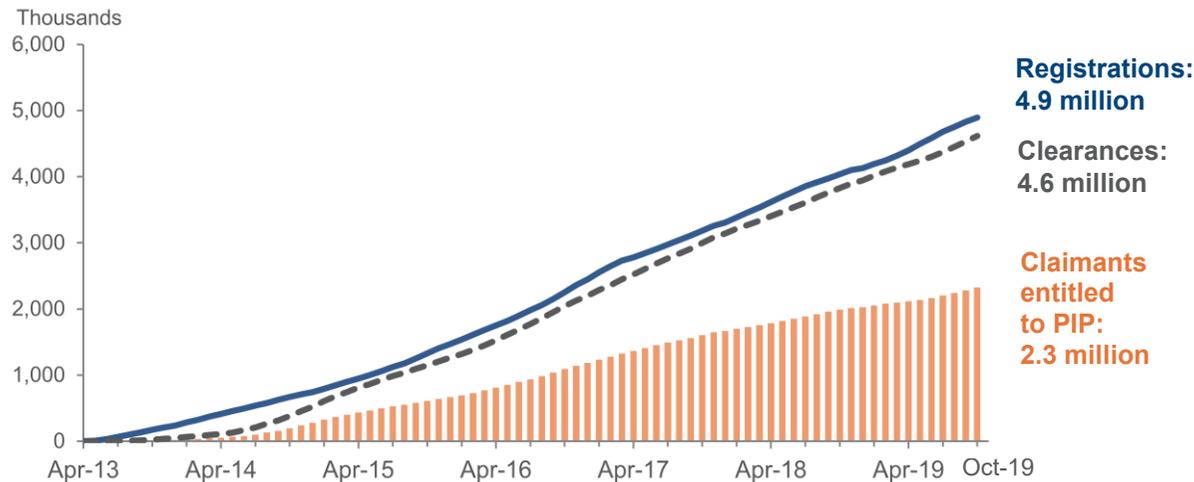


This summary contains official statistics on Personal Independence Payment (PIP) registrations, clearances, awards, clearance & outstanding times, mandatory reconsiderations and claimants entitled to PIP at a point in time for both new claims and claims made by those with an existing claim for Disability Living Allowance (DLA) (known as reassessments). This release also includes experimental statistics on award reviews and changes of circumstances, award types and review periods, mandatory reconsideration clearance times, and tracking of initial decisions following a PIP assessment through to mandatory reconsideration and appeal, plus the annual update on the outcomes of DLA reassessments.

PIP helps with some of the extra costs caused by long-term disability, ill-health or terminal ill-health. From 8th April 2013 DWP started to replace DLA for working age people with PIP. The latest statistics to the end of October 2019 show:

Main stories

As PIP roll out continues, 4.6 million claims to PIP have been cleared.



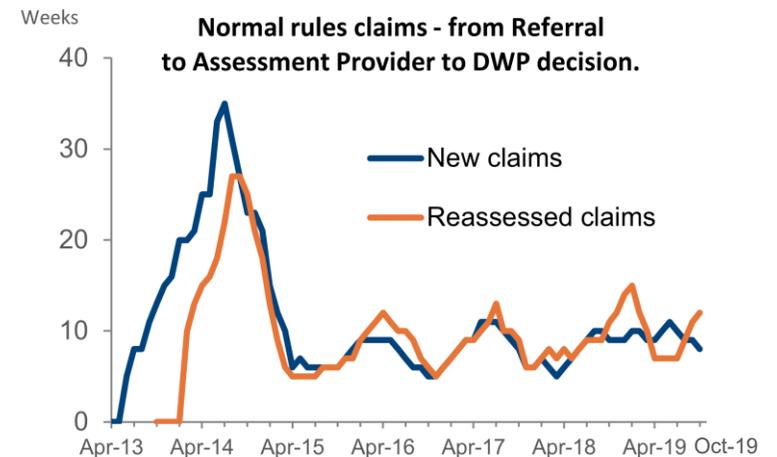
Between the introduction of PIP in April 2013 and October 2019:

4,897,000 registrations, up 219,000 from July 2019

4,618,000 clearances, up 247,000 from July 2019

2,326,000 claimants entitled to PIP, up 124,000 from July 2019

Average actual clearance times (weeks, median) are similar to the same quarter a year ago for normal rules claims.



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

8 weeks – New claims for normal rules

12 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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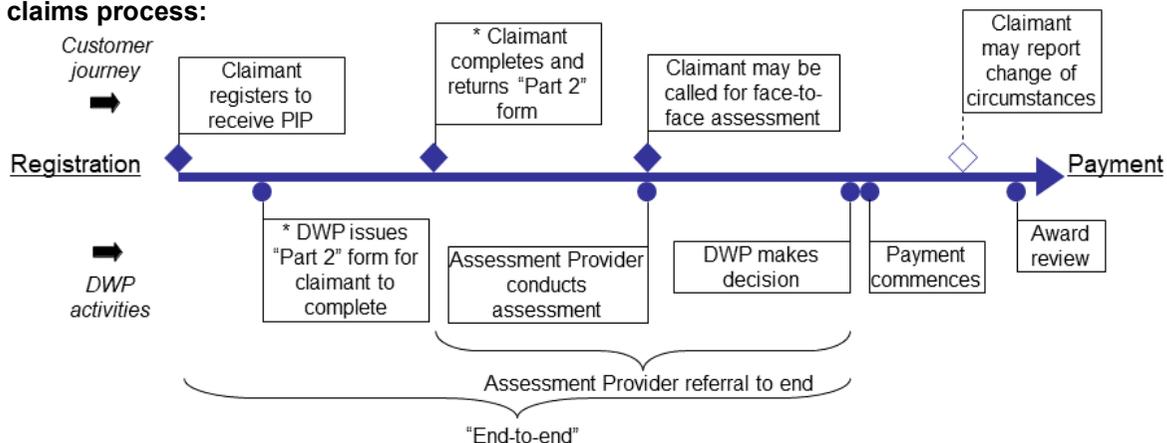
DWP Press Office: 0203 267 5144
 Thoughts? We welcome feedback

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 Next edition 19th March 2020

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 Assessment Provider (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 (HMCTS).

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 terminal illness (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.

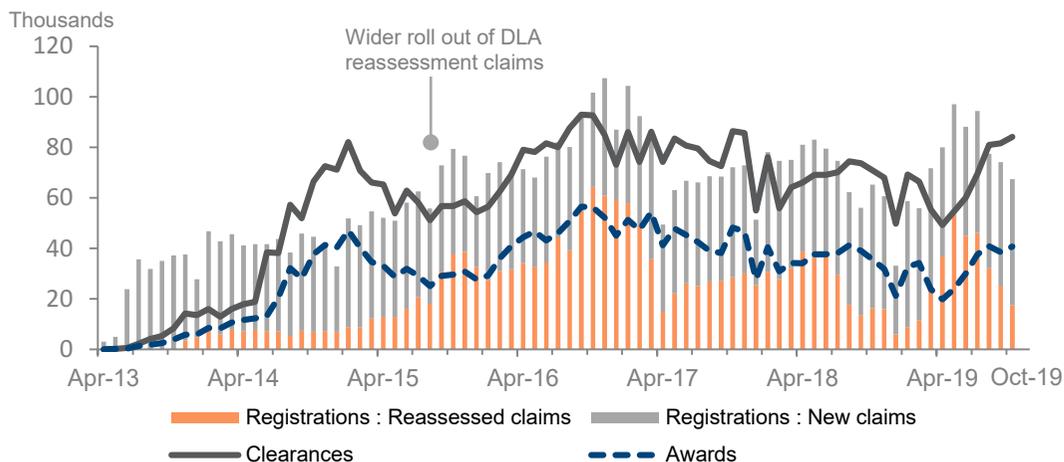
Award review - Planned review points at set intervals ensure a claimant continues to receive the correct award. The review point is selected based on the claimant's individual circumstances.

Further detail **About these statistics** is given at the end of this release. A methodological note with additional detail on methodology and data quality issues will follow.

Registrations, clearances and awards

4.6 million claims to PIP have been cleared since PIP began.

Monthly registrations, clearances and awards¹, all claims (thousands) to October 2019



By the end of October 2019, a total of 4,897,000 claims to PIP had been registered. Of these, 146,000 (3%) were registered under SRTI, and 1,830,000 (37%) were reassessed DLA registrations.

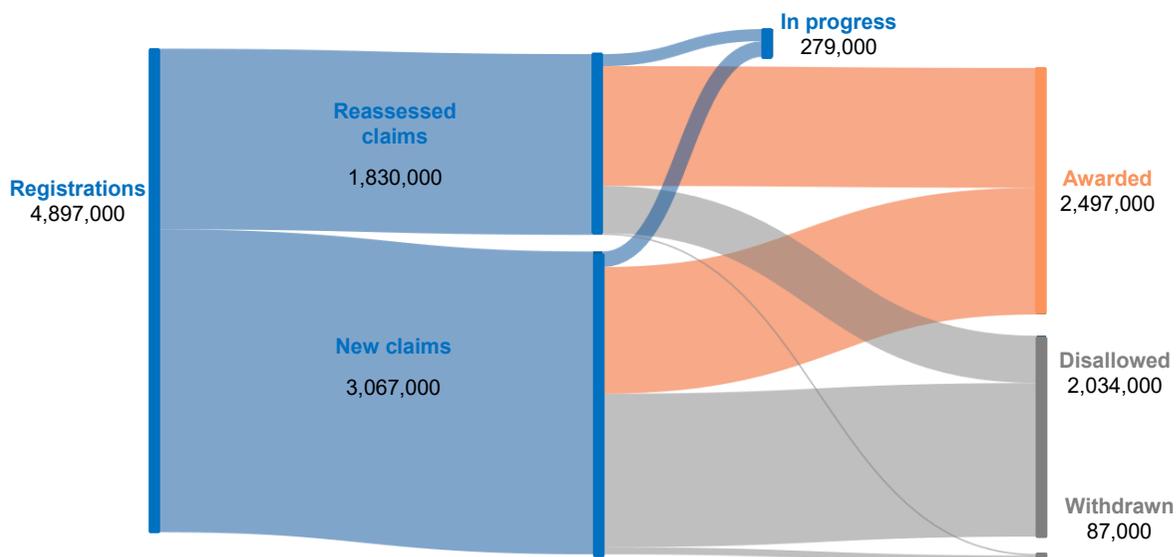
In the quarter ending October 2019, DLA reassessment registrations were around half the level of the previous quarter, dropping to a similar level as the quarter ending April 2019.

By the end of October 2019, 4,618,000 initial claims to PIP had been cleared. Of these, 146,000 (3%) were under SRTI, and 1,709,000 (37%) were reassessed DLA claims.

Clearances within October 2019 (84,000) were at the highest level since November 2017, 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 award rates can be found in table 1 in the Excel tables that accompany this release.

All registrations, clearances and awards April 2013 to October 2019



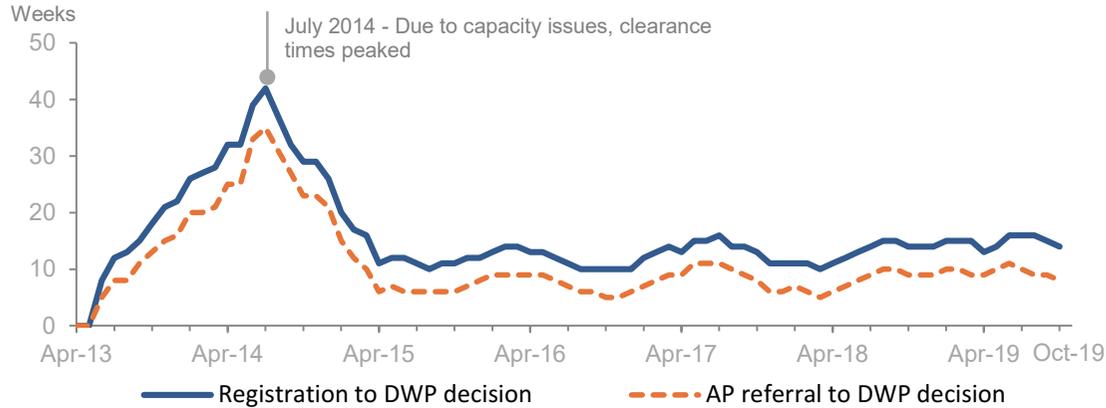
Award rates (normal rules, excluding withdrawn claims) for new claims are 43% and 71% for DLA reassessment claims. This covers awards made between April 2013 and October 2019. Nearly all special rules (terminally ill) claimants are awarded PIP.

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 AP.

¹Clearances 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 October 2019



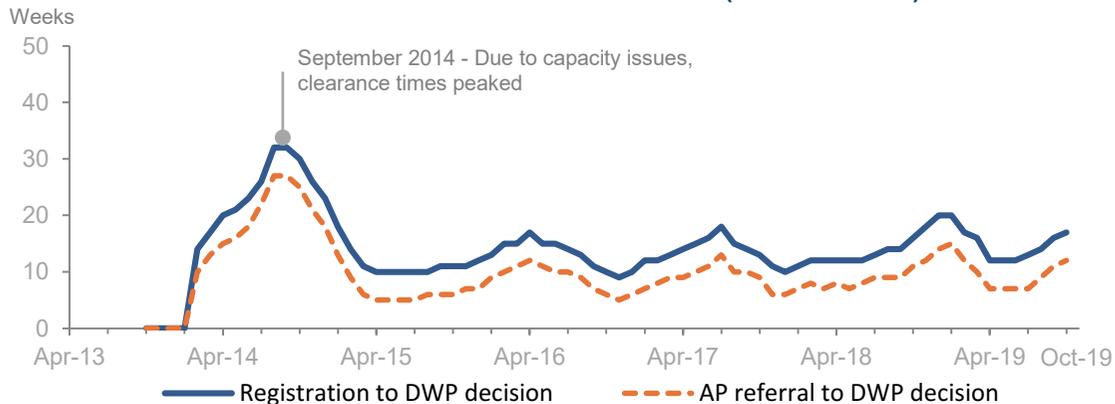
‘Clearance times’ relate to the time taken for DWP to process and make a decision on a case.

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

- 14 weeks from the point of registration to a decision being made on the claim;
- 8 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 October 2019



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

- 17 weeks from the point of registration to a decision being made on the claim;
- 12 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). Clearance times from registration to a decision being made and from the point of referral to the AP to a decision being made, are currently at similar levels to the same point last year.

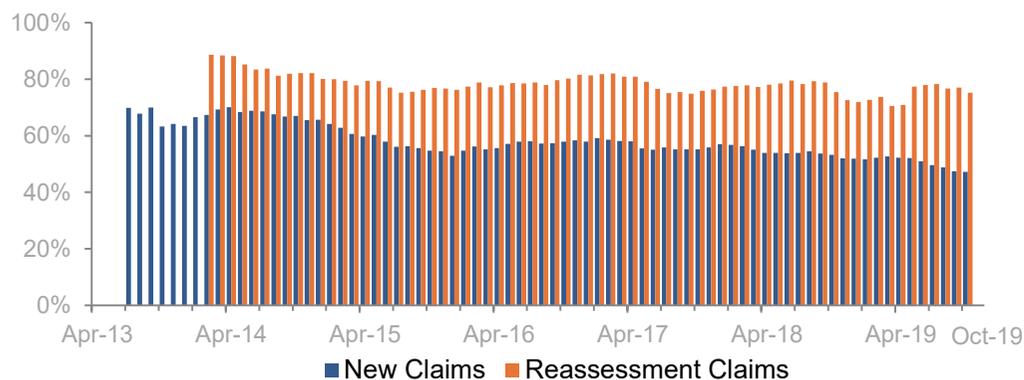
Information on clearance times and also outstanding times (time already waited for cases where DWP has yet to make a decision), for both new claims and DLA reassessments, can be found in tables 2 and 3 of the Excel tables that accompany this release. Regional clearance times can also be found there.

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 AP due to failing assessment, but excludes withdrawn claims, disallowances pre-referral to an AP, and disallowances post-referral to AP where the claimant failed to attend the assessment.

Assessment award rates (normal rules) to October 2019



At the end of October 2019, there had been 2,779,000 normal rules clearances of new claims, and 1,693,000 normal rules clearances of DLA reassessment claims. 2,016,000 (73%) of the new claims and 1,533,000 (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 57% for new claims and 78% for DLA reassessment claims. This covers decisions made between April 2013 and October 2019.

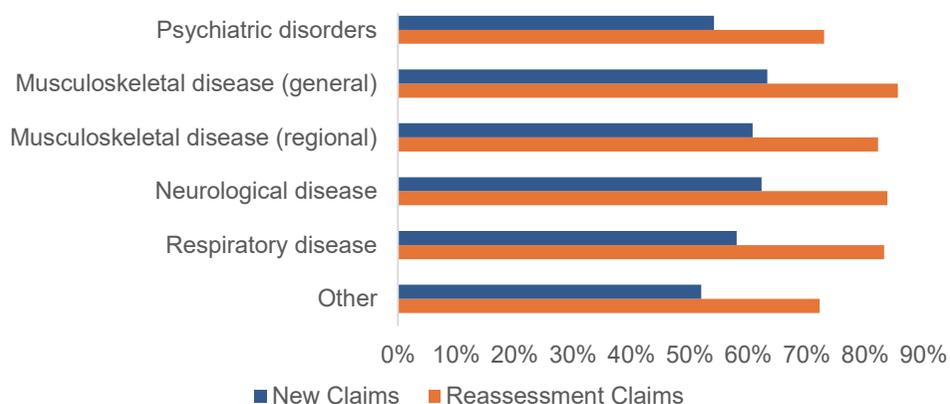
Assessment award rates for new claims have seen a gradual decrease since the introduction of PIP. 47% of assessments for normal rules new claims led to an award in October 2019, compared to 53% in October 2018.

Despite some fluctuation month to month, levels for reassessment claims remain at 75% in October 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 (PIPACS). Categories and groupings are based on DWP data standards² - these may differ to International Classification of Diseases (ICD) categories and groupings.

Assessment award rates (normal rules) by main disabling condition to October 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 by 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 range from 54% (372,000) for claimants recorded as having a psychiatric disorder to 63% (237,000) for claimants recorded as having a musculoskeletal disease (general).
- For reassessment claims, assessment award rates range from 73% (457,000) for claimants recorded as having a psychiatric disorder to 86% (239,000) 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.

² For more detail see Stat-Xplore disability metadata https://stat-xplore.dwp.gov.uk/webapi/metadata/PIP_Monthly/Disability.html

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

Review Periods and Award Types – volumes (Experimental statistics)

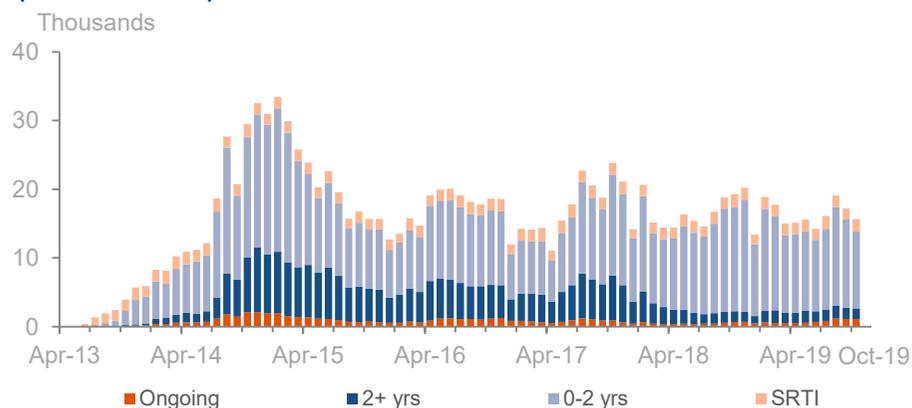
When PIP is awarded, decisions are made as to the monetary amount of the award for both Daily Living and Mobility components, and also the period of time that should be allowed before a review of the award takes place. A “review date” is set to reflect the point at which the Department considers that the claimant’s needs might change sufficiently to warrant a review. The claim also has an “end date”, which is set to 12 months after the review date, at which point the claim will come to an end unless it is extended by the review. The length of time between the award being made and the review date is called the “review period”.

Award levels and review periods are set on an individual basis, based on the claimant’s needs and the likelihood of those needs changing. This takes into account such matters as planned treatment/therapy or learning/adapting to manage a condition. A review period usually ranges from a minimum of 9 months to a maximum 10 years with review periods of less than 9 months being set only in exceptional circumstances. An award of 2 years or less is considered short term.

Sometimes, PIP is awarded but a fixed review period is not set. An “ongoing award” has no end date, but the intention will be to apply a light-touch review at the 10-year point. Conversely, a “short term award without review” will not be subject to review but will end within a small number of years of award unless a new claim is submitted. Most of these are awarded under SRTI with others being awarded to claimants who are expected to see a significant reduction in needs in the short term.

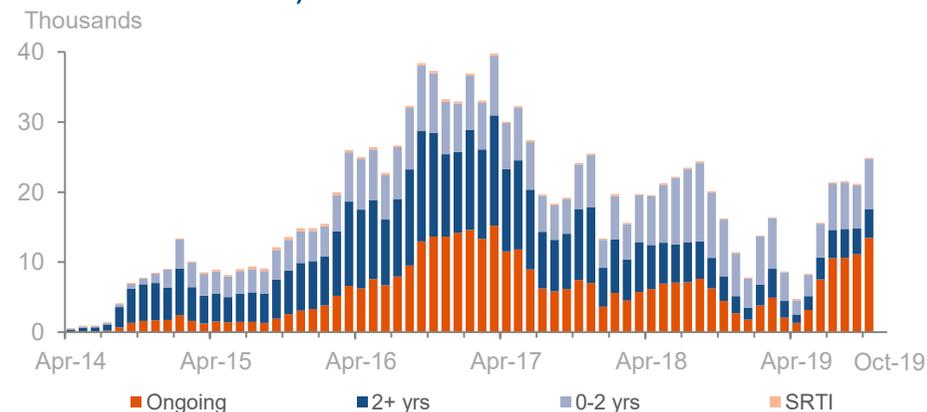
Most new claimants receive an award of 2 years or less

Awards in thousands, by award type and month of award (new claimants)



Reassessment claimants receive longer awards

Awards in thousands, by award type and month of award (reassessment claimants)



Note: The charts exclude a small number of short term fixed awards where the claim is recorded as having been awarded under normal rules, and those where the review period is unknown. Cases where the review period is unknown are very uncommon and may be under investigation. More information is available from [Stat-Xplore](#).

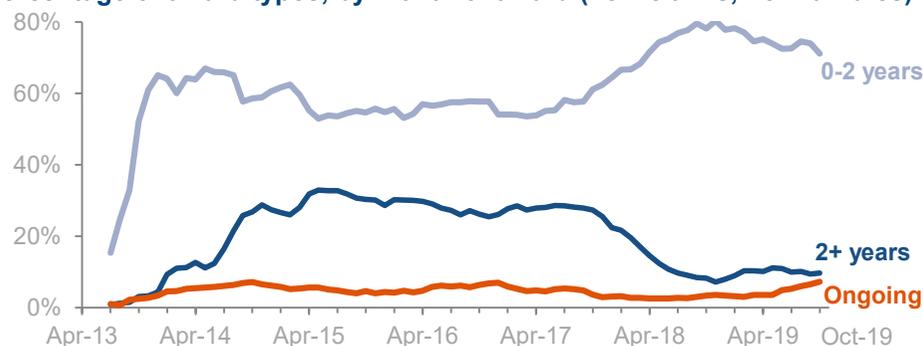
Award volumes fluctuate over time and mainly depend upon the volume of claims that can be cleared each month. For DLA reassessment claimants, volumes of awards dropped between late 2018 and mid 2019 due to low volumes of reassessment registrations.

More information

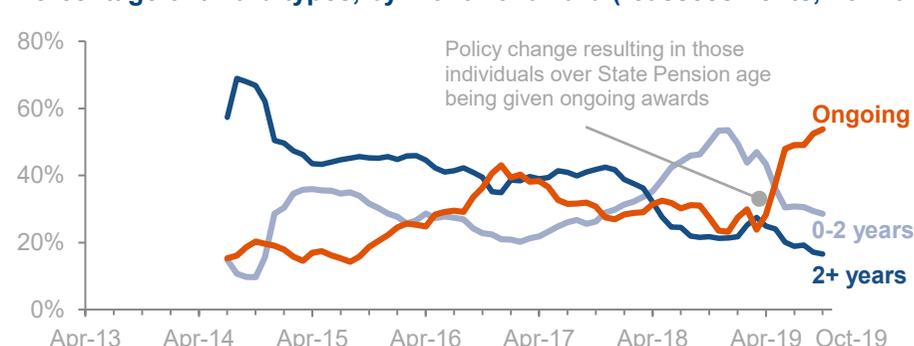
More detailed information on review periods (broken down by year) and award types is available from [Stat-Xplore](#).

Review Periods and Award Types – proportions and disability (Experimental statistics)

Percentage of award types, by month of award (new claims, normal rules)



Percentage of award types, by month of award (reassessments, normal rules)



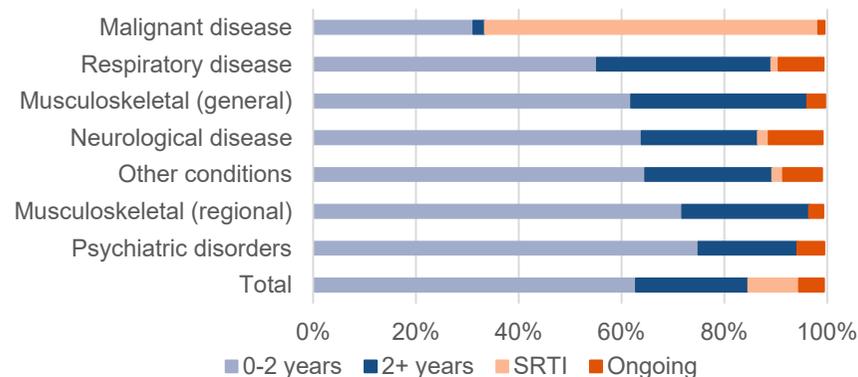
Note: Claims awarded under SRTI, short term fixed awards under normal rules and those where the review period is unknown are omitted from the above charts. Early periods (pre-July 2013 for new claims and pre-July 2014 for reassessments) are omitted since the total number of awards is less than 1,000. Proportions are volatile when volumes are low, and claimants during these periods were more likely to be under SRTI.

The most common award for new claimants is short term with review period of 0 to 2 years (71% in October 2019). From January 2018 onwards, the proportion of claims awarded PIP with a review period of 2 years or less rose from 67% to a high of 80% in September 2018 and those with a greater than 2 years' award fell by an equivalent degree. Ongoing awards are more common for reassessment claimants (54% in October 2019) than for new claimants (7% in October 2019). This reflects the fact that reassessment claimants have previously received a disability benefit so are more likely to have longstanding conditions. New guidance in place from 31st May 2019 means that successful claimants whose review would normally have taken place when they were of State Pension age will now be awarded ongoing awards.

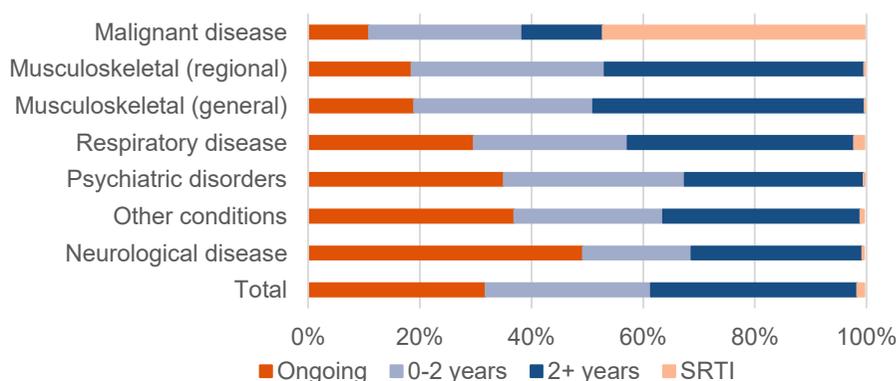
Award types vary by main disabling condition and by claim type

Award types and review periods also differ by main disabling condition. New claimants with psychiatric disorders are more likely to receive short term awards with reviews whereas most claimants with a malignant disease claim under SRTI. DLA reassessment claimants are more likely to receive ongoing awards than new claimants. Since PIP was introduced, 49% of successful DLA reassessed claimants with neurological diseases received an ongoing award.

Award types, proportion, by condition (new claimants) to October 2019



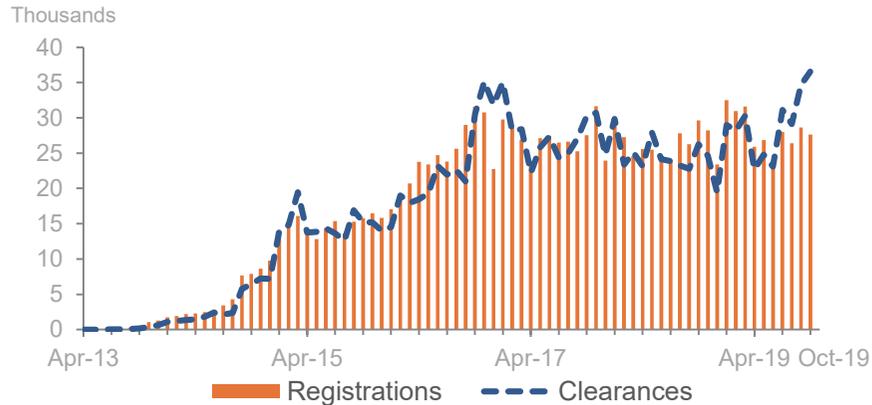
Award types, proportion, by condition (reassessments) to October 2019



Mandatory Reconsiderations (MRs)

Monthly reconsiderations:

Registrations and clearances, normal rules (thousands) to October 2019

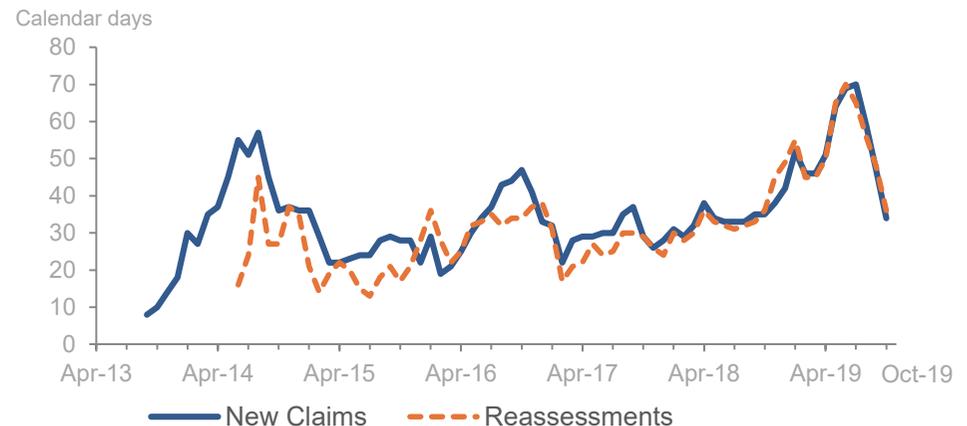
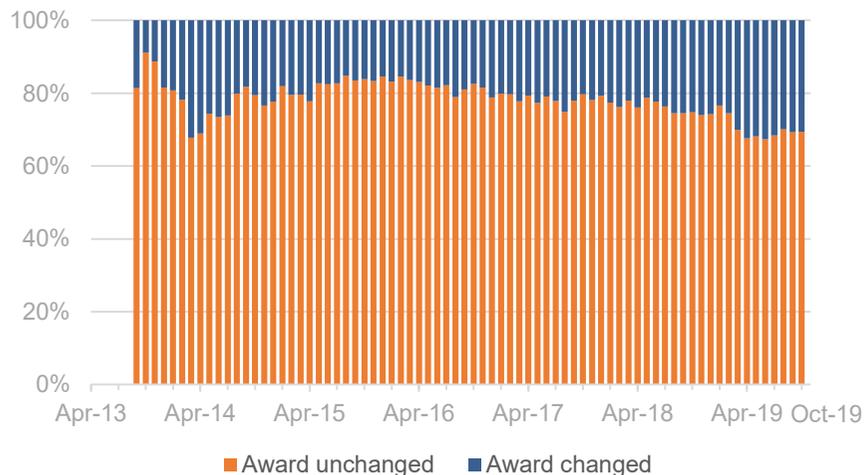


Claimants who wish to dispute a decision on their PIP claim can ask DWP to reconsider the decision. This is a 'mandatory reconsideration' (MR). Its purpose is to consider the grounds for the dispute and complete a review of the initial decision.

By the end of October 2019, 1,452,000 MRs had been registered against normal rules claims. Of these, 853,000 (59%) related to new claims³, and 599,000 (41%) to reassessed³ DLA claims.

Excluding withdrawals, 1,320,000 MRs for normal rules claims had been cleared by the end of October 2019 (772,000 new claims and 548,000 reassessed DLA claims). Of these, 298,000 (23%) MR decisions led to a change in award (excluding withdrawn MRs). 158,000 (21%) of these were new claims and 139,000 (25%) were reassessed DLA claims. In October 2019 the proportion of MR decisions resulting in a change in award was 31%, up from 25% a year previously.

Outcome of MRs, normal rules, to October 2019



In October 2019, the median MR clearance time dropped to 35 calendar days (34 days for new claims and 36 days for reassessed DLA claims) from an all-time high of 69 calendar days at the end of the previous quarter (July 2019). Current levels are similar to the same month the previous year (October 2018).

Information on MR clearance times can be found in tables 4A to 4B 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 HMCTS.

³ 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 June 2019

This release includes 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 June 2019, and for MRs and appeals to September 2019. More MRs and appeals could be made and completed after September 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 Excel tables 5A to 5E 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 June 2019:

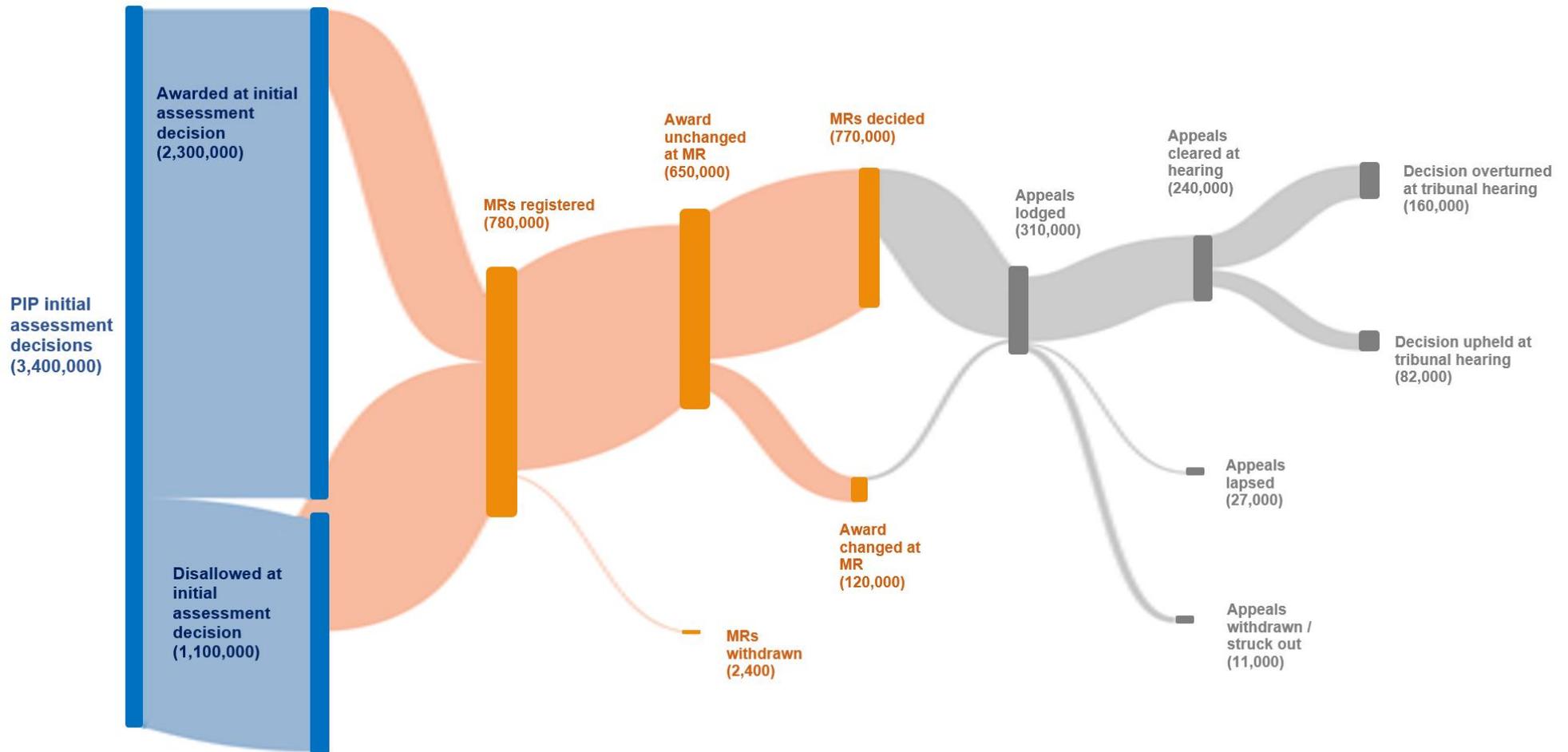
- There were 3.4 million initial decisions following a PIP assessment. Nearly seven in ten (68%) were awarded PIP.
- 780,000 MRs have been registered about the 3.4 million initial decisions.
- Just over three in twenty (16%) of completed MRs resulted in a change to the award (excluding withdrawn).
- Just over four in ten (41%) of completed MRs then lodged an appeal.
- Just under one in ten (9%) of appeals lodged were "lapsed" (which is where DWP changed the decision in the customer's favour 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 remained constant in the most recent quarter of initial decisions following an assessment – 23% in both the January to March 2019 and April to June 2019 quarters.**
- **The proportion of appeals lodged which were lapsed has gradually increased since 2015-16 but fell in the latest quarter**– from 4% in 2015-16 to 22% in January to March 2019 and 13%, in the latest quarter.
- **The proportion of initial decisions following an assessment which have been appealed has gradually increased over time** – from around 6% over the first couple of years when PIP was introduced, to 10% in 2018-19.
- **The proportion of initial decisions following an assessment overturned at an appeal hearing has gradually increased and was 6% for initial decisions made in the July to September 2017 quarter.** As these statistics are grouped by initial decision date, numbers could increase for later quarters as more appeals are completed.

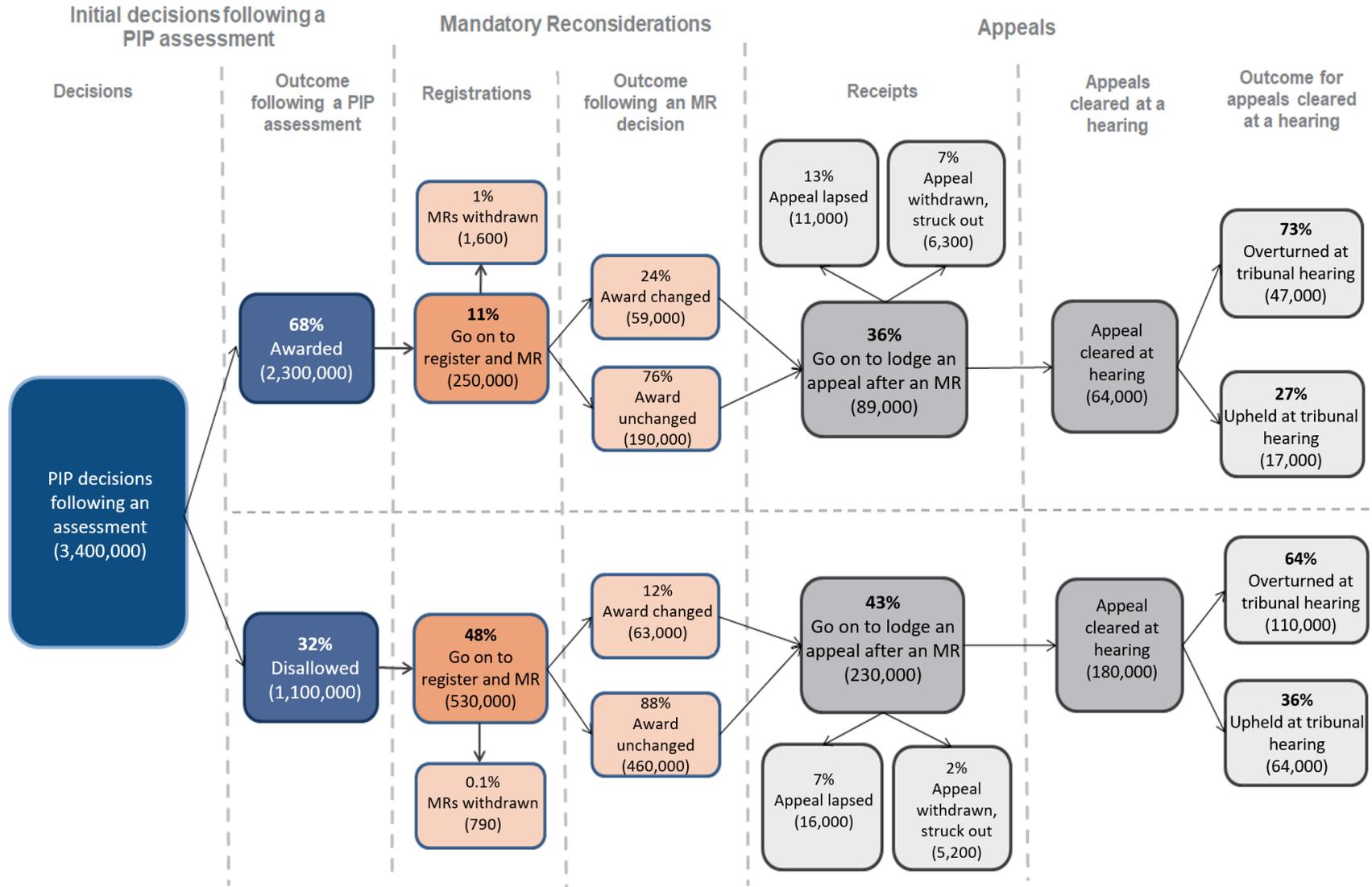
23% of claimants registered an MR after an initial decision (April 2013 to June 2019) and 9% of claimants lodged an appeal.

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 June 2019) were more likely to go on to register an MR or lodge an appeal in comparison to those awarded at initial decision, but are less likely to have an award changed at MR or appeal.

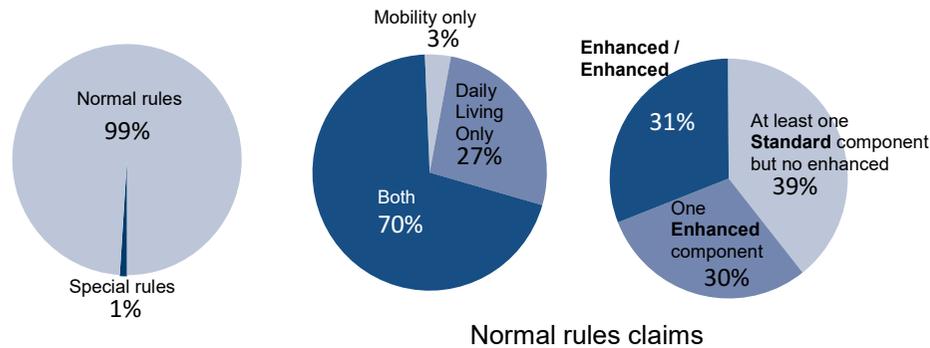
MRs and appeals which are still in progress are not shown separately on the diagram therefore totals at different stages do not sum to 100% of all cases. The percentages on outcomes for MRs, and for appeals cleared at a hearing, are based on those where a decision has been made, and therefore sum to 100%.



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 October 2019



Normal rules claims

At the end of October 2019, 2,326,000 people were entitled to PIP, an increase of 124,000 (6%) on the previous quarterly figure (July 2019). 2,296,000 (99%) were assessed under normal rules.

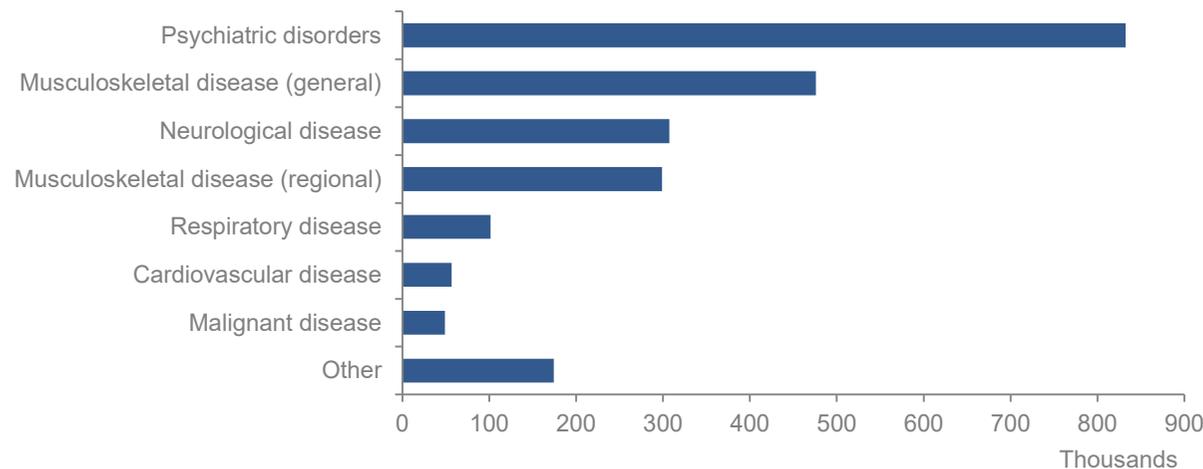
For normal rules claims:

- 27% received daily living award only, 3% received mobility award only, and 70% received both.
- 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.
- 23% 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 October 2019



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

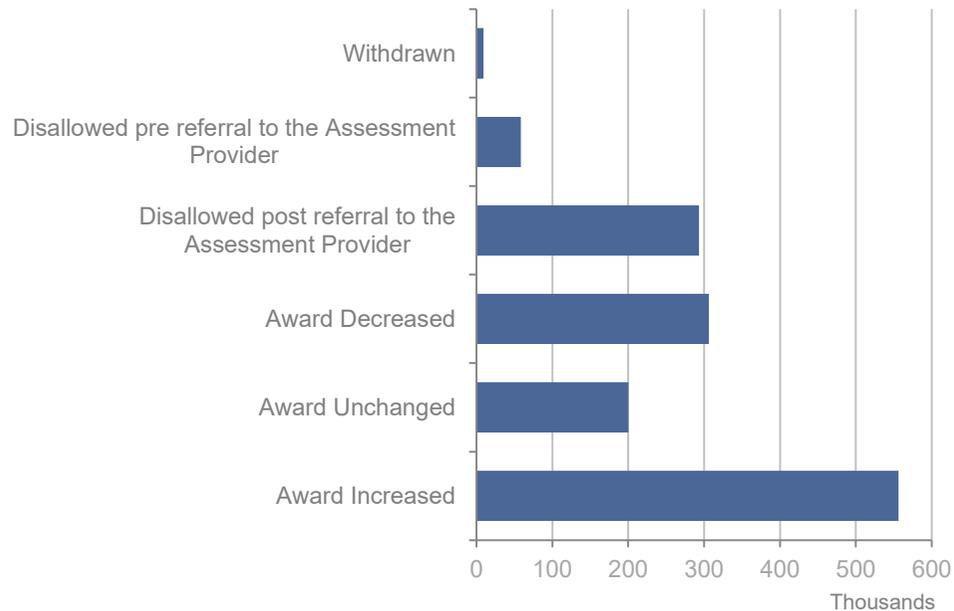
- 832,000 (36%) were recorded as having psychiatric disorders (which includes mixed anxiety and depressive disorders and mood disorders).
- 476,000 (21%) were recorded as having a musculoskeletal disease (general) (which includes osteoarthritis).

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

Annual statistics comparing DLA award to PIP award for DLA reassessment claims⁴

Since 28th October 2013, DWP has been inviting DLA working age recipients to claim PIP. DLA claimants are reassessed for their eligibility for PIP against the same criteria as new PIP claimants. For each individual who has a PIP reassessment outcome their PIP entitlement has been compared to their DLA entitlement at the time of their PIP reassessment registration. PIP enhanced and standard mobility rates are set to the same rates as DLA higher and lower mobility; PIP enhanced and standard daily living rates are set to the same rates as DLA highest and middle care.

Disability Living Allowance reassessments by outcome type (thousands), as at October 2019



Reassessment cases awarded the highest rate of PIP: 29%

By the end of October 2019, 1,424,000 DLA reassessment claims to PIP had been cleared in Great Britain. Of these:

- a. 556,000 (39%) had their benefit increased
- b. 200,000 (14%) had their benefit left unchanged
- c. 306,000 (22%) had their benefit decreased, but not stopped altogether
- d. 293,000 (21%) were disallowed after AP referral
- e. 58,000 (4%) were disallowed before AP referral
- f. 9,000 (1%) withdrew their claim.

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

39% of those who registered received an increase in the level of benefit. This is higher than the 29% forecast in December 2012⁶.

47% of those who registered received a lower level of award or no award; this includes 1% of claimants who chose to withdraw their claim. This is lower than the 55% forecast in December 2012.

413,000 (29%) of the cases registered were awarded PIP at the highest rate (enhanced daily living and enhanced mobility components). This compares with 226,000 (16%) under DLA.

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

- PIP disabling condition;
- DLA disabling condition;
- age;
- gender;
- geography (country, region, local authority, parliamentary constituency, middle and lower layer super output areas and census output area)

These breakdowns are available from [Stat-Xplore](https://www.gov.uk/stat-xplore).

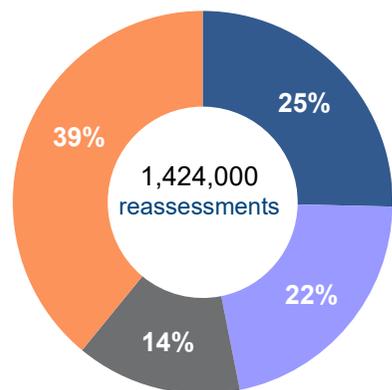
⁴ Figures exclude 'rising 16s'. Rising 16s are claimants who reach 16 years of age and so cease to be eligible for DLA but may be eligible for PIP. This is different from the approach used in the other statistics included in this release which include Rising 16s. Figures also exclude claimants who did not respond to the reassessment invitation but subsequently make a new claim to PIP.

⁶ <https://www.gov.uk/government/publications/timetable-for-introducing-personal-independence-payment-and-estimates-of-projected-caseloads-policy-briefing-note>.

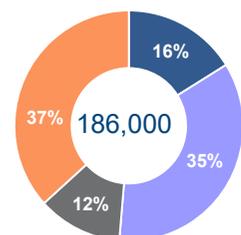
Reassessment outcomes by disability groups and DLA award type

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

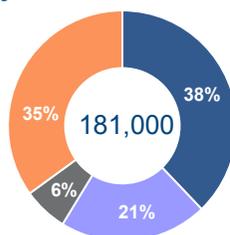
All reassessments as at October 2019



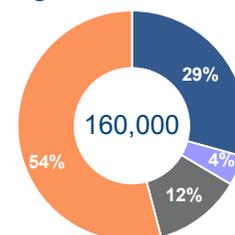
Arthritis



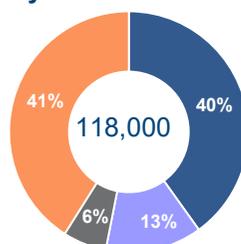
Psychosis



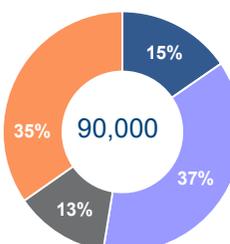
Learning Difficulties



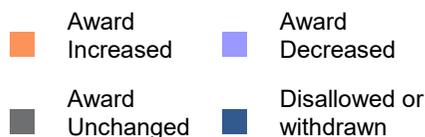
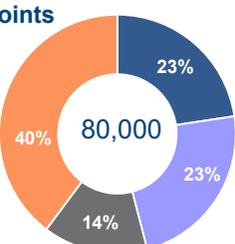
Psychoneurosis



Back Pain



Disease of muscles, bones or joints



Note: Percentages may not total to 100% due to rounding. DLA disabling condition shown here.

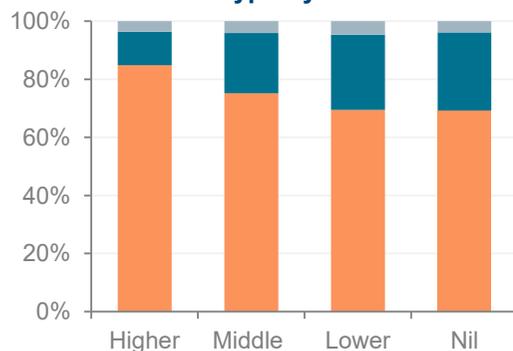
The proportion of cases receiving more (or less) benefit differed across the various main disabling condition groups. The 6 most common DLA disabling condition groups made up 57% of all reassessments.

Among these groups, claimants with learning difficulties were most likely to receive an increased award (54%). Claimants with a disability categorised under psychoneurosis were most likely to have their award disallowed or withdrawn (40%).

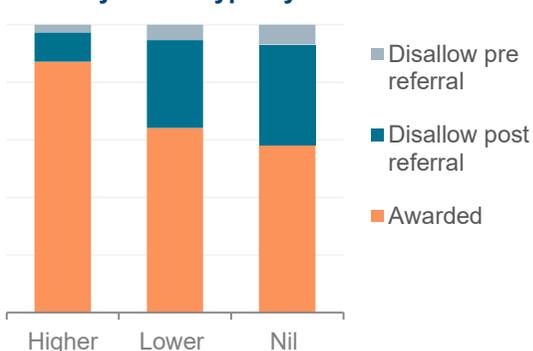
Further information on reassessment outcomes by DLA and PIP main disabling conditions can be found on [Stat-Xplore](#). A claimant's disability as recorded on the PIPCS may be different from their disability as recorded on the DLA computer system.

Reassessment outcomes by Disability Living Allowance award type, as at October 2019

Care award type by outcome



Mobility award type by outcome



Note: A small number of withdrawn claims are 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 can be found on [Stat-Xplore](#).

Award Reviews and Changes of Circumstances – Volumes (Experimental statistics)

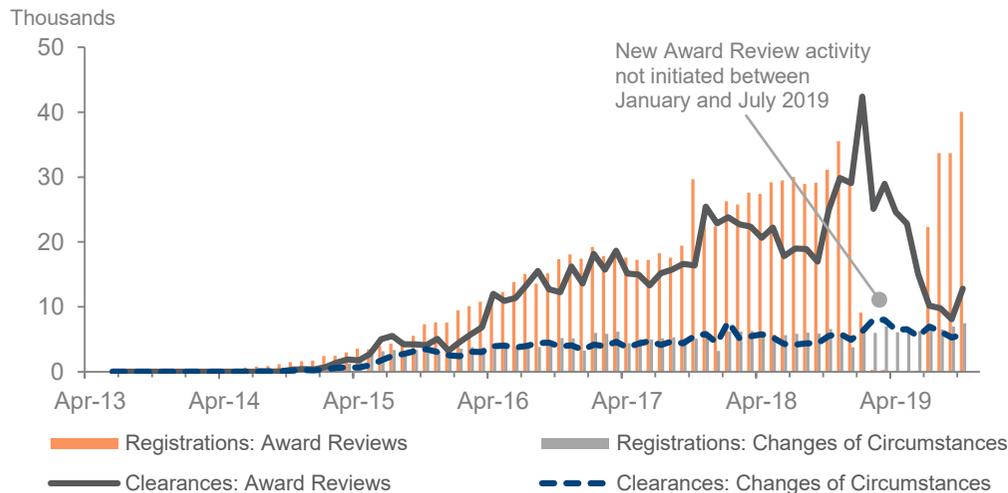
A PIP award review is an opportunity to look at entitlement at set intervals to ensure a claimant continues to receive the correct award. The review date is selected based on the claimant's individual circumstances and takes place prior to the award end date (or at the 10-year point for those with an ongoing award). Award review dates are based in part on the length of time the claimant is expected to have the level of needs that led to that level of award. Award reviews are conducted before the award ends to ensure there is no break in the payment of benefit for the disabled person. In published statistics, an award review registration is counted when the claimant reaches their scheduled review date and the Department has sent them a PIP2 form (prior to 25th June 2016) or an AR1 form (post 25th June 2016).

A claimant's personal circumstances may change at any time and in some cases those changes of circumstances may lead to a change in entitlement. In the published statistics, a change in circumstances registration is counted if the claimant informed the Department of a change which may lead to change in award and the claimant has been sent a PIP2 form (if normal rules).

For both award reviews and changes of circumstances, a clearance is counted at the point when a DWP decision maker has determined whether the claimant should or should not continue to be awarded PIP. The initial award review or change of circumstances decision is shown in these statistics and reflects outcomes prior to any reconsideration and appeal action.

Award Review and Change of Circumstances registrations and clearances have steadily increased

Monthly award reviews and changes of circumstances – registrations and clearances, all claims (thousands) to October 2019



By the end of October 2019, a total of 962,000 PIP award reviews had been registered. Of these, 853,000 have been cleared.

In October 2017, it was discovered that the PIP Computer System (PIPACS) had not registered some award reviews on the correct review date. To rectify this, the Department registered 6,500 cases on 24th October 2017 which explains the spike in the chart in October 2017.

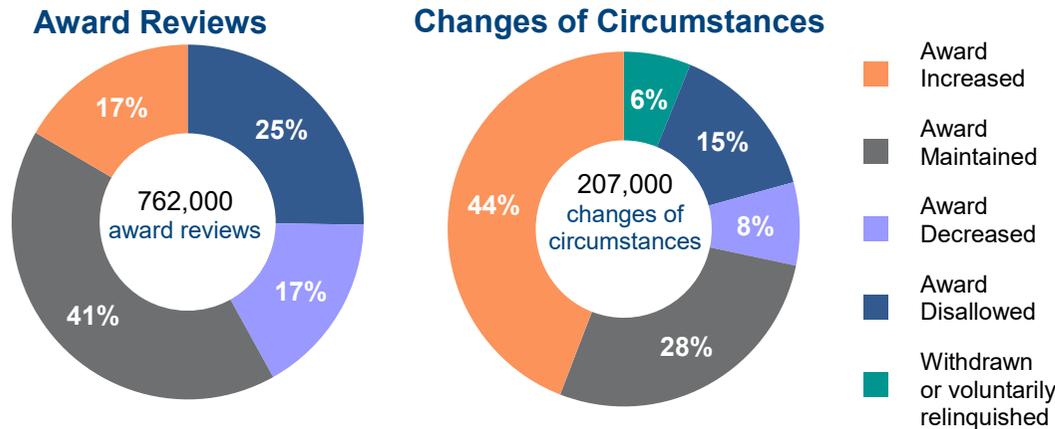
Monthly volumes of PIP award review registrations and clearances have risen steadily over time as more and more claimants have approached the end of their award periods. The Department did not initiate any new Award Review activity between January and July 2019 in order to manage the number of outstanding cases awaiting a decision and reduce delays for claimants.

By the end of October 2019, a total of 280,000 changes of circumstances that may affect PIP entitlement had been registered. Of these, 250,000 have been cleared.

Award Reviews and Changes of Circumstances – Outcomes (Experimental statistics)

Prior to 25th June 2016, PIP award reviews and change of circumstance cases were treated in the same way. For both of these, the claimant was required to complete a PIP2 form – the same form they were required to complete when submitting their initial application. From 25th June 2016, a new process was introduced for planned award reviews which required a claimant to complete an AR1 form. At the same time, the process for recording the outcome of both award reviews and changes of circumstances changed. Before this date, a Case Manager could record the outcome of a review as “Changed” or “Unchanged”. Afterwards the options were updated to include “Increased”, “Maintained”, “Decreased” or “Disallowed”. If the claimant is disallowed at award review or after a change of circumstances their benefit will cease to be paid. As with initial claims, if the claimant disagrees with any decision on an award review or change of circumstance, they have the right to request an MR and, if still unhappy, can lodge an appeal with HMCTS.

Outcomes from 25th June 2016:



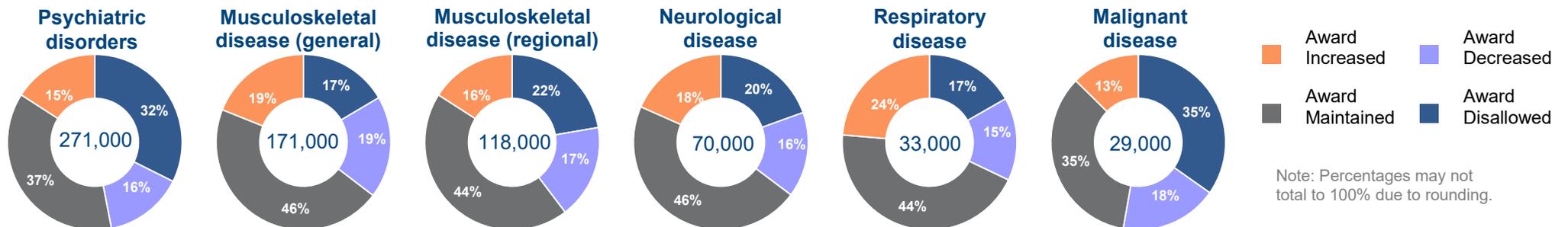
Three in five claimants have their award increased or maintained at award review.

Prior to 25th June 2016, it is not possible to tell whether an award review resulted in an increase or decrease in the level of award that the claimant received. However, from 25th June 2016, of the 762,000 award reviews, 442,000 (58%) resulted in an increase or no change to the level of award received by the claimant.

In comparison, since 25th June 2016, of the 207,000 changes of circumstances, 148,000 (72%) resulted in an increase or no change to the level of award received by the claimant. This reflects the fact that many PIP claimants report a change of circumstances when their condition or disability deteriorates.

Differences in award review outcomes can be seen across different disabling conditions (6 most common groups)

Outcomes from 25th June 2016:



The proportion of claimants receiving more (or less) benefit after their award review differs across the various main disabling condition groups, where condition is as recorded at the time of award review clearance. The six most common groups account for 91% of all award reviews cleared between June 2016 and October 2019. Among these groups, claimants with a respiratory disease were most likely to have their award increased or maintained (68%). Claimants with a malignant disease were most likely to have their award decreased or disallowed (53%). Further information on award review outcomes for all main disabling conditions can be found in table 2D-E of the Award Review and Change of Circumstance 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 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 the annual update on the outcomes of reassessments and experimental statistics on award reviews and changes of circumstances, award types and review periods, mandatory reconsideration clearance times, and tracking of 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: SRTI, 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.

Award reviews and changes of circumstances, award types and review periods, mandatory reconsideration clearance times, and tracking of initial decisions following a PIP assessment through to mandatory reconsideration and appeal statistics are badged as experimental to reflect the fact that the series are 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 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

This release covers experimental statistics based on a dataset derived from the PIPCS tracking initial decision following a PIP assessment, through to MR and appeal from the PIPCS. This is 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 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 (PIPSCS). 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 8th 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 10th June 2013, PIP was introduced for new claims for the remaining parts of Great Britain.

From 28th 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>