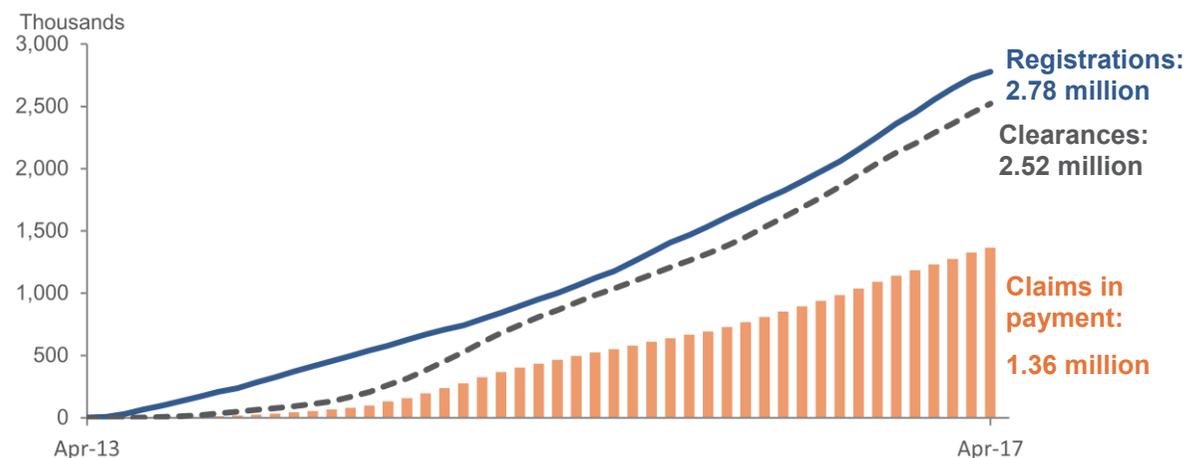


This summary contains official statistics on PIP registrations, clearances, awards, clearance & outstanding times, mandatory reconsiderations and numbers of claims in payment for both new claims and claims made by those with an existing claim for Disability Living Allowance (known as Reassessments).

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 April 2017 show:

## Main stories

As PIP roll out continues, claims in payment are increasing



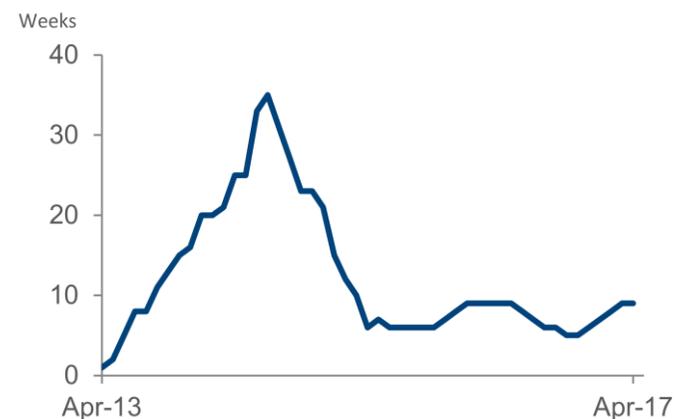
Between the introduction of PIP in April 2013 and April 2017:

**2,779,000** registrations, up 225,000 from January 2017

**2,521,000** clearances, up 234,000 from January 2017

**1,365,000** claims in payment at April 2017, up 133,000 from January 2017

Average actual clearance times (weeks, median), remain stable (New claims - Normal rules)



For claims cleared in April 2017:

**9 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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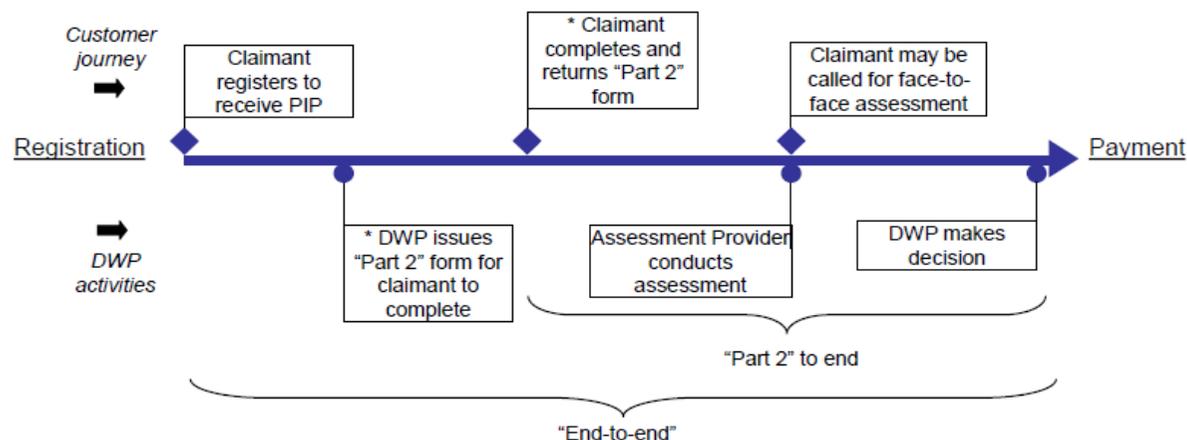
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## What you need to know

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

### The claims process:



\* The "Part 2" form is referred to in the application process as the "How your disability affects you" form

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).

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**DWP Press Office:** 0203 267 5144

Thoughts? We welcome feedback

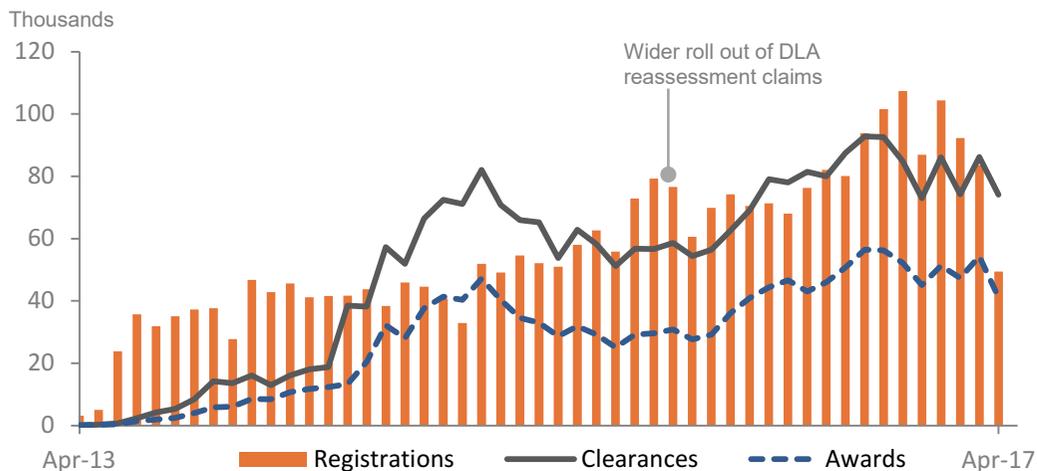
Published 14<sup>th</sup> June 2017

Next edition 13<sup>th</sup> September 2017

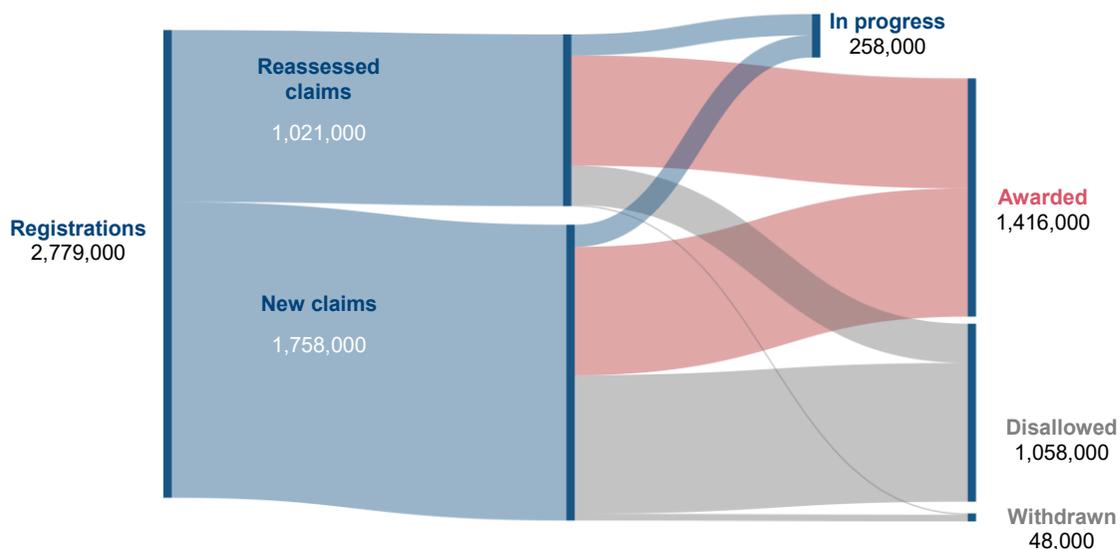
# Registrations, clearances and awards

## Over 2.5 million claims to PIP have been cleared

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



All registrations, clearances and awards up to April 2017



By the end of April 2017, a total of 2,779,000 claims to PIP had been registered. Of these, 83,000 (3%) were under special rules for the terminally ill, and 1,021,000 (37%) were reassessed DLA claims.

Since October 2015 the increase in registrations mostly reflects the reassessment of DLA cases as it was rolled out to more areas. Of those claims registered since September 2015, 51% were DLA reassessment claims. In recent months reassessment registrations have decreased due to DWP managing capacity within the system. There have been low numbers of registrations in April for new claims, which may have been impacted by fewer working days in April due to Easter and a higher number of weekends within the month.

By the end of April 2017, 2,521,000 claims to PIP had been cleared. Of these, 89,000 (4%) were under special rules for the terminally ill, and 895,000 (35%) were reassessed DLA claims.

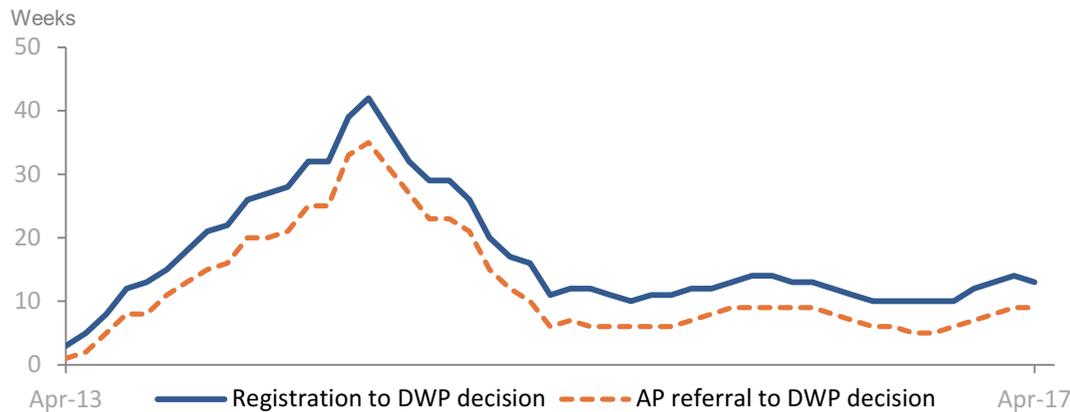
From December 2015 to October 2016 clearances increased due to the wider roll out of reassessments. In recent months clearances have fluctuated within expected levels.

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 45% and 73% for DLA reassessment claims. This covers awards made between April 2013 and April 2017. Nearly all special rules (terminally ill) claimants are found eligible for PIP.

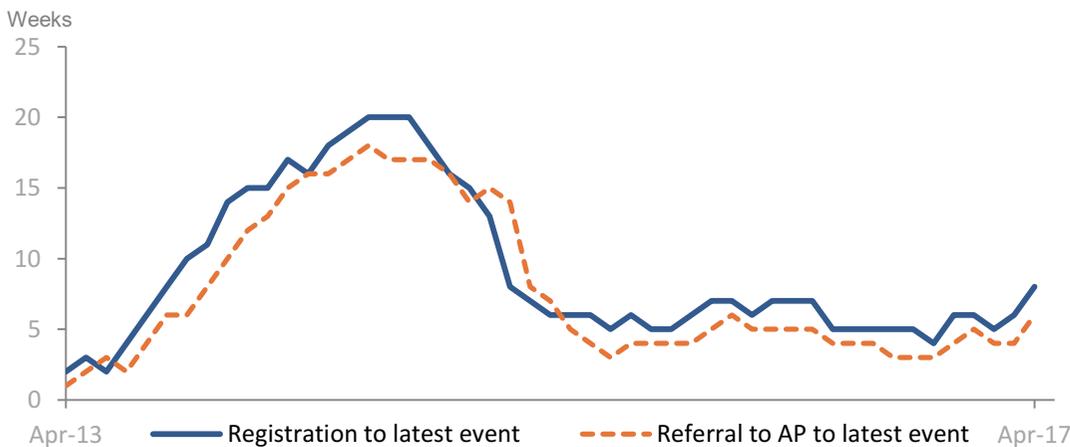
# Customer journey details – clearance and outstanding times

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



Current average clearance times for the terminally ill are **6 working days** for new claims and **5 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 April 2017, of those **new claims cleared** under normal rules, the average PIP claim, in Great Britain (GB), took:

- 13 weeks from the point of registration to a decision being made on the claim;
- 9 weeks from the point of referral to the assessment provider 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). Clearance times from the point of referral to the assessment provider to a decision being made have slowly increased over the past two quarters, from 5 weeks in October 2016 from the point of referral to the assessment providers to a decision being made, to 9 weeks in April 2017.

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

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

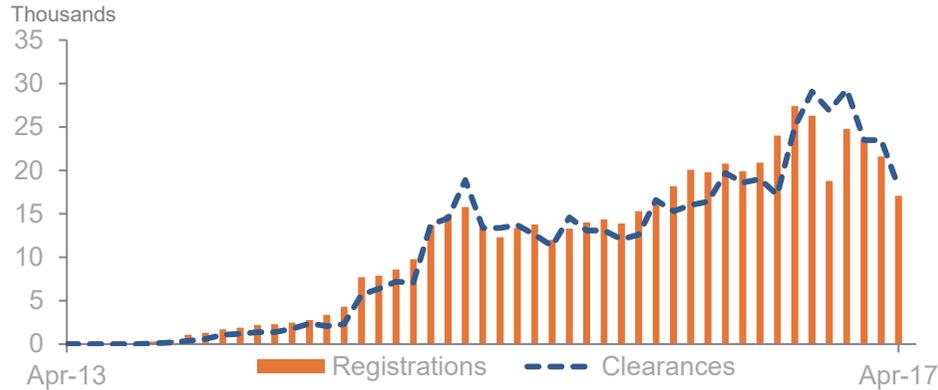
- 8 weeks from the point of registration;
- 6 weeks from the point of referral to the assessment provider.

These times have reduced by around two thirds from what they were in July 2014 (20 and 18 weeks respectively). Outstanding times from the point of referral to the assessment provider have slowly increased over the past two quarters, from 3 weeks in October 2016 to 6 weeks in April 2017.

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)

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



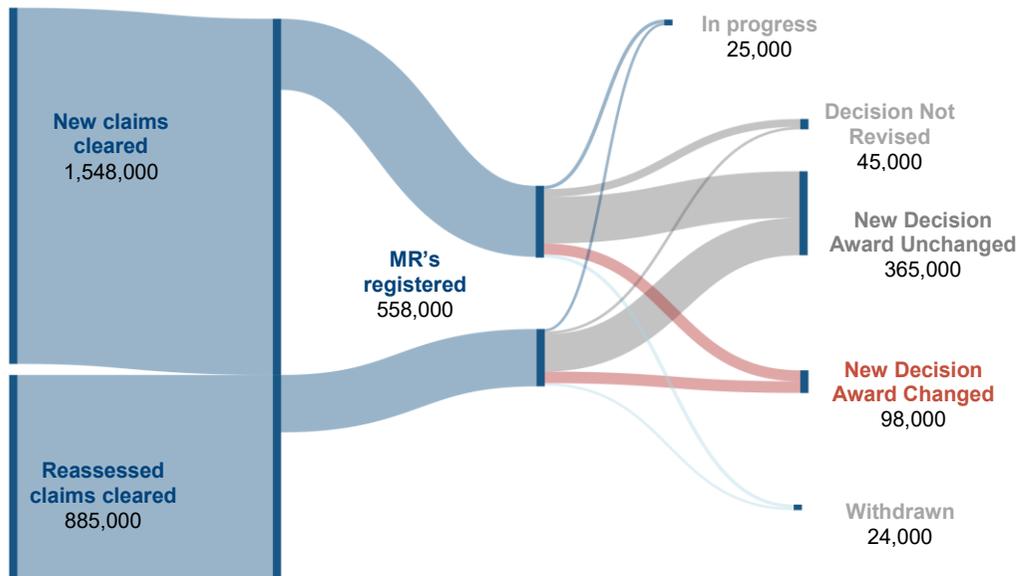
Claimants who wish to dispute a decision on their PIP claim can ask DWP to reconsider the decision. This is a 'mandatory reconsideration' (MR). Its purpose is to consider the grounds for the dispute and complete a review of the initial decision.

Recently there has been a downward trend in the number of MR registrations and clearances, driven by the downward trend in the number of claim clearances.

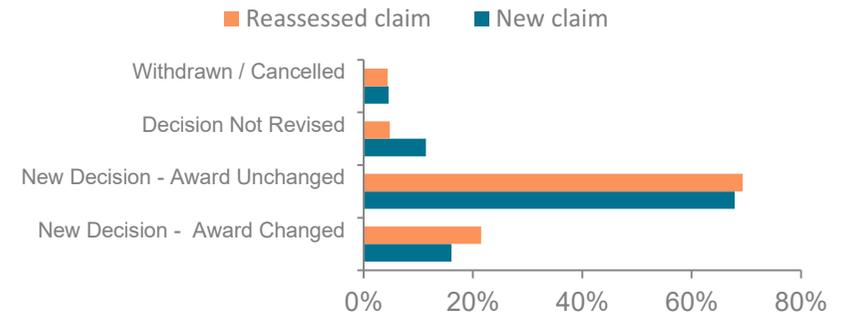
By the end of April 2017, 558,000 MRs had been registered against normal rules claims. Of these, 308,000 (55%) related to new claims, and 249,000 (45%) to reassessed DLA claims. In total, 533,000 MRs for normal rules claims had been cleared by the end of April 2017 (298,000 new claims and 235,000 reassessed DLA claims).

Figures differ to those previously published due to a change in the reporting methodology, see [notes section](#).

## MR outcome flow for all normal rules claims cleared



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



By the end of April 2017, 84% of new claims reconsiderations and 79% of reassessed DLA reconsiderations for normal rules resulted in [no change to the award](#).

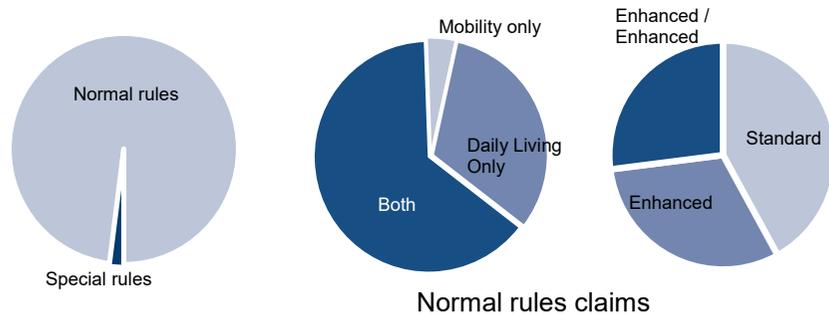
Information on mandatory reconsiderations can be found in tables 7A and 7B of the Excel tables that accompany this release.

An MR must be completed before an appeal is made and lodged with Her Majesty's Courts and Tribunals Service. Statistics on appeals can be found [here](#).

# Characteristics of claims in payment

## Over 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 April 2017



At the end of April 2017, 1,365,000 people had a PIP claim in payment, an increase of 133,000 (11%) on the previous quarterly figure (January 2017). 1,341,000 (98%) were assessed under normal rules.

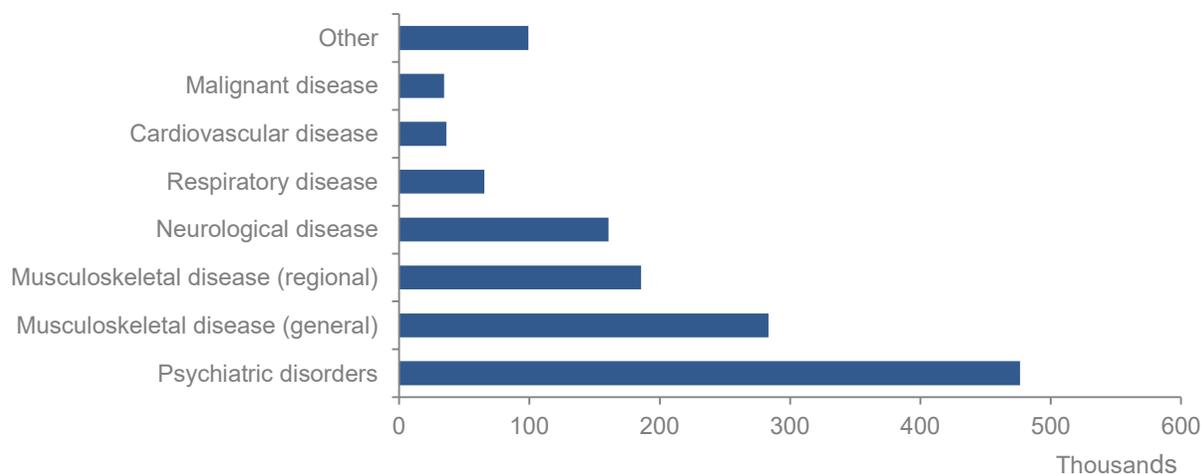
For normal rules claims:

- 32% received Daily Living Award only, 4% received Mobility Award only, and 64% received both.
- 58% received a component at the enhanced rate, with 27% of these receiving the highest level of awards ('enhanced/enhanced' rates) for both Mobility and Daily Living components.
- 47% 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 April 2017



Main disabling condition for people in receipt of PIP:

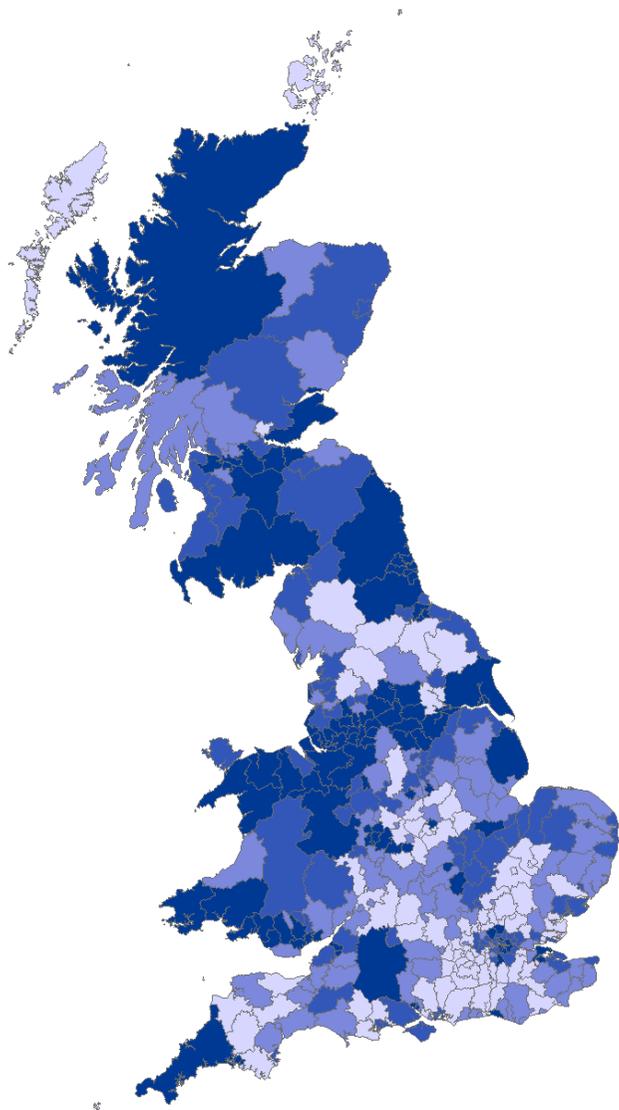
- 476,000 (36%) were recorded with 'Psychiatric disorders' (which includes 'Mixed anxiety and depressive disorders' and 'Mood disorders').
- 283,000 (21%) were recorded with 'Musculoskeletal disease (general)' (which includes 'Osteoarthritis').

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

People with reassessed DLA claims now claiming PIP

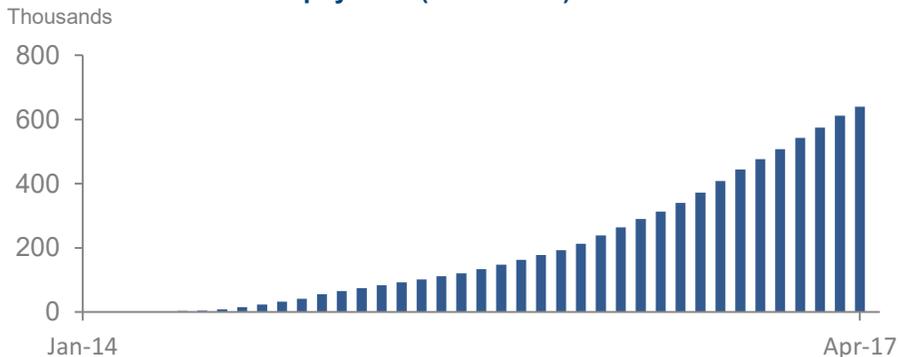


### DLA reassessment roll out

On 28th October 2013, DWP began inviting DLA working age claimants whose fixed short term awards had come to an end or claimants whose medical circumstances had changed to claim PIP (see Further Information, below, for details on the roll out). From October 2015, the remaining DLA working age recipients have started to be invited to claim PIP.

At the end of April 2017, 640,000 claims in payment were reassessment claims from DLA (47% of the total PIP caseload).

### Reassessment claims in payment (thousands)



Of these:

- 442,000 (69%) received an award at the enhanced rate.
- 241,000 (38%) received the highest level of award i.e. both enhanced rate for daily living and enhanced rate for mobility.
- 

The darker areas of the map show local authorities with higher levels of reassessed claims.

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).

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), but will include a small number of cases where a payment has been made but subsequently been suspended temporarily.

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.

In February 2017 and the first half of March 2017 a technical problem with the PIP computer system resulted in a fall in the number of disallowances pre-referral to the AP due to non-return of the 'How your disability affects you' form (Part 2 form) within the time limit, in particular with New Claims. Therefore the number of disallowances in these months, especially in February, is lower than expected. This led to an artificial increase in New Claim award rates over the same period. This technical problem was resolved and the backlog of disallowances cleared in the latter half of March 17 and in April 17, therefore an artificial decrease in New Claim award rates is seen, especially in April 17.

## Revisions to previously published statistics

Since the March 2017 publication, there has been a change in methodology to how the Mandatory Reconsideration (MR) figures are calculated. In previous publications figures in Tables 7A and 7B included MRs that arose from New claims, DLA Reassessments and Award Reviews. However, to be consistent with the reported figures used in the other data tables, the full time series included in Tables 7A and 7B now only includes those MRs that arise from New claims and DLA reassessments and exclude those that arise from Award Reviews.

## 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, 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 MR Outcomes

Claimants who wish to dispute a decision made on their PIP claim are required to ask the Department to reconsider the decision, before they can lodge an appeal with Her Majesty's Courts and Tribunals Service. 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.

If the decision under dispute is classed as **'New decision - Award changed'** then as a result of the reconsideration, a new decision has been issued and the award has been changed. This may include claims that were previously disallowed that are now awarded, or claims that had previously been awarded but the reconsideration has resulted in a change in the claim (e.g. revision to an assessment score) and this has affected level of the award.

If the decision is categorised as **'New decision - Award unchanged'** then as a result of the reconsideration, a new decision has been issued but the award remains unchanged. This may include claims where the reconsideration resulted in a change in the claim (e.g. revision to an assessment score) but this change did not affect the level of the award.

If the decision is categorised as **'Decision not revised'** then as a result of the reconsideration, the initial decision was not revised.

**'Withdrawn/cancelled'** includes all reconsiderations that were withdrawn or cancelled prior to a reconsideration decision being made.

## 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, the remaining 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>