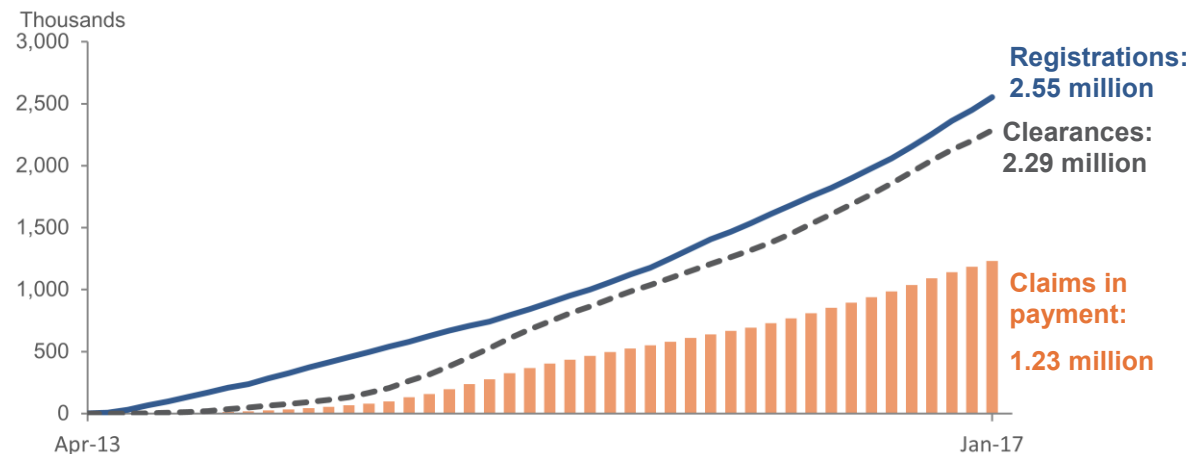


This summary contains official statistics on PIP registrations, clearances, awards, clearance & outstanding times, mandatory reconsiderations and numbers of claims in payment for both new claims and claims made by those with an existing claim for Disability Living Allowance (known as Reassessments).

Personal Independence Payment (PIP) helps with some of the extra costs caused by long-term disability, ill-health or terminal ill-health. From 8<sup>th</sup> April 2013 DWP started to replace Disability Living Allowance (DLA) for working age people with PIP. The latest statistics to the end of January 2017 show:

## Main stories

As PIP roll out continues, claims in payment are increasing



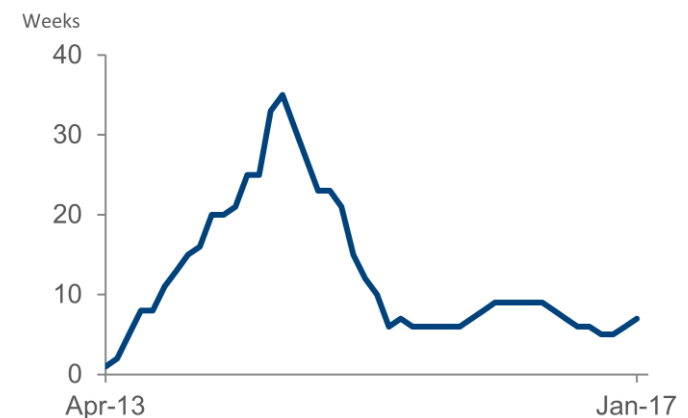
Between the introduction of PIP in April 2013 and January 2017:

**2,554,100** registrations, up 298,600 from October 2016

**2,286,700** clearances, up 243,700 from October 2016

**1,232,200** claims in payment at January 2017, up 141,000 from October 2016

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



For claims cleared in January 2017:

**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)

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**DWP Press Office:** 0203 267 5144

Thoughts? We welcome feedback

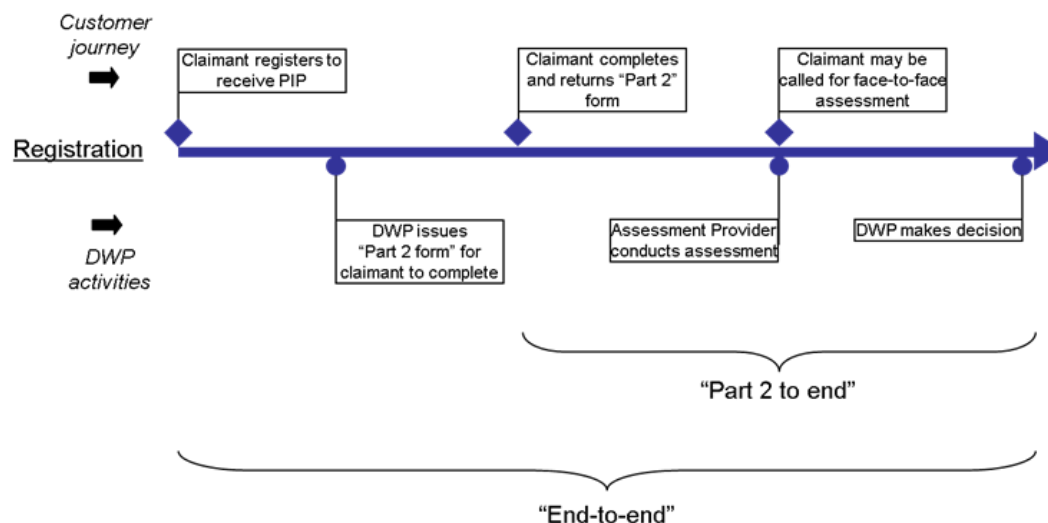
Published 15<sup>th</sup> March 2017

Next edition 14<sup>th</sup> June 2017

## 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 and outstanding times and award rates, on the nature of the award and characteristics of claims in payment.

### The claims process:



We measure the full end-to-end process (from claim registration to decision/payment) and the Assessment Provider (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.

**Clearance time** - The time between registration or referral to the AP and clearance of the case.

**Outstanding time** - Relates to cases where DWP has yet to make a decision.

**Awards** - Claimant has been awarded PIP.

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

**Reassessment** - DLA claim that has been reassessed for PIP, as opposed to a new claim.

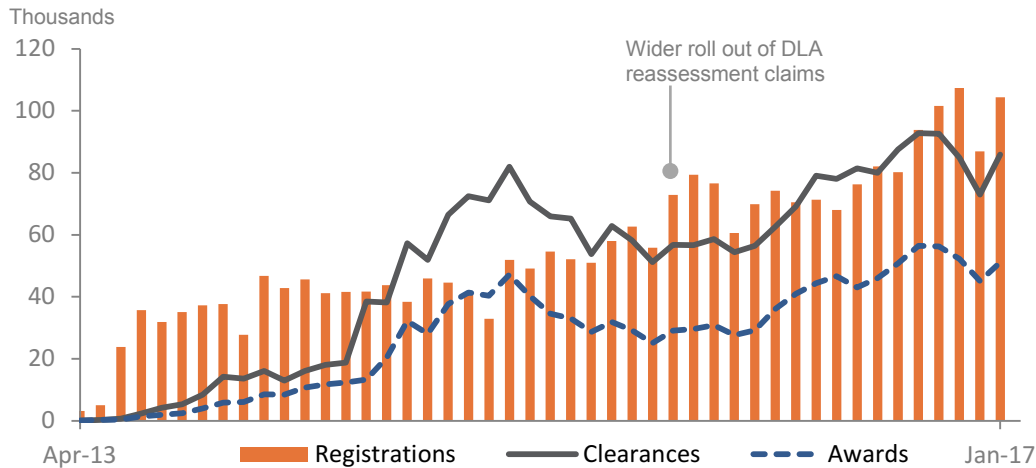
**Normal rules** - Claims not being processed under 'special rules for the terminally ill (SRTI)'.

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

# Registrations, clearances and awards

## Over 2.55 million claims to PIP have been registered

Monthly registrations, clearances and awards, all claims (thousands) to January 2017

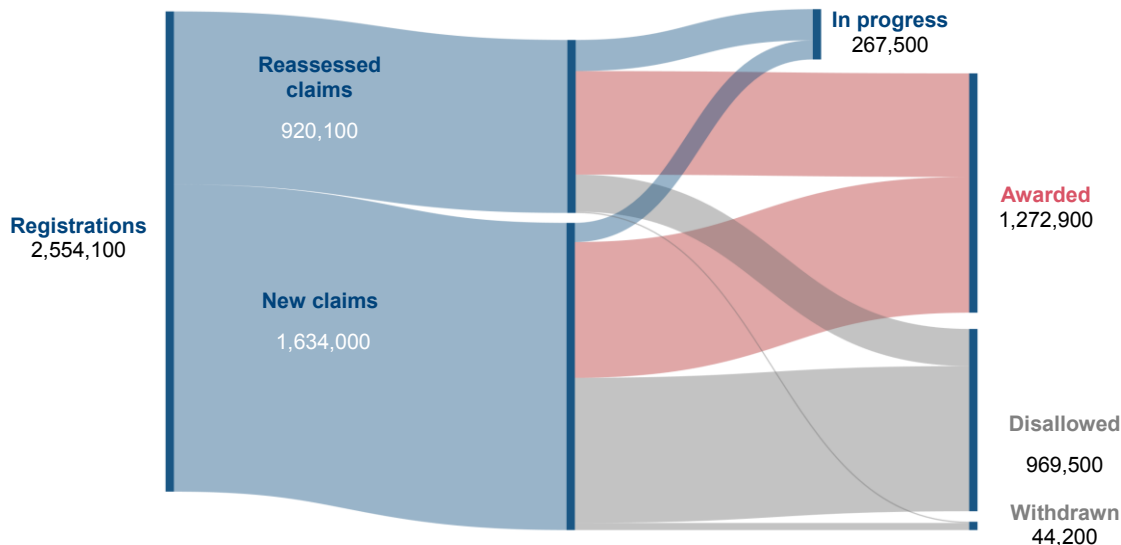


By the end of January 2017, a total of 2,554,100 claims to PIP had been registered. Of these, 76,200 (3%) were under special rules for the terminally ill, and 920,100 (36%) were reassessed DLA claims.

Registrations increased between September and November 2015 as reassessment of DLA cases rolled out to more areas. Of those claims registered since September 2015, 52% were DLA reassessment claims.

By the end of January 2017, 2,286,700 claims to PIP had been cleared. Of these, 82,600 (4%) were under special rules for the terminally ill, and 754,600 (33%) were reassessed DLA claims.

All registrations, clearances and awards up to January 2017



In the last few quarters, clearances have risen because of the wider roll out of DLA reassessments and the consequent rise in registrations. Clearances are now averaging 81,200 per month.

PIP clearances increased significantly between June 2014 and January 2015 with an average of around 59,700 claims being cleared per month during this period (peaking at 82,000 in January 2015). From January 2015, monthly clearances reduced, as the number of claims the Department had to process fell back to normal levels ahead of the wider roll out of reassessments.

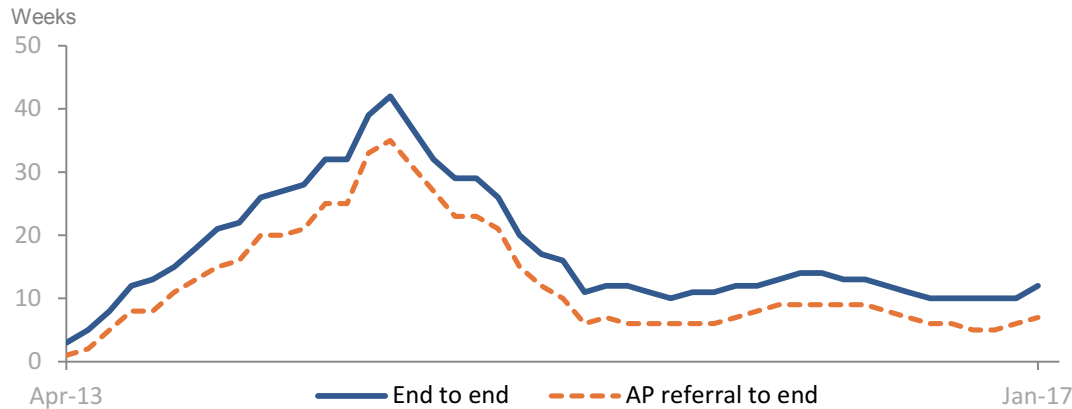
More information on registrations and clearances is available from [StatXplore](#) and information on awards can be found in the Excel tables that accompany this release.

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 January 2017. Nearly all special rules (terminally ill) claimants are found eligible for PIP.

# Customer journey details – clearance and outstanding times

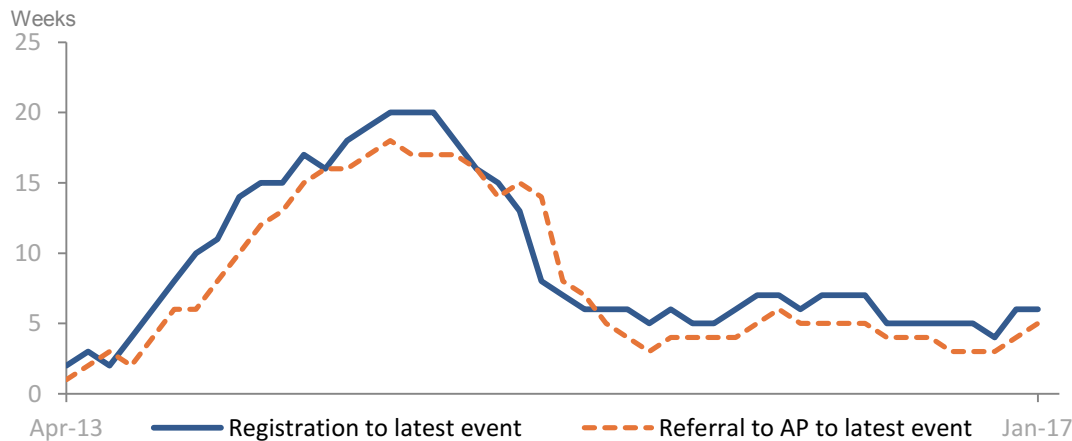
## Clearance and outstanding times have now reached a stable position

### Clearance times new claims normal rules (median weeks)



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

### Outstanding times new claims normal rules (median weeks)



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

In January 2017, of those **new claims cleared** under normal rules, the average PIP claim, in Great Britain (GB), took:

- 12 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 nearly three quarters from what they were in July 2014 (42 and 35 weeks respectively). End-to-end clearance times are now in a stable position, having fallen substantially from their peak in July 2014.

‘Outstanding times’ relate to cases where DWP has yet to make a decision.

In January 2017, of those normal rules **new claims** that were still being processed, the average PIP claim, in Great Britain, was outstanding for:

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

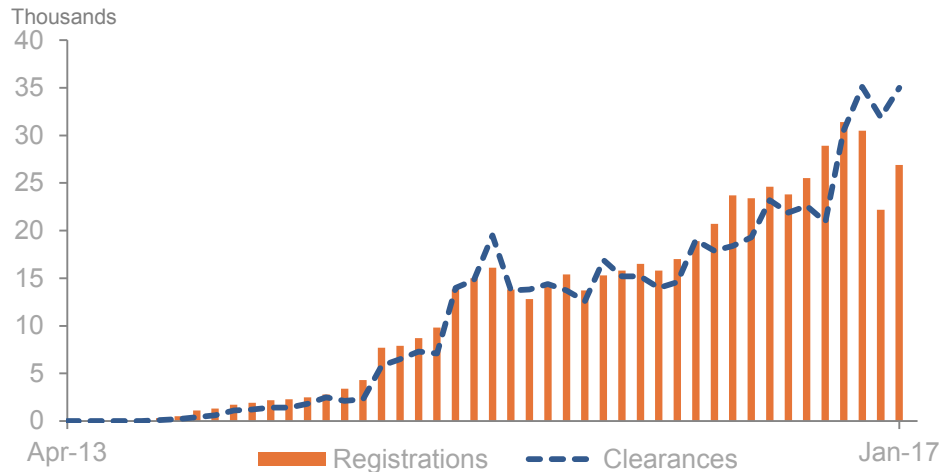
These times have reduced by around two thirds from what they were in July 2014 (20 and 18 weeks respectively). End-to-end outstanding times are now in a stable position, having fallen substantially from their peak in July 2014.

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 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. 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.

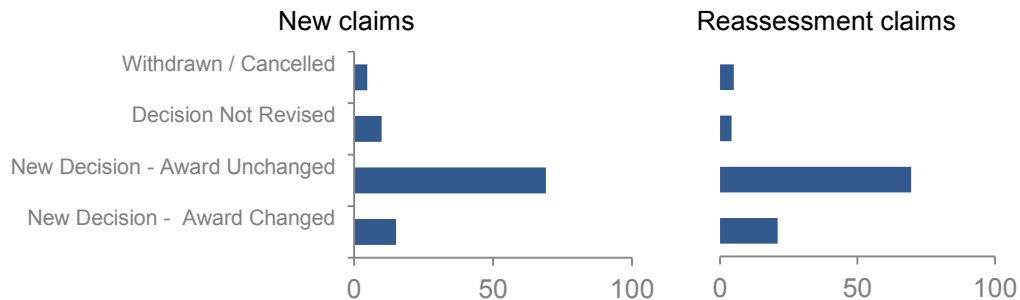
There has been a general upward trend in the number of MR registrations and clearances, driven by the upward trend in the number of claim clearances.

By the end of January 2017, 554,600 MRs had been registered against normal rules claims. Of these, 342,000 related to new claims, and 212,600 to reassessed DLA claims. In total, 530,100 MRs for normal rules claims had been cleared by the end of January 2017 (331,200 new claims and 198,800 reassessed DLA claims).

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

## For the majority of reconsiderations, the award remains unchanged

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



By the end of January 2017, 85% of new claims reconsiderations and 79% of reassessed DLA reconsiderations for normal rules resulted in no change to the award.

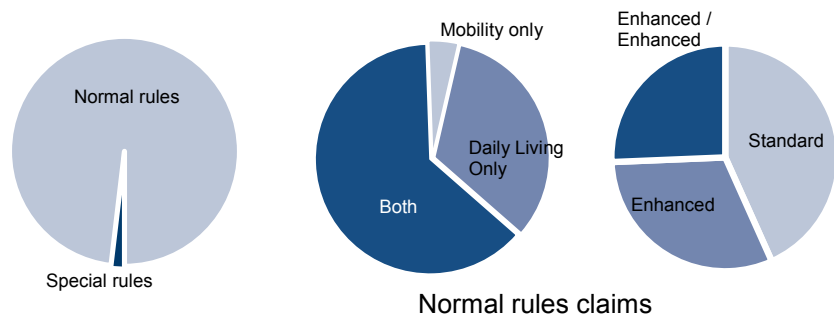
Information on mandatory reconsiderations can be found in tables 7A and 7B of the Excel tables that accompany this release.

Statistics on appeals can be found [here](#).

# Characteristics of claims in payment

## One quarter of normal rules claims receive the highest level of award

Proportion of people in receipt of PIP by special rules indicator, component and award type, as at January 2017



At the end of January 2017, 1,232,200 people had a PIP claim in payment, an increase of 141,000 (13%) on the previous quarterly figure (October 2016). 1,209,100 (98%) were assessed under normal rules.

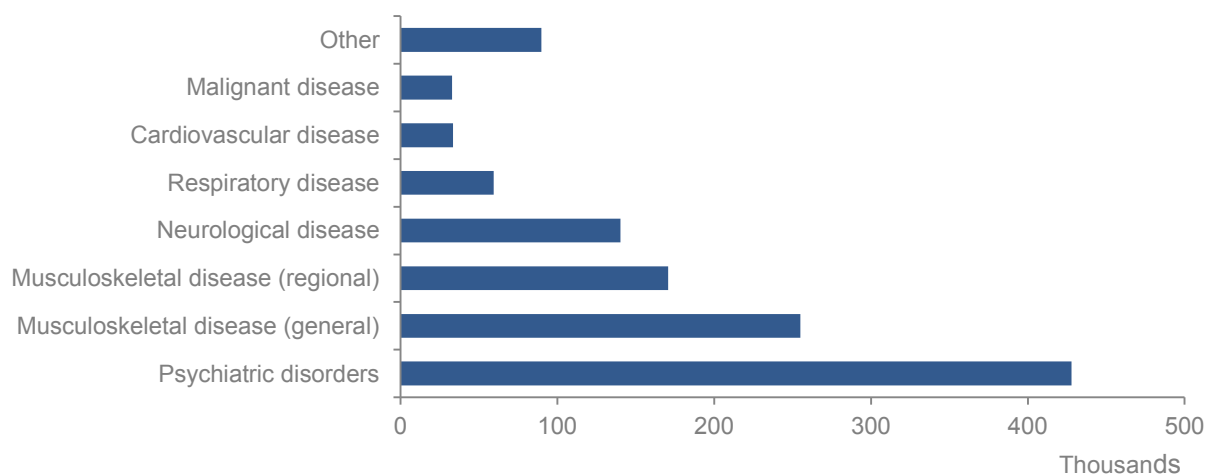
For normal rules claims:

- 33% received Daily Living Award only, 4% received Mobility Award only, and 63% received both.
- 57% received a component at the enhanced rate, with 26% of these receiving the highest level of awards ('enhanced/enhanced' rates) for both Mobility and Daily Living components.
- 50% of these have been in payment for less than one year.

View an interactive [dashboard of the latest award statistics by region](#).

## The most commonly recorded disabling condition is 'Psychiatric disorder'

Claims (normal rules) by main disabling condition, thousands, as at January 2017



Main disabling condition for people in receipt of PIP:

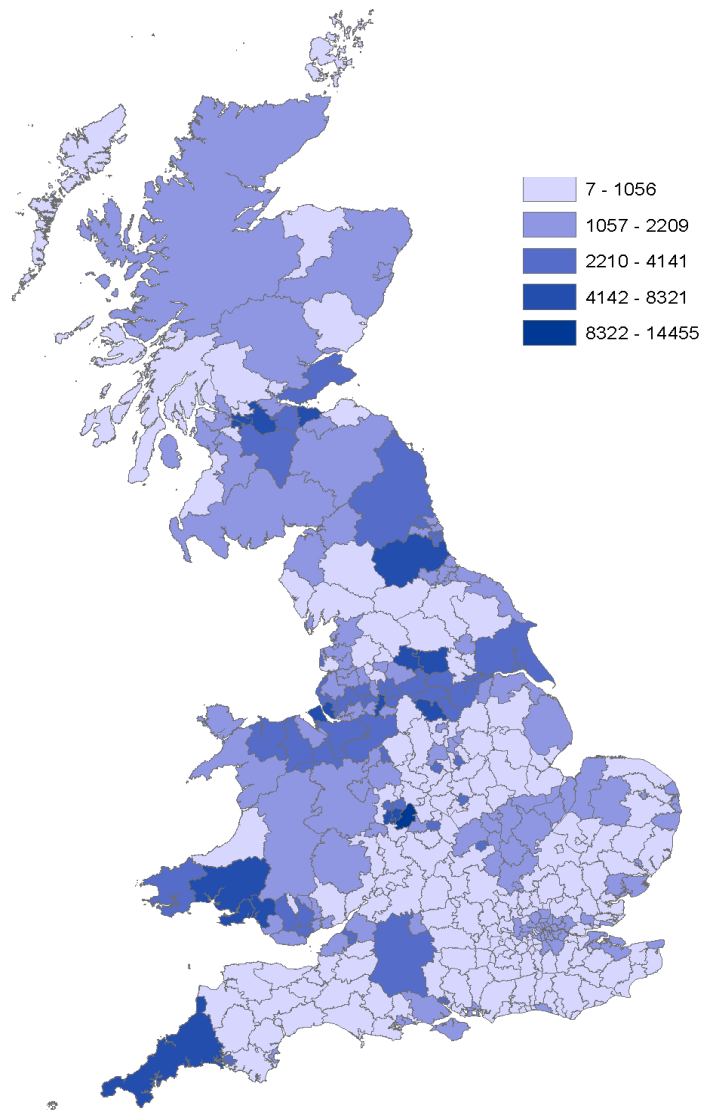
- 427,800 (35%) were recorded with 'Psychiatric disorders' (which includes 'Mixed anxiety and depressive disorders' and 'Mood disorders').
- 255,000 (21%) were recorded with 'Musculoskeletal disease (general)' (which includes 'Osteoarthritis').

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

# DLA, 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

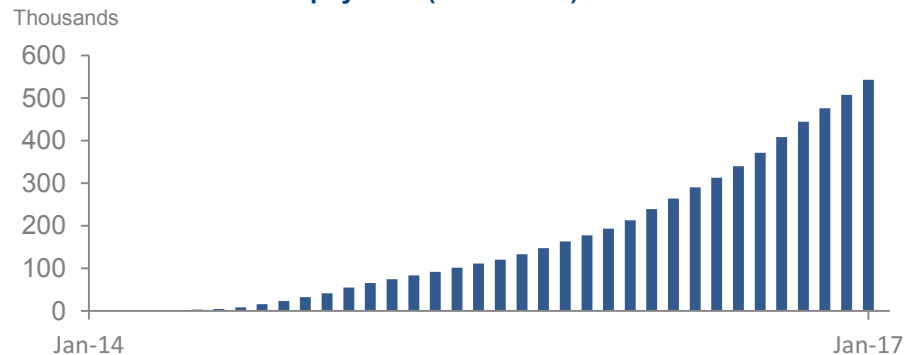


### DLA reassessment roll out

On 28th October 2013, DWP began inviting DLA working age claimants to claim PIP (see Further Information, below, for details on the roll out). From October 2015, most DLA working age recipients have started to be invited to claim PIP.

At the end of January 2017, 543,200 claims in payment were reassessment claims from DLA (44% of the total PIP caseload).

### Reassessment claims in payment (thousands)



Of these:

- 370,700 (68%) received an award at the enhanced rate.
- 198,500 (37%) 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 summary contains official statistics on PIP registrations, clearances, awards, clearance and outstanding times, mandatory reconsiderations and numbers of claims in payment for both new claims and claims made by those with an existing claim for DLA (known as Reassessments). This release also includes statistics on the outcomes of 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*

The experimental badging of these PIP statistics was removed from the December 2016 release. The statistics were originally badged as experimental to reflect the fact that methodologies and definitions for the statistics may develop over time, and that the source data was subject to user acceptance testing. Though the methodology may still be developed, the statistics are now derived from a stable source system with recognised definitions and derivations of the statistical measures. Consequently, the statistics now form official statistics.

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.

Award rates: Improvements to the methodology used to derive award rates have been made to this release of statistics which has resulted in small revisions to the historic series. Previously, award rates reflected the award rate allocated at the start of a PIP claim only and were fixed at that point. The statistics now reflect the award rate at the caseload month and thus better reflects the award rate associated with each month of live awards.

The data is subject to some minor retrospection. When a claim is first registered, it is assumed to be a new claim unless there is evidence to suggest that it is a reassessment. If evidence is presented between registration and clearance, the claim will then show as a reassessment clearance and will move from being a new claim registration to being a reassessment registration.

Also, it should be noted that some claims may not be marked as claims under special rules for terminally ill people (SRTI) at the point of registration but become an SRTI claim prior to the point of clearance, and vice versa. This may lead to the figures showing fewer SRTI registrations than clearances.

## PIP clearance and outstanding times

All average actual times are based on the **median** measure. The median time is the best measure to use when estimating how long people have been waiting to receive PIP. The median time is the middle value if you were to order all the times from lowest value to highest value. The median is presented here instead of the mean, as the mean measure is affected by cases that have been waiting for a very long time 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.



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 operational roll out

On 8<sup>th</sup> April 2013, PIP was introduced as a controlled start, for new claims from people living in a limited area in the North West and part of the North East of England.

On 10<sup>th</sup> June 2013, PIP was introduced for new claims for the remaining parts of Great Britain.

From 28<sup>th</sup> October 2013, using a structured roll out to postcode areas, DWP has been inviting DLA working age recipients to claim PIP if:

- DWP received information about a change in care or mobility needs which meant their claim had to be renewed;
- the claimant's fixed term award was due to expire;
- children turned 16 years old (unless they have been awarded DLA under the special rules for terminally ill people);
- or the claimant chose to claim PIP instead of DLA.

From 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>

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>