessment award rates vary between 55% (357,000) for claimants recorded as having Psychiatric disorders, and 64% (228,000) for claimants recorded as having Musculoskeletal disease (general).
- For reassessment claims, assessment award rates vary between 73% (433,000) for claimants recorded as having Psychiatric disorders, and 86% (226,000) for claimants recorded as having a Musculoskeletal disease (general).
- Those claims shown as "other" in the charts cover a wide variety of conditions with a broad range of assessment award rates.

<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)

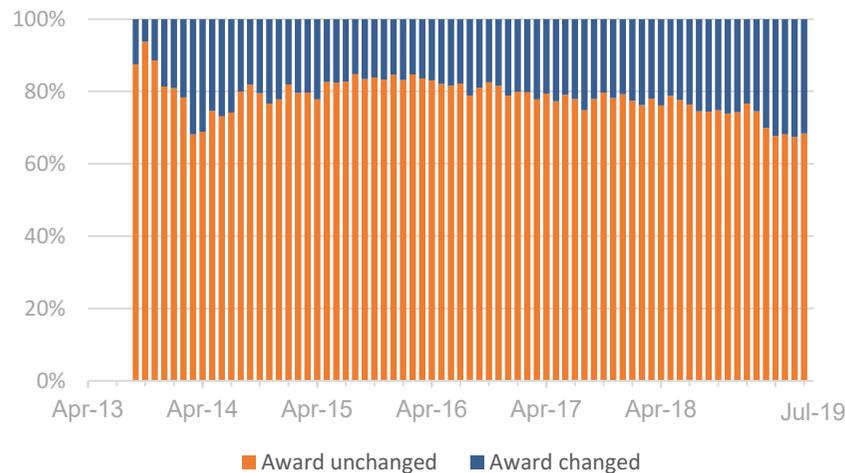
# Mandatory Reconsiderations (MR)

## Monthly reconsiderations:

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



### Outcome of MRs, normal rules, to July 2019

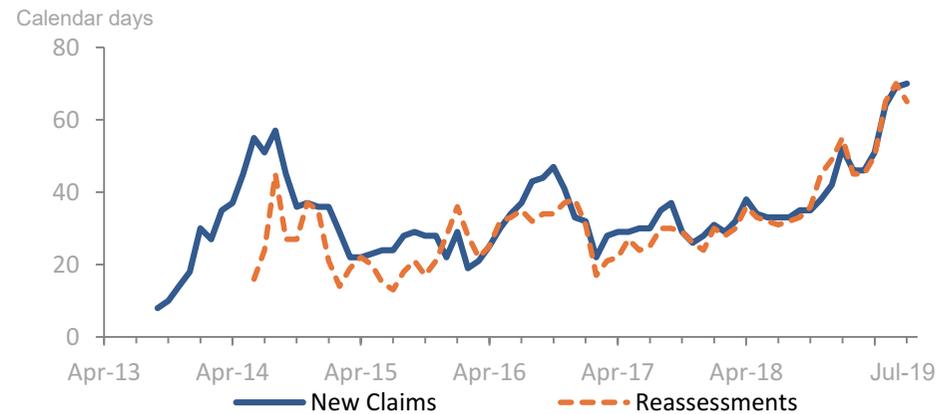


Claimants who wish to dispute a decision on their PIP claim can ask DWP to reconsider the decision. This is a 'mandatory reconsideration' (MR). Its purpose is to consider the grounds for the dispute and complete a review of the initial decision.

By the end of July 2019, 1,363,000 MRs had been registered against normal rules<sup>3</sup> claims. Of these, 800,000 (59%) related to new claims, and 563,000 (41%) to reassessed DLA claims.

In total, 1,307,000 MRs for normal rules claims had been cleared by the end of July 2019 (763,000 new claims and 544,000 reassessed DLA claims), of which 270,000 (21%) MR decisions led to a change in award. 143,000 (19%) of these were new claims and 127,000 (23%) were reassessed DLA claims. In recent months the proportion of MR decisions resulting in a change in award has increased to 32%.

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



In July 2019, the median MR clearance time reached an all-time high of 69 calendar days (70 days for new claims and 65 days for reassessed DLA claims), up from 32 days the same month the previous year.

Information on MR clearance times can be found in tables 7C to 7E of the Excel tables that accompany this release. Further breakdowns of MR registration and clearance volumes are available from [Stat-Xplore](#).

An MR must be completed before an appeal is made and lodged with Her Majesty's Courts and Tribunals Service.

<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.

# Experimental statistics tracking initial decisions following a PIP assessment through to Mandatory Reconsiderations or Appeals – April 2013 to March 2019

This release includes, for the first time, experimental statistics based on a dataset that tracks initial decisions following a PIP assessment, through to MR and appeal. These statistics cover new claims and DLA reassessment claims and both normal rules and special rules for terminally ill people (SRTI). They track groups of claimants and help us understand the claimant's end-to-end journey from claiming PIP, through to MR and appeal. They are particularly useful to understand the volumes and proportions flowing through each stage of the process and whether there are differences for particular groups of claimants. For robust figures on individual stages, please use the figures from Stat-Xplore for MR registration and clearance volumes and, for appeals, the quarterly Ministry of Justice Tribunals statistics (available [here](#)).

These statistics do not include decisions made prior to an assessment being completed or decisions made at an Award Review or Change of Circumstance. This means that the MR volumes are on a different basis to the other statistics on MRs contained within this release, and the appeal volumes are also on a different basis to the statistics published by the Ministry of Justice on tribunal appeals. Further details and a glossary of terms used can be found in the "About these statistics" section at the end of this release.

The left-hand box below shows the summary figures for initial decisions following a PIP assessment since PIP was introduced up to March 2019, and for MRs and appeals to June 2019. More MRs and appeals could be made and completed after June 2019, so the numbers could go up. This is because it can take some time for an appeal to be lodged and then cleared after the initial decision. The summary tables that go with this release give information by date of initial decision (quarter and financial year) and by outcome of initial decision, whether it was a DLA reassessed case or new claim, and by geography.

## **For initial PIP decisions following an assessment April 2013 to March 2019:**

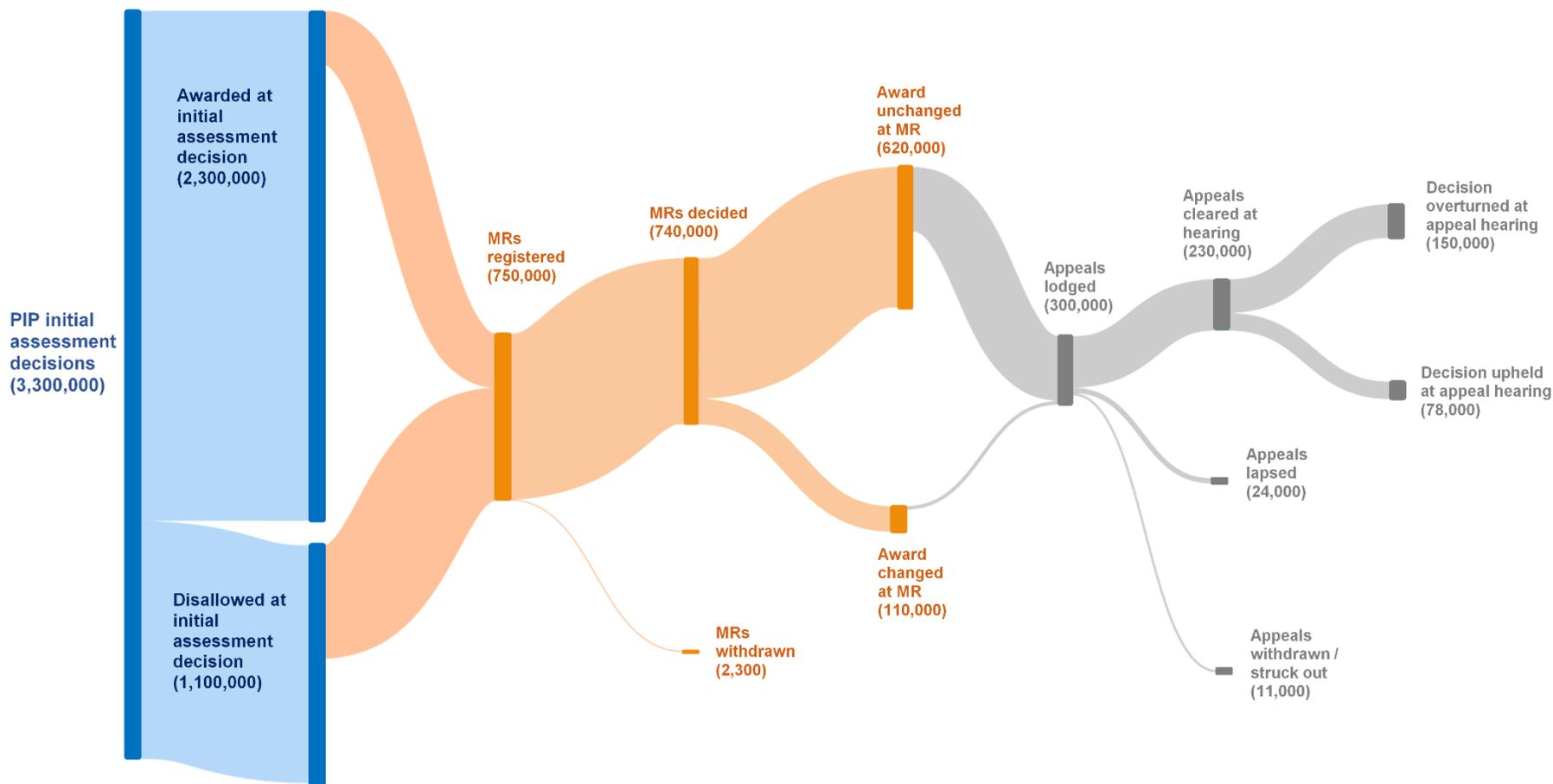
- There were 3.3 million initial decisions following a PIP assessment. Nearly seven in ten (68%) were awarded PIP.
- 750,000 MRs have been registered about the 3.3 million initial decisions.
- Three in twenty (15%) of completed MRs resulted in a change to the award (excluding withdrawn).
- Just over four in ten (41%) of completed MRs then lodged an appeal.
- Nearly one in ten (8%) of appeals lodged were "lapsed" (which is where DWP changed the decision after an appeal was lodged but before it was heard at tribunal).
- Two thirds (66%) of the DWP decisions cleared at a tribunal hearing were "overturned" (which is where the decision is revised in favour of the customer).
- Just under one in ten (9%) of initial decisions following a PIP assessment have been appealed and around one in twenty (5%) have been overturned at a tribunal hearing.

## **Trends over time:**

- **The proportion of MRs resulting in a change to the award has increased in the most recent quarter of initial decisions following an assessment – 22% for initial decisions made following an assessment in January to March 2019 compared to 16% in the previous quarter.**
- **The proportion of appeals lodged which were lapsed has gradually increased since 2015/16 – from 4% in that year to 17%, in the latest two quarters (October 2018 to March 2019).**
- **The proportion of initial decisions following assessment which have been appealed has gradually increased over time – from around 6% over the first couple of years when PIP was introduced, to 11% in 2017-18.**
- **The proportion of initial decisions following an assessment overturned at an appeal hearing gradually increased to reach 7% for initial decisions made in the April to June 2017 quarter.** As these statistics are grouped by initial decision date, numbers could increase for later quarters as more appeals are completed.

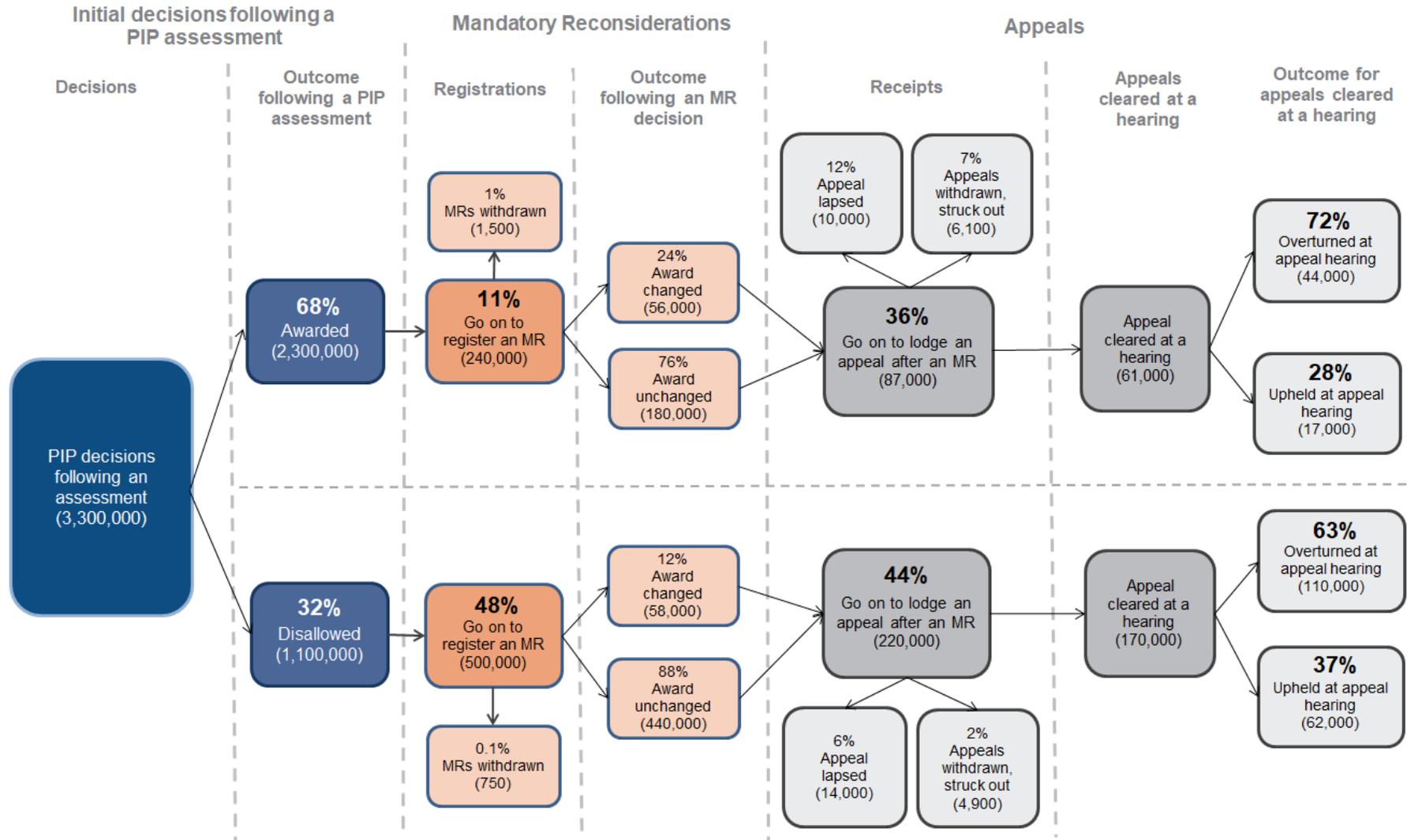
**22% of claimants registered an MR after an initial decision (April 2013 to March 2019) and 9% of claimants lodged an appeal.**

The following diagram gives a visual representation of the volumes of decisions at each stage following a PIP assessment. The relative thickness of each segment represents the volume of cases flowing through each stage. MRs and appeals which are still in progress are not shown separately on the diagram therefore totals at different stages do not sum to 100% of all cases.



**Claimants who were disallowed PIP at initial decision (April 2013 to March 2019) were more likely to go on to register an MR or lodge an appeal, but are less likely to have an award changed at MR or appeal.**

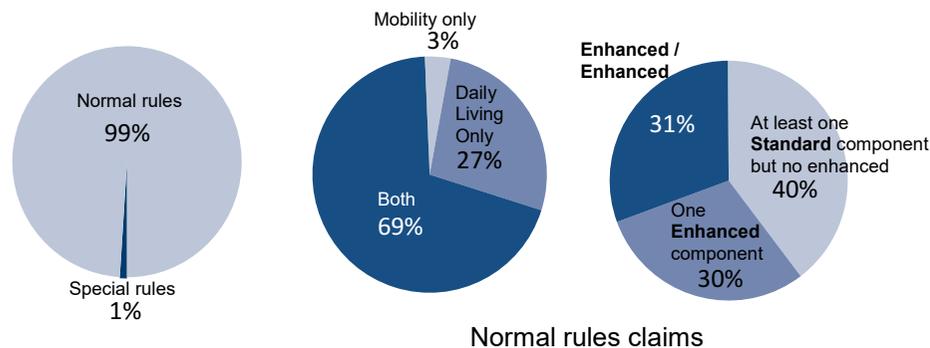
MRs and appeals which are still in progress are not shown separately on the diagram therefore totals at different stages do not sum to 100% of all cases. The percentages on outcomes for MRs, and for appeals cleared at a hearing, are based on those where a decision has been made, and therefore sum to 100%. The summary tables that go with this release give information by date of initial decision (quarter and financial year) and by outcome of initial decision, whether it was a DLA reassessed case or new claim, and by geography.



# Characteristics of PIP claims

## Nearly one third of normal rules claims receive the highest level of award

Proportion of people entitled to PIP by special rules indicator, component and award type, as at July 2019



At the end of July 2019, 2,204,000 people were entitled to PIP, an increase of 90,000 (4%) on the previous quarterly figure (April 2019). 2,174,000 (99%) were assessed under normal rules<sup>4</sup>.

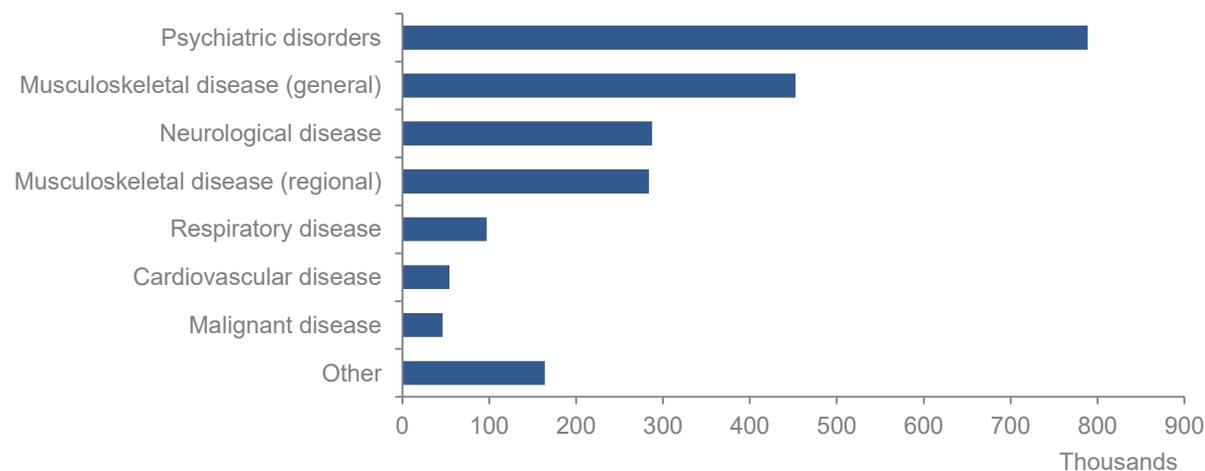
For normal rules claims:

- 27% received Daily Living Award only, 3% received Mobility Award only, and 69% received both.
- 31% received the highest level of awards ('enhanced/enhanced' rates) for both Mobility and Daily Living components, and 30% received one component at the enhanced rate.
- 25% have been entitled to PIP 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'

PIP claims (normal rules) by main disabling condition, thousands, as at July 2019



Main disabling condition for people entitled to PIP (normal rules):

- 789,000 (36%) were recorded with 'Psychiatric disorders' (which includes 'Mixed anxiety and depressive disorders' and 'Mood disorders').
- 452,000 (21%) were recorded with 'Musculoskeletal disease (general)' (which includes 'Osteoarthritis').

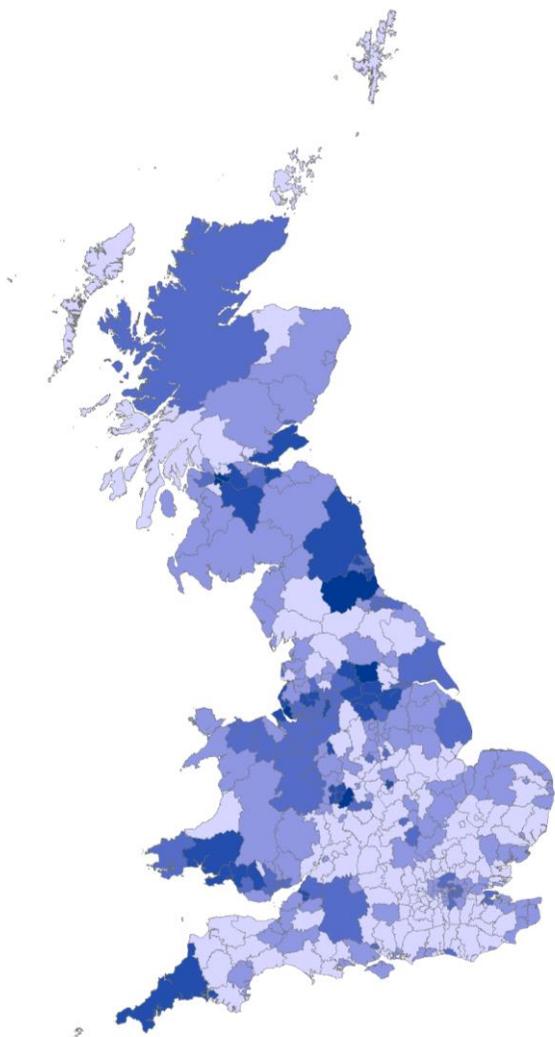
The main disabling condition of the claimant is reported by disability category and subcategory level. Further breakdowns are available from [Stat-Xplore](#).

<sup>4</sup> A revision has been made to correctly identify claims being processed under 'special rules for terminally ill people'. This moves less than 5,000 cases per month classified as normal rules to being classified correctly under special rules and the percentage of cases under special rules remains at 1%.

# 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

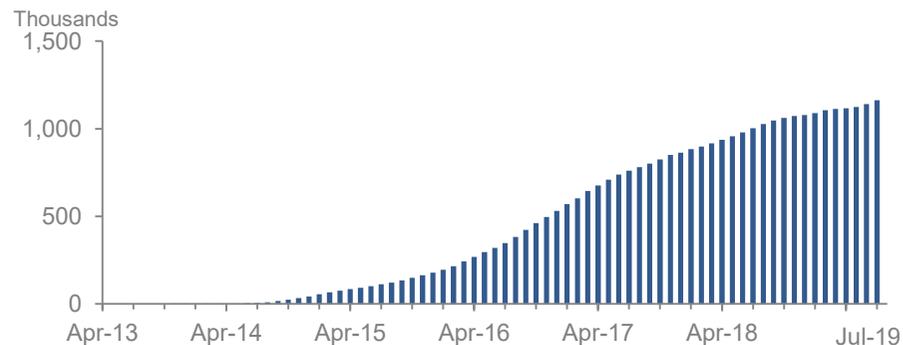


### DLA reassessment roll out

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 July 2019, 1,163,000 claims were reassessment claims from DLA (53% of the total PIP caseload).

### Reassessment claims (thousands) to July 2019



Of these:

- 840,000 (72%) received an award at the enhanced rate.
- Of which 485,000 (42%) 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](#).

## About these statistics

This summary contains official statistics on PIP registrations, clearances, awards, clearance and outstanding times, mandatory reconsiderations and numbers of claimants entitled to PIP at a point in time for both new claims and claims made by those with an existing claim for DLA (known as Reassessments). It also includes experimental statistics on mandatory reconsideration clearance times, and experimental statistics tracking initial decisions following a PIP assessment through to mandatory reconsideration and appeal.

Monthly caseload refers to the number of PIP claimants entitled to PIP 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 claimants entitled to PIP 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.

Caseload totals for the number of claimants entitled to PIP show both the number of people in receipt of PIP and those with entitlement where the payment has been suspended, for example if they are in hospital, at a point in time (end of reporting month).

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.

## Experimental statistics tracking initial decisions following a PIP assessment through to Mandatory Reconsiderations or Appeals

From September 2019, the release covers experimental statistics based on a dataset derived from the PIP Computer System tracking initial decision following a PIP assessment, through to MR and appeal from the PIP Computer System. This was to enable a better understanding of the claimant's end-to-end journey through claiming PIP, through to MR and appeal.

This is a particularly complex process because of matching MRs and appeals with the correct initial decision following a PIP assessment. Claimants can have multiple decisions and these can have more than one MR or appeal occurring at any point in the customer journey, including against an Award Review or Change of Circumstance.

The experimental statistics are focussed on decisions following an initial PIP assessment and any MRs and appeals associated with that initial decision. They do not include Award Review or Change of Circumstance decisions – and any MRs and appeals relating to those decisions are therefore excluded from the statistics. MRs can be raised up to 13 months after the initial benefit decision is made, and appeals up to 13 months after the MR decision is made. MRs and appeals registered after 13 months of the relevant decision have been excluded, and also those that occurred after an Award Review or Change of Circumstance was registered, as have initial decisions prior to an assessment being completed (disallowances due to failure of basic eligibility criteria or non-return of the Part 2 form within the time limit and have not been marked as requiring additional support, or disallowances following the claimant failing to attend the assessment without good reason).

Therefore the volumes of MRs will be lower than the volumes of MRs published in Stat-Xplore of the PIP quarterly statistics and the volumes of appeals lower than the volumes of appeals published in Tables SSCS\_1, SSCS\_2 and SSCS\_3 of the quarterly Ministry of Justice tribunal statistics (available [here](#)). This also is because in some cases, multiple MRs and appeals are raised and the experimental statistics only count one MR and appeal per initial decision.

The appeals data is taken from the DWP PIP computer system's management information. This appeals data may differ from that published by the Ministry of Justice for various reasons such as delays in data recording and other methodological differences in collating and preparing statistics.

The appeals data is also on a different basis to that published in the quarterly "Employment and Support Allowance: Work Capability Assessments, Mandatory Reconsiderations and Appeals" statistical release (available [here](#)). The appeals data presented in this PIP release covers appeals lodged and their outcomes, whereas the ESA release is based on appeals cleared at a hearing, so the total volumes of appeals are not directly comparable.

The statistics are based on a case management system where a number of processes are recorded throughout a claim, MR or appeal. In some instances, a case can have a number of outcomes, meaning that there is not necessarily one receipt or one disposal per claim, MR or appeal. The experimental statistics only count one receipt or disposal per MR or appeal but care should be taken when comparing MR and appeal receipts and clearances. Although care is taken when processing and analysing the data, the details are subject to inaccuracies inherent in any large-scale recording system and it is the best data that is available at the time of publication.

An **'initial decision following a PIP assessment'** is defined as the DWP decision maker recording the outcome of the initial decision following a PIP assessment on the PIP Computer System (PIPACS). It does not include initial disallowance decisions made before a referral to the assessment providers (AP) that have been disallowed due to failure of basic eligibility criteria or non-return of the Part 2 form within the time limit and have not been marked as requiring additional support. Nor does it include initial decisions after referral to the AP that have been disallowed due to the claimant failing to attend the assessment without good reason.

**'MRs - award changed'** is defined 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 level of the award.

**'MRs - award unchanged'** is defined as a result of the reconsideration, the award remains unchanged. This covers 'New decision - Award unchanged' and 'Decision not revised'.

**'MRs - withdrawn'** includes all reconsiderations that were withdrawn prior to a reconsideration decision being made. Cancelled MRs are not included, unlike all volumes published in Stat-Xplore.

**'Appeals - lapsed'** is defined as where DWP changed the decision (in the customer's favour) after an appeal was lodged but before it was heard at a tribunal hearing.

**'Appeals – overturned'** is defined as where the DWP decision is revised in favour of the customer at a tribunal hearing.

**'Appeals – upheld'** is defined as where the DWP decision is upheld at a tribunal hearing.

**'Appeals - withdrawn/struck out'** is defined as where an appeal is brought to an end, or cleared, without a determination on the issue in dispute. Struck out appeal is where the proceedings have been brought to an end by the Tribunal Judge.

Some decisions which are changed at MR, and where the claimant continues to appeal for a higher PIP award, are then changed again at tribunal appeal. Therefore, the number of people who had a decision changed at MR and the number of people who had a decision changed at appeal cannot be added together.

More MRs and appeals could be made and completed after the latest data reported in this publication, so the numbers could go up in future publications.

## 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>