



Department
for Work &
Pensions

Personal Independence Payment: Statistical Ad Hoc

Registrations, clearances and awards; average
clearance and outstanding times; and outstanding claims
- up to March 2015 (Great Britain)

May 2015

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Background

This publication provides ad hoc statistics on Personal Independence Payment registrations, clearances, clearance and outstanding times and outstanding claims (up to March 2015). The Department for Work and Pensions is providing the information in this ad hoc to the Court for a hearing on 14th and 15th May 2015. This public release provides equality of access to information that may be used in the hearing.

These data should be seen as provisional and may be subject to revision.

The figures given in this ad hoc publication are an update to the statistics regularly published as part of the Department's quarterly release of Personal Independence Payment official statistics¹. Data is provided up to March 2015.

Data up to April 2015 will be published on 17th June 2015 as part of the next official statistics quarterly release.

More information on PIP statistics can be found at:

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

¹<https://www.gov.uk/government/publications/personal-independence-payment-release-strategy>

Method

The data within this publication was sourced from PIP Computer System claimant records.

The statistics have been developed using guidelines set out by the UK Statistics Authority, and as statistics undergoing evaluation they have accordingly been badged as experimental statistics.

As the data available for PIP evolves over time, the methodology used and definitions may develop also. Therefore these data should be seen as provisional and may be subject to revision.

The data used to produce the statistics represent PIP claims during the period 8th April 2013 to 31st March 2015, within Great Britain.

Monthly totals represent the calendar month.

‘Special Rules’ (SRTI) are claims made under special rules for terminally ill people. All other claims are defined as ‘Normal Rules’ (non-SRTI).

Figures have been given for both ‘PIP new claims’ and ‘DLA reassessment claims’ (i.e. claims made by those with an existing claim for Disability Living Allowance).

More detail on the methodology is provided in the footnotes that accompany the data tables and charts.

Results

PIP Registrations

As at 31st March 2015, a total of 774,800 PIP new claims and 123,700 DLA reassessment claims had been registered.

Table 1: PIP – Registrations (1st April 2013 to 31st March 2015)

	New Claims			Reassessments		
	Normal Rules	SRTI	All	Normal Rules	SRTI	All
Total	742,800	32,100	774,800	122,100	1,600	123,700

Source: PIP Computer System claimant records

Notes:

1. Figures have been rounded to the nearest 100. Components may not sum to totals due to rounding.
2. The status of claims as 'normal rules' or 'SRTI' (special rules for the terminally ill) is shown as at the point of registration.
3. Definition of Registration: The claimant has completed the initial PIP claim process, either by phone or, in exceptional circumstances, via a paper form.
4. Great Britain only.

A monthly time series of the registrations data can be found at table 1 [here](#).

PIP Clearances

As at 31st March 2015, a total of 648,100 PIP new claims and 96,000 DLA reassessment claims had been cleared.

Table 2: PIP – Clearances (1st April 2013 to 31st March 2015)

	New Claims			Reassessments		
	Normal Rules	SRTI	All	Normal Rules	SRTI	All
Total	610,800	37,300	648,100	94,000	1,900	96,000

Source: PIP Computer System claimant records

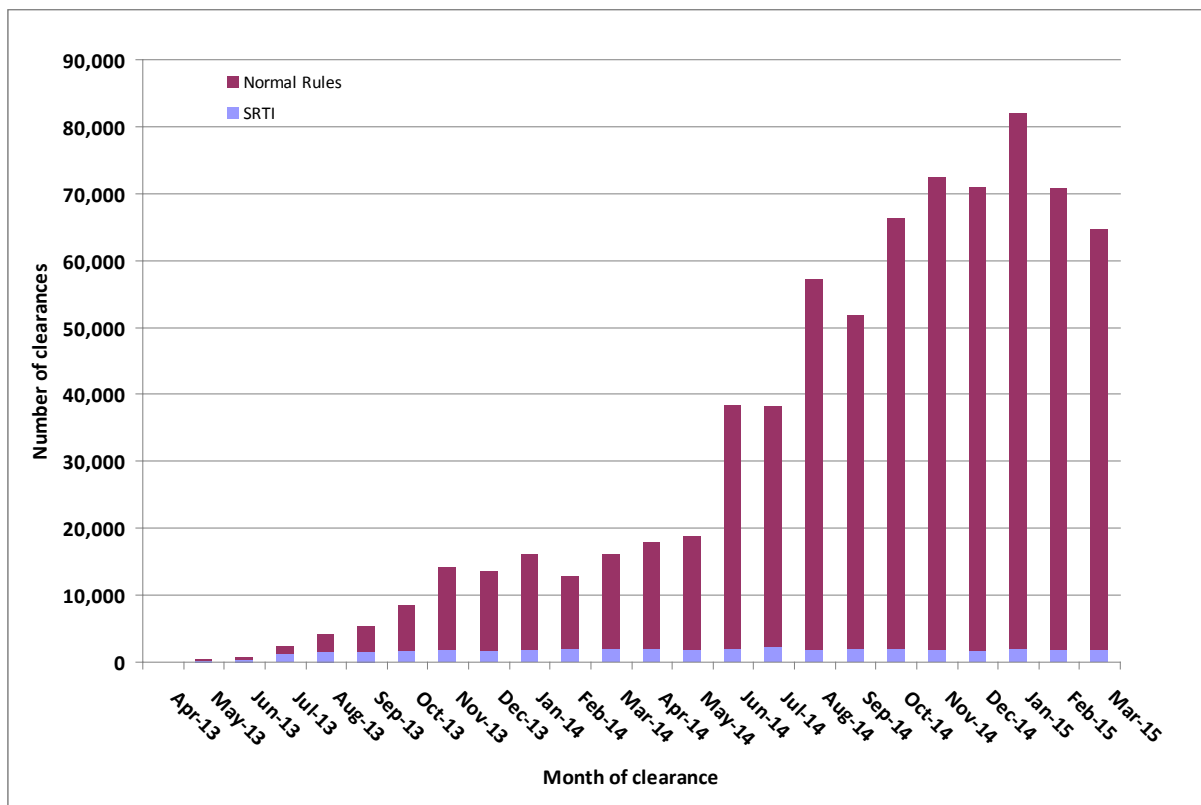
Notes:

1. Figures have been rounded to the nearest 100. Components may not sum to totals due to rounding.
2. The status of claims as 'normal rules' or 'SRTI' (special rules for the terminally ill) is shown as at the point of clearance.
3. Total clearances include Decisions (comprising Awards and Disallowances) and Withdrawals and reflect outcomes prior to any reconsideration and appeal action.
4. Great Britain only.

Of those claims that have been registered but not yet cleared, we do expect a proportion of these claims to be withdrawn by the claimant, or disallowed pre-referral to the assessment provider (due to non-return the Part 2 form within the time limit or failure of basic eligibility criteria). The remaining outstanding claims represent the head of work running across the claiming process.

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Figure 1: PIP Clearances (PIP new claims and DLA reassessment claims), by month of clearance



- Between January and June 2014, on average 20,000 claims were being cleared each month.
- This rose to an average of around 60,000 claims cleared each month between July and December 2014.
- In January 2015 clearances peaked at just over 80,000, but have since dropped back to around 70,000 and 65,000 in February and March 2015 respectively.

A monthly time series of the clearance data, including a breakdown showing the number of clearances that were awarded, disallowed and withdrawn, can be found at tables 2A and 2B [here](#).

PIP Awards

Of all PIP new claims cleared as at 31st March 2015, including claims withdrawn by the claimant, 52% had led to an award

Table 3: PIP New Claims – Awards (1st April 2013 to 31st March 2015)

	Including withdrawn claims			Excluding withdrawn claims		
	Normal Rules	SRTI	All	Normal Rules	SRTI	All
Total	49%	96%	52%	51%	99%	54%

Source: PIP Computer System claimant records

Notes:

1. The status of claims as 'normal rules' or 'SRTI' (special rules for the terminally ill) is shown as at the point of clearance.
2. Definition of Award: The Department has made the decision to award PIP.
3. Definition of Withdrawal: The claimant has withdrawn the claim prior to a decision being made.
4. Great Britain only.

Of all DLA reassessment claims cleared as at 31st March 2015, including claims withdrawn by the claimant, 77% had led to an award.

Table 4: PIP DLA Reassessments – Awards (1st October 2013 to 31st March 2015)

	Including withdrawn claims			Excluding withdrawn claims		
	Normal Rules	SRTI	All	Normal Rules	SRTI	All
Total	76%	96%	77%	77%	99%	78%

Source: PIP Computer System claimant records

Notes:

1. The status of claims as 'normal rules' or 'SRTI' (special rules for the terminally ill) is shown as at the point of clearance.
2. Definition of Award: The Department has made the decision to award PIP.
3. Definition of Withdrawal: The claimant has withdrawn the claim prior to a decision being made.
4. Great Britain only.

A monthly time series of the awards data can be found at tables 3A and 3B [here](#).

PIP Clearance Times

Average Actual Clearance Times (AACT) represent the average clearance time of claims cleared within that calendar month.

All average actual times are based on the **median** measure. The median time represents the middle value if you were to order all of the clearance times within the distribution from lowest value to highest value. The median is being presented instead of the mean, as the mean measure is affected by outlying cases (e.g. cases where the person has been hard to reach due to being in prison, hospital, failed to attend on numerous occasions).

The 'Registration to DWP decision (end to end)' clearance time is measured as the average time between the date of registration of the claim and the date of the DWP decision to either award/disallow the claim is made. It does not include claims that have been withdrawn by the claimant or claims that have been disallowed by DWP pre-referral to the assessment provider (e.g. for failure of basic eligibility criteria and non-return of the Part 2 form within the time limit).

The 'Referral to AP to DWP decision (end to end)' clearance time is measured as the average time between the date of referral to the assessment provider and the date of the DWP decision to either award/disallow the claim. It does not include claims that have been withdrawn by the claimant or claims that have been disallowed by DWP pre-referral to the assessment provider (e.g. for failure of basic eligibility criteria and non-return of the Part 2 form within the time limit).

Clearance Times – Normal Rules

In March 2015, of those claims cleared, the average *PIP normal rules new claim* took:

- 15 weeks from the point of registration to a decision made on the claim
- 11 weeks from the point of referral to the assessment providers to a decision made on the claim

In March 2015, of those claims cleared, the average *normal rules DLA reassessment claim* took:

- 11 weeks from the point of registration to a decision made on the claim
- 6 weeks from the point of referral to the assessment providers to a decision made on the claim

The below charts show that clearance times have been falling month on month since July 2014.

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Figure 2: PIP Average Actual Clearance Times (Median) – New Claims Normal Rules

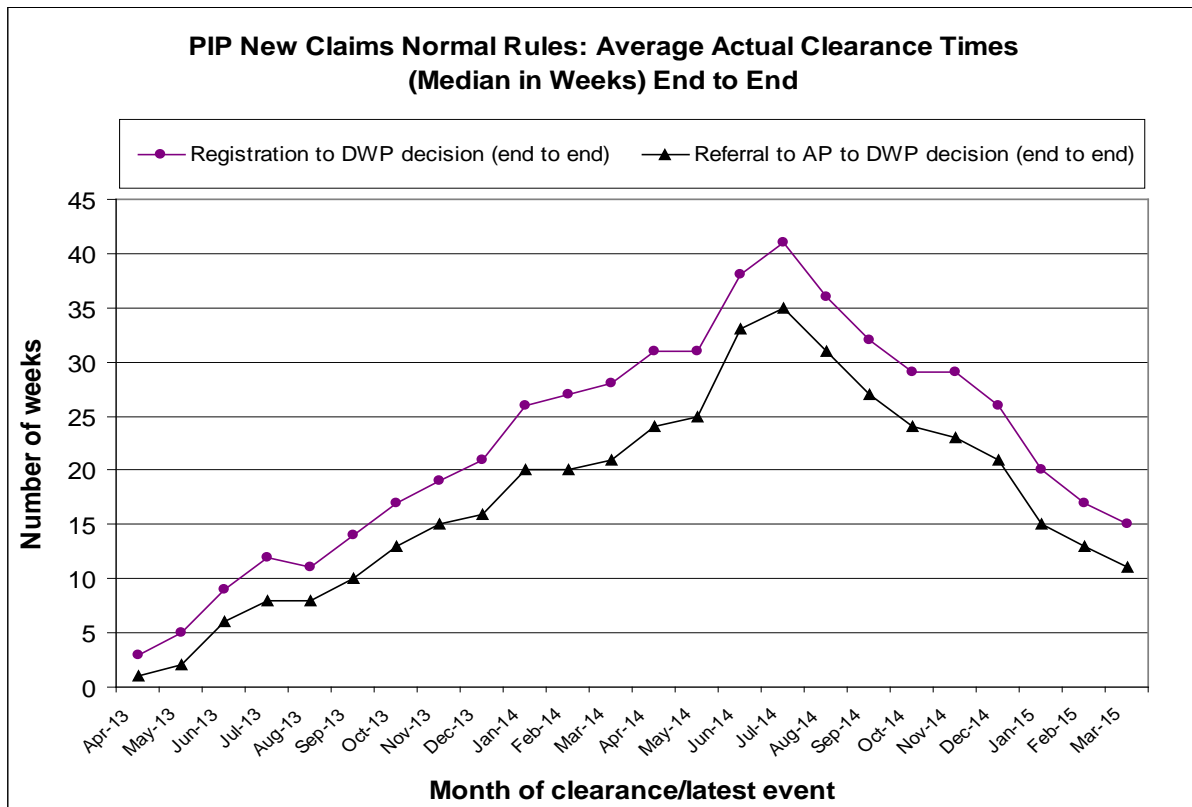
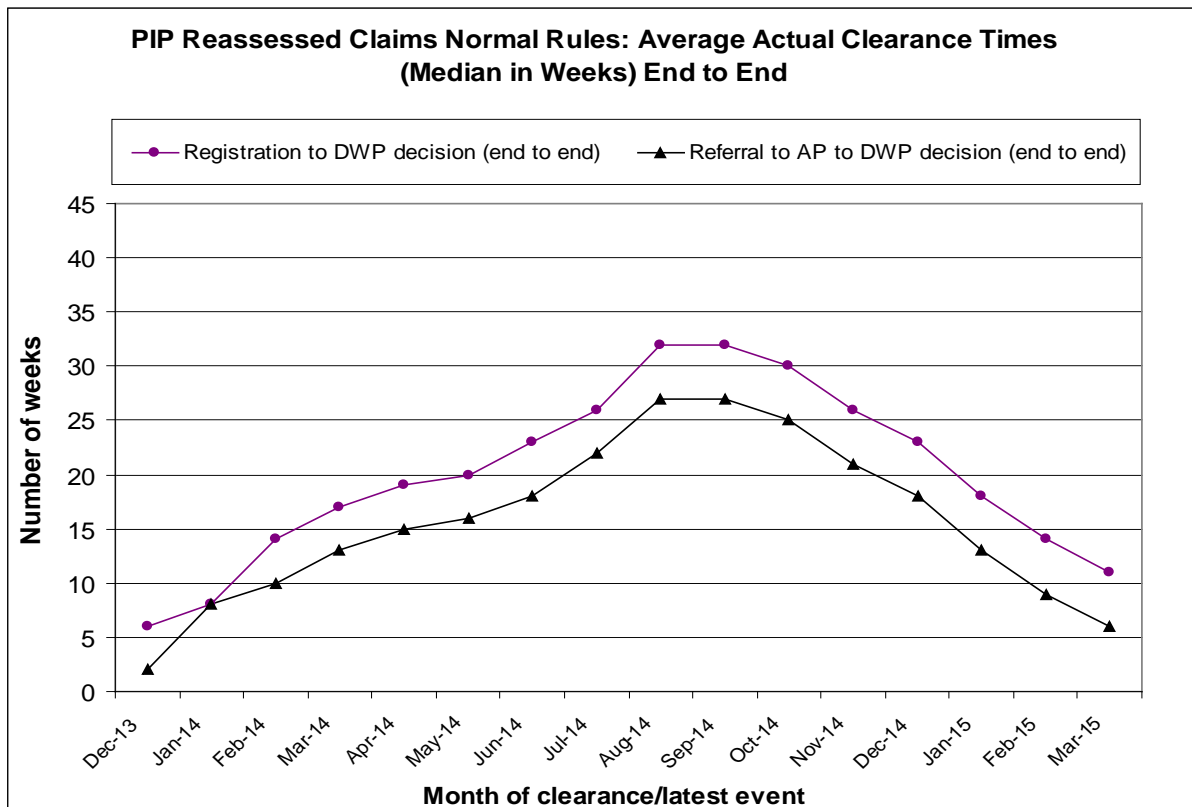


Figure 3: PIP Average Actual Clearance Times (Median) – DLA Reassessments Normal Rules



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Clearance Times – Special Rules (SRTI)

In March 2015, of those claims cleared, the average *PIP special rules new claim* took 6 working days from the point of registration to a decision made on the claim.

In March 2015, of those claims cleared, the average *PIP special rules DLA reassessment claim* took 6 working days from the point of registration to a decision made on the claim.

A monthly time series of the clearance times data can be found at tables 4A and 4B [here](#).

PIP Outstanding Times

Average Actual Outstanding Times (AAOT) represent the average outstanding time of claims outstanding within that calendar month, i.e. we check all claimants at that stage of the process that were outstanding on the last day of each month and measure how long they have been outstanding from the point of registration/referral to the assessment provider.

All average actual times are based on the **median** measure. The median time represents the middle value if you were to order all of the outstanding times within the distribution from lowest value to highest value. The median is being presented instead of the mean, as the mean measure is affected by outlying cases (e.g. cases where the person has been hard to reach due to being in prison, hospital, failed to attend on numerous occasions).

The 'Registration to DWP decision (end to end)' outstanding time is measured as the average time between the date of registration of the claim and the date at the end of the reported month, for all outstanding claims.

The 'Referral to AP to DWP decision (end to end)' outstanding time is measured as the average time between the date of referral to the assessment provider and the date at the end of the reported month, for all outstanding claims that have been referred to the assessment provider.

Outstanding Times – Normal Rules

In March 2015, of those claims outstanding, the average *PIP normal rules new claim* took:

- 7 weeks from the point of registration
- 8 weeks from the point of referral to the assessment provider

In March 2015, of those claims outstanding the average *normal rules DLA reassessment claim* took:

- 6 weeks from the point of registration
- 4 weeks from the point of referral to the assessment provider

The below charts show that outstanding times have been falling month on month since July 2014.

Note, as seen above, it is possible for the average outstanding time to be longer from the point of referral to the assessment provider than from the point of registration. This is because the measure from referral to the assessment provider is based on the median outstanding time of cases outstanding following this point, whilst the end to end measure is based on the median outstanding time for all outstanding cases. As the size and distributions of outstanding times for the individual stages will vary, this can lead to longer average times for individual stages than for the end to end average time.

A monthly time series of the outstanding times data can be found at table 5 [here](#).

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Figure 4: PIP Average Actual Outstanding Times (Median) – New Claims Normal Rules

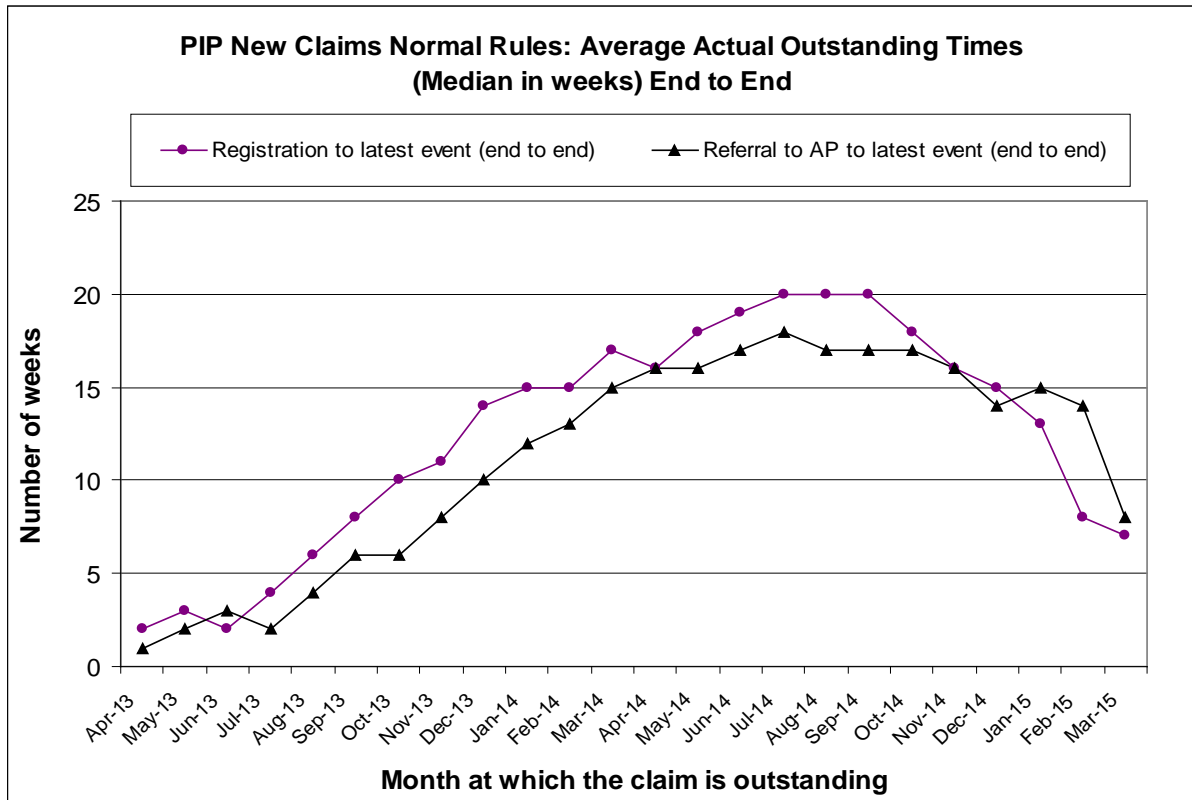
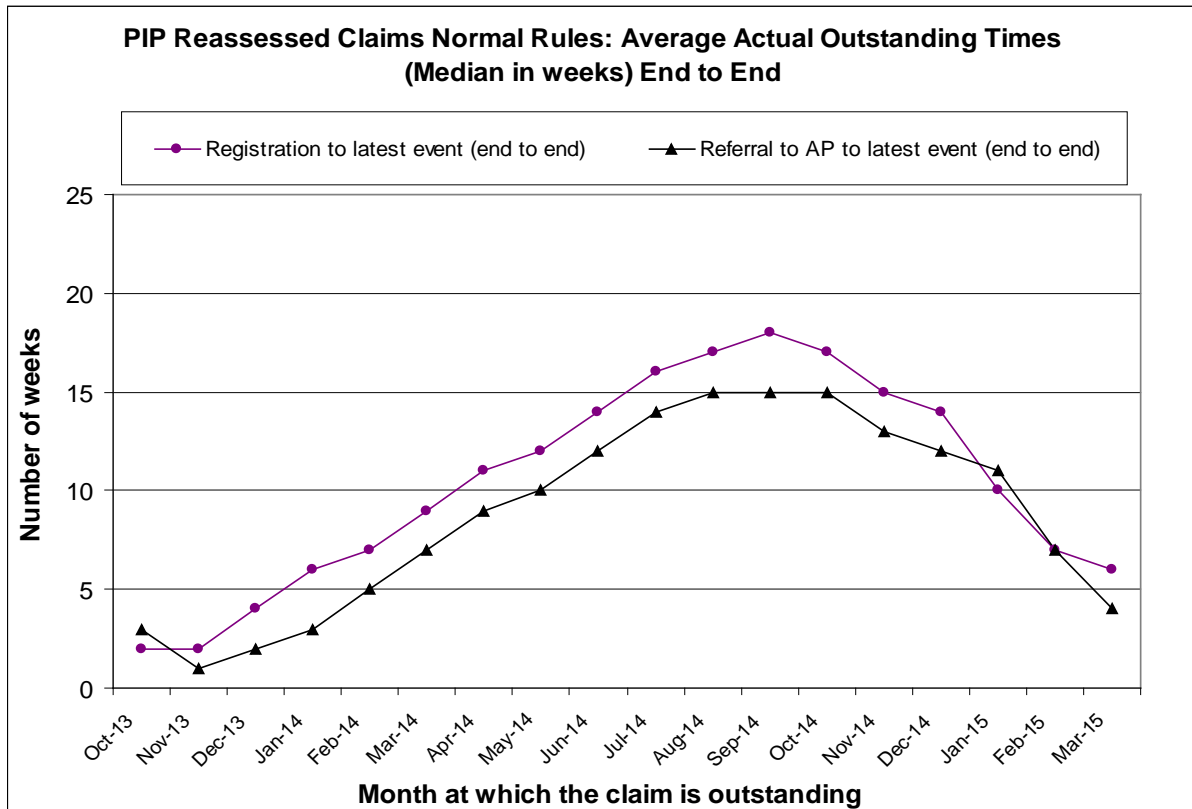


Figure 5: PIP Average Actual Outstanding Times (Median) – DLA Reassessments Normal Rules



PIP Outstanding Claims

The below table shows the number of outstanding normal rules new claims referred to the assessment provider and awaiting a decision as at the end of January 2015 and the end of March 2015.

Table 5: New Claims (Normal Rules)

	Total as at January 2015	Percentage as at January 2015	Total as at March 2015	Percentage as at March 2015
Total Outstanding	109,800	-	78,700	-
Outstanding;				
20 weeks or less	68,800	63%	55,900	71%
over 20 weeks	41,000	37%	22,800	29%
over 30 weeks	26,000	24%	12,600	16%
over 40 weeks	13,900	13%	7,400	9%
over 52 weeks	4,500	4%	3,200	4%

Source: PIP Computer System claimant records

Note: Figures have been rounded to the nearest 100. Components may not sum to totals due to rounding.

Contact Points for Further Information

Press enquiries should be directed to the Department for Work and Pensions press office:

Media Enquiries: 0203 267 5129

Out of hours: 0203 267 5144

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