

Work and Pensions Select Committee – PIP and ESA Assessments inquiry: Supporting Statistics

Ad-hoc statistic

Published: 4 December 2017

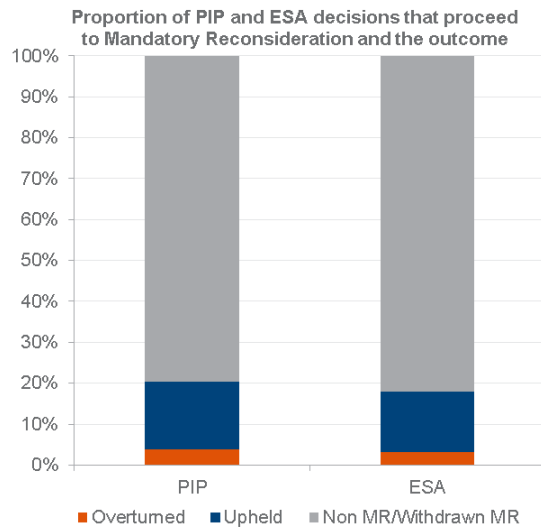
Updated: 25 January 2018. Page 8 corrected and updated. Page 9 updated.
Great Britain

The Committee has invited evidence about how the Department for Work and Pensions determines eligibility for Personal Independence Payments (PIP) and Employment and Support Allowance (ESA). This release and the supporting tables gives statistics about the assessment process from DWP, and the three assessment providers – Centre for Health and Disability Assessments (CHDA), Capita, and Independent Assessment Services (IAS). This release also includes statistics about the outcomes of Mandatory Reconsiderations and Tribunals.

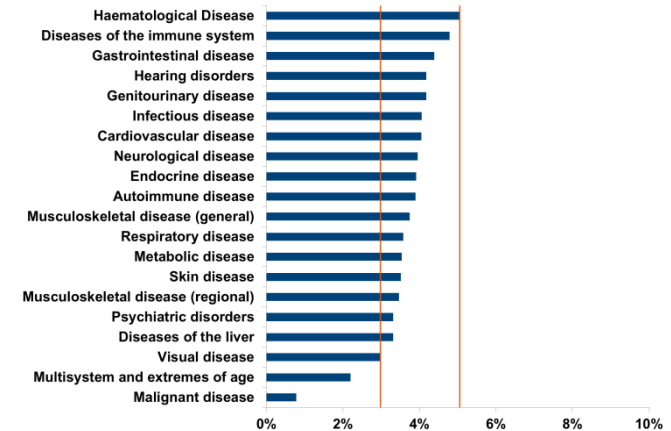
Main stories

A small proportion of decisions are overturned at MR or appeal

There are minor differences across primary health conditions



The proportion of PIP decisions overturned at tribunal, by main health condition groups



At a glance

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<p>Lead Statistician: Stuart Hawkins Stuart.hawkins@dwp.gsi.gov.uk DWP Press Office: 020 3267 5144 Thoughts? We welcome feedback Published 4 December 2017 Updated 25 January 2018 Next edition N/A ISBN 978-1-78659-010-7 © Crown copyright</p>	

What you need to know

If you're ill or disabled, Employment and Support Allowance (ESA) offers you financial support if you're unable to work and personalised help so that you can work if you're able to. You must have a Work Capability Assessment while your ESA claim is being assessed. This is to see to what extent your illness or disability affects your ability to work. Work Capability Assessments in ESA are currently delivered by the Centre for Health and Disability Assessments (CHDA).

If you're aged 16 to 64 you could get between £22 and £141.10 a week by claiming Personal Independence Payment (PIP). The amount you get depends on how your condition affects you, not the condition itself. You'll be assessed by a health professional to work out the level of help you can get. Personal Independence Payment (PIP) was introduced in 2013 to replace Disability Living Allowance (DLA) for working age people. PIP assessments are currently undertaken by Independent Assessment Services and Capita.

If you disagree with a decision about benefits you can ask for the decision to be looked at again - this is called 'mandatory reconsideration'. You can appeal to the Social Security and Child Support Tribunal if you think the decision in the mandatory reconsideration notice is wrong.

Further information on Mandatory Reconsiderations (MRs) can be found on page 3.

These statistics and the supporting tables measure;

- PIP and ESA Decisions reaching Mandatory Reconsideration
- PIP and ESA Decisions overturned at Mandatory Reconsideration, by Health Condition
- PIP and ESA Decisions upheld at Mandatory Reconsideration, by Health Condition
- PIP and ESA Decisions overturned at First tier Tribunal, by Health Condition
- Performance – PIP Assessment Providers
- Performance – ESA Assessment Provider

(In supporting tables only)

- PIP and ESA Decisions withdrawn at Mandatory Reconsideration, by Health Condition
- PIP and ESA Decisions upheld at First tier Tribunal, by Health Condition
- PIP Decisions withdrawn at First tier Tribunal, by Health Condition
- PIP and ESA Decisions taken to Upper Tribunal, by Outcome
- Average costs to the Department and Public Purse of Mandatory Reconsiderations, First tier Tribunals and Upper Tribunals

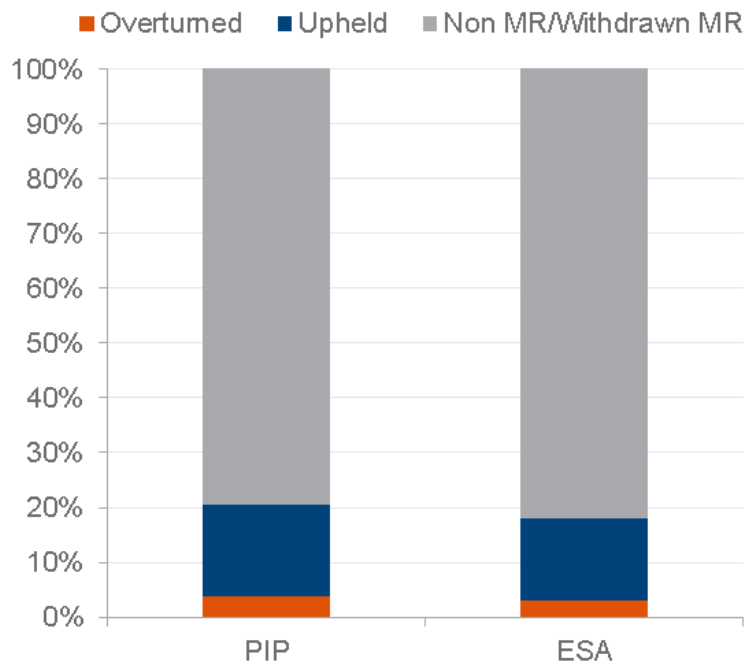
This document and the supporting summary tables can be found here:

<https://www.gov.uk/government/statistics/work-and-pensions-select-committee-pip-and-esa-assessments-inquiry-supporting-statistics>

PIP and ESA Decisions reaching Mandatory Reconsideration

A small proportion of all decisions are overturned at the Mandatory Reconsideration stage

Proportion of PIP and ESA decisions that proceed to Mandatory Reconsideration and the outcome



Between April 2013 and July 2017 only 4% of all PIP decisions were overturned at MR.

Between April 2013 and March 2017, only 3% of all ESA decisions were overturned at MR.

PIP data was taken from the DWP PIP computer system's management information in November 2017.

This system applies decisions retrospectively as new data becomes available.

The published DWP PIP official statistics from April 2013 to July 2017 were extracted from the system in August 2017. Totals may therefore differ between this publication and the official statistics published here;

<https://www.gov.uk/government/collections/personal-independence-payment-statistics>

DWP publishes ESA outcomes for WCAs, MRs and Appeals in a quarterly statistical publication. The latest available data on the outcomes of ESA WCAs is for assessments in Mar 2017. The latest available data on the outcomes of ESA MRs is July 2017. The latest available data on the outcome of ESA Appeals is June 2017."

Mandatory Reconsiderations

This Department introduced Mandatory Reconsiderations (MR) as part of Appeals Reform in 2013, to give claimants the opportunity to have their decision reviewed by a second Decision Maker (DM). This allows all of the evidence to be looked at again and, crucially, gives the claimant the opportunity to provide any further evidence that had not been available to the original DM. An overturned decision is a decision made in favour of the claimant, whilst an upheld decision is one which remains unchanged.

Following the MR, if the claimant remains dissatisfied with the decision, they are free to lodge an appeal with the First-tier Tribunal.

PIP Decisions overturned at Mandatory Reconsideration, by Health Condition

A small proportion of all PIP decisions have been overturned at Mandatory Reconsideration, with minor differences in this rate across primary health conditions

Proportion of PIP decisions that are overturned at Mandatory Reconsideration, by primary health condition

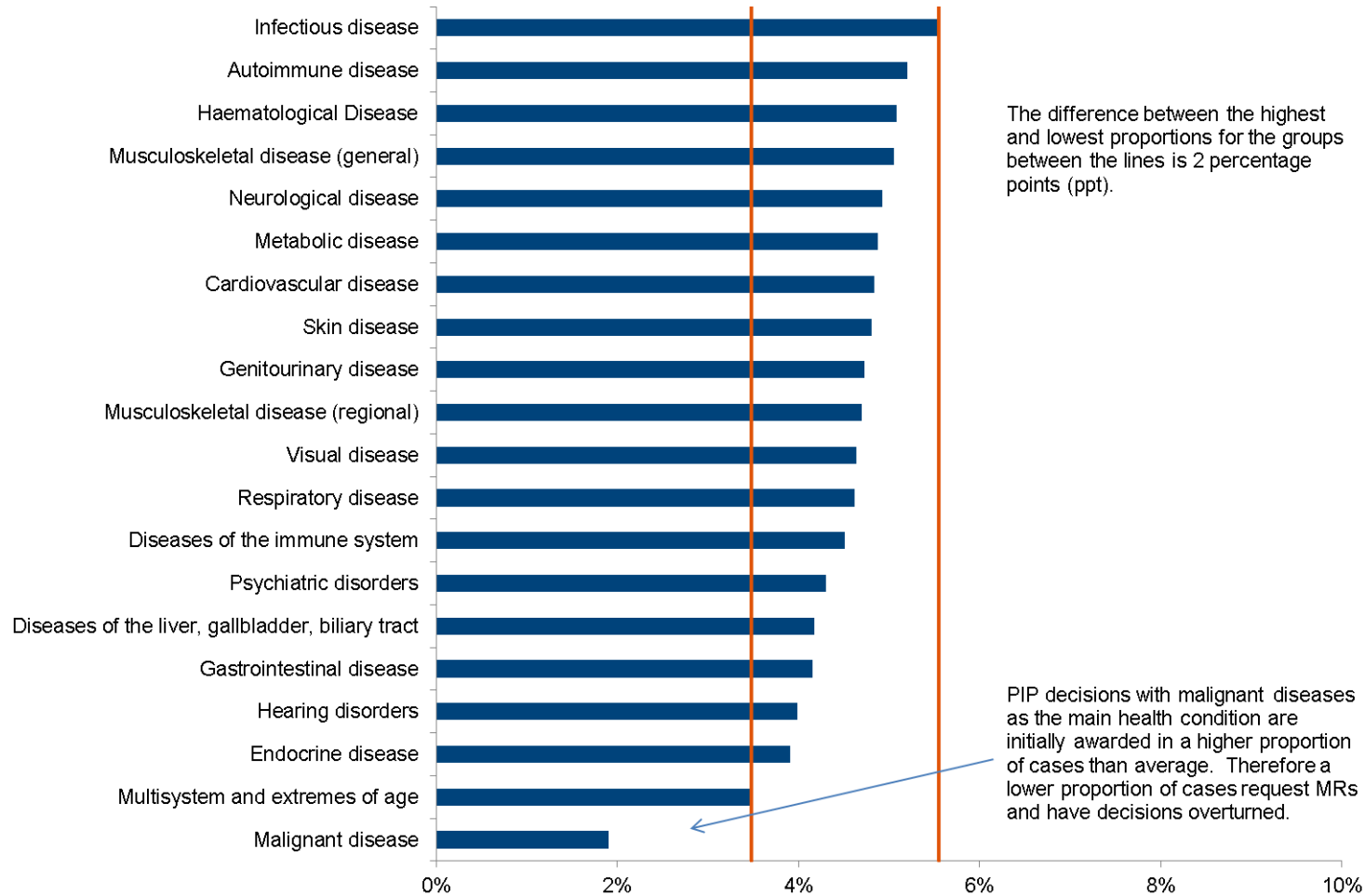


Chart includes data from April 2013 to July 2017.

The chart presented here is based on this primary health condition.

ESA Decisions overturned at Mandatory Reconsideration, by Health Condition

A small proportion of all ESA decisions have been overturned at Mandatory Reconsideration, with minor differences in this rate across primary health conditions

Proportion of ESA decisions that are overturned at Mandatory Reconsideration, by primary health condition

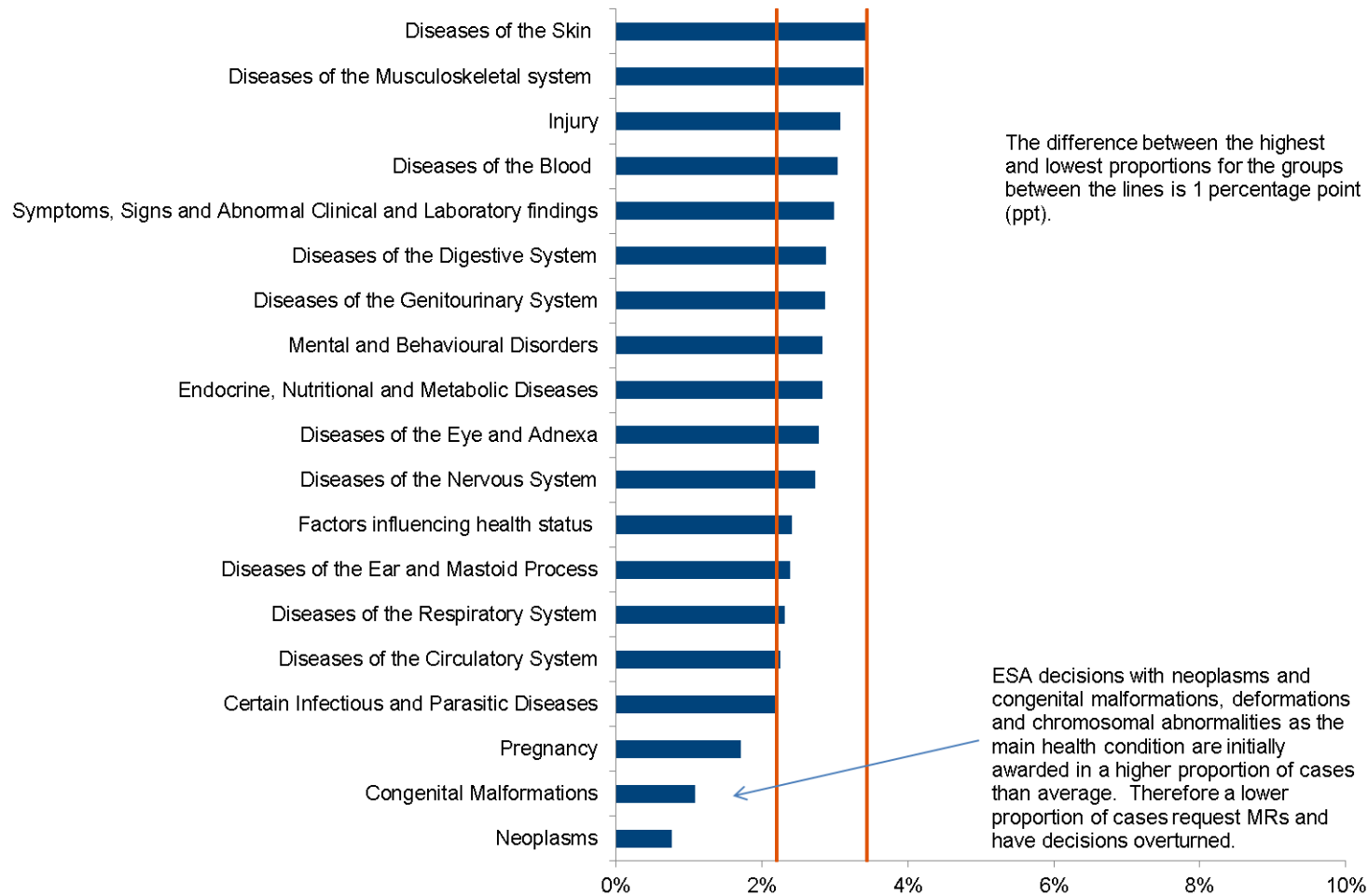


Chart includes data from April 2013 to July 2017.

The chart presented here is based on this primary health condition.

PIP Decisions upheld at MR overturned at First tier Tribunal (FtT), by Health Condition

A small proportion of all PIP decisions upheld at MR have been overturned at First tier Tribunal, with minor differences in this rate across primary health conditions

Proportion of PIP decisions upheld at MR that are overturned at First tier Tribunal, by primary health condition

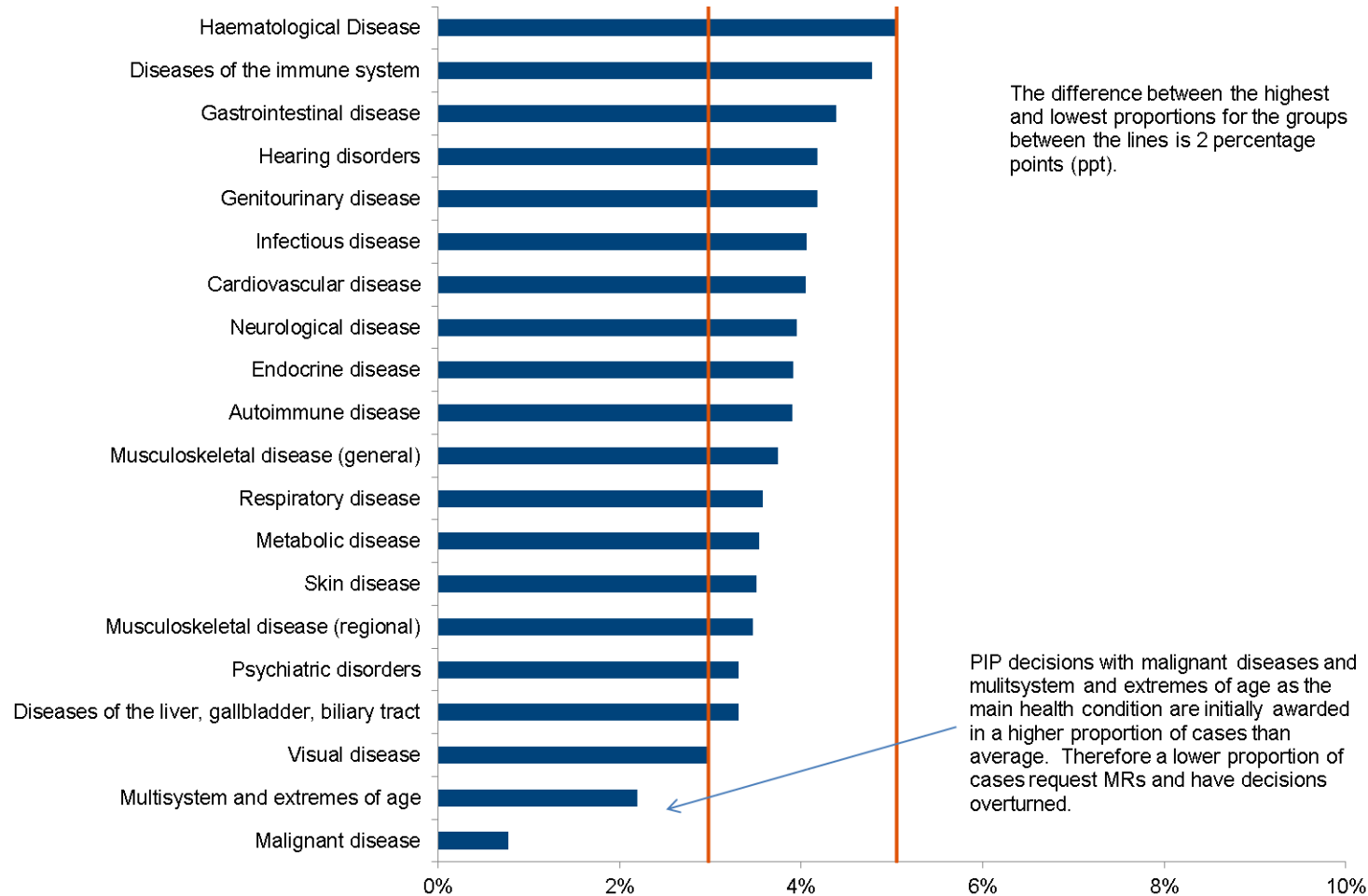


Chart includes data from April 2013 to July 2017.

The chart presented here is based on this primary health condition.

ESA Initial Assessment Fit for Work Decisions overturned at FtT, by Health Condition

A small proportion of all ESA Initial Assessment Fit for Work decisions have been overturned at First tier Tribunal, with minor differences in this rate across primary health conditions

Proportion of ESA Initial Assessment Fit for Work decisions that are overturned at First tier Tribunal, by primary health condition

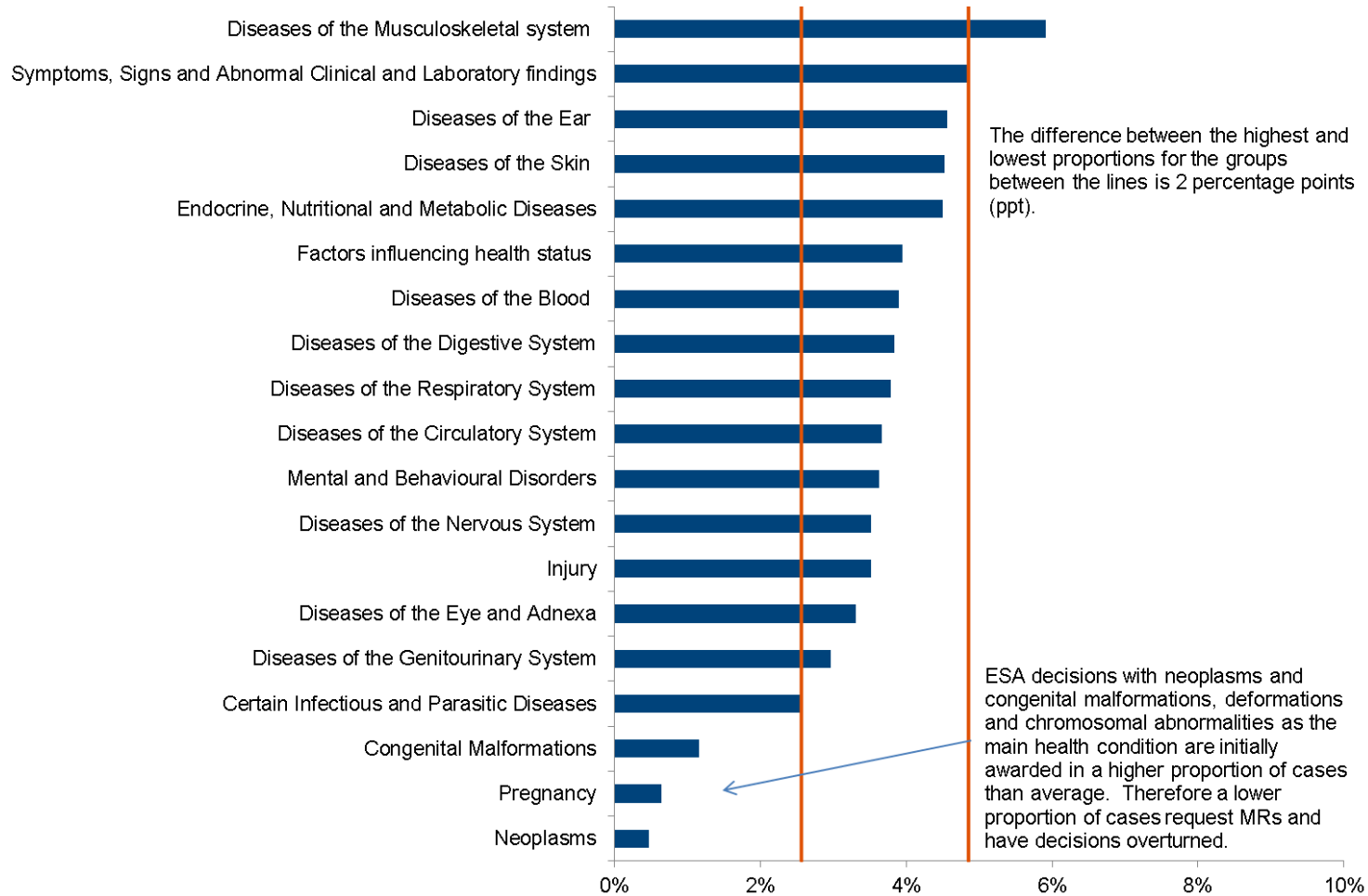


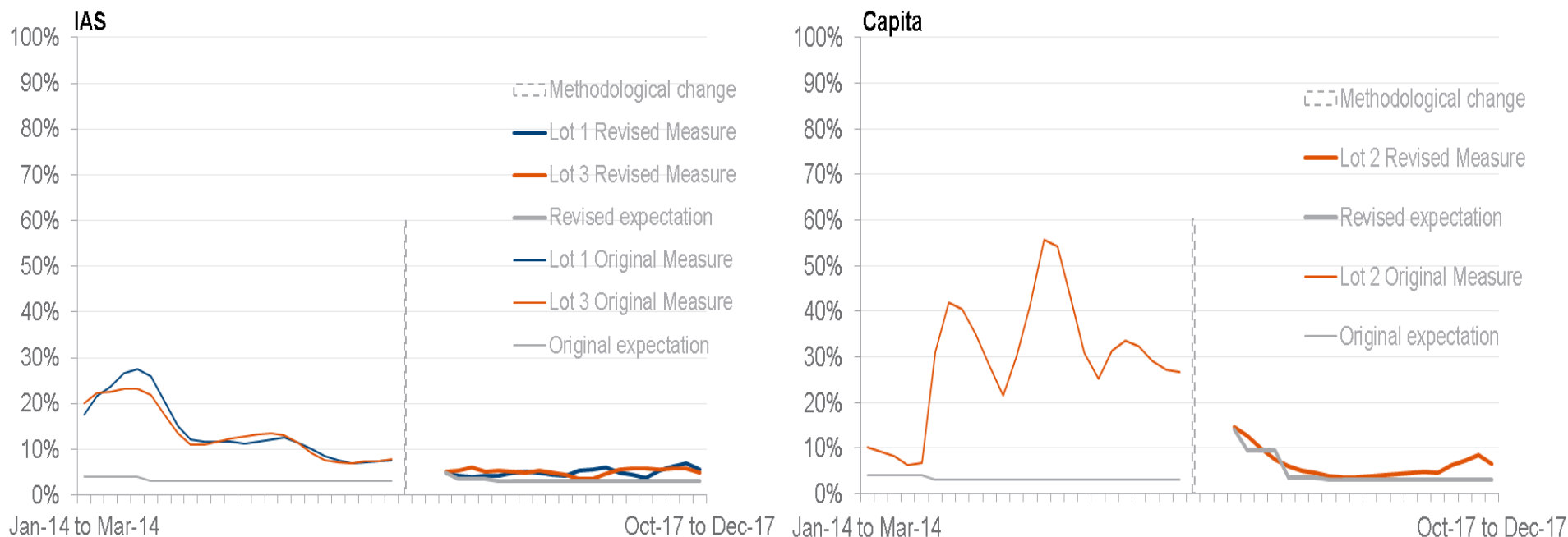
Chart includes data from April 2013 to June 2017.

The chart presented here is based on this primary health condition.

Performance – PIP Assessment Providers

The performance of the PIP Assessment Providers has improved over the length of contracts with the proportion of 'Unacceptable' reports decreasing

Three-month rolling average of percentage of Assessment Reports returned to the Department as 'Unacceptable'.



PIP Assessment Quality Measurement Methodology

The performance of the PIP Assessment Providers is monitored by an independent audit process of the Assessment Reports produced by the Providers which are used to inform DWP Decisions on PIP entitlement.

Performance is assessed on a rolling three month basis and the performance expectation is defined as the percentage of all reports returned to the department that are assessed as "Unacceptable".

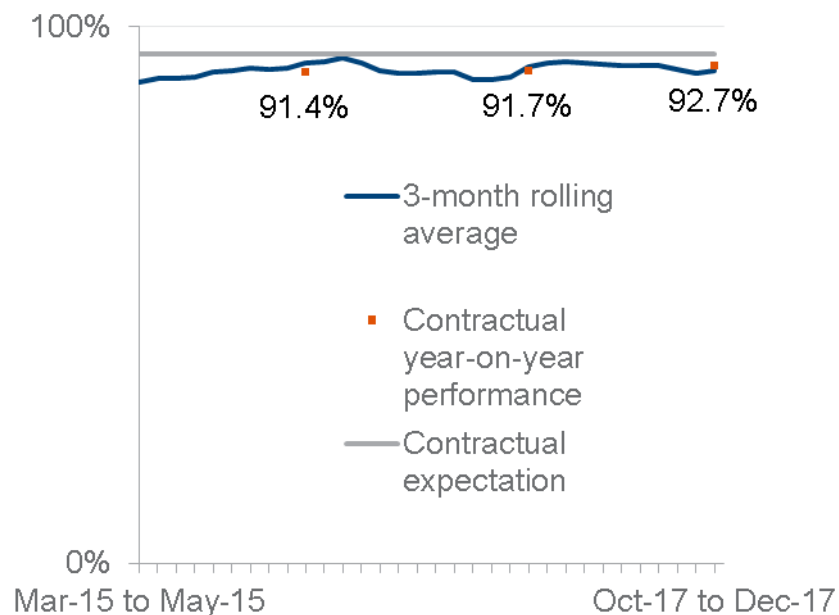
The number of cases audited across the rolling three months is 1400 per LOT and are selected randomly. LOTs 1 and 3 are assigned to IAS, and are shown separately on this chart.

Over the course of the current PIP contracts, there have been two different Quality audit methodologies for assessing a report as 'Unacceptable', as highlighted on the graphs above. The audit between January 2014 and February 2016 was conducted by the Assessment Providers. The current audit methodology since March 2016 is audited by an Independent Audit team.

Performance – ESA Assessment Provider

The performance of CHDA has improved over the length of contract with the year-on-year average increasing in each contract year

Three-month rolling average and contractual year-on-year trends of the percentage of Assessment Reports meeting the required standard of performance



ESA Assessment Quality Measurement Methodology

The performance of the Health Assessments Advisory Service, delivered by the Centre for Health and Disability Assessments, is monitored by an independent audit. The Assessment Reports produced by the Provider are used to inform DWP Decisions on benefit entitlement. Performance is assessed on a rolling three month basis and the performance expectation is defined as the percentage of all reports that meet the required contractual standard.

Completed cases are randomly selected for audit each day, with around 700 audits being completed each month.

The contractual expectation is that at least 95% of assessment reports will meet the required standard. This requirement has not changed over the lifetime of the contract.

While the provider has not been able to meet the contractual expectation for the quality of assessment reports, performance has improved each contract year (Mar-Feb). There are a number of reasons that an assessment report may be considered to have not met the required contractual standard.

It should be noted that while an assessment report may not meet the required contractual standard, this does not mean that the recommendation made by the provider is incorrect. For example, an assessment report may contain excessive abbreviations or acronyms such that the report does not meet the required standard, but the recommendation in the report is fully justified, evidence has been considered appropriately and the recommendation is sufficient for a decision on benefit entitlement to be made by a Departmental Decision Maker.

PIP/ESA Assessment Quality Measurement Methodology differences

The contractual performance expectations are expressed differently between the PIP providers and CHDA. The CHDA contract sets an expectation of 95% of assessment reports meeting the required standard. The PIP contract sets an expectation of no more than 3% of assessments failing to meet the acceptable standard.