



## Social Security Scotland Statistics

# Child Disability Payment: statistics to 31 March 2025

### Key figures

- From 26 July 2021 to 31 March 2025, 79,985 part 1 applications were received for Child Disability Payment. In total, 70,545 applications were processed with a decision made by 31 March 2025. Of these, 74% were authorised, 22% were denied and 4% were withdrawn.
- The median average processing time has increased from 73 working days in December 2024 to 79 working days in March 2025.
- The median average processing times for applications processed under the Special Rules for Terminal Illness since the launch of the Child Disability Payment pilot in July 2021 was 7.5 working days. Management information shows that the median average processing time from BASRiS received to decision was 1 working day.
- Since launch, over £1.1 billion has been paid to over 100,000 children and young people. As of 31 March 2025, it is estimated that 89,400 children and young people were in receipt of Child Disability Payment.
- The most common category of condition was Mental and Behavioural disorders, accounting for 74% of the caseload in March 2025.
- As of 31 March 2025, 25,885 Child Disability Payment reviews have been completed. Of these 15,865 resulted in no change in award, 9,215 resulted in an increase in award, and 805 resulted in a decrease in award.

### Frequency of publications

**The next publication will be released on 19 August 2025.**

**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 is found online at: [code.statisticsauthority.gov.uk](https://code.statisticsauthority.gov.uk)

<sup>2</sup> The forthcoming publication timetable is available at: [www.socialsecurity.gov.scot/publications/statistics](https://www.socialsecurity.gov.scot/publications/statistics)

# Introduction

Child Disability Payment is the replacement for Disability Living Allowance for children in Scotland, which was previously delivered by the Department for Work and Pensions. It is the first 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 care and mobility costs that a child or young person living with a disability might have.

From 26 July 2021, new applications were taken for Child Disability Payment for children under 16 that live in the pilot areas of Dundee City, Na h-Eileanan Siar and Perth and Kinross. On 22 November 2021, Child Disability Payment launched nationwide to all new applicants living in Scotland. The case transfer process, where individual ongoing awards of Disability Living Allowance for children are replaced by an award of Child Disability Payment, began on 11 October 2021.

The application for Child Disability Payment is in two parts. Once an applicant has filled out part 1 they have six weeks to complete part 2 (see [application and decision making process](#)).

This publication provides information on applications and payments for Child Disability Payment from 26 July 2021 to 31 March 2025 (see [how data was collected](#)).

[Background to Child Disability Payment](#) has further detail about the payment and its application process.

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

These statistics are official statistics in development. Official statistics in development may be new or existing statistics, and will be tested with users, in line with the standards of trustworthiness, quality and value in the [Code of Practice for Statistics](#).

The data and methods underpinning Social Security Scotland statistics are routinely reviewed in line with the [Code of Practice for Statistics](#). Ongoing data quality issues and revisions made to the statistics are detailed in our [Data and Methodology Changes document](#). More information on how we create and use statistics can be found on our [About Statistics](#) page.

# Main findings

## New applicants

### Applications by month

- From 26 July 2021 to 31 March 2025, there were 79,985 part 1 applications registered for Child Disability Payment. There were 66,365 part 2 applications received in this period **[Table 1]**.
- In the current quarter, from January to March 2025, there were 6,845 part 1 applications registered and 5,400 part 2 applications received. This is an increase in the number of both part 1 and part 2 applications received since the previous quarter. **[Table 1]**.
- As of 31 March 2025, there were 11,225 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. For more information, see [Data Extraction Issues](#) **[Table 1]**.

### Application outcome

- In total, 70,545 applications were processed with a decision made by 31 March 2025. Of these, 74% were authorised, 22% were denied and 4% were withdrawn. The authorisation rate has increased in the most recent quarter, with 73% of applications processed in March 2025 being authorised, compared to 57% in December 2024 **[Table 1]**.
- The number of applications processed has increased in the most recent quarter. 5,355 applications were processed between January and March 2025, compared with 4,370 applications processed from October to December 2024. Prior to the most recent quarter, the number of applications processed had decreased during the previous two quarters **[Table 1]**.

### Initial award type

- Of all applications authorised since launch, 50% were given an initial award comprising of both care and mobility components, whilst 50% were for care only and less than 1% were for mobility only **[Table 2]**.
- In general, between November 2022 and June 2024 there was a gradual decrease in the proportion of applications authorised for both care and mobility. In July 2024 this proportion increased slightly and has then remained stable over the previous three quarters between July 2024 and March 2025 **[Table 2]**.
- There are three levels that can be awarded for care – the lowest, middle or highest level. For further information, see [payments](#).

- Of the initial awards that included a care element within it, 35% were at the highest level, 42% were in the middle level and 23% were at the lowest award level. Between the national launch of the benefit and July 2024, there had been a general increase in the proportion of initial awards at the lowest level and corresponding decrease in the those at the highest level. However in the past three quarters from July 2024 there has been a general increase in the proportion of initial care awards at the highest level and middle levels and decrease at the lowest level. **[Table 3]**.
- There are two levels that can be awarded for mobility – higher and lower. For further information, see [payments](#).
- Of the initial awards that included a mobility element within it, 89% were for the lower level. The remaining 11% were authorised for the higher level **[Table 4]**.

## **Application outcome by Primary Disability Condition**

- People with a Primary Disability Condition within the category Neoplasms (C00-D48) were the most likely to have their application authorised with a 97% approval rate. People with a Primary Disability Condition within the category Diseases of the Respiratory System (J00-J99) were the least likely to have their application authorised at an approval rate of 61% **[Table 5]**.
- Applications may not have a Primary Disability Condition recorded if they are withdrawn or denied prior to the stage in processing where the Primary Disability Condition is recorded. This could happen for a variety of reasons, including failure to pass the identification and verification checks, or withdrawal of the application **[Table 5]**.
- The 'Unknown' category includes cases where the Primary Disability Condition is not recorded, or where it is to be determined. Of the processed applications where the condition was 'Unknown', there was an approval rate of 13% **[Table 5]**. A decision on a person's entitlement is based on an understanding of their level of needs because of their disability or health condition, rather than a diagnosis. This takes into account that individuals with the same disability or health condition might be impacted to a different degree in their everyday lives. This is particularly relevant for children and young people, where it can be more difficult to diagnose the condition.
- In addition, testing of the disability condition coding carried out in Summer 2022 showed that there was an overuse of the 'to be determined' category (see [Disability Condition Code Testing](#)). This has resulted in higher numbers in the 'Unknown' category. Processes have been improved since then, ensuring that when Health and Social Care practitioners are asked to review applications, they record the correct disability condition code for case managers to consider.

## Application channel

- Application channel refers to the method of application used to complete the part 1 application.
- Of all applications received by 31 March 2025, 79% were made online and 14% were made via phone. A further 5% were made through paper applications and 2% were via alternative applications, where a Disability Living Allowance application was redirected to Social Security Scotland. The proportion of alternative applications has declined over time, whilst overall the proportion of online applications has increased since launch. **[Table 6]**.
- For more information on application channels, see [Application and decision making process](#)).

## Applications by age of child

- Across the period 26 July 2021 to 31 March 2025, 43% of the part 1 applications were made for children aged 5-10, whilst 31% were in the 11-15 age group and 26% were aged 0-4 **[Table 7]**.
- The proportion of applications authorised was broadly similar across the age groups, ranging from 72% in the 11-15 age group to 75% and 77% in the 5-10 and 0-4 age groups respectively. The exception to this was in the 16–18 age group, where withdrawn applications accounted for the highest percentage of processed applications at 44%, followed by denied applications at 33%, and approved applications at 23% **[Table 7]**. Those aged 16 and over are not eligible to apply for Child Disability Payment, and should apply for Adult Disability Payment instead (see [eligibility](#)).

## Applications by local authority area

- Part 1 applications have been registered for children living in all 32 local authority areas in Scotland. Of the part 1 applications registered, 14% were from Glasgow City, followed by 8% from Fife and 7% from North Lanarkshire **[Table 8]**.
- During the period 26 July 2021 to 31 March 2025, the proportion of authorised applications has ranged from 66% in Na h-Eileanan Siar (one of the pilot areas, where applications were taken from 26 July 2021) to 80% in Stirling **[Table 8]**.

## Processing times

- Processing times for any application received under the normal rules<sup>3</sup> is calculated between the received date of the part 2 application and the date that a decision was made regarding the application. Further information on the calculation can be found in [processing times](#).

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<sup>3</sup> Normal rules applications are where the Special Rules for Terminal Illness do not apply.

- The median<sup>4</sup> average processing time for applications processed since July 2021 was 75 working days, which remains the same since the previous publication. In the latest quarter, the median average processing time has increased from 73 days in December 2024 to 79 days in March 2025 [**Table 9a**].
- Table 9b 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 March 2025, 54% had been processed within 80 working days (4 months) [**Table 9b**].
- The proportion of applications processed in 141 or more working days (or seven months), increased from 4% in December 2024 to 5% in March 2025 [**Table 9b**].
- ‘Straight-through Processing’ for part 1 applications was introduced in June 2024. This allows certain applications which meet a specific set of criteria to be automatically passed through the identification, verification and eligibility checks relating to part 1 of the application form.

## Processing times for Special Rules for Terminal Illness

- Processing times for applications processed under the Special Rules for Terminal Illness are included in this publication covering up to the end of the financial year 2024-2025 [**Table 10**]. These are published on an annual basis for financial years due to the small numbers, so the next update will be in May 2026.
- 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 BASRiS<sup>5</sup> 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 rules application process and are subsequently identified and moved to the special rules process. Processing times for these applications are calculated between the received date of the part 2 of the application, where there is one, and the date that a decision was made. Social Security Scotland aims to process applications within 7 working days of receiving a completed application form and a BASRiS form. Further information on the process and calculation can be found in [Processing times for Special Rules for Terminal Illness](#).

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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.

<sup>5</sup> Benefits Assessment for Special Rules in Scotland (BASRiS)



- Due to ongoing data extraction issues, the categories of 'SRTI Application form or Part 1 only' or 'with a part 2' within the SRTI processing times statistics should be treated with caution. Further information on this can be found in [Processing times for Special Rules for Terminal Illness](#).
- Median average processing time from BASRiS received date to the decision date in working days are calculated based on management information on the BASRiS form received date **[Table 10]**. Further information on the calculation can be found in [Processing times for Special Rules for Terminal Illness](#).
- The median average processing times for applications processed under the special rules since the launch of the Child Disability Payment pilot in July 2021 was 7.5 working days. This is a decrease since the last annual publication where it was 14.5 working days. Management information shows that the median average processing time from BASRiS received to decision was 1 working day **[Table 10]**.
- Of the applications processed under the special rules, 70 (43%) were received with a Special Rules for Terminal Illness application form or a part 1 form only, suggesting that they applied via the special rules route. 95 (57%) were received with both a part 1 and part 2 form, suggesting they initially applied via the normal rules route and were subsequently moved to the special rules route **[Table 10]**.
- Of the applications processed under the special rules with a Special Rules for Terminal Illness application form or part 1 only, the median average processing time was 2 working days. In the 2023-24 financial year the median average processing time was 2 working days, and in 2024-25 it was 1 working day. Management information for these applications shows that overall, the median average processing time from BASRiS received date to decision date was 2 working days. In the 2023-24 financial year the median average processing time from BASRiS to decision was 2 working days, and in 2024-25 it was 1 working day.
- For applications processed under the special rules with a part 2 application form, the median average processing time was 34 working days. It is likely that these applications were initially made via the normal rules route and were subsequently identified and moved to the special rules route. In the 2023-24 financial year, the median average processing time was 63 working days and in 2024-25, it was 52.5 working days. Management information for these applications shows that the overall median average processing time from BASRiS received to decision was 1 working day. This has consistently remained at 1 working day from 2021-22 financial year to the most recent financial year 2024-25 **[Table 10]**.

# New applicants and case transfers

## Payments and clients paid

- The total value of Child Disability Payment payments issued up to 31 March 2025 was over £1.1 billion. Of this, £487.6 million was to new applicants and £638.1 million was to clients who had their award transferred **[Table 11]**.
- Care payments accounted for £851.2 million of the payments issued, whilst the mobility payments (including Accessible Vehicles and Equipment scheme payments) issued accounted for £274.4 million **[Table 11]**.
- In March 2025, the total value of payments issued was approximately £42.3 million **[Table 11]**.
- By the end of March 2025, Social Security Scotland had issued 5.1 million payments to 100,815 individual clients. The care component accounted for 58% of the total number of payments issued, whilst the mobility payments (including Accessible Vehicles and Equipment scheme payments) accounted for 42% **[Table 11, Table 13]**.
- Payments were 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 £157.2 million, followed by Fife at £83.7 million and North Lanarkshire at £83.3 million **[Table 12]**.
- In the 2024/25 financial year, the highest value of payments was made to clients in Glasgow City (£71.3 million), followed by North Lanarkshire (£37.7 million), and Fife (£37.5 million) **[Table 12]**.
- In the 2024/25 financial year, 97,290 individual clients received at least one Child Disability Payment **[Table 13]**.

## Caseload

- As of 31 March 2025, it is estimated that 89,400 children and young people were in receipt of Child Disability Payment, of which 52,230 (58%) were authorised new applicants **[Table 14]**
- Of the total caseload, 37,170 (42%) were children and young people who had had their award transferred from the Department for Work and Pensions. This number has increased in each month since March 2022 from 2,520 up to 46,295 in May 2023. Following this, it has gradually decreased to 37,170 in March 2025 **[Table 14]**. As young people aged over 16 who had their award transferred move to Adult Disability Payment, this number will continue to decrease. Further information on the case transfer process can be found in [Case transfers](#).



- Similarly, new applicants will move to Adult Disability Payment as they reach 16-18. However, the new applicants caseload will not necessarily decrease as new clients will continue to join the caseload.
- The caseload is a derived statistic calculated based on identifying 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. Further information on the calculation can be found in [Caseload](#).

## Caseload by award type

Excerpt from Table 14: Proportion of caseload by award and client type in March 2025

Client type	Both care and mobility	Care only	Mobility only
All	67%	33%	0%
New applicants	57%	43%	0%
Case transfers	82%	18%	0%

- Of the children and young people in receipt of Child Disability Payment in March 2025, 67% were in receipt of both a care and mobility award and 33% received a care only award **[Table 14]**.
- New applicants had a lower proportion of both care and mobility awards, with 57% compared to 82% for clients who have had their award transferred. New applicants had a higher proportion of care only awards, with 43% compared to 18% for clients who have had their award transferred **[Table 14]**.
- Of those receiving a mobility award in March 2025, 5,495 (9%) were in receipt of Accessible Vehicles and Equipment payments. This differed between new applicants and case transfers, with 6% of new applicants in receipt of a Mobility award receiving Accessible Vehicles and Equipment payments compared with 12% of those who had their award transferred **[Table 14]**.

## Caseload by award level

Excerpt from Table 15: Proportion of caseload by care award level and client type in March 2025

Client type	Highest care award	Middle care award	Lowest care award	Not awarded care
All	39%	46%	15%	0%
New applicants	36%	42%	22%	0%
Case transfers	42%	53%	4%	0%

- Of the children and young people in receipt of Child Disability Payment in March 2025, there were 39% who received the highest care level, 46% who received the middle care level, and 15% who received the lowest care level. A small number (less than 1%) of clients on the caseload were not awarded care (i.e. received mobility only awards) **[Table 15]**.

- For new applicants, 36% of the caseload received the highest care award while 42% of clients who had their award transferred received the highest care award **[Table 15]**.
- New applicants had a lower proportion of middle care awards, with 42% compared to 53% for clients who have had their award transferred. New applicants also had a higher proportion of lowest care awards, with 22% compared to 4% for clients who have had their award transferred **[Table 15]**.

**Excerpt from Table 16: Proportion of caseload by mobility award level and client type in March 2025**

Client type	Higher mobility award	Lower mobility award	Not awarded mobility
<b>Total</b>	<b>12%</b>	<b>56%</b>	<b>33%</b>
New applicants	8%	49%	43%
Case transfers	16%	66%	18%

- Of the children and young people in receipt of Child Disability Payment in March 2025, 12% received the higher mobility level, 56% received the lower mobility level and 33% were not awarded (i.e. received care only awards) **[Table 16]**.
- New applicants had a smaller proportion of higher mobility awards, with 8% compared to 16% for clients who have had their award transferred. New applicants also had a smaller proportion of lower mobility awards, with 49% compared to 66% for clients who have had their award transferred. The key difference in the mobility awards is that a larger proportion of the new applicants caseload do not have a mobility award, at 43% compared to 18% for clients who have had their award transferred **[Table 16]**.
- The table below shows that excluding those not awarded, the ratio of higher to lower mobility awards is similar for new applicants and clients who have had their award transferred (15% and 85% compared to 20% and 80% respectively).

**Excerpt derived from Table 16: Proportion of caseload by mobility award level and client type in March 2025 excluding those not awarded mobility**

Client type	Higher mobility award	Lower mobility award
<b>Total</b>	<b>17%</b>	<b>83%</b>
New applicants	15%	85%
Case transfers	20%	80%

Excerpt derived from Table 17: Proportion of caseload by award levels and client type in March 2025<sup>6</sup>

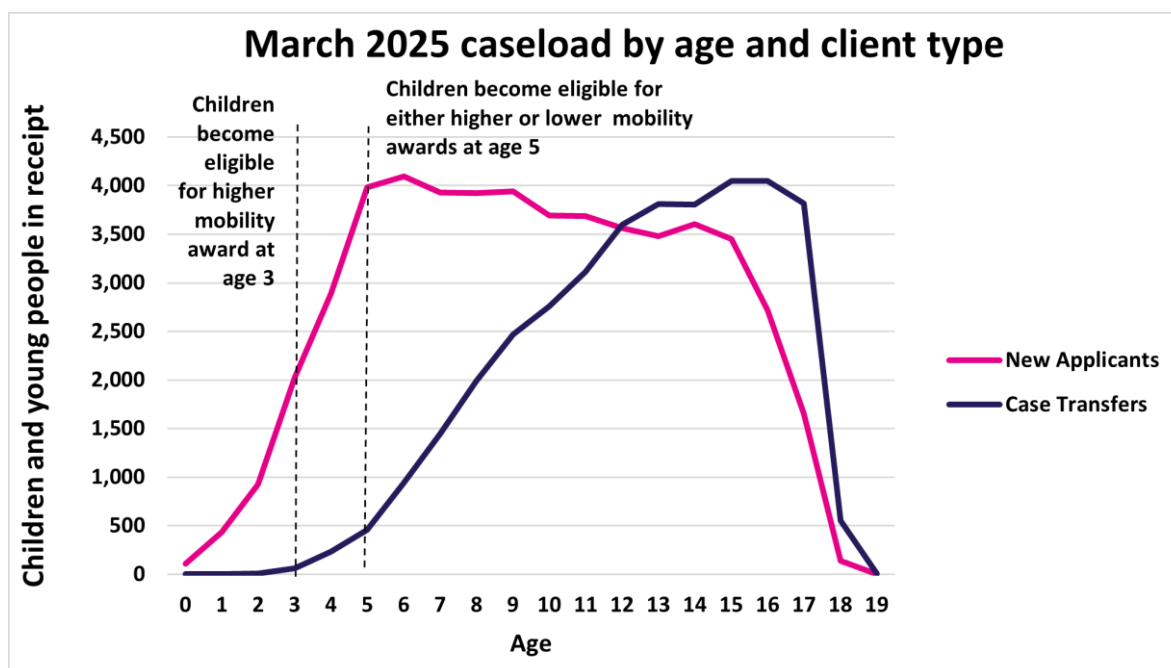
Client Type	Mobility Higher Level			Mobility Lower Level			Mobility Not Awarded		
	Care Highest Level	Care Middle Level	Care Lowest Level	Care Highest Level	Care Middle Level	Care Lowest Level	Care Highest Level	Care Middle Level	Care Lowest Level
All	10%	2%	0%	21%	29%	5%	8%	16%	9%
New applicants	7%	1%	0%	18%	23%	8%	11%	18%	14%
Case Transfers	13%	3%	0%	26%	38%	2%	3%	13%	2%

- The most common combination of award levels for both new applicants and clients who have had their awards transferred, is lower mobility and middle care level. However, clients who have had their awards transferred have a higher proportion of this award combination, with 38% of the caseload compared to 23% for new applicants [Table 17]. As mentioned above, the higher proportion of new applicants not awarded mobility will contribute to these differences.

## Caseload by age

- The age profile of new applicants and children who have had their award transferred is shown in Table 18 and Chart 1 below.

Chart 1: Caseload in March 2025 by age and type of client



<sup>6</sup> Mobility only awards have been excluded from this table as they account for less than 1% of the overall caseload

**Excerpt derived from Table 18: Proportion of caseload by age and client type in March 2025**

Client type	0 – 4	5-10	11-15	16-19
<b>All</b>	<b>7%</b>	<b>38%</b>	<b>40%</b>	<b>14%</b>
New applicants	12%	45%	34%	9%
Case transfers	1%	27%	49%	23%

- The new applicants caseload is generally much younger than those who have had their award transferred, with 12% of the new applicants being aged 0-4, compared to 1% of clients who have had their award transferred. Only 9% of the new applicants are aged 16-19, compared to 23% of clients who have had their award transferred **[Table 18, Chart 1]**. The differences in age profiles of the clients may contribute towards some of the differences seen in award levels and types.
- The case transfer process began in October 2021, when children who were aged over 15 and a half to 17 who received Disability Living Allowance for children from the Department for Work and Pensions started to have their award transferred to Child Disability Payment in phases. Children under 15 and a half years old began having their awards transferred from spring 2022. For more information, see [case transfers](#).

## **Caseload by Primary Disability condition**

- The most common category of condition was Mental and Behavioural disorders, which accounted for 74% of the caseload (66,530) in March 2025. This was the case for both new applicants and case transfers where it accounted for 72% (37,475) and 78% (29,055) of the caseload respectively **[Table 19a]**.
- Within this category, the most common Primary Disability Condition was Autism (ICD10 code F84.0) accounting for 55% of the category (36,845), followed by ADHD (ICD10 code F90.0) accounting for 17% of the category (11,170) **[Table 19b]**.
- The Endocrine, Nutritional and Metabolic Diseases category had the highest proportion of care only awards at 82% **[Table 19a]**. Overall this category had the majority of care awards on the middle care level (59%). However there are differences in care awards for this category when comparing new applicants to case transfers. For new applicants, the majority of care awards were at the highest level (60%), whilst for case transfers the majority were at the middle care award level (78%) **[Table 20a]**.
- Neoplasms had the highest proportion of both care and mobility awards (77%) **[Table 19a]**. The majority of care and mobility awards were at the highest level at 80% and 67% respectively **[Table 20a, 21a]**.

**Excerpt from Table 19b: Proportion of caseload within the Mental and Behavioural Disorders category by award and client type in March 2025**

Client type	Both care and mobility	Care only	Mobility only
All	73%	27%	0%
New applicants	61%	39%	0%
Case transfers	89%	11%	0%

- Within the Mental and Behavioural Disorders category, new applicants have a higher proportion of care only awards at 39% compared to 11% for case transfers. Case transfers have a higher proportion of both care and mobility awards at 89% compared to 61% for new applicants. As this category accounts for the highest proportion of the caseload, it is likely that this is contributing to the differences we see in award type and level between new applicants and case transfers **[Table 19b]**.

**Excerpt from Table 20b: Proportion of caseload within the Mental and Behavioural Disorders category by care award level and client type in March 2025**

Client type	Highest care award	Middle care award	Lowest care award	Not awarded care
All	38%	48%	14%	0%
New applicants	35%	43%	22%	0%
Case transfers	42%	54%	4%	0%

- Within the Mental and Behavioural Disorders category, case transfers have a higher proportion of middle care award levels than new applicants (54% compared to 43%). New applicants have a higher proportion of lowest care award levels than case transfers (22% compared to 4%) **[Table 20b]**.

**Excerpt from Table 21b: Proportion of caseload within the Mental and Behavioural Disorders category by mobility award level and client type in March 2025**

Client type	Higher mobility award	Lower mobility award	Not awarded mobility
Total	9%	64%	27%
New applicants	7%	54%	39%
Case transfers	11%	77%	11%

- Within the Mental and Behavioural Disorders category, case transfers have a higher proportion of lower mobility award levels than new applicants (77% compared to 54%). New applicants have a higher proportion that are not awarded mobility than case transfers (39% compared to 11%) **[Table 21b]**.
- Further information on the disability condition categories can be found in the [disability conditions](#).

## Caseload by Special Rules for Terminal Illness Status

- Of the 89,400 children and young people in receipt of Child Disability Payment in March 2025, 205 of these were receiving an award under Special Rules for Terminal Illness [Table 22].

## Caseload by Duration on Caseload

- For clients who were on the caseload in March 2025, the majority had been on the caseload for 2 years and up to 3 years with 49,180 (55%), followed by 21,295 (24%) having been on the caseload for 1 year and up to 2 years [Table 23].

## Caseload by Local Authority Area

- The number of children in receipt of Child Disability Payment in March 2025 was highest in Glasgow City which accounts for 14% of the caseload. This was followed by Fife, North Lanarkshire and South Lanarkshire which each accounted for 7% of the caseload [Table 24].

## Re-determinations and appeals: New applicants and clients being transferred

- As part of continuous improvement work, we are updating the data extract used for reporting on re-determinations and appeals. The effect of the change has been around 150 more cases are recorded in the new data extract compared to the old extract. This is 2% of the total 6,810 re-determinations received. For further information, see [re-determinations and appeals updated data extract](#).
- There were 6,810 re-determinations received by 31 March 2025. Of these, 5,380 were requested by new applicants, and 1,425 by clients who had their award transferred [Table 25].

Excerpt from Table 25: Proportion of re-determination outcomes, by client type

Client type	Percentage of completed re-determinations which are disallowed	Percentage of completed re-determinations which are allowed	Percentage of completed re-determinations where re-determination decision is not made
Total	37%	58%	5%
New applicants	37%	59%	4%
Case transfers	37%	56%	7%

- By 31 March 2025, 6,345 re-determination requests had been decided. Of these, 58% were allowed, 37% were disallowed and for 5%, the re-determination decision was not made. Re-determination decision not made includes those which were invalid or exceeded the deadline and the client opted to cease the re-determination process and move to appeal, summed due to small numbers. For details on each of these categories, see [re-determinations and appeals updated data extract](#).



- The proportion of re-determination requests that have been allowed has been declining since May 2023. In the most recent quarter at March 2025, 41% were allowed, compared to 49% in December 2024. **[Table 25]**.
- Of the completed re-determinations, new applicants and clients with their award transferred had 59% and 56% that were allowed, respectively **[Table 25]**.
- Overall, 89% of re-determinations were closed within 56 days<sup>7</sup>. In the previous quarter, at December 2024, 97% of re-determinations were closed within 56 days. This decreased in the current quarter, to 93% in March 2025. For new applicants and case transfers, 94% and 89% were closed within 56 days, respectively in March 2025 **[Table 25]**.
- There were 825 appeals received by 31 March 2025, of which 335 had been decided. Of these decisions, 57% were upheld in the clients' favour and 43% were not upheld **[Table 26]**.
- Statistics on appeals have been broken down by client type for the first time in this publication. In the financial year, 2024-25, 84% of appeals received were for clients who applied as new applicants, and 16% were for clients who had their award transferred from the Department for Work and Pensions. **[Table 26]**.
- There were 115 appeals received in the latest quarter. This represents 14% of all appeals received since launch **[Table 26]**.
- There were 130 cases that have received Short Term Assistance by 31 March 2025. Due to the small number of cases it is not currently possible to provide further information. Further Information on Short Term Assistance can be found in the [re-determinations and appeals](#).

## Reviews

- By 31 March 2025, 25,885 reviews had been completed. Of these, 3% resulted in a decrease in award, 36% resulted in an increase in award, and 61% resulted in no change to award **[Table 27]**.
- The number of reviews completed has increased since launch, with 25% of all reviews completed in the last quarter **[Table 27]**.
- The number of reviews completed has increased from 4,680 in the previous quarter to 6,490 in the current quarter, a 39% increase **[Table 27]**.
- There were 18,740 planned award reviews completed by 31 March 2025. Of these, 68% resulted in no change to the award **[Table 27]**.
- There were 7,140 change of circumstance reviews completed by 31 March 2025. Of these, 52% resulted in an increase in award **[Table 27]**.

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<sup>7</sup> 56 working days is the legislated timeline to respond to a re-determination for Child Disability Payment

- Of all reviews completed by 31 March 2025, 49% were for clients whose cases were new applications to Child Disability Payment **[Table 28]**.
- Of all reviews completed by 31 March 2025, 51% were for clients whose cases were transferred from the Department for Work and Pensions **[Table 29]**.
- Social Security Scotland is flexibly managing its workforce to process new applications, case reviews and changes of circumstance to ensure there are appropriate resources to prioritise delivering frontline services to people with dignity, fairness and respect.

# Background to Child Disability Payment

The Scotland Act 2016<sup>8</sup> devolved new powers to the Scottish Parliament in relation to social security, including responsibility for disability benefits which had been administered in Scotland by the Department for Work and Pensions. On 1<sup>st</sup> April 2020, executive competence for Disability Living Allowance was transferred to the 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. From July 2015, working age recipients have been invited to apply for Personal Independence Payment. The Department for Work and Pensions have 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 the 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 which replaces Disability Living Allowance for children
- Adult Disability Payment which replaces Personal Independence Payment (Department for Work and Pension's replacement of Disability Living Allowance for working age people)
- Pension Age Disability Payment which is replacing 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 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 the future, in phases.

Child Disability Payment was the first of the application-based disability benefits to be introduced by the Scottish Government. It is designed to mitigate some of the additional costs of caring for a disabled or terminally ill child or young person. The pilot launched on the 26 July 2021 for new applicants living in the local authorities of Dundee City, Na h-Eileanan Siar and Perth and Kinross. On 22 November 2021, Child Disability Payment launched nationwide to all new applicants living in Scotland. Further details about the benefit can be found at [www.mygov.scot/child-disability-payment](http://www.mygov.scot/child-disability-payment).

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<sup>8</sup> The Scotland Act 2016 webpage at <http://services.parliament.uk/bills/2015-16/scotland.html>

## Case transfers

From 11 October 2021, children and young people who were aged over 15 and a half to 17 who received Disability Living Allowance for children from the Department for Work and Pensions and living in Scotland, started to have their award transferred to Child Disability Payment in phases. Children under 15 and a half years old began having their awards transferred from spring 2022. Social Security Scotland has now completed the transfer process for children and young people who were in receipt of Disability Living Allowance for children in Scotland. As of 31 March 2025, 47,600 children and young people had their award transferred from Disability Living Allowance to Child Disability Payment. The current caseload at March 2025 is lower than this as clients with transferred awards are beginning to leave the caseload due to age and other potential factors.

A case transfer begins when the 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 Disability Living Allowance for children entitlement ends, so that their Child Disability Payment award can be prepared in advance and is ready for a transfer between payments of Disability Living Allowance for children and payments of Child Disability Payment. 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 Child Disability Payment has started. The first case files were received in October 2021 for people whose entitlement to Child Disability Payment started from January 2022, with payments commencing in February 2022 due to payments being made 4 weeks in arrears.

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 responsibility for making the payments. The Department for Work and Pensions will publish information on the cases that are still being paid by them.

The case transfer caseload is not expected to include babies aged 0 -1 years since it has been over a year since Child Disability Payment launched, so they would have applied for Child Disability Payment straight away.

## Eligibility

An adult with [parental responsibilities and rights](#) or a guardian can apply for Child Disability Payment on behalf of a child from birth up to the age of 16 who has lived with a disability for at least three months, and who can expect to continue to have this disability for at least six months. There is an exception to this if a child is terminally ill, whereby no qualifying period is required (see [terminal illness](#)).

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, for young people in receipt of assistance before they were 16. New applicants who are 16 or above will

need to apply for Adult Disability Payment which Social Security Scotland launched nationally on 29 August 2022.

## **Application and decision making process**

The application stage involves a two-part application process. The part 1 form gathers key personal details of the child or young person. The impact of the child or young person'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. As detailed in [Terminal illness](#) below, Social Security Scotland require a Benefits Assessment under Special Rules in Scotland (BASRiS) form. The BASRiS form is completed by the registered medical practitioner or registered nurse involved in the person's care or diagnosis. It provides Social Security Scotland with confirmation of the terminal illness diagnosis so that a determination can be made under the special rules.

Part 1 of normal rules 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 an applicant might request to complete both parts of the form by paper. It is also possible for a valid application for Child Disability Payment to arrive in an alternative form. For example, a Scottish applicant may complete a Disability Living Allowance form and send it to the Department for Work and Pensions, who will then re-direct it to Social Security Scotland.

Applicants have 6 weeks to complete part 2 of the form following the submission of part 1.

Any adult with parental rights and responsibilities can apply for Child Disability Payment on behalf of the child if the child is under 16 (see [eligibility](#) for information on those aged 16 to 18). An adult can still apply if the child is not living with a parent or guardian and they look after them. A parent or guardian may make an application for each disabled child that they look after. If the child is terminally ill, anyone can submit a third party application for the child as long as they:

- tell the person with parental rights and responsibilities, or guardian, or appointee if there is one, that they are applying for them
- get consent from the child's parent or guardian, or appointee to do so

Social Security Scotland processes each application received and makes a decision regarding the child or young person's eligibility for Child Disability Payment. Applicants can withdraw their application on behalf of the individual 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 doesn't agree with the decision about the individual's Child 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 Child Disability Payment determination. Social Security Scotland then has 56 calendar days to make a re-determination. Child Disability Payment applicants also have the right to appeal on behalf of the individual 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 is also available as part of Child 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 Child 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, their Short Term Assistance award will be the difference between the level of payment prior to the reduction and the new level of payment.

## **Reviews**

As part of a determination that a client is entitled to Child Disability Payment, the case manager will set a date in the future when the client's award will be reviewed. The period between the determination and the client's future review is called the review period. Future award reviews are set to a point in time when it is most likely that the client's needs will have changed. This is to ensure that people receive the level of support that is right for them.

Typically, review periods will be of between 2 and 10 years. If it is highly likely that the client's needs will change before the 2-year mark (for example due to planned treatment), case managers can set a shorter review period. For a minority of clients whose needs are highly unlikely to change, the review period may be set to their 18th birthday, even if this is longer than 10 years away. This means that unless the client reports a change of circumstance, they will continue to receive Child Disability Payment until age 18, by which point they will have been invited to apply for Adult Disability Payment.

Review periods are set based on the consideration of a number of factors. One consideration for Child Disability Payment is the age of the child, as different disability conditions may be more likely to change with age and the care or mobility needs of the child or young person may diverge more or less compared to their peers. As such, children become eligible for the higher rate of the mobility component at age three and the lower rate of the mobility component at age five. Therefore, the ages 3 and 5 years old are used as milestone birthdays during a child's life and their case will be reviewed around their third and fifth birthdays to determine if they may be entitled to either of the rates of the mobility component.



In addition to the future review date set when a determination is made, a review is also initiated when Social Security Scotland becomes aware of a change in the client's circumstances which may affect their entitlement. Examples of this include:

- a new health condition that impacts on the individual's overall needs
- a deterioration or improvement in a condition that impacts on the individual's care needs and/or mobility needs
- moving away from Scotland
- discovery that an error was made with the previous determination
- the individual going into a care home, residential educational establishment or legal detention

Social Security Scotland will then make a new determination on the client's entitlement, which takes into account the new circumstances of the client.

For all reviews, if a client has experienced a change, they are only required to fill in the relevant sections in our review form. For Planned Award reviews, clients will get a reminder of their latest determination and can tell us if nothing has changed by completing the 'no change' declaration on our form. However, if Social Security Scotland was expecting a change in the client's condition or level of needs, the Agency would explore this as part of the decision making process for the review determination.

When carrying out either type of review, case managers will consider the information provided at review alongside existing information related to their award, where this is still relevant, and use previous decisions to avoid asking unnecessary questions or requesting supporting information unnecessarily. Case managers will then decide whether further information is required to make a review determination in each individual case. Case managers take a collaborative approach to gathering this information and can also gather it on behalf of the client. Case managers can use other decision making tools when making a review determination, such as a case discussion with a health or social care practitioner.

For clients who had their award transferred from the Department for Work and Pensions, their next review date for Disability Living Allowance will be maintained and their first Child Disability Payment review date will be set for the same time. This is known as a Planned Award Review. Any future review period will be set in the usual way.

## **Payments**

Child Disability Payment is made up of two components: a care component and a mobility component. Qualifying children and young people will be entitled to a payment to help with their care and/or mobility needs.

Young people aged 16 or over are also entitled to the lowest rate of the care component if they can't make a cooked main meal if provided with the ingredients because of a mental or physical disability.

Children over three years old can also get a payment to help with their mobility needs.

Children who are terminally ill are automatically entitled to the highest rate of the care component and can receive this from birth. They are also automatically entitled to the higher rate of the mobility component if they are aged three or older.

Individuals who are entitled to the highest rate of the care component can also receive Child Winter Heating Payment which is a payment to help disabled children and young people and their families with increased heating costs over winter.

The lower rate of the mobility component is available to eligible children who are aged five years or older. The higher rate of the mobility component is available for eligible children who are at least three years old.

The below tables indicate the value of payments for the period covered by the publication: the 2021/22, 2022/23, 2023/24 and 2024/25 rates.

Payments are made every 4 weeks, in arrears, with the start date of the application being the application date of the part 1 form. Awards for terminally ill children and young people are paid weekly in advance.

<b>Care component</b>	<b>Weekly amount</b>			
	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>
<b>Lowest rate</b>	£23.70	£24.45	£26.90	£28.70
<b>Middle rate</b>	£60.00	£61.85	£68.10	£72.65
<b>Highest rate</b>	£89.60	£92.40	£101.75	£108.55

Care component	Level of help needed
<b>Lowest rate</b>	<ul style="list-style-type: none"> <li>• Attention for a significant part of the day in connection with bodily functions</li> </ul>
<b>Middle rate</b>	<ul style="list-style-type: none"> <li>• Frequent attention from someone during the day or prolonged or repeated attention at night in connection with bodily functions, or</li> <li>• Continual supervision during the day or another person to be awake for a prolonged period or frequent intervals at night to avoid substantial danger, or</li> <li>• Gets renal dialysis at least twice a week during the day or at night</li> </ul>
<b>Highest rate</b>	<ul style="list-style-type: none"> <li>• Frequent attention from someone during the day and prolonged or repeated attention at night in connection with bodily functions, or</li> <li>• Continual supervision during the day and another person to be awake for a prolonged period or frequent intervals to avoid substantial danger, or</li> <li>• Gets renal dialysis at least twice a week during the day and at night, or</li> <li>• They are terminally ill</li> </ul>

Mobility component	Weekly amount			
	2021/22	2022/23	2023/24	2024/25
<b>Lower rate</b>	£23.70	£24.45	£26.90	£28.70
<b>Higher rate</b>	£62.55	£64.50	£71.00	£75.75

Mobility component	Level of help needed
<b>Lower rate</b>	<ul style="list-style-type: none"> <li>• Can walk but needs guidance and or supervision to move outdoors most of the time</li> </ul>
<b>Higher rate</b>	<ul style="list-style-type: none"> <li>• Cannot walk or are virtually unable to walk outdoors, or</li> <li>• They could become very ill if they try to walk, or</li> <li>• They have a severe visual disability, or</li> <li>• They have no legs or feet, (regardless of the use of artificial limbs), or</li> <li>• They are both blind and deaf, or</li> <li>• They have severe behavioural difficulties due to a severe mental impairment and needs supervision during the day and at night to avoid substantial danger, or</li> <li>• They are terminally ill</li> </ul>

## Accessible vehicle leases and equipment

Children who get the higher rate of the mobility component of Child Disability Payment will be 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 will provide a service similar to the current Motability scheme, with leases available for a range of cars, wheelchair accessible vehicles, scooters and powered wheelchairs. People who have an existing Motability lease will be 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 death<sup>9</sup>.

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](#). This definition relates to diseases and conditions that a RMP or RN judges to be terminal. An individual's eligibility for meeting the 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. The application form is a 'one part' 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 unless there is a change of circumstances.
- 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.

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<sup>9</sup> 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.

- 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 under 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 applications processed under the Special Rules for Terminal Illness. Social Security Scotland has a duty to identify potential terminal illness cases at any stage 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.

In these circumstances, the processing time for Special Rules for Terminal Illness can be longer than when a BASRiS form has been submitted in the first instance, in order to undertake these actions to confirm eligibility. 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 and their child 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 Child Disability Payment applications made since 26 July 2021. 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 from 14 April 2025 has been used to produce statistics on applications received and decisions and payments made up to 11.59 pm on 31 March 2025. 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 (see [Updates](#)).

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 and appeal requests received and decided up to 23:59 on 31 March 2025.

## Quality assurance

The data used to produce official statistics are 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. checking 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 applicant and child dates of birth are within the expected range – see [age of applicant](#).
- Check postcode lengths are within the expected ranges and check postcodes that do not match to local authorities – see [geography](#).
- 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.

## Updates

Each updated publication of Child Disability payment statistics may include revisions going back to July 2021, when the pilot of the benefit was launched. 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 July 2021 as described in [how the data is collected](#). More recent months tend to be subject to a greater degree of revision than more distant ones.

### ***Special Rules for Terminal Illness processing times***

This publication includes processing times for applications processed under the Special Rules for Terminal Illness covering up to the end of the financial year 2024-2025. The next update will be published in May 2026, as these figures are published on an annual basis for financial years due to the small numbers.

### ***Number of clients paid by financial year***

As part of ongoing quality assurance work, it was identified that short term assistance cases were being included in the calculation of the number of unique individual clients paid during each financial year. The methodology for calculating the number of clients paid has now been updated so that only Child Disability Payments without Short Term Assistance are included in this measure. This change has not impacted the data in this publication because the number of unique short term assistance cases is currently small and of these, all had previously received a Child Disability Payment in the same financial year that they also received Short Term Assistance. However, this update will increase the accuracy of the data in future publications.

### ***Re-determinations and appeals updated data extract***

As part of continuous improvement work, we are updating the data extract used for reporting on re-determinations and appeals.

The effects of the change vary between benefits. In the case of Child Disability Payment, there are around 150 more cases recorded in the new data extract compared to the old extract. This is 2% of the total 6,810 re-determinations received.

The difference is due to the new data extract being able to capture records that the old extract couldn't. The design of the old data extract means that each application case captured in the extract had one re-determination and one appeal associated with it. This logic is no longer applicable to Child Disability Payment. Planned Award and Change of Circumstance reviews of disability benefits increase each month, and clients have the right to challenge the outcome of their review as well as the original application. The new data extract is able to record these re-determinations and appeals separately, providing a more accurate count.

Some of the column headings in the re-determinations and appeals tables have changed, to better reflect their contents:

- “Completed re-determinations which are allowed or partially allowed” is now “Completed re-determinations which are allowed”
  - All cases decided in favour of the client are now classed as allowed. There is no impact on the reported figures.
- “Completed re-determinations which are invalid” is now “Re-determination decision not made”
  - The column has always included the combined count of completed re-determinations which are invalid and those that exceeded the deadline. We have updated the wording to make clearer that this includes those that exceeded the deadline. There is no impact on the reported figures.
- “Appeal hearings taking place” is now “Appeals decisions made”
  - In order to be categorised as Upheld or Not Upheld, a decision must have been made. There is no impact on the reported figures.

## **Data extraction issues**

### ***Re-determinations Rate measures***

Over time the size and complexity of the benefits being administered by Social Security Scotland has continued to evolve. There is a known limitation in the calculation of the re-determinations rate measures that is now impacting reporting. This affects the measures of “re-determinations as a percentage of application decisions made” and “re-determinations which are allowed or partially allowed as a percentage of all decisions processed”.

In order to ensure that our published statistics continue to meet high standards of trustworthiness and quality for our users, the measures “re-determinations as a percentage of all decisions processed” and “re-determinations which are allowed or partially allowed as a percentage of all decisions processed” were removed from the

previous publication and this remains the case until further options can be explored. Until this exercise is completed, we cannot put a timescale on when an alternative solution may be available.

For more information, please see our [Data and Methodology Changes document](#) which details ongoing data issues and revisions made to the statistics. As with all our statistics, we encourage users to get in touch if they have any feedback regarding these statistics or any ongoing continuous improvement.

### ***Normal rules processed applications missing a part two received date***

As described in [how the data is collected](#), the data in this publication is sourced from Social Security Scotland's case management system. Since the launch of Child Disability Payment, there has been a data extraction issue where some applications that have been processed with a decision have not had a part 2 received date appearing in the data extract. The number of applications processed which are missing a part 2 received date is 11,225 up to the end of March 2025.

Withdrawn and denied applications do not necessarily require a completed part 2 of the application form and as such many of these are not missing any information. As of 31 March 2025, 2,720 (approximately 5%) approved normal rules applications lack a part 2 application received date.

The impact of the issues described above is:

- 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 processed applications that do have a part 2 received date populated. This may introduce bias to this number if for some reason the applications which don't have a part 2 received date extracted have a longer or shorter processing time **[Table 9]**.

The part 2 date issue has improved over time, as a result of various updates and improvements to the data extract. For example, in 2022 around 15% of approved normal rules applications were missing their part 2 application received date. This compares to around 4% in 2023, 1% in 2024 and 1% in 2025 up to the end of March 2025. This means that the earlier part 2 data is most impacted by this issue, whereas more recent data is much more complete. Quality assurance work will continue in this area.

## **Methodology and definitions**

### ***Decision date***

The data extract includes information on the date when decisions have been made on an application, including when an application has been approved, denied or withdrawn. These dates are stored separately. When multiple decisions have been made for a case, we use the earliest available date as the date of the first or initial decision. For example, if an application had been denied and then subsequently approved after a re-determination we would use the earlier denied date as the date of the initial decision in our application tables.

### ***Application outcome***

As described in [Decision date](#) above, we use the earliest available date as the date of the first or initial decision. For the application outcome, we use the outcome which corresponds to this first or initial decision. When multiple decisions have been made for a case on the same date, we apply the following logic:

- If a case is approved and denied on the same date, the outcome is approved
- If a case is denied and withdrawn on the same date, the outcome is denied
- If a case is approved and withdrawn on the same date, the outcome is approved

### ***Denials***

Denials include:

- applications that were denied at the Identification and Verification stage which is based on information in part 1 of the application;
- applications where the client failed to submit the complete part 2 of the application;
- cases that are denied due to the client not meeting the eligibility criteria.

### ***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, or had their part 2 date after their decision 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 time is only calculated for applications that were decided within the period being reported on.

### ***Processing times for Special Rules for Terminal Illness***

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 or equivalent clinical judgement. 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 rules 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 rules 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. Social Security Scotland aim to make decisions within 7 working days of receiving a completed application form and the BASRiS form. The date that the BASRiS form is received is not available in our data extract. Management information has provided the date that the BASRiS form has been received and the median average processing time from BASRiS received date to the decision date in working days is presented. Please note that management information has not been quality assured to the same level as the other figures in our Official Statistics publications.

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. Additionally, an application identified as eligible under the Special Rules for Terminal Illness 'with a part 2' received date, may have a part 2 associated with it incorrectly. For example, if a client has made applications both under the normal rules and special rules for terminal illness, then the part 2 from the normal rules application may have been linked to the Special Rules for Terminal Illness application during the data extraction process. Therefore the processing times for the categories of 'SRTI Application form or Part 1 only' or 'with a part 2' within the Special Rules for Terminal Illness processing times statistics should be treated with caution. Quality assurance work will continue in this area.

***Number of clients who have received at least one Child Disability Payment by the financial year of the payment issued date***

The number of children and young people to have benefitted from at least one Child Disability Payment issued is calculated by summing up the number of unique individual clients who have received at least one Child Disability Payment issued during each financial year.

***Caseload (new applicants and case transfers)***

The methodology used for this publication uses a caseload 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 for normal rules applicants are made every four weeks, in arrears, with the entitlement start date being the date that the applicant registered their part 1 form. Payments for Special Rules for Terminal Illness are made weekly in advance. The methodology uses a point-in-time measure of the number of children and young people in receipt of Child Disability Payment on the final day of any given month. It counts clients 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 April 2025 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 March 2025.

***Caseload by award type methodology***

In order to identify caseload numbers by award type (i.e. awarded both care and mobility, care only or mobility only) and award level (e.g. lower, middle, higher), 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 7% of the award level data set due to anomalies within the extract. As a result, when the award level extract was linked to the caseload extract, 7% 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.



## ***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 extract. This Primary Disability Condition is recorded by the case manager during the processing of the application and is determined based on the application form and 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)<sup>10</sup> 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.

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

## ***Disability Condition Code Testing***

As part of the quality assurance process of the Disability Condition data, an exercise was carried out in consultation with a Social Security Scotland Clinical Operations practitioner, who is a health professional, to verify whether case managers were selecting the most appropriate disability condition code when processing applications. A sample of 370 applications were supplied to the practitioner who then provided the disability conditions that they would have selected based on the supporting information available.

The results show that for 86% of the sample, the condition selected by the case managers and by the Clinical Operations practitioner matched at the ICD10 'chapters' that have been aggregated for publication purposes. Of those that didn't match, the majority were applications where the case manager had selected a disability condition code relating to a lack of diagnosis, or 'to be determined', but the Clinical Operations practitioner was able to select a condition based on the supporting information available. As a result of this quality assurance exercise, from November 2022 practitioner colleagues' expertise was utilised more frequently to make decisions on disability condition codes. Since then, the prevalence of 'to be determined' condition codes has decreased.

## ***Caseload by Special Rules for Terminal Illness Status***

Table 22 contains the latest caseload figure for clients receiving an award with Special Rules for Terminal Illness. This has been calculated using the Special Rules for

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<sup>10</sup> [International Statistical Classification of Diseases and Related Health Problems 10 \(ICD10\)](#)

Terminal Illness indicator from the applications extract and linking this to the caseload extract.

### ***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 Child Disability Payment is considered to be on the caseload.

### ***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.

### ***Reviews***

The reviews information in this publication is derived from a dedicated data extract detailing reviews completed. The reviews extract is linked to the applications extract to determine whether a case is a new applicant or a case transfer.

A planned award review is any review which occurs according to a pre-defined schedule. This includes third and fifth birthday reviews to determine whether a client may be awarded mobility components that they could be eligible for at these ages. A change of circumstances review occurs when Social Security Scotland becomes aware of a change in the client's circumstances that may affect their entitlement.

In the published tables, the decreased outcome category includes cases where the client's entitlement decreases as a result of a review but they continue to be entitled, and cases where the client's entitlement ceases after the review and they cease to receive payment. The increased outcome category includes cases where the client's entitlement increases as a result of a review. The no change category includes cases where the client's entitlement does not change as a result of a review.

The date that we use to determine a review is complete is the last updated date. This date corresponds to the last date a change was made to a review on our case management system, and in the majority of cases this will correspond to the end date, but in some cases the review information could have been retrospectively edited, and this would result in the date changing to a later date erroneously. We are exploring if an alternate date is available.

### ***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 26 July 2021. 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 ever an application channel has been manually entered incorrectly, the application channel will be classed as 'unknown'. In some instances, a valid application for the Child Disability Payment may arrive in a non-standard form. For example, a Scottish applicant may mistakenly complete a Disability Living Allowance 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 phone 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 one over the telephone then proceed to part 2. A request can also be made by the individual 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.

The category of 'paper applications' includes figures for applications received by a combined part 1 and part 2, as well as those received by separate paper part 1 and part 2 applications. The category of 'other channel' includes applications received through Local Delivery as well as any that have a recorded channel of 'In Person', 'Transferred from DWP' and 'External System'.

### ***Age of applicant***

The age that is used for the applicant and child 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 child when part 1 of the application was received. In table 18, which details the age of children that are in different caseload periods, age is based on the age that the child would be on the last day of the caseload period in question.

Ages that are outwith the expected range are treated as “unknowns” and may be the result of a date of birth being incorrectly entered.

## **Geography**

Applications are assigned to local authority area 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 area, 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. These applications are categorised as “Other” in the publication tables.

Postcodes are linked to individual profiles and data extracts are automatically updated in the case of a person changing address. As a result, postcodes reflect the latest address 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 area at the time of application being received, or decision or payment being made.

## **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 care and mobility component rates. The total number of payments presented counts each component of a Child Disability Payment (e.g. care 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 care payment for current entitled month, and one care payment backdated to entitlement start date).

Payments to applicants eligible under the Special Rules for Terminal Illness have been included in the totals, but due to small application numbers they have not been included in further breakdowns.

## **Future Developments**

We are working towards including data covering further breakdowns of Short Term Assistance. The re-determinations and appeals reporting in this publication are currently being reviewed as part of a continuous improvement exercise to ensure the statistics continue to be robust and transparent for users. It is possible that the underlying data sources and resulting outputs are subject to further change in future releases. In future publications the re-determinations table will include a column of median average days to respond. This column has previously been available in Low Income Benefit Statistics publications and will be included in the Child Disability publication to improve consistency in reporting.

If you have any feedback on this publication, please contact us at [MI@socialsecurity.gov.scot](mailto:MI@socialsecurity.gov.scot).

## **Related Social Security Scotland Publications**

Updated statistics for Carer's Allowance, Disability Living Allowance, Attendance Allowance and Severe Disablement Allowance recipients in Scotland will be available through the Social Security Scotland 'publications' webpage at:

[www.socialsecurity.gov.scot/publications/statistics](http://www.socialsecurity.gov.scot/publications/statistics)

## **Related Publications**

The Department for Work and Pensions publish summary statistics for Disability Living Allowance which are available at [Stat-Xplore](#).

The Department for Communities in Northern Ireland publish summary statistics for Disability Living Allowance which are available [here](#).

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

Official and National Statistics are produced to high professional standards set out in the Code of Practice for Official Statistics. Both undergo regular quality assurance reviews to ensure that they meet customer needs and are produced free from any political interference.

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## How to access background or source data

The data collected for this statistical bulletin:

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

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

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

☐ 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.

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