

## Social Security Scotland Statistics

# Adult Disability Payment: high level statistics to 31 January 2023

### Key figures

- From 21 March 2022 to 31 January 2023, 64,335 part 1 applications were registered for Adult Disability Payment. During that period, 35,215 part 2 applications were received.
- In total, there were 19,930 applications processed with a decision made by 31 January 2023. Of these 60% were authorised, 30% were denied and 11% were withdrawn.
- The median average processing time for applications has increased every month since the Adult Disability Payment national launch, from 45 working days in September 2022 to 79 working days in January 2023.
- As of the 31 January 2023, 23,660 people were in receipt of Adult Disability Payment. Of this total, 11,650 people were new applicants and 12,010 were people who had their award transferred from the Department for Work and Pensions.
- Between 21 March 2022 and 31 January 2023, the total value of Adult Disability Payments issued was £33.3 million. Of this total, £29.5 million was issued to new applicants and £3.9 million was issued to clients who have transferred to Adult Disability Payment.

### Frequency of publications

**The next publication, covering up to the 30 April 2023, will be released in June 2023.**

**Under the Code of Practice for Official Statistics<sup>1</sup> we publish a timetable of statistical releases for the twelve months ahead<sup>2</sup>.**

<sup>1</sup> The Code of Practice for Statistics is available on the [UK Statistics Authority website](#).

<sup>2</sup> The forthcoming publication timetable is available on the [Scottish Government website](#).

# Introduction

Adult Disability Payment is the replacement for Personal Independence Payment and Disability Living Allowance for adults in Scotland, which are delivered by the Department for Work and Pensions. It is the second application-based disability benefit to be introduced by the Scottish Government and is administered by Social Security Scotland. It provides money to help with the extra daily living and mobility costs that a person living with a disability might have.

From 21 March 2022, new applications were taken for Adult Disability Payment for people who lived in the pilot areas of Dundee City, Na h-Eileanan Siar and Perth and Kinross. The pilot expanded to include Angus, North Lanarkshire and South Lanarkshire on 20 June 2022 and further expanded to include Fife, City of Aberdeen, Aberdeenshire, Moray, North Ayrshire, East Ayrshire and South Ayrshire on 25 July 2022 before launching nationally to all remaining local authorities on 29 August 2022. This publication provides statistics up to 31 January 2023, covering a period of approximately five months after the national launch of Adult Disability Payment.

The application for Adult Disability Payment is in two parts. Once an applicant has filled out part 1 they have eight weeks to complete part 2 (see the [Application and decision making process section](#) of the Background note).

This publication provides information on applications and payments for Adult Disability Payment from 21 March 2022 to 31 January 2023 (see the [How the data is collected section](#)).

The [Background](#) note has further detail about the payment and its application process.

All tables referred to within this publication are available in an Excel workbook on the [Social Security Scotland statistics website](#).

These statistics are being published as experimental statistics. Experimental statistics are defined in the Code of Practice for Statistics as "*new official statistics undergoing evaluation. They are published in order to involve users and stakeholders in their development and as a means to build in quality at an early stage.*" The UK Statistics Authority has not yet assessed these statistics. They have not been designated as National Statistics<sup>3</sup>.

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<sup>3</sup> For more information on experimental statistics please see the [UK Statistics Authority website](#).

# Main findings

## New applicants

### Applications by month

- As of 31 January 2023, 64,335 part 1 applications for Adult Disability Payment had been registered. Additionally, 35,215 part 2 applications had been received **[Table 1]**.
- In the most recent quarter, from November 2022 to January 2023, 25,175 part 1 applications were registered and 16,520 part 2 applications were received. The number of part 1 applications registered in the previous quarter, from August to October 2022, was 32,025. There were 15,210 part 2 applications received during the same period **[Table 1]**.
- As of 31 January 2023, there were 7,645 applications in the data extract used for reporting that did not have a part 2 received date populated but had been processed with a decision associated with them. These applications are not currently included within the number of part 2 applications received measure. Further information on this can be found in the [Data Extraction Issues section](#).

### Application outcome

- In total, there were 19,930 applications processed with a decision made by 31 January 2023. Of these 60% were authorised, 30% were denied and 11% were withdrawn **[Table 1]**.
- There has been a month on month reduction in the rate of applications authorised since the peak of 68% in September 2022 to 56% in January 2023 **[Table 1]**.
- The number of applications processed each month has more than quadrupled since the national launch of Adult Disability Payment on 29 August 2022. There were 1,375 applications processed in September 2022 compared to 6,015 applications processed in January 2023 **[Table 1]**.

### Initial award type

- Of the applications authorised, 69% were given an initial award comprising of both daily living and mobility components, whilst 23% were for daily living only and 8% were for mobility only **[Table 2]**.
- There are two levels which can be awarded for each component, enhanced and standard (see [Payments section](#) of the Background note). The table below presents proportions by level of initial daily living and mobility awards.

Excerpt of Table 3 and 4: Initial daily living and mobility awards by level (%)

	Enhanced rate (%)	Standard rate (%)
Initial daily living award	64%	36%
Initial mobility award	61%	39%

- The proportion of cases receiving the enhanced rates of both the daily living and mobility components have been falling since September 2022. The daily living component is down from 74% of awards in September 2022 being at the enhanced rate to 59% in January 2023 and the mobility component has gone from 69% to 56% over the same period.
- For more detailed information on the combinations of initial awards that applicants have been authorised for, see Table 5 in the accompanying Excel tables.

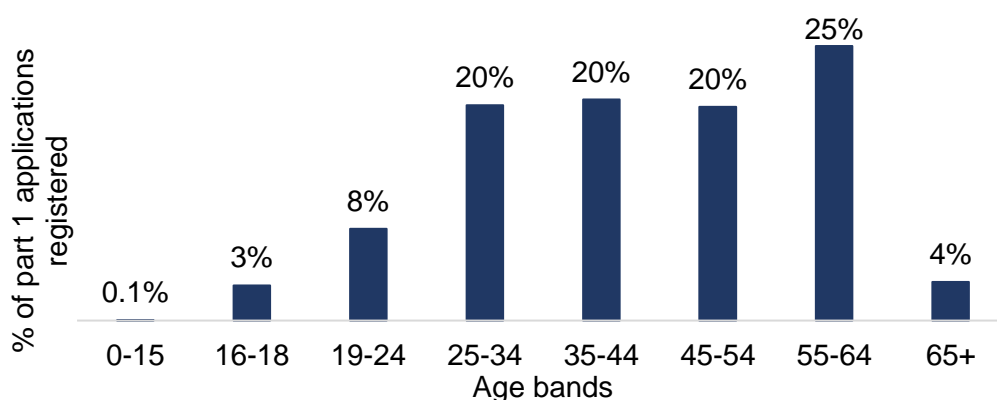
### Application channel

- Application channel refers to the method of application used to complete the part 1 application.
- Almost all applications received by 31 January 2023 were made either online (69%) or via phone (28%). Only a small proportion of applications were made through other channels (see the [Application and decision making process section](#) [Table 6]).

### Applications by age of applicant

- The chart below presents the proportions of part 1 applications registered by age of applicant. The most common age group for applicants was 55 to 64, representing 25% of applications registered. A small number of applications for children under 16 were registered and have been included for completeness [Table 7].

Chart 1: Applications by age of applicant (%)



Note: Age is based on the age of the person when part 1 of the application was registered.

## Applications by local authority

- Part 1 applications were registered from applicants in all of the local authorities in pilot areas and, since the national launch on 29 August 2022, in all local authorities in Scotland. Of the applications registered, 12% came from Glasgow City, followed by 9% of applications coming from North Lanarkshire and 8% from each of Fife and South Lanarkshire **[Table 8]**.
- There were also a small number of applications that could not be attributed to a postcode, representing less than 1% of applications **[Table 8]**.

## Processing Times

- Processing times for any application received is calculated between the received date of the part 2 application (where available) and the date that a decision was made regarding the application. Further information on the calculation can be found in the [Data Quality section](#) of the Background note.
- The processing times showed that of applications that had received a decision by 31 January 2023, just under three-in-five (57%) were processed in between 41 and 80 working days **[Table 9]**.
- The median<sup>4</sup> average processing time for applications since the launch of the Adult Disability Payment pilot on 21 March 2022 was 64 working days. There has been an increase in the median average processing time every month since the national launch. In the most recent quarter, the median average processing time for applications awarded decisions was 58 days in November 2022, 67 days in December 2022 and 79 days in January 2023 **[Table 9]**.

## New applicants and people being transferred

- From 13 June 2022, people who get Personal Independence Payment and from 29 August 2022 some people who get Disability Living Allowance for adults from the Department for Work and Pensions started to have their award transferred to Adult Disability Payment in phases. There is an approximately three month period before transferred people enter payment with Social Security Scotland. Only those people who are in receipt of, or have been approved for a payment with Social Security Scotland as at 31 January 2023 are included in this publication. Further information on the transfer process can be found in the [Case Transfer section](#) of the Background note.

## Payments

- Between 21 March 2022 and 31 January 2023, the total value of Adult Disability Payments issued was £33.3 million. Of this, £29.5 million was to new applicants

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<sup>4</sup> The median average is the middle value of an ordered dataset, or the point at which half of the values are higher and half of the values are lower.

and £3.9 million was to people who had their award transferred from the Department for Work and Pensions **[Table 10]**.

- Daily living awards accounted for 67% of payments, with a value of £22.4 million issued, whilst mobility award payments issued accounted for 33% and had a value of £11.0 million including payments under the Accessible Vehicles and Equipment scheme **[Table 10]**.
- The monthly value of payments issued has increased month on month since the benefit launched, rising from £12,390 in April 2022 to £12.8 million in January 2023 **[Table 10]**.

## Caseload

- Caseload is a derived statistic calculated based on the number of people who are in receipt of, or have been approved for, a payment in the caseload period, even if they have not been paid yet. For this publication, this includes people who received a payment or had a payment authorised at 31 January 2023. Further information on this can be found in the [Caseload \(new applicants and people being transferred\)](#) of the Background note.
- As of 31 January 2023, a total of 23,660 people were in receipt of Adult Disability Payment. This represents an increase in caseload since the national launch on 29 August 2022, with caseload at the end of August totalling 1,190 **[Table 12]**.
- Of the people in receipt of Adult Disability Payment, 11,650 (49%) were new applicants and 12,010 (51%) were people who had their award transferred from the Department for Work and Pensions **[Table 12]**. Further information on the case transfer process can be found in the [Case Transfer section](#) of the Background note.
- Of the new applicants, there were 10,760 in receipt of a daily living award and 9,095 in receipt of a mobility award (of which, 175 in receipt of the Accessible Vehicles and Equipment payment) as of 31 January 2023 **[Table 12]**.
- Of people who had their award transferred, there were 11,480 in receipt of a daily living award and 7,590 in receipt of a mobility award (of which, 990 in receipt of the Accessible Vehicles and Equipment payment) as of 31 January 2023 **[Table 12]**.
- People aged 55 to 64 were the largest age group, making up just under a third (31%) of the caseload as of 31 January 2023. The second largest age group included people aged 45 to 54, who made up just over a fifth (22%) of the caseload. People aged 16 to 24 made up the smallest proportion of the caseload, at around 7% **[Table 13]**.
- Looking at the geographical distribution of the caseload, 11% of people in receipt of Adult Disability Payment as of 31 January 2023 lived in Glasgow City, followed

by people who lived in North Lanarkshire (10%), Dundee City, Fife and South Lanarkshire (all 8%) **[Table 14]**.

- Of the people in receipt of Adult Disability Payment, 1,655 were eligible under the Special Rules for Terminal Illness **[Table 15]**.

## **Re-determinations and appeals**

- There were 875 re-determinations received by 31 January 2023. Of these, 855 were requested by new applicants, while 15 by people who had their award transferred from the Department for Work and Pensions **[Table 16]**.
- The re-determination requests from new applicants represent around 4% of the total number of decisions made for new applicants by 31 January 2023 **[Table 16]**.
- By 31 January 2023, 435 re-determinations had been completed. Of these, 62% were allowed or partially allowed, 30% were disallowed and 8% were invalid **[Table 16]**.
- Overall, 99% of re-determinations with a decision date by 31 January 2023 were completed within 56 days **[Table 16]**.
- There were 20 appeals received by 31 January 2023. Due to the small number, it is not currently possible to provide further details on appeals' decisions **[Table 17]**.

# Background to Adult Disability Payment

The Scotland Act 2016<sup>5</sup> devolved new powers to the Scottish Parliament in relation to social security, including responsibility for disabled benefits which had been administered in Scotland by the Department for Work and Pensions. On 1 April 2020, executive competence for Disability Living Allowance and Personal Independence Payment was transferred to Scottish Government.

The Department for Work and Pensions started to replace Disability Living Allowance for working age people with Personal Independence Payment for new applications in April 2013. However from July 2015, working age recipients have been invited to apply for Personal Independence Payment. The Department for Work and Pensions stopped proactively sending these invites to Disability Living Allowance working age recipients who live in Scotland since April 2020 due to the scheduled transfer of these benefits.

Social Security Scotland is the executive agency of Scottish Government which is responsible for delivering social security benefits for Scotland. It will gradually deliver three different types of disability assistance. These are:

- Child Disability Payment, to replace Disability Living Allowance for children
- Adult Disability Payment, to replace Personal Independence Payment and Disability Living Allowance for adults
- Pension Age Disability Payment, to replace Attendance Allowance

There is a transitional period to allow administration of these benefits to be transferred, during which the Department for Work and Pensions will continue to administer Disability Living Allowance for children, Personal Independence Payment, Disability Living Allowance for adults and Attendance Allowance on Social Security Scotland's behalf. Those people already in receipt of the Department for Work and Pensions benefits will not need to apply and their awards will be transferred to Social Security Scotland in phases.

Adult Disability Payment is the second of the application-based disability benefits to be introduced by the Scottish Government. It provides money to help with the extra daily living and mobility costs that a person living with a disability or long term health condition might have. The pilot launched on the 21 March 2022 for new applicants living in the local authorities of Dundee City, Na h-Eileanan Siar and Perth and Kinross. The pilot expanded to include Angus, North Lanarkshire and South Lanarkshire on 20 June 2022 and further expanded to include Fife, City of Aberdeen, Aberdeenshire, Moray, North Ayrshire, East Ayrshire and South Ayrshire on 25 July

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<sup>5</sup> Information is provided on [the Scotland Act 2016 webpage](#).



2022 before launching nationally to all remaining local authorities on 29 August 2022. Further details about the benefit can be found on the [mygov.scot website](https://mygov.scot).

## **Case Transfers**

From 13 June 2022, people who get Personal Independence Payment and from 29 August 2022 some people who get Disability Living Allowance for adults from the Department for Work and Pensions started to have their award transferred to Adult Disability Payment in phases. Social Security Scotland aims to have the transfer process completed for everyone in receipt of Personal Independence Payment and Disability Living Allowance for adults by the end of 2025.

Social Security Scotland will only publish detailed information on case transfers from the time that they are fully responsible for the administration of that case, including making the payments. The Department for Work and Pensions will publish information on the cases that are still being paid by them.

## **Eligibility**

This benefit is for people who have a disability and/or health condition that results in additional needs for at least three months, and who can expect to continue to have this disability and/or health condition for at least six months. There is an exception to this if a person is terminally ill, whereby no qualifying period is required (see the [Terminal illness section](#)).

A key difference from Disability Living Allowance for children administered by the Department for Work and Pensions is that Social Security Scotland have extended the eligibility for Child Disability Payment from 16 to 18 years old. This is only where the individual has already been in receipt of assistance before they were 16.

Until the national launch of Adult Disability Payment on 29 August 2022 by Social Security Scotland, new applicants who were 16 or above needed to apply for Personal Independence Payment or Adult Disability Payment depending on whether they were in a pilot area. Applicants who applied for Personal Independence Payment in Scotland prior to the launch of Adult Disability Payment are being transferred to Adult Disability Payment.

## **Application and decision making process**

The application stage involves a two part application process. The part 1 form gathers key personal details of the individual applying. The impact of the individual's disability is detailed in part 2 of the application form. The exception to this is for applicants applying under the special rules for terminal illness, where there is only one part to the application, to make the process simpler and quicker.

Part 1 of the application is generally made online or by phone. Where part 1 of an application is started online, part 2 will usually be completed online. Where part 1 is completed by phone, the applicant will be sent a paper form to complete part 2 of the

application. In some instances the applicant might request to complete both parts of the form by paper. It is also possible for a valid application for Adult Disability Payment to be made with an alternative form. For example, a Scottish individual may complete a Personal Independence Payment form and send it to the Department for Work and Pensions, who will then re-direct it to Social Security Scotland.

Applicants have 8 weeks to complete part 2 of the form following the submission of part 1.

Social Security Scotland processes each application received and makes a decision whether to approve or deny the application. Applicants can withdraw their application at any point before a decision is made. This may be after part 1 of the application has been submitted or after both part 1 and part 2 have been submitted.

## Re-determinations and appeals

If an applicant does not agree with the decision about their Adult Disability Payment application, they can ask Social Security Scotland to look at it again. This is called asking for a re-determination. A request for a re-determination should be made within 42 calendar days of being notified of the determination. Social Security Scotland then has 56 calendar days to make a re-determination. Adult Disability Payment applicants also have the right to appeal to a Tribunal if they do not agree with Social Security Scotland's re-determination, or if Social Security Scotland is not able to make a re-determination within the required timescales.

Short Term Assistance will also be available as part of Adult Disability Payment. An individual can apply for Short Term Assistance during a re-determination or appeal of a determination that reduced or removed their entitlement to Adult Disability Payment. The intention is to ensure an individual is not discouraged from challenging a Social Security Scotland decision or from accessing administrative justice, by having to manage for a period with a reduced income. Where a person is eligible for Short Term Assistance, this will be the difference between the level of payment prior to the reduction and the new level of payment.

## Payments

Adult Disability Payment is made up of two components: a daily living component and a mobility component. Qualifying people will be entitled to a payment to help with their daily living needs.

<b>Daily living component rate</b>	<b>Weekly rates 2022-2023</b>
Standard	£61.85
Enhanced	£92.40

<b>Mobility component rate</b>	<b>Weekly rates 2022-2023</b>
Standard	£24.45
Enhanced	£64.50

Payments are made every 4 weeks, in arrears, with the start date of the application being the application date of the part 1 form. However, where the award is for terminally ill people, payments are paid weekly in advance.

## **Accessible vehicle leases and equipment**

People who get the enhanced rate of the mobility component of Adult Disability Payment are able to use either the whole or part of the money they get for the mobility component to access the Accessible Vehicles and Equipment scheme. This new Scottish scheme provides a service similar to the Motability scheme, with leases available for a range of cars, wheelchair accessible vehicles, scooters and powered wheelchairs. People who have an existing Motability lease are able to retain their vehicle until the end of that lease.

## **Terminal illness**

Terminal illness is defined as a progressive disease, which can reasonably be expected to cause an individual's death. The judgement as to whether a person should be considered terminally ill is made by clinicians, and is based on [guidance prepared by the Chief Medical Officer](#). This definition relates to diseases and conditions that a medical professional judges to be terminal and an individual's eligibility could be established based on having a single illness or a combination of diseases with conditions. In Scotland, registered medical practitioners and registered nurses will use their clinical judgment to determine whether an individual is terminally ill for the purpose of accessing disability assistance under special rules. These special rules mean that:

- There is no qualifying period. An individual is not required to have the condition for any length of time before they are eligible.
- Once verification has been given that the person is considered to have a terminal illness, for the purpose of entitlement to disability assistance, there is no requirement for an individual to undergo any further assessment.
- Awards are calculated, at the latest, from the date of application.
- Individuals who qualify under special rules are automatically entitled to the highest rate of the component part(s) (daily living and mobility) of whichever benefit they are entitled to.
- Individuals who qualify under special rules are not subject to review. This is a change from the time limited definition which the Department for Work and Pensions currently uses, which defines terminal illness as 'a progressive disease where death as a consequence of that disease can reasonably be expected within 6 months'.

# About the data

## How the data is collected

The data in this publication is sourced from Social Security Scotland's case management system. The system holds information on all applications received, decisions and payments. Data about the applicant is collected through the online application form or is entered by client advisors during telephone applications or processing of paper applications. Information about the application outcome and payments is created in the case management system as an application is processed.

The information is held across multiple tables within the system. Extracts of administrative data are taken from this system every day for internal reporting purposes. Data cuts combine information from the different tables in the system into one daily extract which includes details of all Adult Disability Payment applications made since 21 March 2022. A payments extract which contains information on the financial aspects of applications is used for calculations in this publication.

To take into account backdating and delays between applications being authorised and payments being made, a data cut to 7 February 2023 has been used to produce statistics on applications received and decisions and payments made up to 11.59 pm on 31 January 2023. Later data cuts may include retrospective changes to application details, including corrections to details in the case management system, and changes that have resulted from re-determinations and appeals.

Detailed re-determinations and appeals information is collected by the Client Experience team at Social Security Scotland and a challenges administrative extract is used to produce statistics on the number of re-determination requests received and decided and of appeals received up to 23:59 on 31 January 2023.

## Quality assurance

The data used to produce Official Statistics is the same as the data extracted from the case management system on a daily basis that is used for internal reporting within Social Security Scotland. As such, the data is checked daily for consistency with previous extracts (i.e. do applications, decisions and payments figures increase as expected over time, and are they in proportion to each other) and compared to other sources of information.

Additional quality assurance and cleaning has been carried out on the variables used in the Official Statistics to:

- Check for duplicate and missing application references
- Check for duplicate and missing applicant identification numbers
- Check application dates are within the expected ranges
- Check that payment date is present where a payment value is present
- Check postcode lengths are within the expected ranges and check postcodes that do not match to local authorities – see [Geography section](#)

- Remove a small number of test applications which were used to test the case management system

Once the data is aggregated and copied into the publication and supporting Excel tables, the final statistics are quality assured by a different member of the statistics team. The final documents are checked by the lead statistician.

## Revisions

In the future, each updated publication of Adult Disability Payment statistics may include revisions going back to March 2022. This is because each time figures are published they will be based from a new data cut from the case management system, which can include retrospective changes to data going back to March 2022 as described in the [How the data is collected section](#). More recent months tend to be subject to a greater degree of revision than more distant ones.

Table 6 has been changed so that the category 'Paper applications' channel now includes both 'paper' and 'combined' applications. Combined applications represent where a part 1 and part 2 application are provided at the same time via paper.

Table 9 has been revised to exclude any applications that are flagged as having had a re-determination request. In addition, the processing times bands have been changed due to increased processing times. More information on this is provided in the [Processing time](#) section below.

The methodology for calculating the caseload in tables 12 through 15 has been revised to include cases that have been authorised but which have not yet received a payment. More information on this is included in the [Caseload \(new applicants and people being transferred\)](#) section below.

## Data Quality

### *Rounding and disclosure control*

Application and outcome figures have been rounded to the nearest five for disclosure control. The number of payments have been rounded to the nearest five and the value to the nearest ten pounds for disclosure control. Data has been suppressed where it would disclose fewer than five applications.

### *Incorrect application dates*

Quality assurance checks highlighted that a small number of cases had an application decision date on or prior to the benefit opening for applications on 21 March 2022. These cases were identified as test data and were removed from the data set.

### *Missing and duplicate applications*

The data comes from a 100% data cut of the case management system. Applicants may make repeated applications for the same payment, for example if their first application is denied. This means that there can be several applications in the data cut from the same person.

### *Application channel*

Application channel represents the channel used to complete part 1 of an application only. Application channel is automatically entered into the case management system for online applications, and manually entered for applications taken by phone or paper. If an application channel has been manually entered incorrectly, the application channel will be classed as 'unknown'. In some instances a valid application for the Adult Disability Payment may arrive in a non-standard format. For example, a Scottish applicant may mistakenly complete a Personal Independence Payment form and send it to the Department for Work and Pensions, who will then re-direct it to Social Security Scotland. The channel for these applications is classed as 'alternative'.

There are three main ways that applications are completed:

1. Online for both part 1 and 2 of the application
2. By phoning up and completing part 1 of an application and requesting a paper part 2 form to complete
3. Requesting via telephony a paper form for both part 1 and 2

The third option is unlikely to include many applications as it will only occur if an applicant specifically requests this. Where the initial contact is made by phone, the majority will complete part 1 over the telephone then proceed to part 2. A request can also be made by the applicant to receive help filling out part 2 of the application from a local delivery team member. This can occur via a video call or in person.

In the current publication, the category 'Paper applications' channel includes both 'paper' and 'combined' applications. Combined applications represent where a part 1 and part 2 application are provided at the same time via paper.

The category of 'Other channel' includes applications received through local delivery as well as any that have a recorded channel of 'In Person' and 'Transferred from DWP'.

### *Age of applicant*

The age that is used for the applicant is taken from the date of birth that is entered during the completion of the part 1 application and some small errors may exist. Different measures of age are used in this publication. In Table 7, which details number of applications received and processed, age is based on the age of the person when part 1 of the application was registered. In Table 13, which details the age of people that are in the caseload, age is based on the age that the person was

on the last day of the caseload period in question. Ages that are out with the expected range are treated as “unknowns” and may be the result of a date of birth being incorrectly entered.

### *Geography*

Applications and caseload are assigned to local authority by postcode using a Scottish Government lookup file. For some applications, the postcode will not match to the lookup file. This can be because the postcode is not in a Scottish local authority, or because the postcode has been introduced too recently to appear on the lookup file, for example if a property is in a new development.

Postcodes are linked to individual profiles and data extracts are automatically updated in the case of an individual changing address. As a result, postcodes reflect the latest address of individuals and may not be the same as the address at the time of application. Therefore a small number of addresses may not reflect the correct local authority at the time of application, decision or payment.

### *Processing time*

Processing time is the number of days from part 2 of the application being received to a decision being made or the application being withdrawn. It includes time spent waiting to receive further information from applicants and other organisations (for example, General Practitioners (GPs) and local authorities), if required, but does not include time to make payments. It is calculated in working days. Weekends and public holidays are excluded from calculations, even if applications were processed by staff working overtime on these days. The time of day that an application was received or processed is not taken into account.

Applications that had a decision but did not possess a part 2 application date were excluded from this analysis, as processing time could not be calculated. This issue is under review (see below in [Data Extraction Issues](#)). The number of applications in the processing times table is therefore lower than the number of applications shown as processed or decided in other tables.

Processing time is only calculated for applications that were decided within the period being reported on. Processing times for applicants applying under the Special Rules for Terminal Illness have not been included as there is only one part (part 1 form) to this application, to make the process simpler and quicker.

The processing time calculation also does not include any applications that are flagged as having had a re-determination request. The decision date for these applications represents the re-determination decision date, which can be some time after the original decision date in some instances. Re-determinations represent a relatively small proportion of the total applications processed, and the average processing times for applications that go on to re-determination or appeal compared to other applications should not differ from all other applications. Therefore, removal of

these should have a limited impact on the average processing times shown in the table.

As described below in the [Data Extraction Issues](#) section, the processing time published should be treated with caution, as it is calculated on a subset of applications only and is therefore not representative of all applications.

For this publication, we have changed the time categories that have been used to summarise processing times in Table 9 to allow for a greater degree of separation in the higher time categories compared to the previous publication (where the time bands stopped at 101+ days).

### *Payments*

The payments extract which contains information on the financial aspects of applications is used for calculations in this publication. This was linked to the applications extract allowing for a breakdown of payments to daily living and mobility component rates. The total number of payments presented counts of each component of an Adult Disability Payment (e.g. daily living and mobility) as individual payments. It also counts multiple payments made to a person in the same month as separate payments. This could happen for an individual where payments are being backdated to the start of their entitlement period (e.g. one daily living payment for current entitled month, and one daily living payment backdated to entitlement start date).

### **Caseload (new applicants and people being transferred)**

A new methodology has been introduced in this publication in order to produce a more accurate estimate of the caseload. This methodology uses a new data extract which makes it possible to identify all cases who are in receipt of, or have been approved for, a payment in the caseload period, even if they have not been paid yet.

Payments are made every four weeks, in arrears, with the start date of the application being the date that the applicant registered their part 1 form. The new methodology differs from the previous method by:

- Using a point-in-time measure of the number of people in receipt of Adult Disability Payment on the final day of any given month. This methodology counts people from the point that they are approved for a payment until the point that their application is closed. Therefore, if a client's eligibility ended on the last day of a month, they would be counted in that month's caseload, but not in subsequent months. However, if the client's eligibility ended before the last day of the month then they would not be included in that month's caseload.
- Counting people in the caseload who are eligible for payment in the calculated caseload period, but who are not receiving payments yet due to it being their first payment which will be made in arrears.



A data cut from 7 February 2023 has been used to produce statistics on all cases who are in receipt of, or have been approved for, a payment in the caseload period, even if they have not been paid yet, up to 11.59 pm on 31 January 2023.

### *Comparison of new caseload methodology with previously published caseload methodology*

As the new methodology counts not only those clients who are in receipt of payment, but also those that have been approved for a payment in the caseload period, it results in higher caseload numbers in this publication compared to those previously published. This is especially true for clients who have had their cases transferred. This is due to the new caseload measure capturing the approximate date that a transferred case is approved for payment of Adult Disability Payment, compared to the previous method which would capture these clients up to four weeks later when their payment was made in arrears.

This difference will be bigger in the earliest months of the launch, due to there being higher numbers of cases being transferred. In the later months this difference will not be as marked. For example, a comparison using January 2023 as the caseload period, shows that for overall caseload calculated using the new methodology is around 40% larger than that calculated with the previous methodology. This difference is mostly driven by a change in the caseload for cases being transferred (around 90% larger) and only partially by new applications (around 10% larger).

## **Data Extraction Issues**

### *Processed applications missing a part two received date*

As described in the [How the data is collected section](#), the data in this publication is sourced from Social Security Scotland's case management system. The information is held across multiple tables within the system. Data cuts combine information from the different tables into daily extracts which provide information on applications received, decisions made and financial aspects of applications.

Applications that are withdrawn or denied do not always need a part 2 application. For context, applications may be withdrawn due to the person applying from outside local authorities in pilot areas before the national launch, the person being ineligible due to age or for other reasons. Therefore, of those that have been denied or withdrawn where a part 2 date is missing, it is unknown how many of these is due to information missing from the extract.

The impact of this is that:

- There is an undercount in the number of part 2 applications that have been received [Table 1].
- Processing time is calculated using the number of days from part 2 of the application being received to a decision being made or the application being

withdrawn. Processing times cannot be calculated where applications are missing a part 2 date in the extract [Table 9].

- Processing times can be calculated for a subset of processed applications that do have a part 2 received date populated. This may introduce bias to the calculation, as the processed applications that are missing a part 2 date in the extract may take longer to process [Table 9].
- In addition, the unknown number of applications denied with a part 2 received date missing in the extract could also bias this number if for example these took a longer time to process on average.

Due to these ongoing issues, the processing time published should be treated with caution, as this is calculated for a subset of applications only and is not representative of all applications. However, this measure is published to provide an indication of the processing times where possible.

### *Payments by award type*

The Payments by award type table (Table 11) is produced using a different methodology from the other payments tables. To get an accurate accounting of the different component payments that individuals receive for each payment date, the payments data extract is sliced by payment component and reconstituted using the unique application reference number and payment date. This allows the identification of what payments for each benefit component were made for each person at each individual payment date. The way that the data extract is reconstituted leads to a small number of payments, representing less than 1% of the total, to be duplicated. As such, the totals do not match totals in other payments tables.

## **Related Social Security Scotland Publications**

Updated statistics for Personal Independence Payment, Disability Living Allowance, Attendance Allowance and Severe Disablement Allowance claimants in Scotland will be available through the [Social Security Scotland 'Publications' webpage](#).

## **An Official Statistics publication for Scotland**

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### **Correspondence and enquiries**

For enquiries about this publication please contact:

Donna Hosie

Social Security Statistics

e-mail: [MI@socialsecurity.gov.scot](mailto:MI@socialsecurity.gov.scot)

For general enquiries about Scottish Government statistics please contact:

Office of the Chief Statistician, Telephone: 0131 244 0442,

e-mail: [statistics.enquiries@scotland.gsi.gov.uk](mailto:statistics.enquiries@scotland.gsi.gov.uk)

### **How to access background or source data**

The data collected for this statistical bulletin:

are available in more detail through [statistics.gov.scot](http://statistics.gov.scot)

are available via an alternative route. Summary tables are available at:

<https://www.gov.scot/publications/>

may be made available on request, subject to consideration of legal and ethical factors. Please contact [MI@socialsecurity.gov.scot](mailto:MI@socialsecurity.gov.scot) for further information.

cannot be made available by Scottish Government for further analysis as Scottish Government is not the data controller.

### **Complaints and suggestions**

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