

Social Security Scotland Statistics

Child Disability Payment: high level statistics to 30 June 2022

Key figures

- From 26 July 2021 to the 30 June 2022, 14,850 part 1 applications were received for Child Disability Payment.
- In total, there were 7,850 applications that were processed with a decision made by 30 June 2022. Of these, 80% of the applications were authorised, whilst 14% were denied. A further 6% were withdrawn in this time period.
- As of the 30 June 2022, it is estimated that 13,200 children were receipt of Child Disability Payment. Of this 5,970 children were new applicants and 7,230 were children who had their award transferred to Child Disability Payment.
- Between 26 July 2021 and 30 June 2022, the total value of Child Disability Payments issued was £17.1 million. Of this total, £11.3 million was issued to new applicants and a further £5.8 million was issued to clients who have transferred to Child Disability Payment.

Frequency of publications

The next publication, covering up to the 30 September 2022, will be released in November 2022.

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 is found online at: <https://code.statisticsauthority.gov.uk/>

² The forthcoming publication timetable is available at: <https://www.gov.scot/publications/official-statistics-forthcoming-publications/>

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 living with a disability might have.

From the 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 the application and decision making process section of the [background note](#)).

This publication provides information on applications and payments for Child Disability Payment from 26 July 2021 to 30 June 2022 ([see how data was collected](#)). It includes figures for approximately eleven months of applications and payments.

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

All tables referred to within this publication can be found at <https://www.socialsecurity.gov.scot/publications>

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:

<https://uksa.statisticsauthority.gov.uk/about-the-authority/uk-statistical-system/types-of-official-statistics/>

Main findings

New Applicants

Applications by month

- From the 26 July 2021 to 30 June 2022, there were 14,850 part 1 applications for Child Disability Payment registered. There were also 8,655 part 2 applications received in this period **[Table 1]**.
- In the latest quarter, there were 1,600 part 1 applications received in April 2022 which increased to 1,950 in May. There were 1,725 part 1 applications received in June 2022. **[Table 1]**.
- As of the 30 June 2022, there were 2,970 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 **[Table 1]** (see [Data Extraction Issues](#)).

Application Outcome

- In total, there were 7,850 applications that were processed with a decision made by 30 June 2022. Of these, 80% of the applications were authorised, whilst 14% were denied. A further 6% were withdrawn in this time period **[Table 1]**.
- The number of applications processed increased each month in the latest quarter, from 1,255 in April 2022 to 1,615 in June 2022, and the proportion of applications approved was 80% or above in each month **[Table 1]**.
- Of the authorised applications, 35 were subject to Special Rules for the Terminally Ill.

Initial Award Type

- Of the applications authorised, 51% were given an initial award comprising of both care and mobility components, whilst 48% were for care only and 1% were for mobility only **[Table 2]**.
- The proportion of applications authorised for both care and mobility components each month has ranged from 47% in January to 54% in May 2022 **[Table 2]**.
- There were 25 clients who were awarded a Accessible Vehicles and Equipment Scheme award. Due to the small numbers these have not been included in the breakdown of the table.
- There are three levels that can be awarded for care - the lowest, middle or highest level (see payments section of [background note](#)).

- Of the initial awards that included a care element within it, 41% were at the highest level, 40% were the middle level and 19% were at the lowest award level **[Table 3]**.
- There are two levels that can be awarded for mobility - higher and lower (see payments section of [background note](#)).
- 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]**.
- For more detailed information on the combinations of initial awards that clients have been authorised for, see Table 5 in the accompanying Excel tables.

Application channel

- Application channel refers to the method of application used to complete the part 1 application.
- Around 74% of applications received by 30 June 2022 were made online and 16% were made via phone. A further 8% were made through alternative applications, where a Disability Living Allowance application was redirected to Social Security Scotland **[Table 6]**.
- The proportion of applications that had been made online has fluctuated over time. In the months following national launch of Child Disability Payment, this has ranged between 69%, in both January and March 2022, and 80%, in December 2021 **[Table 6]**.
- A small proportion of applications were made through paper applications or through other channels (see the application and decision making process section of the [background note](#)) **[Table 6]**.

Applications by age of child

- Across the period from the 26 July 2021 to 30 June 2022, approximately 42% of the part 1 applications were made for children aged 5-10, whilst 30% were in the 11-15 age group and 27% were in the 0-4 age group **[Table 7]**.
- The proportion of applications authorised varied between the age groups, ranging from 78% in the 11–15 age group to 81% in the 5–10 age group. **[Table 7]**.

Applications by local authority

- Part 1 applications have been received for children living in all 32 local authorities in Scotland. Of the part 1 applications received, 14% were from Glasgow City, followed by 7% in both of Fife and North Lanarkshire respectively **[Table 8]**.

- Across the period 26 July 2021 to 30 June 2022, the proportion of applications that were authorised was 80% or above in over half of all local authorities **[Table 8]**.

Processing Times

- Processing times for any application received 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 the [Data Quality](#) section of the Background Note.
- The processing times presented is currently a subset of applications which relate to clients who completed the part 1 of their application online. At present, clients with processed applications that made their part 1 application via other channels, do not have a part 2 application date available to calculate processing times and are not currently included in this calculation (see [Data Extraction Issues](#) for further details). This measure is published to provide an indication of the processing times where possible.
- The processing times showed that of applications that had received a decision by 30 June 2022, 9% were made within 1 to 20 days, 24% were made within 21 to 35 days and 66% were made in 36 or more days **[Table 9]**.
- The median⁴ average processing time for applications over the period was 44 working days. There has been a gradual increase in the average processing time across each month since November 2021. The average processing time for applications awarded decisions was 48 days in April, 56 days in May and 61 days in June 2022 **[Table 9]**.

Payments to new applicants

- In total, £11.3 million of payments were issued to approved new applicants to Child Disability Payment by 30 June 2022 **[Table 10]**.
- Payments for the care component accounted for 81% of the payments, with a value of £9.1 million issued, whilst the mobility payments issued totaled £2.1 million **[Table 10]**.
- The monthly total value of payments issued has increased each month since the benefit launched, with £3.3 million of payments issued in June 2022 **[Table 10]**.
- In total, 62% of payments issued were to applicants receiving both care and mobility awards, with a value of £7.1 million. This was followed by 37% to applicants receiving a care only award, with a value of £4.2 million. Mobility awards accounted for less than 1% of payments issued **[Table 11]**.
- In total, 56% of care payments issued were for those within the highest care component rate, with a value £5.1 million. This was followed by 37% in the

⁴ 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.

middle care component rate, with a value of £3.4 million issued. The lowest care component rate accounted for approximately 7% of the payments **[Table 12]**.

- Of the mobility payments issued, 76% were for the lower mobility component rate, with a value of £1.6 million issued **[Table 13]**.
- It should be noted that the data in Tables 11, 12 and 13 excludes some payments where an award level is not recorded. As a result, some payment values may differ from data presented in Table 10. Tables 11, 12 and 13 are currently under review due to this data quality issue (see [Data Extraction Issues](#) for further details).

Caseload: New applicants and clients being transferred

- As of 30 June 2022, it is estimated that a total of 13,200 children were in receipt of Child Disability Payment. Of this 5,970 children were authorised new applicants, whilst 7,230 were children who had had their award transferred from the Department for Work and Pensions **[Table 14]**.
- This is a derived statistic calculated based on the number of children who had payments made in the final 31 days of the current reporting period. For the previous publication, this was calculated using a 28-day interval. For this publication, this interval was extended due to the two consecutive bank holidays at the beginning of June which resulted in many clients receiving their payments early. Extending the period to a 31-day interval ensured the capture of all clients in receipt of payment and covered from the 31 May 2022 to the 30 June 2022.
- Further information on the calculation can be found in the [background note](#).
- It is estimated that of the new applicants there were 5,930 children in receipt of a care award and 3,220 in receipt of a mobility award as of the 30 June 2022 **[Table 14]**.
- Of the children who had their award transferred, there were 7,180 children in receipt of a care award and 5,615 in receipt of a mobility award as of the 30 June 2022 **[Table 14]**.

Clients with their award transferred

- The number of people in receipt of payment as a result of transferring to Child Disability Payment was 7,230 at the end of June 2022. This had increased from 555 at the end of March 2022 **[Table 15]**.
- Further information on the case transfer process can be found in the [background note](#).
- By 30 June 2022, a total of £5.8 million had been issued to clients who had transferred to Child Disability Payment. Payments for the care component accounted for 74% of the payments, with mobility and Accessible Vehicles and Equipment awards accounting for 22% and 4% of the payments respectively **[Table 16]**.

Total payments

- Between 26 July 2021 and 30 June 2022, the value of Child Disability Payments issued to new applicants and clients who had transferred was £17.1 million.

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

- There were 335 re-determinations requested by 30 June 2022. New applicants requested 310 of these re-determinations and clients being transferred accounted for 25 of these **[Table 17]**.
- The requests from new applicants represents around 4% of the total number of decisions made for new applicants during this period **[Table 17]**.
- By 30 June 2022, 250 re-determination requests had been decided. Of these 215 were allowed or partially allowed and 25 disallowed **[Table 17]**.
- Overall, 97% of re-determinations were closed within 56 days **[Table 17]**.
- There were five appeals that were received during the reported time period. Due to the small number, these are not included in the publication tables and cannot be broken down by outcome as they would be disclosive.

Background to Child Disability Payment

The Scotland Act 2016⁵ 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 1st April 2020, executive competence for Disability Living Allowance 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. People can still apply for Disability Living Allowance if they are aged under 16. However 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 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 will replace Disability Living Allowance for Children
- Adult Disability Payment which will replace Personal Independence Payment (Department for Work and Pensions replacement of Disability Living Allowance for working age people)
- Pension Age Disability Payment which will 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 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 is the first of the application-based disability benefits to be introduced by the Scottish Government. It provides money to help with the extra care and mobility costs that a child living with a disability might have. 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.

⁵ The Scotland Act 2016 webpage at <http://services.parliament.uk/bills/2015-16/scotland.html>

Further details about the benefit can be found at <https://www.mygov.scot/child-disability-payment>.

Case Transfers

From 11 October 2021, 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. Social Security Scotland aims to have the transfer process completed for everyone in receipt of Disability Living Allowance for children by spring 2023.

A case transfer begins when Department for Work and Pensions first sends over a person's case data to Social Security Scotland. This occurs approximately three 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 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 clients. 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 that they are fully responsible for and have made their first payment to. The Department for Work and Pensions will publish information on the cases that are still being paid by them.

Eligibility

This benefit is for children and young people from birth up to the age of 16 who have 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 section](#)).

A key difference from Disability Living Allowance for Children administered by the Department for Work and Pensions is that Social Security Scotland have extended the eligibility for Child Disability Payment from 16 to 18 years old. This is only where the applicant has already been in receipt of assistance before they were 16. New applicants who are 16 or above will currently need to apply for Personal Independence Payment. This will transfer to Adult Disability Payment when it is launched nationally by Social Security Scotland in August 2022.

Payments

Child Disability Payment is made up of two components: a care component and a mobility component. Qualifying children will be entitled to a payment to help with their care 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 component part(s) (care and mobility) of whichever benefit they are entitled to.

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 value of payments for Child Disability Payment were updated in April 2022. The below table indicates the value of payments for the period covered by the publication (the 2021-2022 rates) as well as the value of payments following the updating on 11 April 2022.

Care component rate	Weekly rates 2021-2022	Weekly rates 2022-2023	Level of help needed
Lowest	£23.70	£24.45	Help for some of the day
Middle	£60.00	£61.85	Frequent help or constant supervision during the day, or supervision at night, or someone who gets renal dialysis at least twice a week during the day or at night
Highest	£89.60	£92.40	Help or supervision throughout both day and night, or someone who gets renal dialysis at least twice a week during the day and at night, or they are terminally ill

Mobility component rate	Weekly rates 2021-2022	Weekly rates 2022-2023	Level of help needed
Lower	£23.70	£24.45	They can walk but need help and or supervision when outdoors
Higher	£62.55	£64.50	<ul style="list-style-type: none"> • They cannot walk or are virtually unable to walk outdoors, or • They could become very ill if they try to walk, or • They have a severe visual disability, or • They have no legs or feet, (regardless of the use of artificial limbs), or • They are both blind and deaf, or • They have a severe mental impairment

			<p>with severe behavioural difficulties and qualify for the highest rate of the care component, or</p> <ul style="list-style-type: none"> • They are terminally ill
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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.

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. Clients who have an existing Motability lease will be able to retain their vehicle until the end of that lease.

Terminal illness

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

- There will be no qualifying period. An individual is not required to have the condition for any length of time before they are eligible.
- Once verification has been given that the person is considered to have a terminal illness, for the purpose of entitlement to disability assistance, there will be no requirement for an individual to undergo any further assessment.
- Awards will be calculated, at the latest, from the date of application.
- Individuals who qualify under special rules will be automatically entitled to the highest rate of the component part(s) (care and mobility) of whichever benefit they are entitled to.
- Individuals who qualify under special rules will not be subject to review.

This is a change from the time limited definition which the Department for Work and Pensions currently uses, which defines terminal illness as ‘a progressive disease where death as a consequence of that disease can reasonably be expected within 6 months’.

Application and decision making process

The application stage involves a two part application process. The part 1 form gathers key personal details of the client. The impact of the client’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 client will be sent a paper form to complete part 2 of the application. In some instances a client 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 format. For example, a Scottish client 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 section](#) 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 or young person 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 appointee if there is one, that they are applying for them
- get consent from the child’s parent or appointee to do so

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 doesn’t agree with the decision about their 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 determination. Social Security

Scotland then has 56 calendar days to make a re-determination. Child 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 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, this will be the difference between the level of payment prior to the reduction and the new level of payment.

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. 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 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 25 July 2022 has been used to produce statistics on applications received and decisions and payments made up to 11.59 pm on 30 June 2022 (See [Revisions](#) 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. Any results which include information on Part 2 received dates is taken from a data cut from the 20 July 2022 as subsequently changes were implemented to the data extracts try and resolve the issue of missing part 2 dates in the data extracts (see [Data Extraction Issues](#)). The updated data is currently undergoing quality assurance and will be included in future releases if possible.

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 up to 23:59 on 30 June 2022.

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. 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 such as the number of payment instructions reported by the finance team.

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. A small number of duplicates were identified and checked. It was determined due to different child information that these were not duplicate applications. A parent or guardian may make an application for each disabled child or young person that they look after.
- 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](#) section.
- Check postcode lengths are within the expected ranges and check postcodes that do not match to local authorities – see [Geography](#) section.
- Remove a small number of test applications which were used to test the case management system.

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

Revisions

In the future, each updated publication of Child Disability payment statistics may include revisions going back to July 2021. 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 the [How the data is collected](#) section. More recent months tend to be subject to a greater degree of revision than more distant ones.

For this publication, we have amended the date that a data cut has been taken to produce statistics on applications received and decisions and payments made up to 11.59 pm on 30 June 2022. In previous publications at least a month has been left between the end of the reporting period for the publication and the data cut being

taken. This was to take into account backdating of information, known as “settling time”.

An analysis was undertaken to identify the difference in using a data cut with two weeks “settling time” compared to a month of “settling time”. Initially this analysis was carried out using data cuts for the May 2022 publication covering to the end of March 2022 then further analysis was carried out using data cuts for the February 2022 publication covering to the end of December 2022.

The highest difference was seen in denied applications, where in the data cut with only two weeks of “settling time” denied applications were slightly higher than the data cut that had a month of “settling time”. As the majority of measures matched, or had very small differences, the “settling time” before a data cut is taken for this publication and upcoming ones will range between two weeks minimum to a month maximum. This will allow more resilience in the production timeline of the publication.

For this publication we have removed the check for ‘prospect’ cases. This only affected a very small number of cases where clients contact Social Security Scotland without a National Insurance number, and are later replaced once a National Insurance number is received from the applicant. This is due to issues in repeating this analysis now that the benefit covers a much higher caseload. Figures in Table 1 were checked to identify if the exclusion of these would impact past publication numbers. No significant difference was identified.

Methodology and definitions: Caseload

The majority of statistics presented in this publication are cumulative figures, meaning they will continue to increase as new children and young people become eligible to receive Child Disability Payment for the first time but they do not provide any information about how many of those children remain eligible to receive the benefit. In order to more accurately reflect the active caseload for Child Disability Payment, it is important to take into account the flows in both directions, i.e. include any new children who are receiving the benefit, and exclude children who are no longer eligible.

The estimated caseload, or number of children in receipt of Child Disability Payment, is estimated by calculating the number of children who have had payments made in the final part of the current reporting period. In the last publication that was a 28-day interval which included children in receipt of payment from the 4 March to the 31 March 2022. In the current publication the 28-day interval was extended due to the two consecutive bank holidays at the beginning of June resulting in many clients receiving their payments early. Extending the period to a 31-day interval ensured the capture of all clients in receipt of payment and covered from the 31 May 2022 to the 30 June 2022.

Number of children in payment (Caseload)

Children in receipt of Child Disability Payment can be eligible for multiple payments from different benefit components including care, mobility and payments for accessible vehicle leases and equipment. Additionally, children receiving payments under the special rules for terminal illness will receive multiple payments in a 28 day period as payments are made weekly. This measure does not count multiple payment components made to children. For example, a child receiving a payment containing components for both care and mobility counts as one payment towards this measure.

Number of children in payment by award type

This measure counts the number of children who have received separate payments for care, mobility and payments for accessible vehicle leases and equipment. Therefore children may be counted in both care and mobility caseloads if they are eligible for both components.

Limitations

There are a few limitations with the chosen methodology:

- A true point-in-time measure of the number of children in receipt of Child Disability Payment on the final day of the publication reporting period may differ to the derived figure presented in this publication. For example, it is possible that some of the children paid in the last 28 days (or 31 days in the case of this publication) are no longer eligible on the final day of the reporting period. Equally, it is possible that some children may have recently been approved for the benefit but had not yet received their first payment by the end of the reporting period.
- Payments are made every 4 weeks, in arrears, with the start date of the application being the date that the applicant registered their part 1 form. Therefore this method is unable to count children that are:
 - eligible for payment in the calculated caseload period, but that are not receiving payments yet due to it being their first payment which will be made in arrears.
 - eligible for payment, but their application has yet to be approved, and payments will be backdated to the date of registration of the part 1 form (which would be in the calculated caseload date range).

To take into account the above limitations, with backdating and time between applications being authorised and payments being made, a data cut from 25 July 2022 has been used to produce statistics on applications received and decisions and payments made up to 11.59 pm on 30 June 2022. However due to the time it takes to process Child Disability Payment applications, it is likely the above limitations are still present. 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.

Methodology and definitions: Case Transfers

Case Transfers in payment

The case transfer date was used to select cases that were within the publication period. The applications extract was linked to the payments extract allowing for the identification of children who have transferred and had received payments in the selected time period. A limitation in this method is that, due to payments being made 4 weeks in arrears, it is not possible to currently include cases that are eligible in the publication period date range, but that are still to receive a first payment. This issue is under review.

Case Transfers in payment up to 30 June 2022

Children that have been transferred to Child Disability Payment can be eligible for multiple different benefit components including care, mobility and payments for accessible vehicle leases and equipment. Additionally, clients receiving payments under the special rules for terminal illness will receive multiple payments in a 28 day period as payments are made weekly. This measure does not count multiple payments made to clients. For example, someone who has transferred and is receiving Child Disability payments for care and mobility counts only once towards this measure.

Case Transfers in payment award type

Children and young people that have had their award transferred to Child Disability Payment can be eligible for multiple different benefit components including care, mobility and payments for accessible vehicle leases and equipment. In this measure children will be counted under each award paid within this table so may appear across all the different award types if they are eligible.

Payments made to case transfers by month and award type

This measure counts the number and value of payments each month made to children whose awards have transferred. It includes multiple payments made to the same client e.g. where someone is receiving a payment for mobility, care, or accessible vehicle leases and equipment, this will contribute three payments to the total number and value.

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.

The extract that provides application level information, is only extracting a sub set of part 2 received dates. At present, of the applications that have been processed,

only those where the part 1 application was registered online have a part 2 received date appearing in the data extract. However, not all processed online applications have a part 2 received date in the extract. Additionally, clients with processed applications that made their part 1 application via telephone, paper, claim in alternative or local delivery, do not have a part 2 received date present 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.

A recent change in has been implemented in the data extracts to try and resolve this issue and it is anticipated that the next publication in November 2022 will include this data, following a thorough quality assurance process. In the current publication period, covering up to the end of June 2022, there were 2,970 applications that did not have a part 2 received date that had been processed with a decision associated with them.

The impact of this is that:

- There is an undercount in the number of part 2 applications that have been received [Table 1].
- Processing time is calculated using the number of days from part 2 of the application being received to a decision being made or the application being withdrawn. Processing times cannot be calculated where applications are missing a part 2 date in the extract [Table 9].
- Processing times can be calculated for a subset of approved online applications that do have a part 2 received date populated. This may introduce bias to the calculation, as it is likely that applications via other channels such as telephone and mail would have a longer processing time. Furthermore, the online processed applications that are missing a part 2 date in the extract, may also add bias if there is some reason that these applications would take longer to process [Table 9].
- In addition, the unknown number of applications denied with a part 2 received date missing in the extract could also bias this number if for example these took a longer time to process on average.

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

Award levels not displaying the most recent award

The data extract used to produce this publication provides application level information including the details of a client's care and mobility levels that are awarded following an initial decision. However, awards and levels may change as a

result of many reasons including change of circumstances and the care and mobility levels data does not currently update in the data extracts to reflect any change.

When the applications extract was linked to the payments extract that contains financial information, there were a number of payments that could not be assigned to a care or mobility award level. This is due to only the initial award level being available in the applications data, but in these instances the payments data is reflecting the updated award level, which is not provided in any of the extracts.

This means that some payments that were included in Table 10 have not been included in award level breakdowns within Tables 11, 12 and 13 and total values may differ as a result. The inclusion of Tables 11, 12 and 13 is currently under review.

Data Quality

Rounding and disclosure control

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

Incorrect application dates

Quality assurance checks highlighted that a small number of cases had an application decision date on or prior to the benefit opening for applications on 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.

Clients 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 client. 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 format. For example, a Scottish client 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 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 one over the telephone then proceed to part 2. A request can also be made by the client 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.

For this latest publication, a category of 'other channel' was added that includes applications received through Local delivery as well as any that have a recorded channel of 'In Person', 'Transferred from DWP' and 'Combined Application Form'.

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. The age that is used in this publication is based on the age of the child when part 1 of the application was received. 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 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 client profiles and data extracts are automatically updated in the case of a client changing address. As a result, postcodes reflect the latest address of clients and may not be the same as the address at the time of application. Therefore a small number of addresses may not reflect the correct local authority at the time of application, decision or payment.

Processing time

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

by staff working overtime on these days. The time of day that an application was received or processed is not taken into account.

Applications that had a decision but did not possess a part 2 application date were excluded from this analysis as processing time could not be calculated. This issue is under review (see 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.

The processing times calculation also does not include any applications that are flagged as having had a re-determination request because the decision date for these applications will represent 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 compared to other applications should not differ from all other applications. Therefore, removal of these should not impact the average processing times shown in the table.

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

As described above in the Data Extraction Issues section, the processing times published should be treated with caution, as it is only a subset of applications and is not representative of all applications.

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 client in the same month as separate payments. This could happen for a client 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. The number of payments has been rounded to the nearest five and the value to the nearest ten pounds for disclosure control.

Re-determinations and appeals

As a small number of appeals from clients have a completion date within the publication period, a breakdown of outcomes has not been included as it would be disclosive.

Related Social Security Scotland Publications

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

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

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