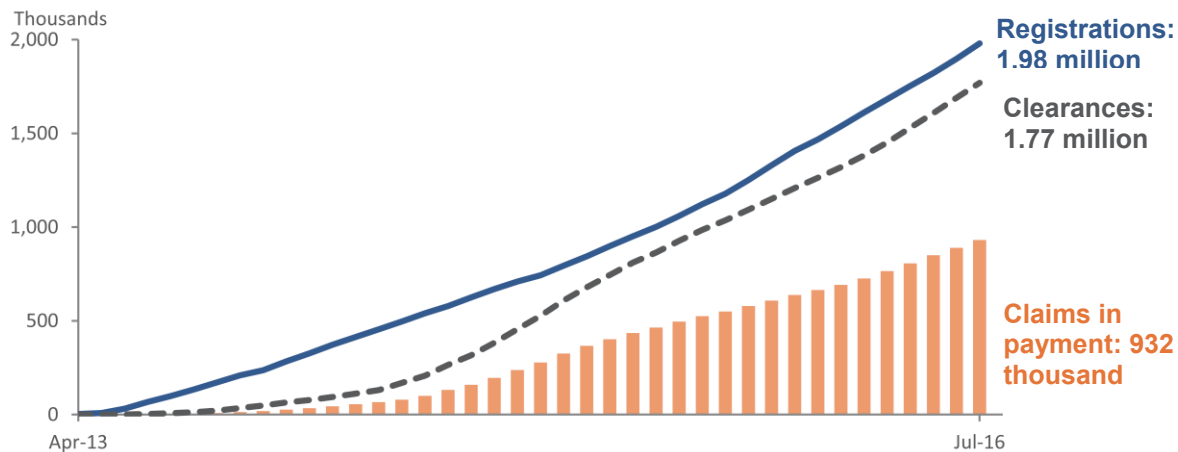


This summary contains official statistics on PIP registrations, clearances and awards, clearance and outstanding times, mandatory reconsiderations and the number of claims in payment for both new claims and claims made by those with an existing claim for Disability Living Allowance (known as Reassessments).

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 July 2016 show:

Main stories

As PIP roll out continues, claims in payment are increasing



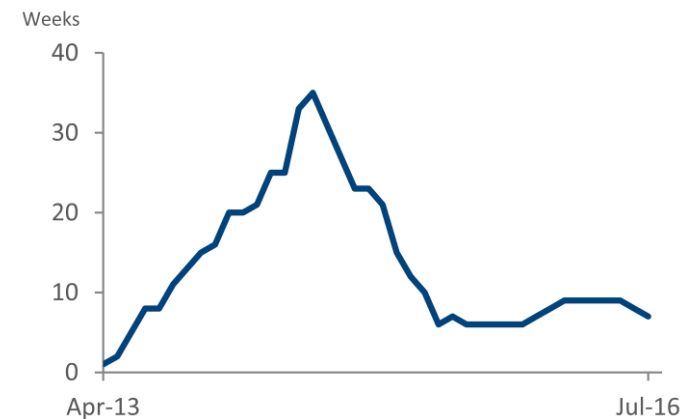
Between the introduction of PIP in April 2013 and July 2016:

1,979,900 registrations, up 226,400 from April 2016

1,769,600 clearances, up 239,200 from April 2016

931,800 claims in payment at July 2016, up 125,200 from April 2016

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



For claims cleared in July 2016:

7 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)

At a glance

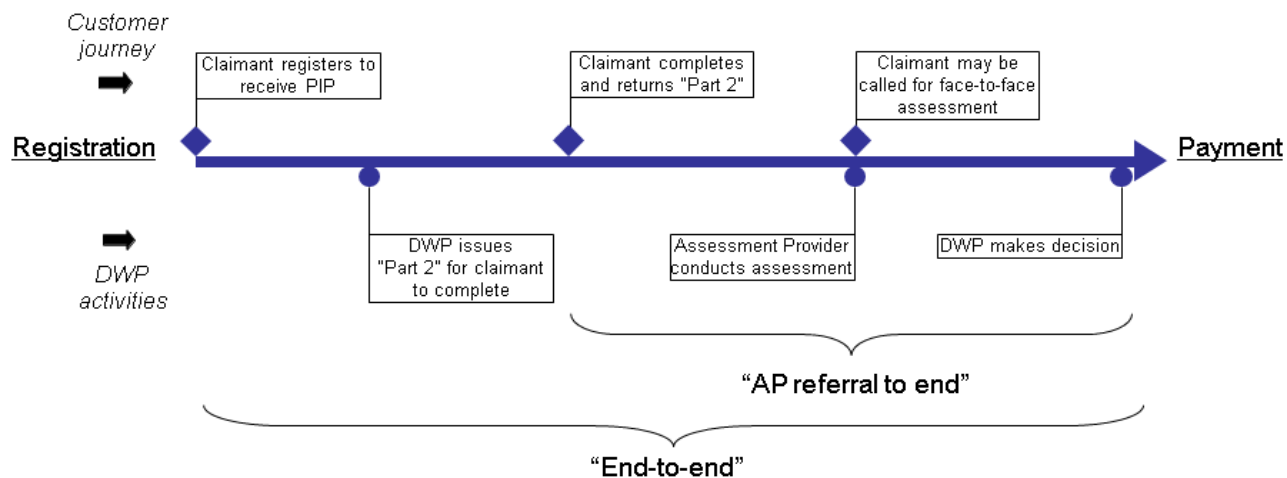
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What you need to know

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

The claims process:



The chart above shows the claims process and the clearance and outstanding time measures we publish. We measure the full end-to-end process (from claim registration to decision/payment) and the 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

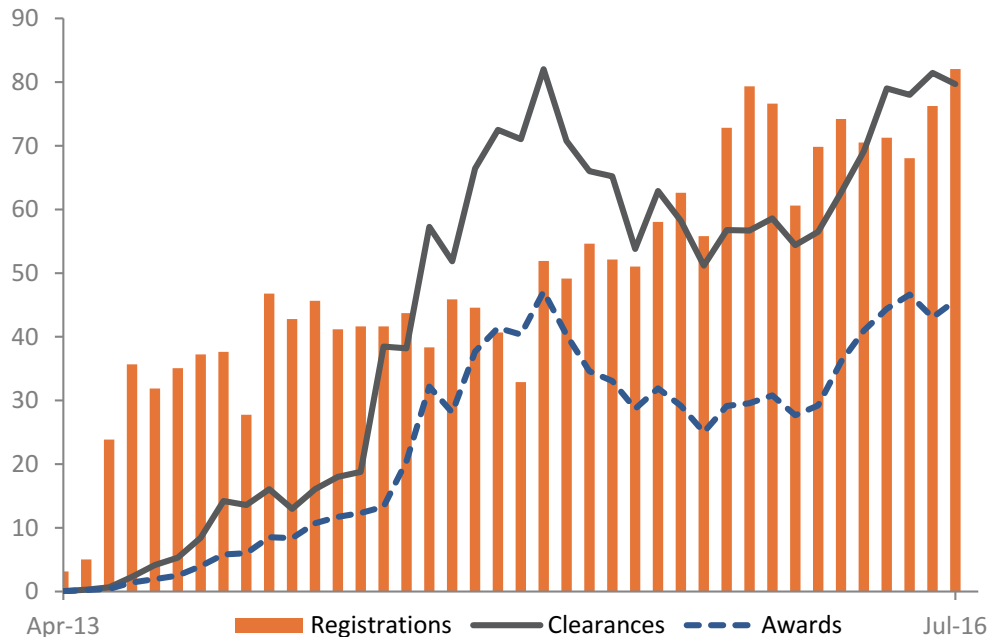
Published 14th September 2016

Next edition 14th December 2016

Registrations, clearances and awards

Almost 2 million claims to PIP have been registered

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



Award rates for cleared claims (exc. withdrawn cases):

| | |
|------------------------------------|------|
| Normal rules : New claims | 46% |
| Normal rules : Reassessed claims | 73% |
| Terminally ill : New claims | 99% |
| Terminally ill : Reassessed claims | 100% |

By the end of July 2016, 1,979,900 claims to PIP had been registered. Of these, 63,800 (3%) were under special rules for the terminally ill, and 583,400 (29%) were reassessed DLA claims.

Registrations increased between September and November 2015 as reassessment of DLA cases rolled out to more areas. Registrations fell in December 2015 due to the holiday period and rose again afterwards. Registrations reached a new peak in July 2016 at 82,100. Of those claims registered since September 2015, 47% were DLA reassessment claims.

By the end of July 2016, 1,769,600 claims to PIP had been cleared. Of these, 70,500 (4%) were under special rules for the terminally ill, and 466,400 (26%) 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 because of the on-going roll out of DLA reassessments and the consequent rise in registrations. Clearances are now averaging 79,700 per month.

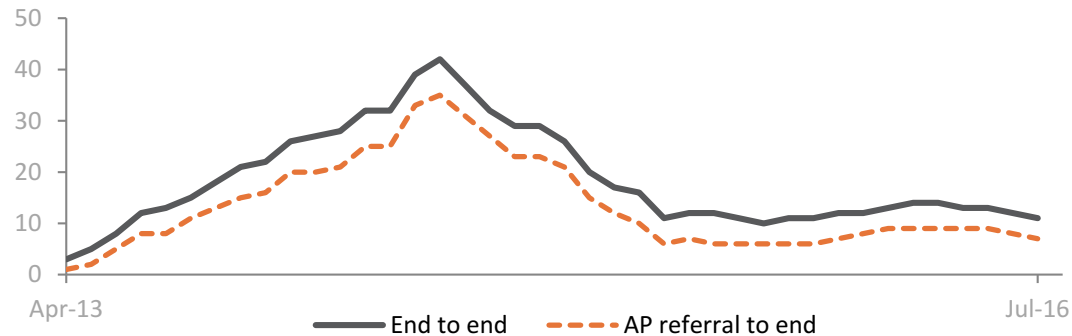
Award rates (normal rules, excluding withdrawn claims) for new claims are 46% and 73% for DLA reassessment claims. This covers awards made between April 2013 and July 2016. Nearly all special rules (terminally ill) claimants are found eligible for PIP.

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

Customer journey details – clearance and outstanding times

Clearance and outstanding times have now reached a 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

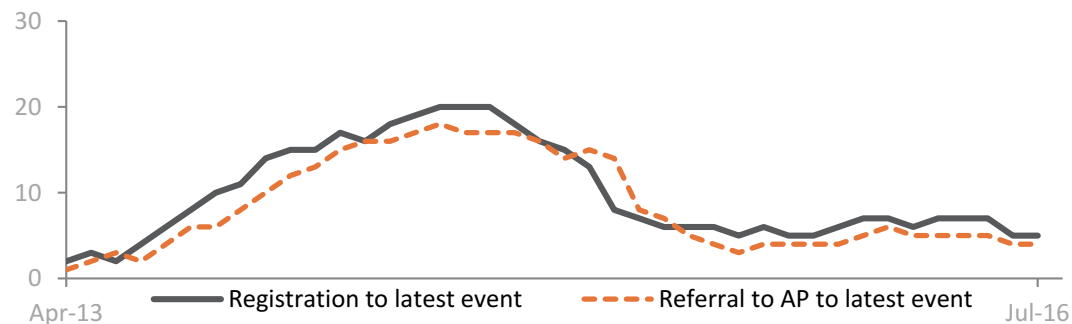
In July 2016, of those **new claims cleared** under normal rules, the average PIP claim, in Great Britain (GB), took:

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

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

Current average clearance times for the terminally ill are **6 working days** for new claims and **8 working days** for reassessment claims

Outstanding times new claims normal rules (median weeks)



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

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

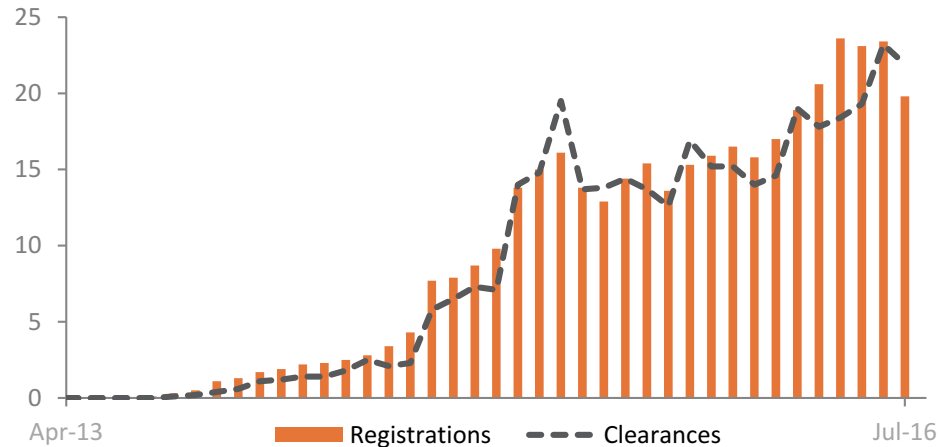
These times have reduced by around three quarters from what they were in July 2014 (20 and 18 weeks respectively). This shows that end-to-end outstanding times have fallen substantially and have now reached a more stable position.

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

Mandatory reconsiderations (MR)

The number of reconsiderations has been rising

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



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

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

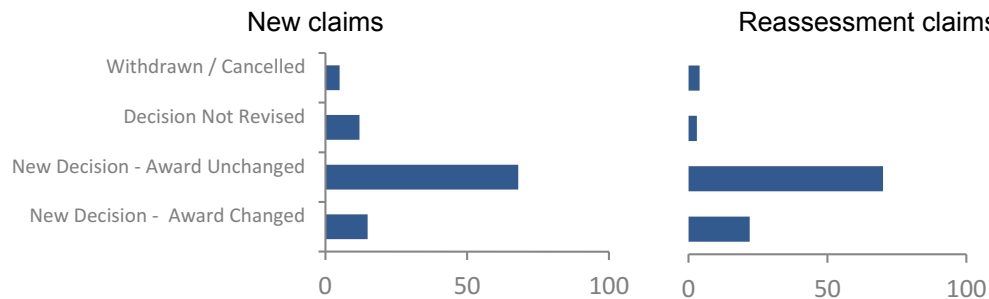
There has been a general upward trend in the number of MR registrations and clearances, driven by the upward trend in the number of initial claim clearances. Around 22% of initial claim clearances led to an MR.

By the end of July 2016, 383,100 MRs had been registered against normal rules claims. Of these, 259,100 related to new claims, and 124,000 to reassessed DLA claims.

In total, 353,900 MRs for normal rules claims had been cleared by the end of July 2016 (242,800 new claims and 111,100 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 July 2016, in over 60% of reconsiderations, the award remained unchanged.

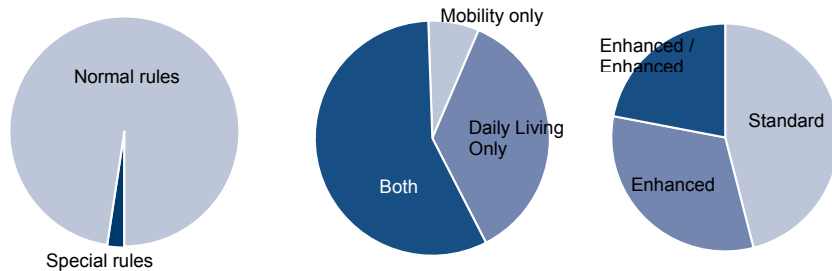
Of the new claim normal rules MRs cleared, 36,400 (15%) led to a change in the claimant’s award, and 24,900 (22%) reassessed DLA MRs cleared led to a change in award.

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

Characteristics of claims in payment

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

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



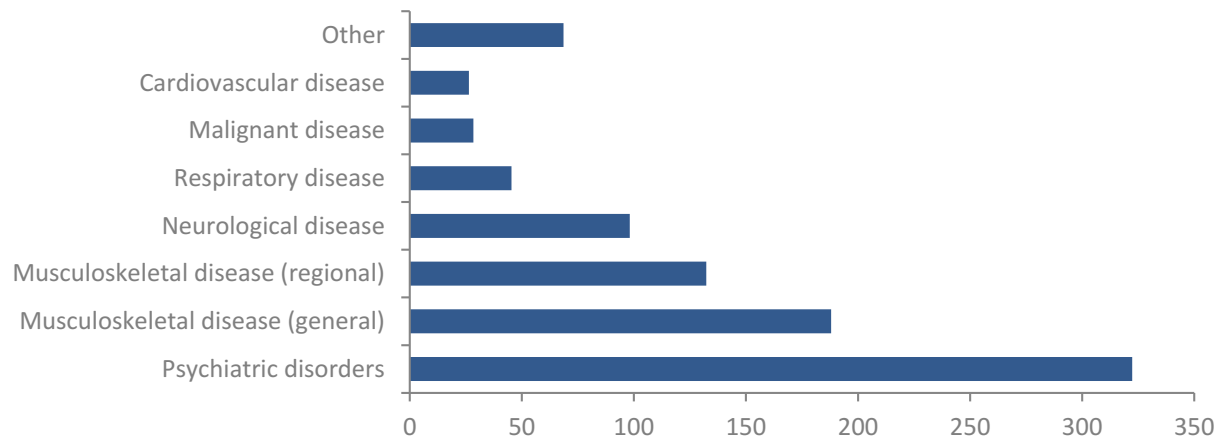
On the 31st July 2016, 931,800 people had a PIP claim in payment, an increase of 125,200 (16%) on the previous quarterly figure (April 2016). 909,500 (98%) were assessed under normal rules.

For normal rules claims:

- 36% received Daily Living Award only, 7% received Mobility Award only, and 57% received both.
- 54% (of normal rules claims) received a component at the enhanced rate, with 22% receiving the highest level of awards ('enhanced/enhanced' rates) for both Mobility and Daily Living.
- 49% (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 July 2016



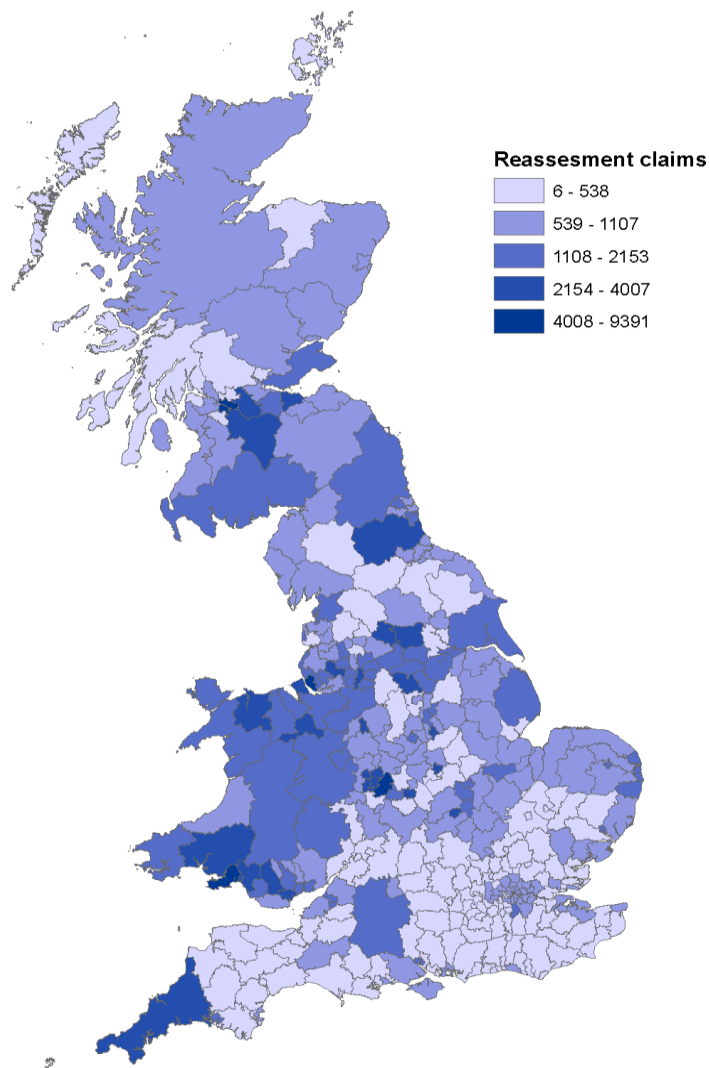
- 322,300 (35%) were recorded with 'Psychiatric disorders' (which includes 'Mixed anxiety and depressive disorders' and 'Mood disorders') as the primary disability condition.
- 188,000 (21%) were recorded with 'Musculoskeletal disease (general)' (which includes 'Osteoarthritis') as the primary disability condition.

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

Disability Living Allowance, reassessed claims

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

People with reassessed DLA claims now claiming PIP

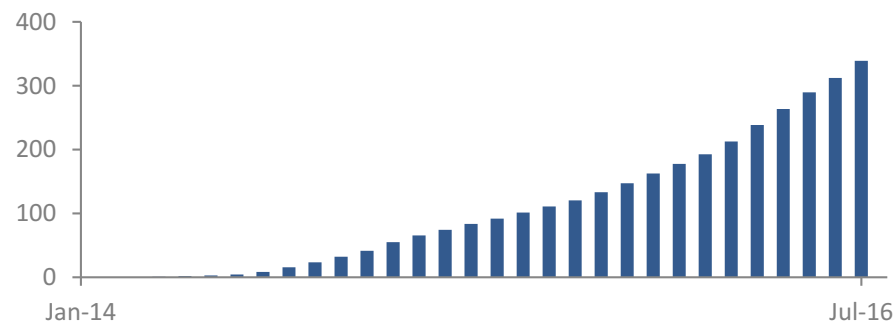


Disability Living Allowance reassessment roll out

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 31st July 2016, 339,200 claims in payment were reassessment claims from DLA (36% of the total PIP caseload).

Reassessment claims in payment (thousands)



- 221,400 (65%) received an award at the enhanced rate.
- 112,800 (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 (based on status at the start of the claim).
- 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.

Between Feb 16 and May 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. This led to an artificial increase in New Claim award

rates from Feb 16 to May 16. This technical problem was resolved and the backlog of disallowances cleared in June 16; this has led to an artificial decrease in New Claims award rates in June 16.

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>