

Social Security Scotland Statistics

Adult Disability Payment: high level statistics to 31 July 2023

Key figures

- From 21 March 2022 to 31 July 2023, there were 125,715 part 1 applications registered for Adult Disability Payment. During that period, 94,790 part 2 applications were received.
- In total, there were 75,290 applications processed with a decision made by 31 July 2023. Of these 58% were authorised, 35% were denied and 7% were withdrawn.
- The median average processing time for “normal rules” applications awarded decisions has decreased from 96 days in April 2023 to 88 days in July 2023. Processing times for cases eligible under the Special Rules for Terminal Illness have been included for the first time. They show that the median processing times have remained stable since the national launch at around 2 working days.
- As of 31 July 2023, 93,880 people were in receipt of Adult Disability Payment. Of those, 42,620 (45%) were new applicants and 51,260 (55%) had their award transferred from the Department for Work and Pensions.
- Between 21 March 2022 and 31 July 2023, the total value of Adult Disability Payments issued was £254.5 million.
- Information on the duration on caseload have been included for the first time. It shows that at 31 July 2023 a majority (75%) of clients have been on the caseload for 6 months or less.

Frequency of publications

The next publication, covering up to the 31 October 2023, will be released in December 2023.

Under the Code of Practice for Official Statistics¹ we publish a timetable of statistical releases for the twelve months ahead².

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

² 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 July 2023, covering a period of approximately eleven 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 July 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 Statistics³.

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

Main findings

New applicants

Applications by month

- As of 31 July 2023, 125,715 part 1 applications for Adult Disability Payment had been registered. Additionally, 94,790 part 2 applications had been received **[Table 1]**.
- In the most recent quarter, from May 2023 to July 2023, 30,165 part 1 applications were registered and 23,240 part 2 applications were received. The number of part 1 applications registered in the previous quarter, from February 2023 to April 2023, was 31,220. There were 23,755 part 2 applications received during that same period **[Table 1]**.
- As of 31 July 2023, there were 13,335 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 75,290 applications processed with a decision made by 31 July 2023, with 33,945 having been processed in the last quarter, representing 45% of all applications processed so far. Of all the applications processed 58% were authorised, 35% were denied and 7% were withdrawn **[Table 1]**.
- There has been a downward trend in the rate of applications authorised since the peak of 69% in September 2022, falling to 53% in July 2023 **[Table 1]**.

Initial award type

- Of the applications authorised, 62% were given an initial award comprising of both Daily Living and Mobility components, whilst 30% were for Daily Living only and 8% were for Mobility only. The proportion of cases awarded both components has been falling since the national launch of Adult Disability Payment, with 73% of awards in September 2022 being for both components compared with 56% of awards in July 2023 **[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 Tables 3 and 4: Initial Daily Living and Mobility awards by level (%)

	Enhanced rate (%)	Standard rate (%)
Initial daily living award	53%	47%
Initial mobility award	54%	46%

- The proportion of cases receiving the enhanced rates of both the Daily Living and Mobility components have fallen since September 2022. The Daily Living component is down from 74% of awards in September 2022 being at the enhanced rate, to 45% in July 2023, and the Mobility component has gone from 69% to 48% over the same period [Tables 3 and 4].

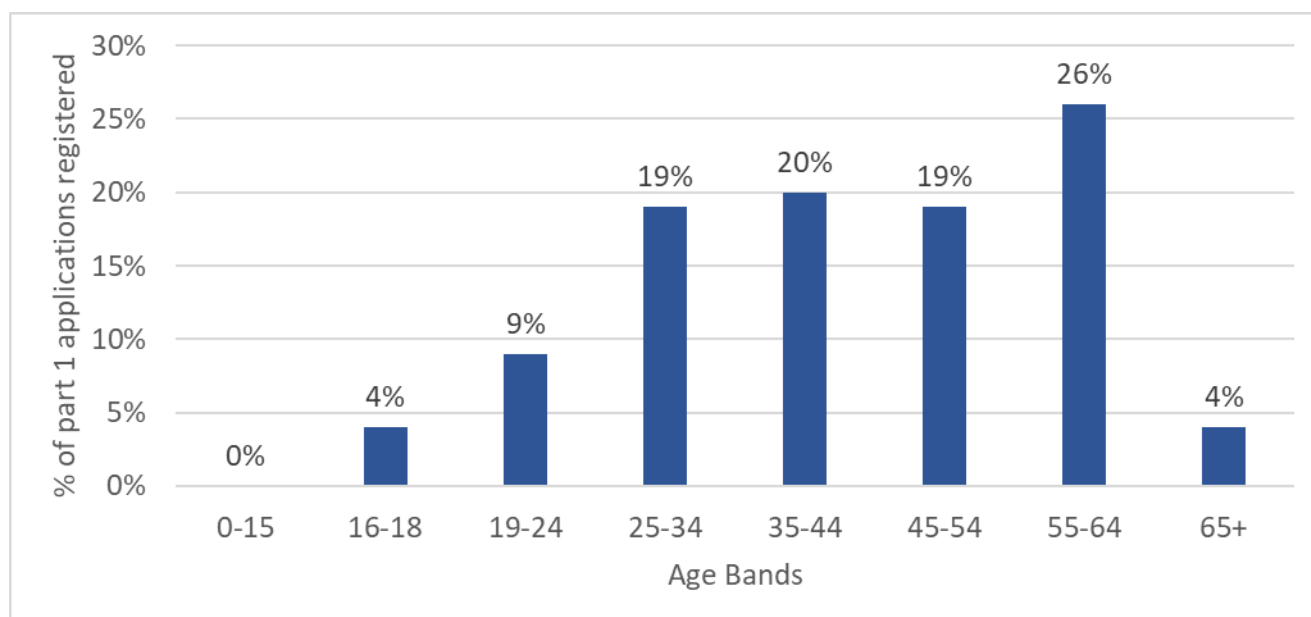
Application channel

- Application channel refers to the method of application used to complete the part 1 application.
- Of applications received by 31 July 2023, 68% were made online, 25% were made via phone and 7% were made through a paper form. The proportion of applications received by paper form has increased since January 2023, with between 9% and 15% of applications arriving via paper form in each of the last six months, compared with prior months where no more than 4% of applications were through that channel. Only a small proportion of applications were made through other channels (see the [Application and decision making process section](#)) [Table 5].

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 26% of applications registered. A small number of applications for children under 16 were registered and have been included for completeness [Table 6].

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

- Of the applications registered, 13% came from Glasgow City, followed by 9% of applications coming from North Lanarkshire and 8% from Fife **[Table 7]**.
- Approval rates do not vary significantly by local authority with most remaining between 53% and 62%. The only areas that exceed this are Na h-Eileanan Siar with an approval rate of 65% and Other with an approval rate of 16%. It should be noted that other includes applications from addresses outside of Scotland and has a withdrawal rate of 47%, which is significantly higher than other areas which have withdrawal rates not exceeding 9% **[Table 7]**.
- There were also a small number of applications that could not be attributed to a postcode, representing less than 1% of applications **[Table 7]**.

Processing Times

- Processing times for any application received under the normal rules⁴ are 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.

⁴ Normal Rules applications are where the special rules for terminal illness do not apply.

- The median⁵ average processing time for applications since the launch of the Adult Disability Payment pilot on 21 March 2022 was 83 working days. Over the most recent quarter, the median average processing time has decreased from 96 days in April 2023 to 88 days in July 2023. This is the first time that the median average processing time has decreased since the national launch on 29 August 2022. Prior to this the median average processing time had gradually increased across each month from August 2022 to April 2023 **[Table 8a]**.
- The proportion of cases processed in 141 or more days has increased from 8% in April 2023 to 14% in June 2023 before falling to 11% in July 2023 **[Table 8a]**.
- Table 8b shows the proportion of decisions which have been completed within each time band. This table shows that of all applications that had received a decision by 31 July 2023, 47% had been processed within 80 working days (4 months) and 7% of applications had taken more than 140 working days to process (7 months) **[Table 8b]**.
- The biggest change across the time bands in the latest quarter is in the proportion of applications processed within 80 working days (4 months). This increased from 29% in April 2023 to 41% in July 2023 **[Table 8b]**.
- Processing times for cases eligible under the Special Rules for Terminal Illness have been included for the first time.
- Applications made under the special rules require the submission of the Special Rules for Terminal Illness application form, which is a one part form, and a BASRiS⁶ form. Processing times for these applications are calculated as the time between the receipt of the Special Rules for Terminal Illness application form and the time of the decision being made. Some applications for people who are eligible under the Special Rules for Terminal Illness are made through the normal application process. Processing times for these applications are calculated between the received date of the part 2 of the application, where this is one, and the date that a decision was made. Social Security Scotland aims to process cases identified as being eligible under the Special Rules for Terminal Illness within 7 working days of receiving a completed application form and a BASRiS form. Further information on the calculation can be found in the [Data Quality section](#) of the Background note.
- The median average processing times for application made for clients eligible under the special rules since the launch of the Adult Disability Payment pilot in March 2022 is 2 working days **[Table 9]**.

⁵ 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.

⁶ Benefits Assessment for Special Rules in Scotland (BASRiS)

- Of the cases eligible under the special rules, 1,075 (39%) were received with a Special Rules for Terminal Illness application form or a part 1 form only and 1,710 (61%) were received with both a part 1 and part 2 form **[Table 9]**.
- Further information on the limitations of this data can be found in the [Definitions and Methodology section](#) of the Background note.

New applicants and people being transferred

Payments

- Between 21 March 2022 and 31 July 2023, the total value of Adult Disability Payments issued was £254.5 million. Of this, £174.2 million was to new applicants and £80.3 million was to people who had their award transferred from the Department for Work and Pensions **[Table 10]**.
- Daily living awards accounted for 70% of payments, with a value of £177.6 million issued, whilst mobility award payments issued accounted for 30% and had a value of £77.0 million, including payments of £5.2 million 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 £54.0 million in July 2023 **[Table 10]**.
- Payments have been issued to clients living in all 32 local authority areas in Scotland. The highest total value of payments was made to clients in Glasgow City at £31.1 million followed by North Lanarkshire at £24.4 million and South Lanarkshire at £19.8 million **[Table 11]**.

Caseload

- As of 31 July 2023, a total of 93,880 people were in receipt of Adult Disability Payment. This is an increase of 69%, from 55,570, in April 2023 **[Table 12]**.

- Of the people in receipt of Adult Disability Payment as of 31 July 2023, 42,620 (45%) were new applicants and 51,260 (55%) 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.

Excerpt from Table 12: Proportion of caseload by award and client type in July 2023

Client type	Both Daily Living and Mobility	Daily Living only	Mobility only
All	60%	34%	6%
New applicants	61%	30%	8%
Case transfers	59%	37%	4%

- Of the new applicants, there were 12,900 (30%) in receipt of a Daily Living award only, 3,575 (8%) in receipt of a Mobility award only and 26,125 (61%) in receipt of both a Daily Living and a Mobility award as of 31 July 2023. Of those receiving a Mobility award 5,440 (9%) were in receipt of Accessible Vehicles and Equipment payments. This differed between new applicants and case transfers, with 5% of new applicants in receipt of a Mobility award receiving Accessible Vehicles and Equipment payments compared with 12% of case transfers [Table 12].
- Of people who had their award transferred, there were 18,865 (37%) in receipt of a Daily Living award only, 2,270 (4%) in receipt of a Mobility award only and 30,125 (59%) in receipt of both a Daily Living and Mobility award as of 31 July 2023. Of those receiving a mobility award, 4,030 were in receipt of Accessible Vehicles and Equipment payments [Table 12].

Caseload by award level

Excerpt from Table 13: Proportion of caseload by Daily Living award level and client type in July 2023

Client type	Enhanced Daily Living award	Standard Daily Living award	Transitional Daily Living award	Not awarded Daily Living
All	42%	52%	0%	6%
New applicants	47%	44%	N/A%	8%
Case transfers	37%	58%	1%	4%

- Of the people in receipt of Adult Disability Payment in July 2023, there were 42% who received the enhanced Daily Living award, 52% received the standard Daily Living award, and less than 1% received the transitional Daily Living award. Of clients on the caseload 6% were not awarded care (i.e. received Mobility only awards) [Table 13].
- New applicants were more likely to receive the enhanced Daily Living award than clients who had their award transferred at 47% and 37% respectively [Table 13].

- New applicants had a lower proportion of standard daily living awards, with 44% compared to 58% for clients who have had their award transferred. **[Table 13]**.

Excerpt from Table 14: Proportion of caseload by Mobility award level and client type in July 2023

Client type	Enhanced Mobility award	Standard Mobility award	Not awarded Mobility
Total	33%	33%	34%
New applicants	37%	33%	30%
Case transfers	30%	33%	37%

- Of the people in receipt of Adult Disability Payment in July 2023, 33% received the enhanced Mobility award, 33% received the standard Mobility award and 34% were not awarded (i.e. received Daily Living only awards) **[Table 14]**.
- New applicants had a higher proportion of enhanced mobility awards, with 37%, compared to 30% for clients who have had their award transferred. A smaller proportion of the new applicants caseload do not have a Mobility award, at 30%, compared to 37% for clients who have had their award transferred **[Table 14]**.
- For more detailed information on the combinations of award levels for clients on the caseload see **[Table 15]**.

Caseload by Age

- People aged 55 to 64 were the largest age group, making up just under a third (31%) of the caseload as of 31 July 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 16]**.

Caseload by Primary Disability Condition

- The most common category of primary disabling conditions for people in receipt of Adult Disability Payment as at 31 July 2023 was Mental and Behavioural disorders, which accounted for 42% of the caseload. This was followed by Diseases of the Musculoskeletal System and Connective Tissue which accounted for 23% of the caseload, and Diseases of the Nervous System which accounted for 6% of the caseload **[Table 17]**. Further information on the disability condition categories can be found in the [Disability Conditions section](#) of the Background note.

Caseload by Special Rules for Terminal Illness Status

- Of the people in receipt of Adult Disability Payment, 3,090 (3%) were eligible under the Special Rules for Terminal Illness **[Table 18]**.

Caseload by Duration on Caseload

- This publication has included information of duration on caseload for the first time. For clients who were on the caseload in July 2023 the majority had been on the caseload for 6 months or less (75%) with 38,900 (41%) having been on the caseload for up to 3 months and 31,960 (34%) having been on the caseload for 3 months and up to 6 months **[Table 19]**.

Caseload by Local Authority

- The largest proportion of people in receipt of Adult Disability Payment as of 31 July 2023 lived in Glasgow City (14%), followed by people who lived in North Lanarkshire (9%) and Fife and South Lanarkshire (both 7%) **[Table 20]**.

Re-determinations and appeals

- There were 6,005 re-determinations received by 31 July 2023. Of these, 5,825 were requested by new applicants, while 180 were by people who had their award transferred from the Department for Work and Pensions **[Table 21]**.
- Of the redeterminations requested, 3,330 were requested in the latest quarter, representing just over half (55%) of all redeterminations requested **[Table 21]**.
- The re-determination requests from new applicants represent around 8% of the total number of decisions made for new applicants by 31 July 2023. This has increased over the last quarter, from 9% in May 2023 to 11% in July 2023 **[Table 21]**.
- By 31 July 2023, 3,890 re-determinations had been completed. Of these, 58% were allowed or partially allowed, 35% were disallowed and 7% were invalid **[Table 21]**.
- The number of redeterminations allowed as a proportion of the total number of decisions made is 3% since the benefit was launched. In the latest quarter it remained at 4% throughout May, June and July 2023 **[Table 21]**.
- Overall, 98% of re-determinations with a decision date by 31 July 2023 were completed within 56 days **[Table 21]**.
- There were 385 appeals received by 31 July 2023. Of those, 15 have had an appeal hearing take place, with 19% being upheld and 81% not being upheld **[Table 22]**.
- There were 20 cases that have received Short Term Assistance by 31 July 2023. Due to the small number of cases it is not currently possible to provide further information. Further Information of Short Term Assistance can be found in the [redeterminations and appeals section of the background](#).

Background to Adult Disability Payment

The Scotland Act 2016⁷ 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 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.

⁷ Information is provided on [the Scotland Act 2016 webpage](#).

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.

A case transfer begins when Department for Work and Pensions first sends over a person's case data to Social Security Scotland. This usually occurs approximately three to four months before a person's Personal Independence Payment or Disability Living Allowance for adults entitlement ends, so that their Adult Disability Payment award can be prepared in advance and ready for a transfer between payments of the old and new benefit. During this transitional period, the Department for Work and Pensions will continue to make payments to these individuals. A transfer is complete once entitlement to Adult Disability Payment has started.

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](#)).

Social Security Scotland have extended the eligibility for Child Disability Payment from 16 to 18 years old, where the individual has already been in receipt of assistance before they were 16. This means that persons aged 16-18 are eligible for either Child Disability Payment or Adult Disability Payment, and could be in receipt of either, but never both.

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.

Daily Living component rate	Weekly rates 2022-23	Weekly rates 2023-2024
<i>Transitional (see below)</i>	£24.45	£26.90
Standard	£61.85	£68.10
Enhanced	£92.40	£101.75

Mobility component rate	Weekly rates 2022-23	Weekly rates 2023-2024
Standard	£24.45	£26.90
Enhanced	£64.50	£71.00

Additionally, clients whose awards transfer from Disability Living Allowance for adults who were in receipt of the lowest rate of the Care Component will continue to receive payments for the Daily Living component at the same rate as the legacy payment (the “transitional rate”) until their Adult Disability Payment award is reviewed.

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

For the purposes of accessing disability assistance in Scotland, terminal illness is defined as a progressive disease which can reasonably be expected to cause an individual’s death⁸.

The clinical judgement as to whether a person should be considered terminally ill, according to the Scottish definition, is made by a registered medical practitioner (RMP) or registered nurse (RN) on a case by case basis, in accordance with [guidance prepared by the Chief Medical Officer](#). An individual’s eligibility for meeting the

⁸ This differs from the Department for Work and Pensions definition of terminal illness, which is ‘a progressive disease where death as a consequence of that disease can reasonably be expected within 12 months’. The Department for Work and Pensions changed this definition from 6 months to 12 months on 3 April 2023.

Scottish terminal illness definition may be based on having a single illness or a combination of diseases with conditions.

If an individual is diagnosed with, or is currently living with, a terminal illness under the Scottish definition, their application for disability assistance can be processed under special rules. These special rules mean that:

- The process of applying for disability assistance is more straightforward with a 'one part' application form.
- Applications from people with a terminal illness are fast-tracked so that they are processed as quickly as possible.
- Individuals who are terminally ill automatically receive the highest rates of assistance they are entitled to and there are no award reviews.
- Awards made under the Special Rules for Terminal Illness can be backdated to the date of diagnosis of terminal illness up to a maximum of 26 weeks before the date of application.
- There is no qualifying period. An individual is not required to have the condition for any length of time before they are eligible.

Applications eligible under the special rules will be identified by the submission of a Benefits Assessment for Special Rules in Scotland (BASRiS) form, which provides confirmation that an individual meets the Scottish definition of terminal illness. If a Department for Work and Pensions DS1500 form or SR1 form has been completed instead it will also be accepted. Social Security Scotland aims to make decisions within seven working days of receiving a completed application form and BASRiS form (or equivalent) for cases eligible under the Special Rules for Terminal Illness.

Social Security Scotland has a duty to identify potential terminal illness cases at all stages of the application process. In cases where the person may meet the eligibility criteria for the special rules to be applied but no BASRiS form is submitted, a case manager must alert the relevant practitioner to determine whether the special rules apply. A Registered Medical Practitioner or Registered Nurse then confirms if the individual is terminally ill. If the client is terminally ill then they can either:

- return a BASRiS form to Social Security Scotland or,
- provide a clinical letter confirming the individual is terminally ill or,
- confirm the individual is terminally ill over the phone with the practitioner and return a BASRiS form to Social Security Scotland within 28 days.

For an application made under the normal rules it may not be possible to identify that a case is eligible under the Special Rules for Terminal Illness unless Social Security

Scotland is advised, or until information about the terminal illness, or a clinical judgement, is received.

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. 100% 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 14 August 2023 has been used to produce statistics on applications received and decisions and payments made up to 11.59 pm on 31 July 2023 (see [Updates](#) section). 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 July 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.

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.

There is an ongoing data extraction issue where a number of applications that have been processed with a decision do not have a part 2 received date appearing in the extract. Applications that are withdrawn or denied do not always need a part 2 application. 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.

In August 2022 and June 2023 changes were implemented in the data extracts to try and resolve this issue. Following the change in June 2023, the number of part 2 applications received to April 2023 increased from 54,445 using the old methodology, to 71,560 using the new methodology. This is an increase of 31%. The issue has therefore been mostly resolved but we are continuing to look at ways of improving the data being captured and extracted.

The table below shows an example of the impact the most recent change has had on previously published data.

Month	Part 2 applications received prior to data improvement in June 2023	Part 2 applications received after data improvement in June 2023	% increase
March 2022	190	200	4%
September 2022	5,885	8,070	37%
April 2023	5,825	7,420	27%
Total	54,445	71,560	31%

The number of applications processed which are missing a part 2 date is 13,335 to end July 2023. It should be noted that this will include legitimate withdrawals or denials where a part 2 of the form is not required to make the decision.

The impact of the missing part 2 dates 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 8].

Methodology and definitions

Processing times

Processing times for an application received under the normal rules, as opposed to under Special Rules for Terminal Illness, 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 a processing time could not be calculated. This issue is under review (see above 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 times are only calculated for applications that were decided within the period being reported on.

The processing time calculation also does not include any applications that are flagged as having had a re-determination request, because the decision date for these applications represents the re-determination decision date, which can be some time after the original decision date. Re-determinations are a small proportion of the total applications processed, and the average processing times for applications that go on to re-determination or appeal 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.

Processing times for applications which are eligible for Special Rules for Terminal Illness are excluded from the normal rules processing times because they use a different methodology. Applications made under the special rules only require the submission of a Special Rules for Terminal Illness application form and a BASRiS form. Processing times for these applications are calculated as the time between the

receipt of either the Special Rules for Terminal Illness application form, or part 1 of the normal application form if no part 2 application form is received, and the time of the decision being made. However, applications which are received via the normal route may also be identified as eligible under the Special Rules for Terminal Illness. These applications may have returned a part 2 form. For those applications, processing times are calculated between the received date of the part 2 of the application form and the date that a decision was made regarding the application.

Due to the ongoing data issue, with some applications still having a missing part 2 received date, it is possible that some applications identified in the Special Rules for Terminal Illness processing times table as 'SRTI Application form or Part 1 only' may have been received under the normal rules and returned a part 2 application form, and should have been calculated based on a part 2 received date. Processing times for the Special Rules for Terminal Illness should therefore be treated with caution. Quality assurance work will continue in this area.

Caseload (new applicants and people being transferred)

The methodology used for this publication uses a 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 entitlement start date being the date that the applicant registered their part 1 form. The methodology uses a point-in-time measure of the number of people in receipt of Adult Disability Payment on the final day of any given month. It 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.

A data cut from 14 August 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 July 2023.

Caseload by award type methodology

In order to identify caseload numbers by award type (i.e. awarded both Daily Living and Mobility, Daily Living only or Mobility only) and award level (e.g. enhanced, standard, transitional), the caseload extract was linked to an award level extract, which contains information on a client's award and any changes to their award type and award level over time. The award level extract had to undergo cleaning in order for it to be used alongside the caseload extract. This process involved the loss of 2% of the award level data set due to anomalies within the extract. As a result of this, when the award level extract was linked to the caseload extract, 2% of cases did not link to any award type or level information. In these instances the initial award type and level information from the applications extract have been used. However, where

there were any award changes to accessible vehicle leases, these have been used to update the mobility awards. Therefore in a small number of cases there will be a limited indication of award changes that have happened since the client applied. This methodology is experimental and is likely to change over time.

Comparison of new award type caseload methodology with previously published award type caseload methodology

The previous publication identified award type by linking the caseload extract to the payments extract, which details whether a client receives a Daily Living, Mobility or Accessible Vehicles and Equipment payment. When a client was still to receive their first payment, the initial award in the applications extract was used as the award type.

The new methodology uses the award level extract to determine award type. This will identify the current award type at an earlier stage as, similar to the caseload extract, it identifies 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.

See the below table for a comparison of the two methods for July 2022, January 2023 and July 2023. Please note that this methodology change does not affect the overall total monthly caseload figures, it only affects the proportions within each award type. The difference is minimal for those awarded both Daily Living and Mobility. This is the category that has the highest number of clients. Variability increases with the other award types, but these categories also have smaller numbers, so a small change in numbers could result in a high percentage change. The highest percentage changes occur for those in receipt of Mobility and Accessible Vehicles and Equipment awards. It is likely that one of the reasons for this is that Accessible Vehicles and Equipment awards are being identified earlier in the process compared to the previous methodology that used the payments extract.

Month	Client Type	% change of those in receipt of Daily Living award only	% change of those in receipt of Mobility award only	% change of those in receipt of both Daily Living and Mobility	% change of AVE
July 2022	All	1%	0%	0%	0%
	New applicants	1%	0%	0%	N/A
	Case transfers	N/A	N/A	N/A	N/A
January 2023	All	0%	1%	0%	6%
	New applicants	1%	3%	-1%	89%
	Case transfers	-1%	-2%	1%	-1%
July 2023	All	0%	3%	-1%	3%
	New applicants	1%	6%	-1%	12%
	Case transfers	0%	-1%	0%	0%

Disability Condition

The Disability Condition data included in this publication is based on the Primary Disability Condition which is recorded in the application information data extracts. This Primary Disability condition is recorded by the Case Manager during the processing of the application and is determined based on the supporting information that has been provided.

The data is recorded using codes which were developed based on the International Statistical Classification of Diseases and Related Health Problems 10 (ICD10)⁹ standard, published by the World Health Organisation. The codes recorded are a subset of the broader ICD10 groupings. These are then aggregated into the ICD10 'chapters' for publication purposes. This publication has also broken down some of the 'chapters' into lower level groupings to provide more detail. We welcome feedback on this table.

As a part of the development process the newly developed condition codes were matched with the condition codes from both Personal Independence Payment and Disability Living Allowance to allow for case transfers to be moved to the new system.

Duration on caseload

The duration on caseload table uses the same methodology as other caseload tables in this publication, in that it counts people from the point that they are approved for a payment until the point that their application is closed. For cases transferred from the Department for Work and Pensions, only the time spent on the Adult Disability Payment is considered.

⁹ [International Statistical Classification of Diseases and Related Health Problems 10 \(ICD10\)](#)

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. Individuals 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. For this publication we have retained all these applications, but this represents a small proportion of applications.

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 6, 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 16, 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.

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).

Updates

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.

In June 2023, changes were implemented in the data extracts to try and resolve the issue of part 2 received dates not being extracted for a number of applications. Following this change, the proportion of applications processed without a part 2 date has fallen, however the issue has not been fully resolved.

Tables 5, 11 and 12 (Initial awards by level and Payments by award level) that were provided in the previous publication, have been removed from the current publication. This is due to caseload by award level now being included in tables 13, 14 and 15 in the current publication.

Table 9 SRTI Decisions by Processing Times has been included for the first time in this publication. It includes information on the processing times of cases eligible under the Special Rules for Terminal Illness broken down by the month of the decision being made and the median processing times for those decisions.

Table 17 Caseload by Disability Conditions has been expanded to include some more detailed breakdowns.

Table 19 Duration on Caseload has been included for the first time in this publication. It includes information on the duration that clients have been on the caseload for the current caseload period.

Future Developments

If you have any feedback on the changes to the caseload methodology from this publication, or any other element of the publication and tables, please contact us at MI@socialsecurity.gov.scot.

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](#).

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The data collected for this statistical bulletin:

are available in more detail through statistics.gov.scot

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

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

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