

Personal Independence Payment: Official Statistics

Quarterly Data to April 2016 Published: 15th June 2016 Great Britain

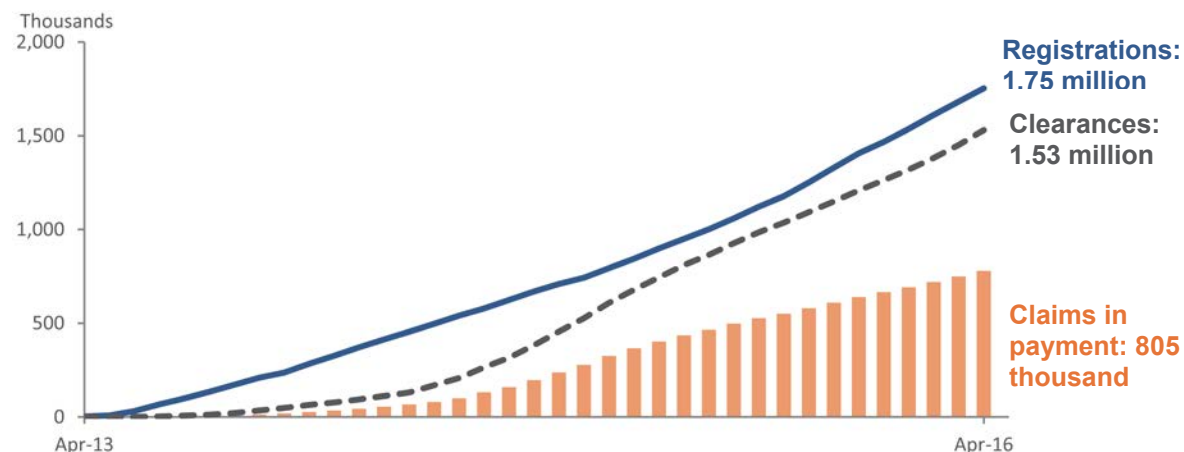
Official

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

Personal Independence Payment (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 Disability Living Allowance for working age people with Personal Independence Payment (PIP). The latest statistics to the end of April 2016 show:

Main stories

As PIP roll out continues, claims in payment are increasing



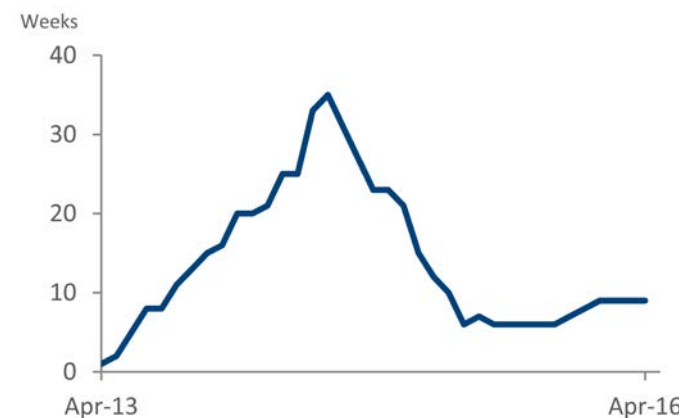
Between the introduction of PIP in April 2013 and April 2016:

1,753,400 registrations, up 216,000 from January 2016

1,530,300 clearances, up 210,700 from January 2016

805,500 claims in payment at April 2016, up 115,000 from January 2016

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



For claims cleared in April 2016:

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

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

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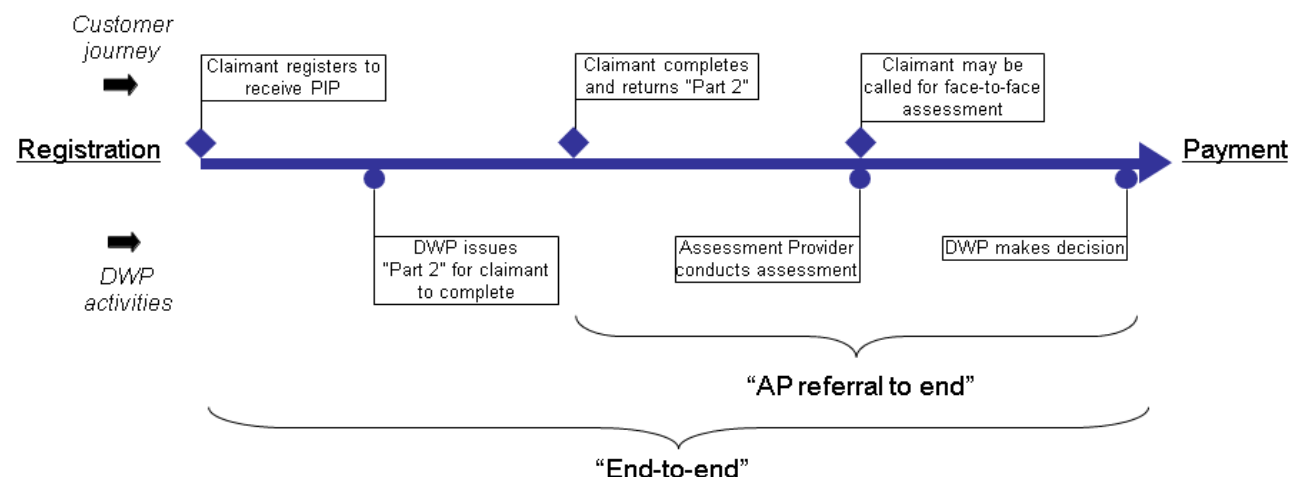
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What you need to know

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

The claims process:



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

Terminology:

Registration - Claimant registers an application to claim PIP.

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

Awards - Claimant has been awarded PIP.

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

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

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

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

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Thoughts? We welcome feedback

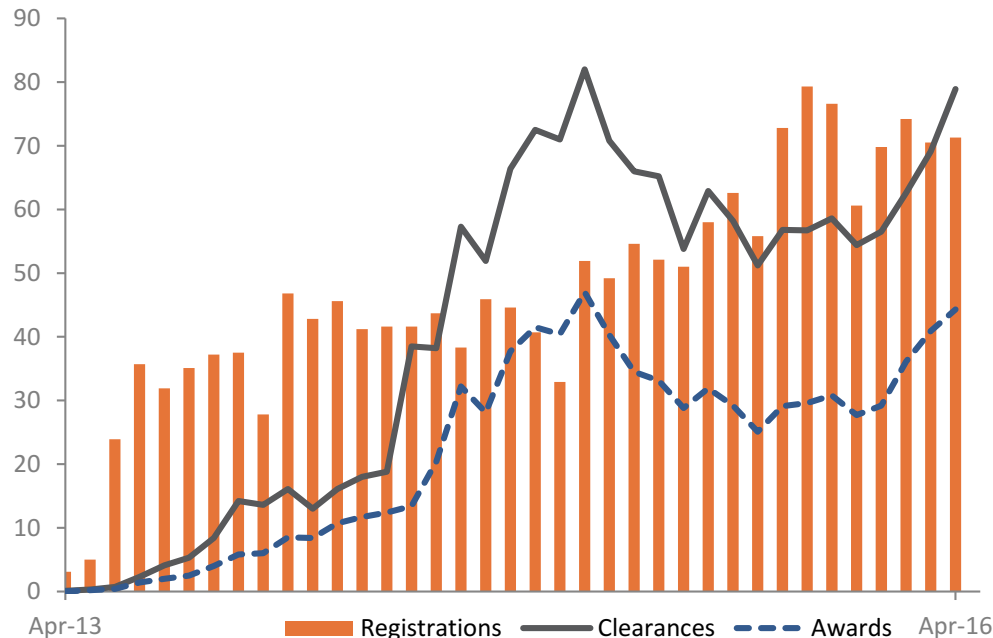
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Registrations, clearances and awards

Over 1.75 million claims to PIP have been registered

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



Award rates for cleared claims:

Normal rules : New claims	47%
Normal rules : Reassessed claims	73%
Terminally ill : New claims	99%
Terminally ill : Reassessed claims	100%

By the end of April 2016, 1,753,400 claims to PIP had been registered. Of these, 57,900 (3%) were under special rules for the terminally ill, and 471,000 (27%) were reassessed DLA claims.

Registrations increased between September and November 2015 as reassessment of DLA cases rolled out to more areas (peaking at 79,300 in October 2015). Registrations fell in December 2015 due to the holiday period and rose again afterwards. Of those claims registered since September 2015, 46% were DLA reassessment claims.

By the end of April 2016, 1,530,300 claims to PIP had been cleared. Of these, 64,500 (4%) were under special rules for the terminally ill, and 360,000 (23%) were reassessed DLA claims.

PIP clearances increased significantly between June 2014 and January 2015 with an average of around 60,000 claims being cleared per month during this period (peaking at 82,000 in January 2015). Since January 2015, monthly clearances have fallen, as the number of claims the Department had to process fell back to normal levels. In the latest quarter clearances have risen in accordance with the continued roll out of DLA reassessment cases and rise in claim registrations. Clearances are now averaging 70,200 per month.

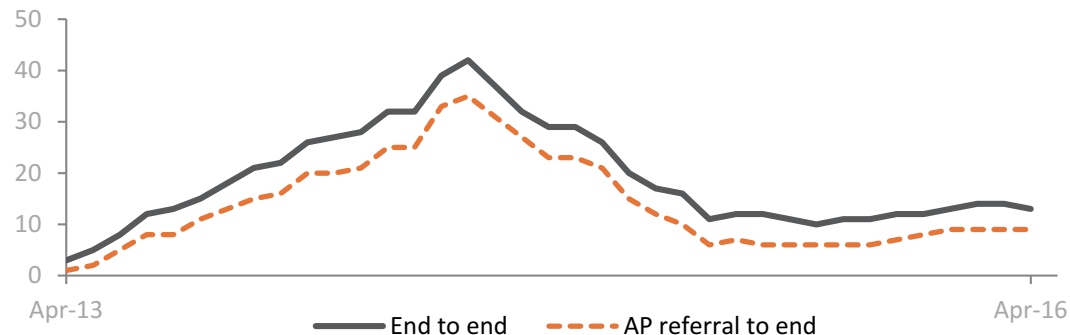
Award rates (normal rules, excluding withdrawn claims) for new claims are 47% and 73% for DLA reassessment claims. This covers awards made between April 2013 and April 2016. Nearly all special rules (terminally ill) claimants are found eligible for PIP.

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

Customer journey details – clearance and outstanding times

Clearance and outstanding times have now reached a more stable position

Clearance times new claims normal rules (median weeks)



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

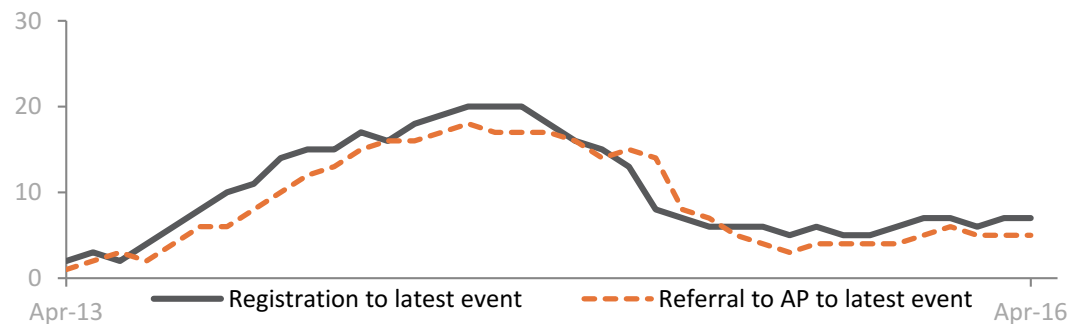
In April 2016, of those **new claims cleared** under normal rules, the average PIP claim, in Great Britain (GB), took:

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

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

Average clearance times for the new claims and reassessment claims terminally ill (i.e. special rules cases) are **6 working days**

Outstanding times new claims normal rules (median weeks)



In April 2016, of those normal rules **new claims** that were then being processed, the average PIP claim, in GB, took:

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

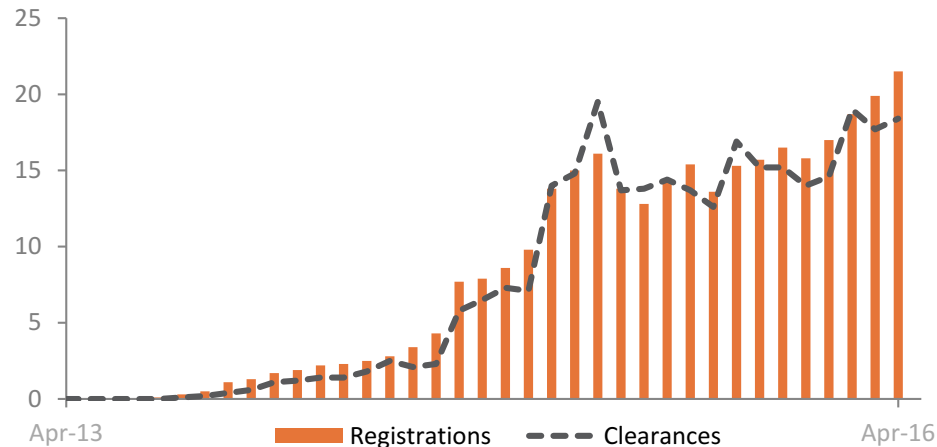
These times have reduced by around two-thirds from what they were in July 2014 (20 and 18 weeks respectively). This shows that end-to-end outstanding times have fallen substantially and have now reached a more stable position.

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

Mandatory reconsiderations (MR)

The number of reconsiderations has been rising

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



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

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

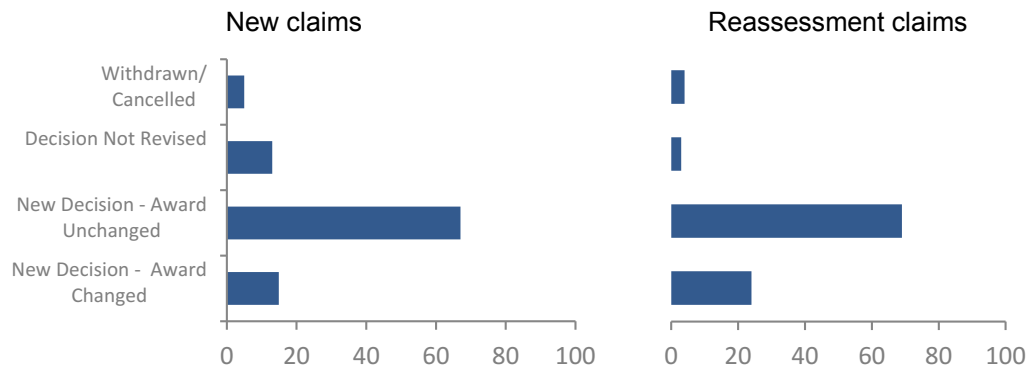
There has been a general upward trend in the number of MR registrations and clearances, driven by the upward trend in the number of initial claim clearances. Around 20% of initial claim clearances led to an MR.

By the end of April 2016, 313,800 MRs had been registered against normal rules claims. Of these, 222,600 related to new claims, and 91,100 to reassessed DLA claims.

In total, 289,300 MRs for normal rules claims had been cleared by the end of April 2016 (209,500 new claims and 79,900 reassessed DLA claims).

For the majority of reconsiderations, the award remains unchanged

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



By the end of April 2016, in over 60% of reconsiderations, the award remains unchanged.

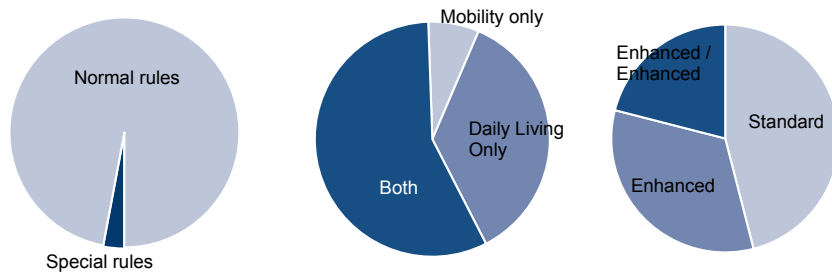
Of the new claim normal rules MRs cleared, 31,000 (15%) led to a change in the claimant's award, and 19,200 (24%) reassessed DLA MRs cleared led to a change in award.

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

Characteristics of claims in payment

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

Proportion of people on PIP by Special rules indicator / component and award type, April 2016



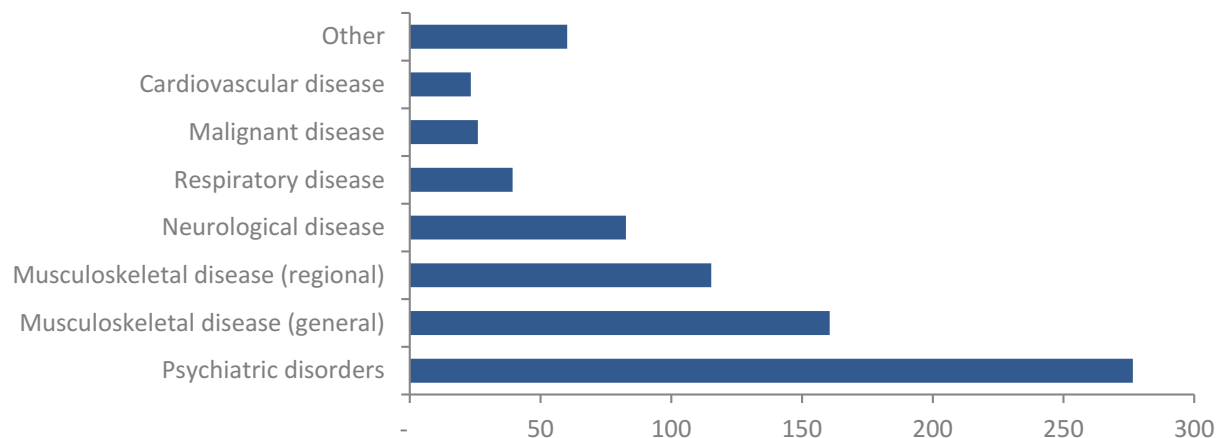
On the 30th April 2016, 805,500 people had a PIP claim in payment, an increase of 114,600 (17%) on the previous quarterly figure (January 2016). 784,000 (97%) were assessed under normal rules.

For normal rules claims:

- 37% received Daily Living Award only, 7% received Mobility Award only, and 56% received both.
- 54% (of normal rules claims) received a component at the enhanced rate, with 21% receiving the highest level of awards ('enhanced/enhanced' rates) for both Mobility and Daily Living.
- 51% (of normal rules claims) were in payment for less than one year.

The most commonly recorded disabling condition is 'Psychiatric disorder'

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



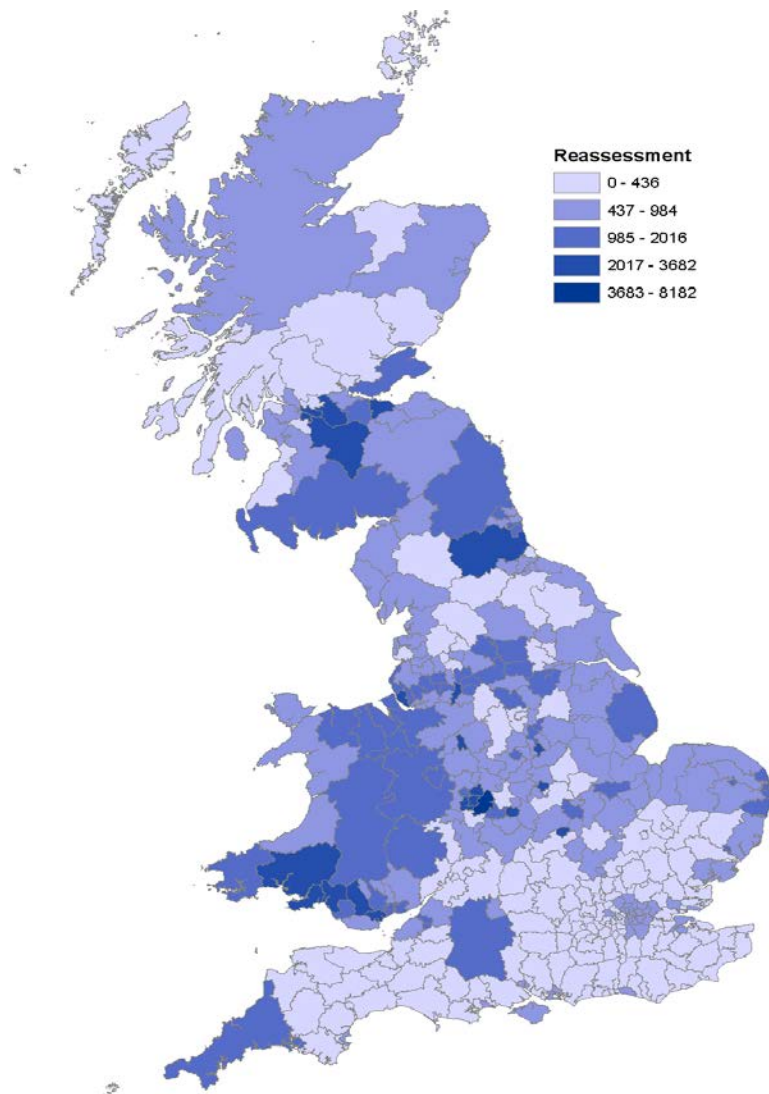
- 276,500 (35%) were recorded with 'Psychiatric disorders' (which includes 'Mixed anxiety and depressive disorders' and 'Mood disorders') as the primary disability condition.
- 160,600 (20%) were recorded with 'Musculoskeletal disease (general)' (which includes 'Osteoarthritis') as the primary disability condition.

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

Disability Living Allowance, reassessed claims

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

People with reassessed DLA claims now claiming PIP

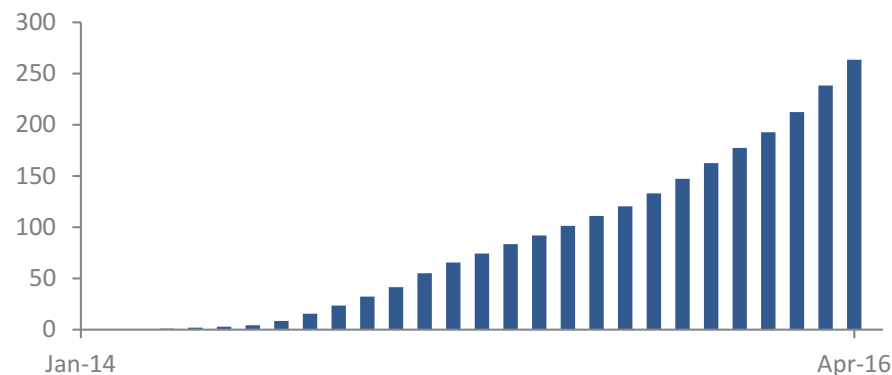


Disability Living Allowance reassessment roll out

From 28th October 2013, DWP began inviting DLA working age claimants living in Wales, East Midlands, West Midlands and East Anglia to claim PIP (see Further Information, below). Structured roll out to other postcodes areas has since followed. From October 2015, most DLA working age recipients have started to be invited to claim PIP.

As at 30th April 2016, 263,500 claims in payment were reassessment claims from DLA (33% of the total PIP caseload).

Reassessment claims in payment (thousands)



173,300 (66%) received an award at the enhanced rate.
87,100 (33%) received the highest level of award i.e. both enhanced rate for daily living and enhanced rate for mobility.

Please click [here](#) to access the interactive version

For further information on supported browsers, please visit the following website: <http://doc.arcgis.com/en/arcgis-online/reference/browsers.htm>

About these statistics

This Release contains Official Statistics on PIP caseload, registrations, clearances and awards, clearance and outstanding times and mandatory reconsiderations for both new claims and claims made by those with an existing claim for Disability Living Allowance (known as Reassessments)

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

Caseload is further broken down by:

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

Data Quality Statement

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

As the data available for PIP evolves over time, the methodology used and definitions may develop also. Users of these statistics are asked to note the status of the statistics as official experimental and that subsequent releases may include revisions. For example the January 2016 caseload figure has been revised by 0.2%.

This statistical release includes age by individual year and methodology has been revised to reflect age at caseload date.

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 a SRTI claim prior to the point of clearance, and vice versa. This may lead to the figures showing fewer SRTI registrations than clearances.

This release has seen some small changes to previously published volumes of claims registered and cleared (affecting September 2015 data onwards only). This is due to cases being added retrospectively to the source data following an IT issue

Between Feb 16 and April 16 a technical problem with the PIP computer system led to a fall in the number of disallowances pre-referral to the AP due to non-return of the Part2 within the time limit for New Claims, so the number of disallowances in these months is lower than expected. We believe this has led to an artificial increase in the New Claim award rates from Feb 16 onwards. Once this technical problem has been resolved we are expecting a higher number of disallowances in future months which in turn may lead to an artificial decrease in the New Claim award rates. This will be seen within the next quarterly official statistics publication.

PIP clearance and outstanding times

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

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

PIP operational roll out

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

Where to find out more

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

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

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

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>