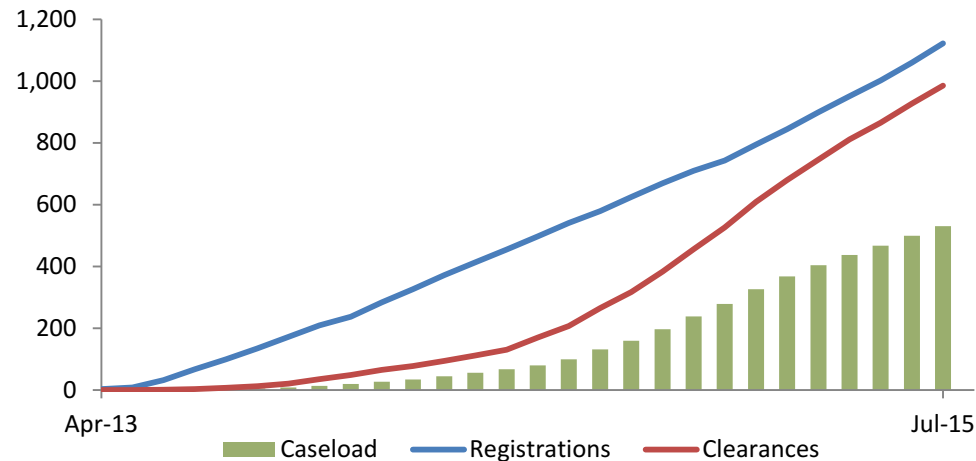


## Personal Independence Payment : Official Statistics to July 2015

This summary contains official statistics on PIP registrations, clearances and awards, mandatory reconsiderations and caseload 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 for working age people with Personal Independence Payment (PIP). Latest statistics to the end of July 2015 show:

### Registrations & clearances (cumulative) / claims in payment (thousands)



**1,122,000** registrations ▲ Up 172,000 since Apr 2015

**985,000** clearances ▲ Up 175,000 since Apr 2015

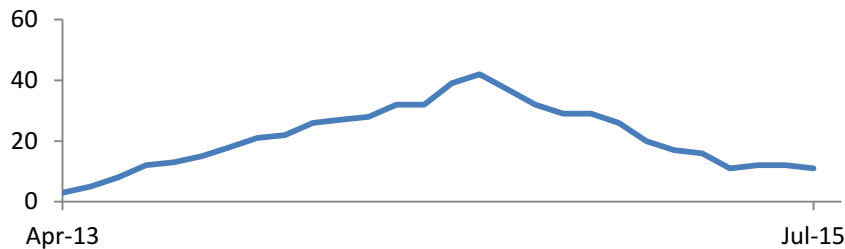
**137,000** outstanding ▼ Down 3,000 since Apr 2015

**530,000** claims in payment ▲ Up 93,000 since Apr 2015

- **49%** award rate for new claims
- **76%** award rate for reassessments
- **100%** award rate for terminally ill

### Average actual clearance times (weeks, median)

New claims - Normal rules



**11 weeks** new claims for normal rules

**6 working days**

new claims for terminally ill people

Published: 16<sup>th</sup> September 2015

Frequency: Quarterly  
Coverage: Great Britain  
Theme: People and Places



Department  
for Work &  
Pensions

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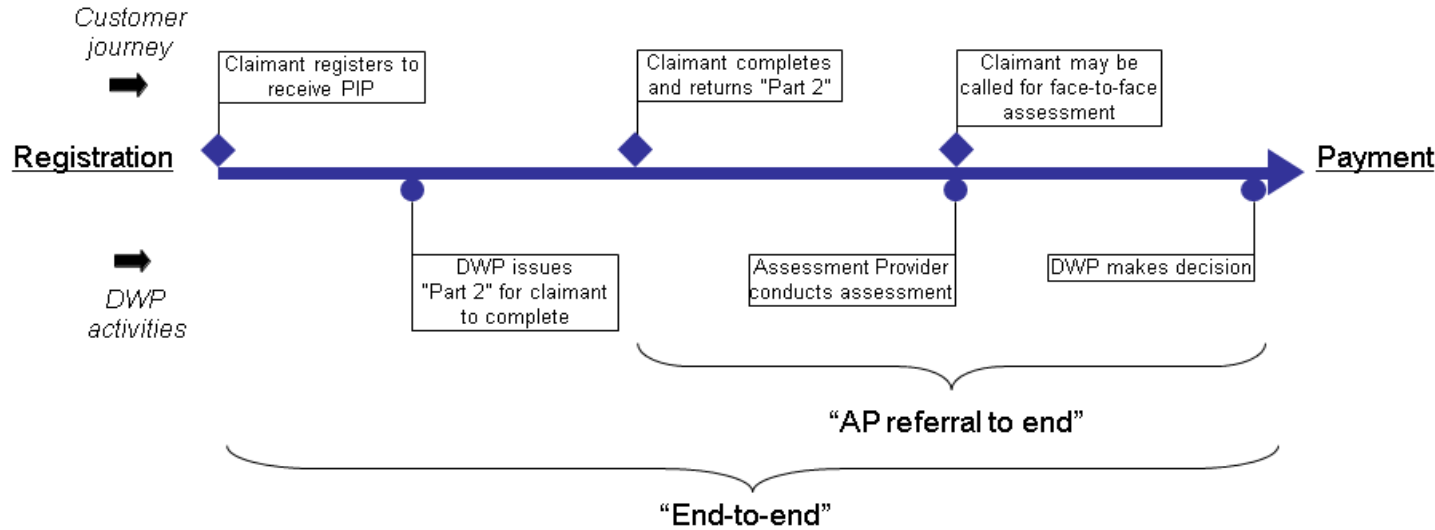
#### Contents

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## Introduction

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 notes section.

## Terminology:

**Registration** - Claimant registers an application to claim PIP.

**Outstanding** - Claim is still being processed.

**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).

## New in this release

- Latest data for the quarter to July 2015.
- Regional level clearance times (new claims normal rules)
- Cases in payment: claim duration statistics

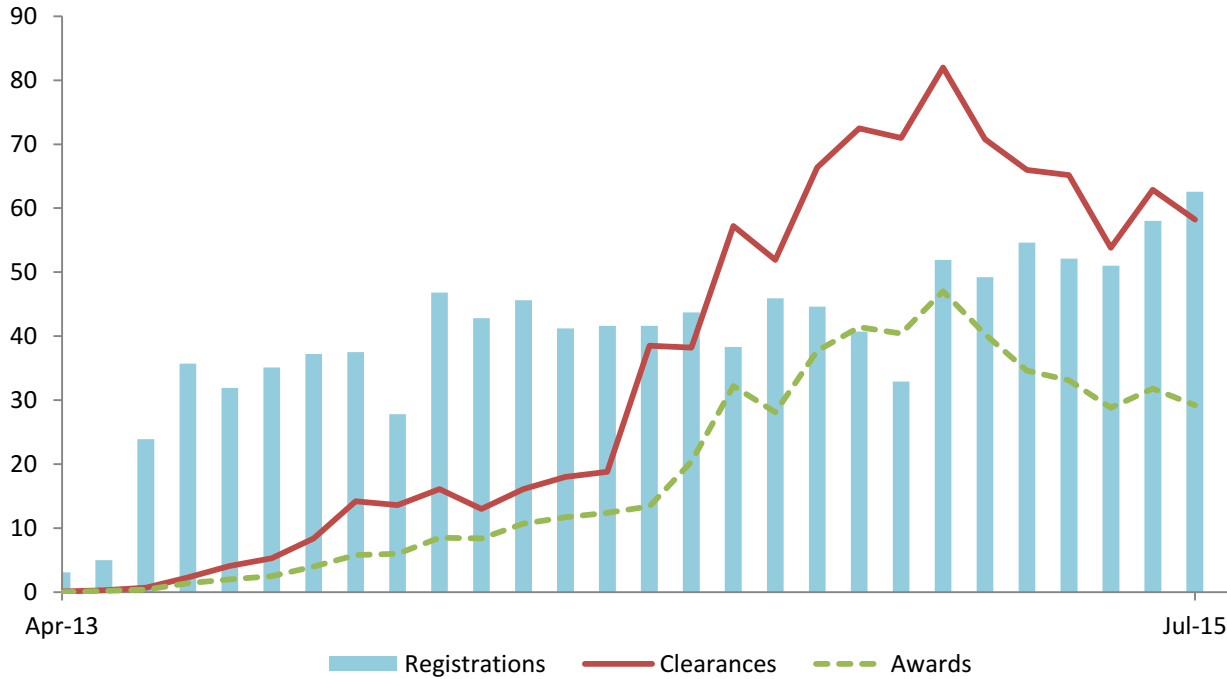
## Links to detailed statistics

1. PIP cases in payment, registration and clearance statistics are available as both ready-made tables and as bespoke tables within Stat-Xplore. More information on Stat-Xplore can be accessed here: <https://stat-xplore.dwp.gov.uk/>
2. Supplementary data on PIP:
  - award rates (including information by Parliamentary Constituency, Local Authority and Region for new claims);
  - clearance times (Great Britain and Region); and
  - outstanding times (Great Britain) are available in the Excel tables that accompany this Release.
3. [Interactive maps are available that show statistics by Local Authority](#)



## Section 1 : Registrations, clearances and awards

### Monthly Registrations, clearances and awards, all claims (thousands)



Award rates for cleared claims:	
Normal rules : New claims	49%
Normal rules : Reassessed claims	76%
Terminally ill : New claims	100%
Terminally ill : Reassessed claims	100%

By the end of July 2015, 1,122,400 claims to PIP had been registered. Of these, 41,100 were under special rules for the terminally ill, and 186,900 were reassessed DLA claims.

Registrations have in general been increasing month on month, as reassessment of DLA cases has been rolled out to more areas.

By the end of July 2015, 985,400 claims to PIP had been cleared. Of these, 46,900 were under special rules for the terminally ill, and 146,300 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). Between January 2014 and May 2014, clearances had averaged 16,400 per month. Since January 2015, monthly clearances have fallen, driven by a decrease in the number of outstanding claims the Department has to process.

Award rates for new claims (normal rules) are 49% overall and for reassessment claims (normal rules) 76% - excluding withdrawn claims. Nearly all special rules (terminally ill) claimants are found to be eligible for PIP.

More detailed information on registrations and clearances are available from [Stat Xplore](#)

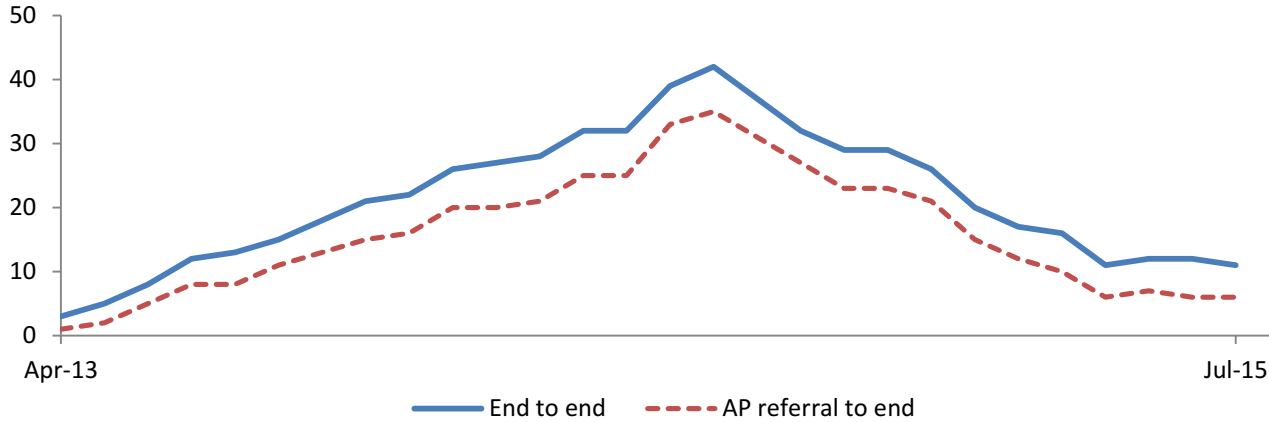
More detailed information on awards can be found in the Excel tables that accompany this Release.



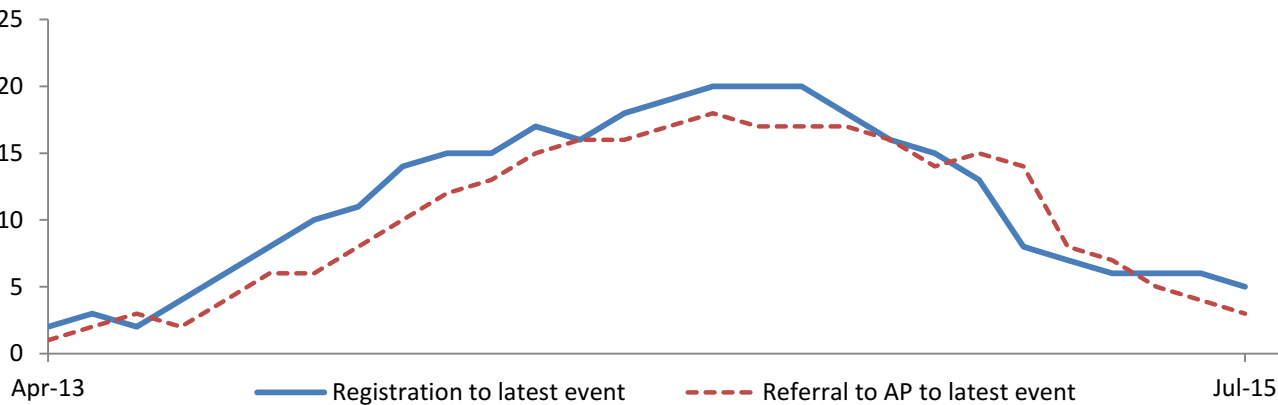
## Section 2 : PIP Waiting times - Average actual clearance times and outstanding times (Great Britain)

‘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.

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



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



Clearance times for the terminally ill (i.e. special rules cases) are 6 **working days**

In July 2015, 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;
- 6 weeks from the point of referral to the assessment providers to a decision being made on the claim.

These times are less than one third of what they were in July 2014 (42 and 35 weeks respectively). This shows that end-to-end clearance times have reduced substantially and are now reaching a stable position.

Claimants took on average 4 weeks to return the Part 2 form (July 2015).

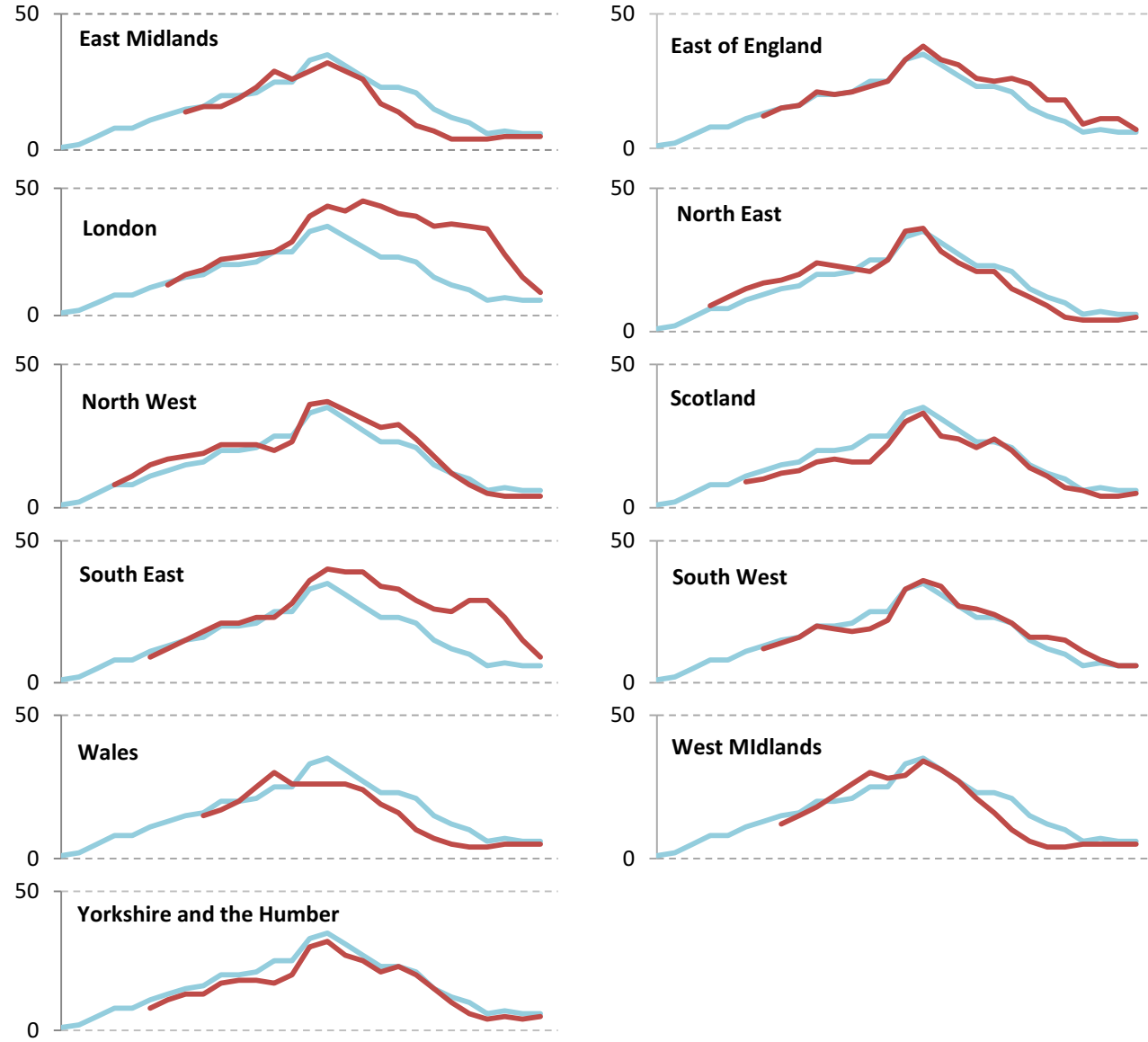
In July 2015, of those normal rules **new claims** that were then still **outstanding**, the average PIP claim, in GB, took:

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

These times are all around or less than one quarter of what they were in July 2014 (20 and 18 weeks respectively). This shows that end-to-end outstanding times have reduced substantially, and are continuing to reduce.

More detailed information, **including reassessment clearance and outstanding times**, can be found in the Excel tables that accompany this Release..

**Section 2 : PIP Waiting times - Average actual clearance times by region**  
**AP referral to end: New Claims Normal Rules (median, weeks), April 2013 to July**  
**2015 - (Blue line indicates GB)**



The charts show average actual clearance times, measured from the point of referral to the assessment providers to a decision being made on the claim, at (government office) regional level for new claims cleared under normal rules. New claims cleared under normal rules constitute around four fifths of all PIP cases that have been cleared.

Average clearance times for claimants living in London and the South East have, in general, been longer than the GB average. However, they have fallen in recent months to be closer to the GB average (9 weeks in July 2015 – see below chart).

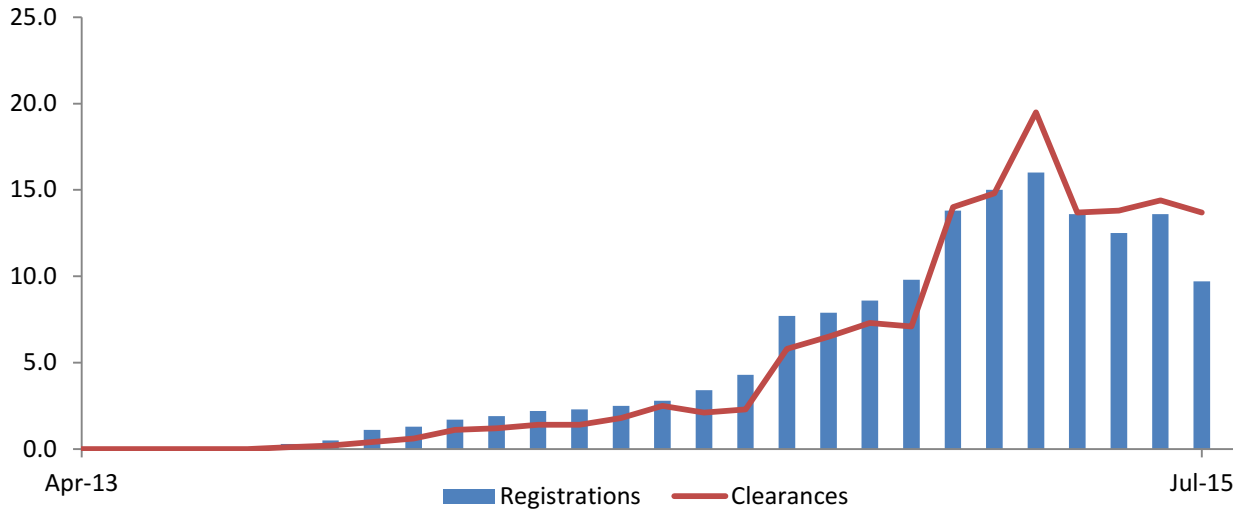
**PIP Average actual clearance times by region: AP referral to end: New Claims Normal Rules (median, weeks), – in the month of July 2015**



More detailed information can be found in the Excel tables that accompany this Release.

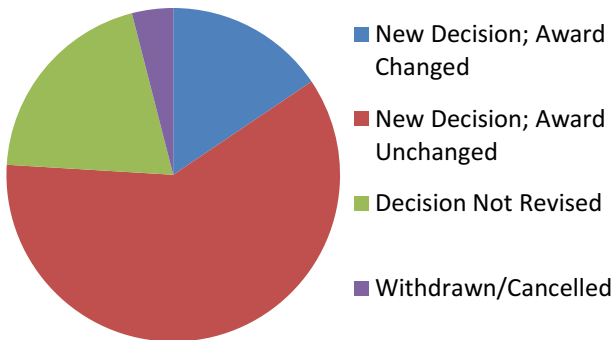
### Section 3 : Mandatory reconsiderations

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

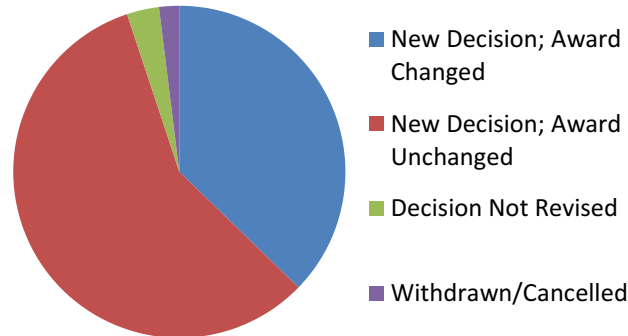


Total Mandatory Reconsiderations by Clearance Type - Normal Rules

New claims



Reassessments



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; this could include not returning forms required as part of the claim.

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

By the end of July 2015, 152,900 MRs had been registered against normal rules claims. Of these, 125,900 related to new claims, and 27,000 to reassessed DLA claims.

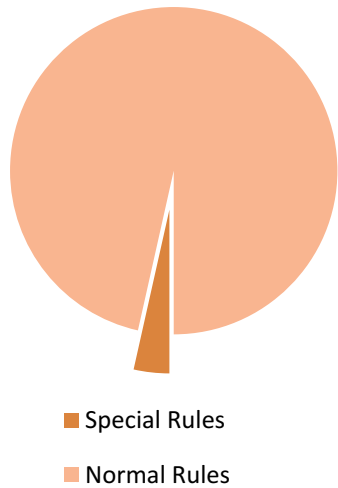
In total, 145,700 MRs for normal rules claims had been cleared by the end of July 2015 (120,200 new claims and 25,600 reassessed DLA claims). Of the new claim MRs cleared, 18,700 led to a change in the claimant's award, and 9,500 reassessed DLA MRs led to a change in award.

Over the same period, 400 MRs had been registered and cleared against special rules claims.

More detailed information can be found in the Excel tables that accompany this Release.

## Section 4 : Characteristics of claims in payment as at July 2015

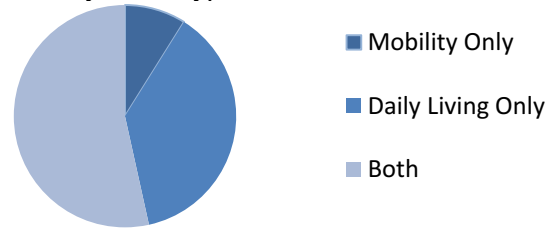
Caseload by Special Rules indicator



PIP is made up of two component parts:

- daily living
- mobility.

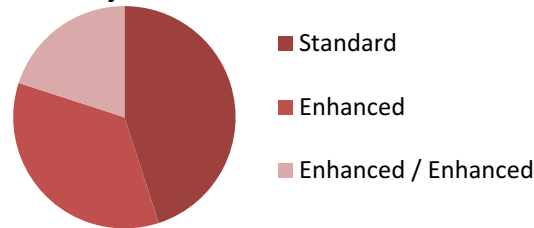
Normal rules by claim type



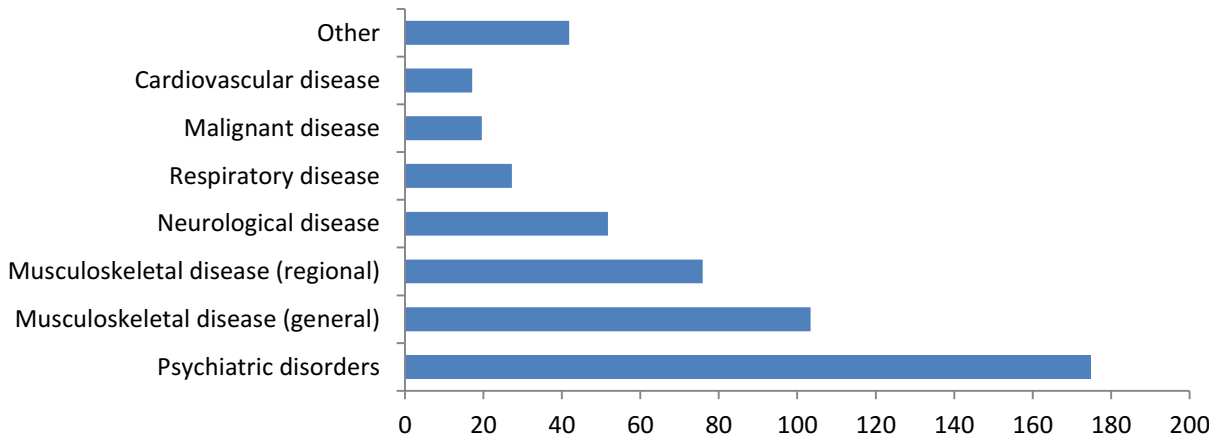
Each of these components can be awarded at either:

- standard rate
- enhanced rate.

Normal rules by award level



Normal rules by disability category (thousands)



On the 31<sup>st</sup> July 2015, 530,400 people had a PIP claim in payment, an increase of 92,800 (21%) on the previous quarterly figure (April 2015). 511,800 (96%) were assessed under normal rules

For normal rules claims:

- 38% received Daily Living Award only, 9% received Mobility Award only, and 54% received both.
- 55% (of normal rules claims) received an element of component at the enhanced rate – with 20% receiving the highest level of awards ('enhanced/enhanced' rates) for both Mobility and Daily Living.
- 84% (of normal rules claims) had been in payment for less than 1 year.
- 174,900 (34%) were recorded with 'Psychiatric disorders' (which includes 'Mixed anxiety and depressive disorders' and 'Mood disorders') as the primary disability condition.
- 103,400 (20%) were recorded with 'Musculoskeletal disease (general)' (which includes 'Osteoarthritis') as the primary disability condition.

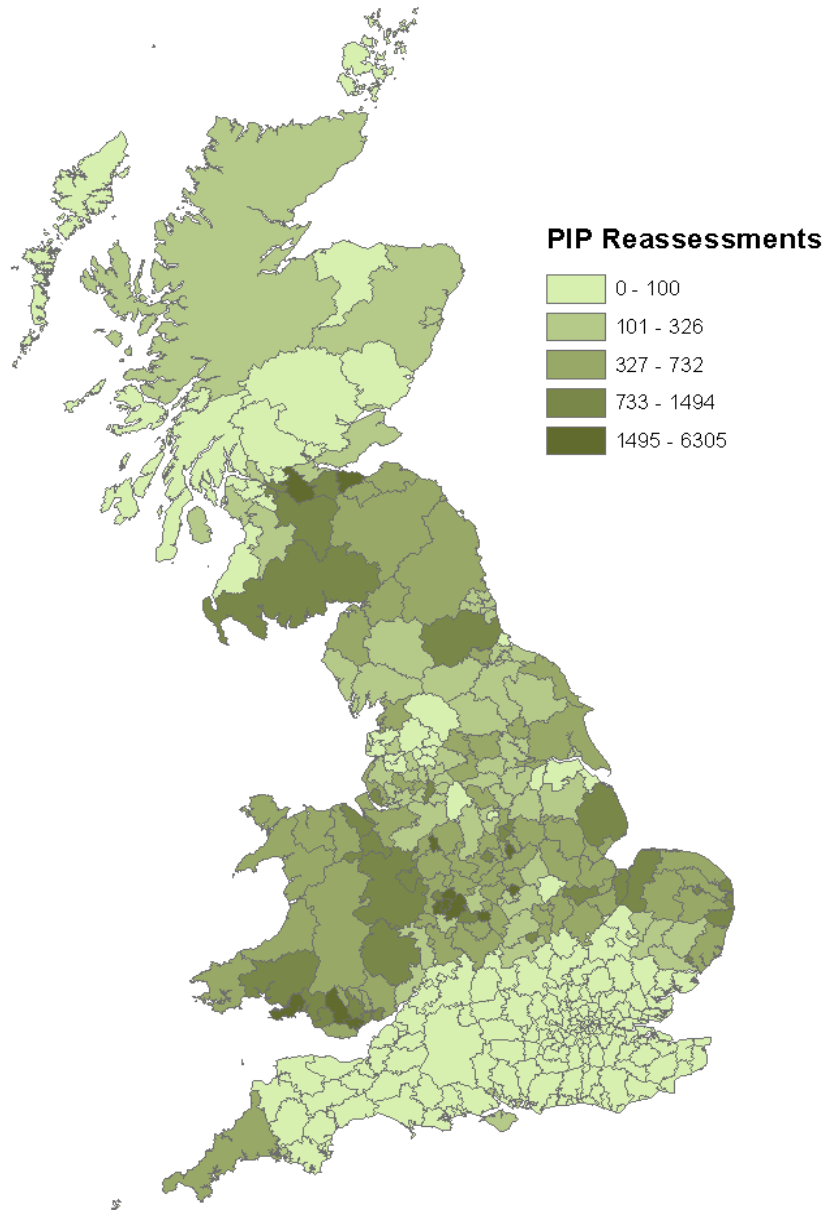
Special Rules claims in payment:

- 100% receive highest level of award ('enhanced/enhanced' rates) for both Mobility and Daily Living
- 94% were recorded with 'Malignant Disease'

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



## Reassessment caseload at April 2015 - Local Authority

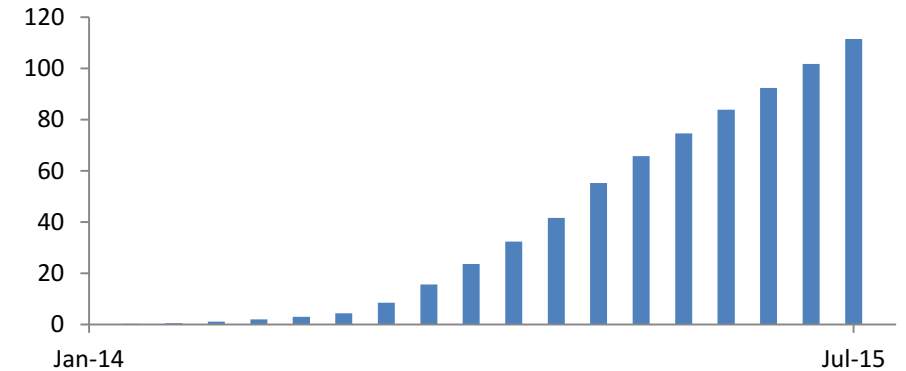


## Disability Living Allowance reassessment roll out

From 28<sup>th</sup> October 2013, DWP began inviting DLA 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. Most DLA recipients will start to be invited to claim PIP from October 2015.

As at 31<sup>st</sup> July 2015, 111,500 claims were reassessment claims from DLA (21% of the total PIP caseload):

Reassessment claims in payment (thousands)



- 77,800 (70%) received an award at the enhanced rate.
- 37,200 (33%) were receiving the highest level of award, i.e. both enhanced daily living and enhanced mobility

### Interactive map

Further statistics on the PIP caseload (including registrations and awards) showing information at Local Authority level are also available from the interactive map.

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



## Section 5 : Notes

### Revision

This September 2015 official release includes revisions to the historic caseload statistics showing cases in payment. Around 5% of the caseload were recorded on PIPCS as open claims when in fact they should have been closed. The impact is, however, more apparent for Special Rules Terminally Ill cases (SRTI) where the historic caseload is around 50% higher as at April 2015 than revised figures

### PIP operational rollout

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.

Most DLA recipients will start to be invited to claim PIP from October 2015.

### PIP clearance times 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 the individual parts of the claimant journey average times will not sum to the end-to-end claimant journey average times. This is because each measure is based on the median clearance/outstanding time of cases cleared/outstanding at that stage, whilst the end-to-end measure is based on the median clearance/outstanding time for all cleared/outstanding 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) having a longer average time than the end-to-end average time.

## **PIP statistics**

This Release contains Official Statistics on PIP caseload, registrations, clearances, awards 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, 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.

The statistics in this Release cover the period 8<sup>th</sup> April 2013 to 31<sup>st</sup> July 2015, for PIP new claims and claims made by those with an existing claim for Disability Living Allowance, known as Reassessments.

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.

### *Code of Practice for Official Statistics*

In developing PIP Statistics, DWP has acted in accordance with the Code of Practice and supporting Principles.

### **DWP statistical consultations**

DWP would like to hear your views on our statistical publications. If you use any of our statistics publications, we would be interested in hearing what you use them for and how well they meet your requirements. Please email DWP at [stats-consultation@dwp.gsi.gov.uk](mailto:stats-consultation@dwp.gsi.gov.uk). If you would like to receive occasional e-mails from DWP to directly inform you of documents seeking the views of users, please email [general.statistics@dwp.gsi.gov.uk](mailto:general.statistics@dwp.gsi.gov.uk) giving details of the DWP publications you use