

Freedom of Information request 266/2014

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Information request

"Since the introduction of PIP new claims in April, we have been closely monitoring all aspects of the process. Our latest analysis, which is now beginning to benefit from more meaningful data, is telling us that the end-to-end claiming journey is taking longer than expected. In particular providers are telling us that the assessment process, including booking appointments, gathering further evidence and providing assessment reports to DWP, is taking longer than expected"

Could you please tell me the length of time for end to end claimant journey that WAS expected prior to process becoming live.

You also stated

"I have reviewed your request with regard to Section 22 of the Freedom of Information Act and I am satisfied that as we are intending to publish Official Statistics on new claims to PIP for the first time in Spring 2014 - aligned to the DLA National Statistics release - the public interest in maintaining the section 22 exemption in this instance outweighs the public interest in disclosure."

Does this statement mean that there will be no management information released via an ad hoc statistical release as previously planned - I am aware that the planned release in "Autumn 2013" advised in Apr '13 was cancelled, but then it was announced that DWP would look into the feasibility of an ad hoc release in "early 2014" prior to the full release in Spring 2014. In essence are we - the public - going to have to wait for the full release before we can see the extent to which the system is not meeting expectations and to get an idea of what the actual end to end times are?

DWP response

As you will appreciate, Personal Independence Payment (PIP) is a new benefit and processes are currently bedding in. There are no statutory (legal) requirements to complete action on a claim to PIP within a specified time. We expect that once we are in a steady state the end-to-end assessment process, from DWP referring the case to the assessment provider to the assessment report being returned to DWP, should be completed within 30 working days in 97% of cases with on average no case taking longer than 40 working days. The key requirement is to produce high quality assessments, to enable DWP decision makers to make the right decisions about benefit entitlement.

The attached link provides a summary of the complete processes affecting claimants claiming PIP -

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/253462/pip-advisers-claimant-journey.pdf

You have previously been advised that the Department intend to publish official statistics on Personal Independence Payment from Spring 2014.

In order to manage the gap between Personal Independence Payment go-live and the first release of Official Statistics in Spring 2014, we are assessing whether we can release some management information. If the quality assurance of this management information shows that it is sufficiently robust and reliable then we aim to publish it via an ad-hoc statistical release.