

## Social Security Scotland Statistics

# Adult Disability Payment: high level statistics to 30 April 2023

### Key figures

- From 21 March 2022 to 30 April 2023, there were 95,555 part 1 applications registered for Adult Disability Payment. During that period, 54,445 part 2 applications were received.
- In total, there were 42,425 applications processed with a decision made by 30 April 2023. Of these 59% were authorised, 32% were denied and 9% were withdrawn.
- The median average processing time for applications has increased every month since the Adult Disability Payment national launch, from 45 working days in September 2022 to 96 working days in April 2023.
- As of 30 April 2023, 55,535 people were in receipt of Adult Disability Payment. Of those, 24,470 (44%) were new applicants and 31,065 (56%) had their award transferred from the Department for Work and Pensions.
- Between 21 March 2022 and 30 April 2023, the total value of Adult Disability Payments issued was £109.7 million.
- As of 30 April 2023, the most common primary disabling conditions were categorised within Mental and Behavioural Disorders, accounting for 42% of the caseload, followed by Diseases of the Musculoskeletal System at 22% and Neoplasms at 6%.

### Frequency of publications

**The next publication, covering up to the 31 July 2023, will be released in September 2023.**

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

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

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

# Introduction

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

From 21 March 2022, new applications were taken for Adult Disability Payment for people who lived in the pilot areas of Dundee City, Na h-Eileanan Siar and Perth and Kinross. The pilot expanded to include Angus, North Lanarkshire and South Lanarkshire on 20 June 2022 and further expanded to include Fife, City of Aberdeen, Aberdeenshire, Moray, North Ayrshire, East Ayrshire and South Ayrshire on 25 July 2022 before launching nationally to all remaining local authorities on 29 August 2022. This publication provides statistics up to 30 April 2023, covering a period of approximately eight months after the national launch of Adult Disability Payment.

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

This publication provides information on applications and payments for Adult Disability Payment from 21 March 2022 to 30 April 2023 (see the [How the data is collected section](#)).

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

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

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

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

# Main findings

## New applicants

### Applications by month

- As of 30 April 2023, 95,555 part 1 applications for Adult Disability Payment had been registered. Additionally, 54,445 part 2 applications had been received **[Table 1]**.
- In the most recent quarter, from February 2023 to April 2023, 31,220 part 1 applications were registered and 19,000 part 2 applications were received. The number of part 1 applications registered in the previous quarter, from November 2022 to January 2023, was 25,175. There were 16,700 part 2 applications received during that same period **[Table 1]**.
- As of 30 April 2023, there were 15,800 applications in the data extract used for reporting that did not have a part 2 received date populated but had been processed with a decision associated with them. These applications are not currently included within the number of part 2 applications received measure. Further information on this can be found in the [Data Extraction Issues section](#).

### Application outcome

- In total, there were 42,425 applications processed with a decision made by 30 April 2023, with 23,010 having been processed in the last quarter, representing more than 50% of all applications processed so far. Of all the applications processed 59% were authorised, 32% were denied and 9% were withdrawn **[Table 1]**.
- There has been a month on month reduction in the rate of applications authorised since the peak of 69% in September 2022 to 56% in April 2023 **[Table 1]**.

### Initial award type

- Of the applications authorised, 66% were given an initial award comprising of both daily living and mobility components, whilst 26% were for daily living only and 8% were for mobility only. The proportion of cases awarded both components has been falling since the national launch of Adult Disability Payment, with 73% of awards in September 2022 being for both components compared with 60% of awards in April 2023 **[Table 2]**.
- There are two levels which can be awarded for each component, enhanced and standard (see [Payments section](#) of the Background note). The table below presents proportions by level of initial daily living and mobility awards.

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

	Enhanced rate (%)	Standard rate (%)
Initial daily living award	58%	42%
Initial mobility award	57%	43%

- The proportion of cases receiving the enhanced rates of both the daily living and mobility components have fallen since September 2022. The daily living component is down from 74% of awards in September 2022 being at the enhanced rate to 50% in April 2023, and the mobility component has gone from 69% to 52% over the same period **[Tables 3 and 4]**.
- For more detailed information on the combinations of initial awards that applicants have been authorised for, see Table 5 in the accompanying Excel tables.

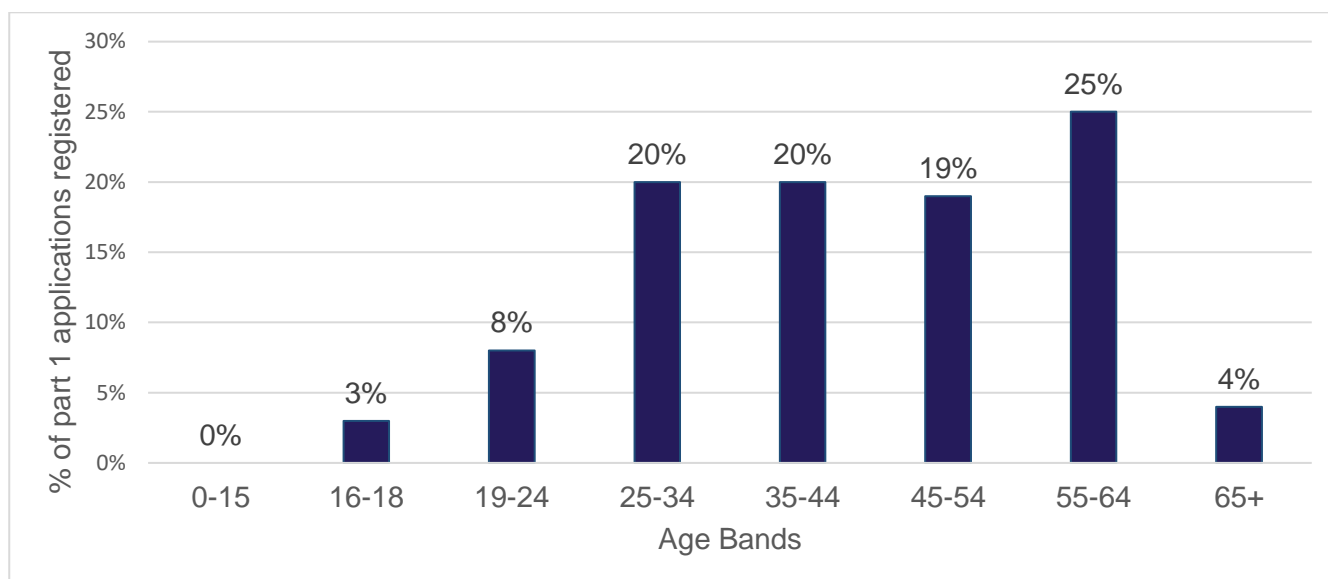
### Application channel

- Application channel refers to the method of application used to complete the part 1 application.
- Of applications received by 30 April 2023, 69% were made online, 25% were made via phone and 6% were made through a paper form. The proportion of applications received by paper form has increased in the latest quarter, with between 9% and 15% of applications arriving via paper form in each of the last three months, compared with prior months where no more than 4% of applications were through that channel. Only a small proportion of applications were made through other channels (see the [Application and decision making process section](#)) **[Table 6]**.

### Applications by age of applicant

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

**Chart 1: Applications by age of applicant (%)**



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

## Applications by local authority

- Part 1 applications were registered from applicants in all of the local authorities in pilot areas and, since the national launch on 29 August 2022, in all local authorities in Scotland. Of the applications registered, 13% came from Glasgow City, followed by 9% of applications coming from North Lanarkshire and 8% from Fife **[Table 8]**.
- There were also a small number of applications that could not be attributed to a postcode, representing less than 1% of applications **[Table 8]**.

## Processing Times

- Processing times for any application received is calculated between the received date of the part 2 application (where available) and the date that a decision was made regarding the application. Further information on the calculation can be found in the [Data Quality section](#) of the Background note.
- The median<sup>4</sup> average processing time for applications since the launch of the Adult Disability Payment pilot on 21 March 2022 was 78 working days. The median has increased every month since the national launch. Over the most recent quarter, the median average processing time for applications awarded decisions has increased from 77 days in January 2023 to 96 days in April 2023 **[Table 9a]**.
- The proportion of cases processed in 141 or more days has increased from 1% in January 2023 to 9% in April 2023 **[Table 9a]**.

<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.

- Table 9b has been added to show 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 30 April 2023, 53% had been processed within 80 working days (4 months) and 3% of applications had taken more than 140 days to process (7 months) **[Table 9b]**.
- The biggest change across the time bands in the latest quarter is in the proportion of applications processed within 100 working days (5 months). This fell from 87% in January 2023 to 55% in April 2023 **[Table 9b]**.

## New applicants and people being transferred

- From 13 June 2022, people who get Personal Independence Payment and from 29 August 2022 some people who get Disability Living Allowance for adults from the Department for Work and Pensions started to have their award transferred to Adult Disability Payment in phases. There is an approximately three month period before transferred people enter payment with Social Security Scotland. Only those people who are in receipt of, or have been approved for a payment with Social Security Scotland as at 30 April 2023 are included in this publication. Further information on the transfer process can be found in the [Case Transfer section](#) of the Background note.

## Payments

- Between 21 March 2022 and 30 April 2023, the total value of Adult Disability Payments issued was £109.7 million. Of this, £82.5 million was to new applicants and £27.1 million was to people who had their award transferred from the Department for Work and Pensions **[Table 10]**.
- Daily living awards accounted for 69% of payments, with a value of £75.3 million issued, whilst mobility award payments issued accounted for 31% and had a value of £34.4 million, including payments of £1.7 million under the Accessible Vehicles and Equipment scheme **[Table 10]**.
- The monthly value of payments issued has increased month on month since the benefit launched, rising from £12,390 in April 2022 to £30.3 million in April 2023 **[Table 10]**.
- Of the total value of Daily Living payments issued, 63% were for clients initially awarded the enhanced rate, amounting to £47 million, and 37% were for clients initially awarded the standard rate, amounting to £28 million<sup>5</sup> **[Table 11]**.

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<sup>5</sup> A small number of payments (less than 1%) have been issued to clients not initially awarded the Daily Living Component but who were later awarded it as part of a review or redetermination. These payments are included in table 10 but not table 11.

- Clients transferring from Disability Living Allowance for Adults who were in receipt of the lowest rate of the care component will receive payments for the Daily Living component of Adult Disability Payments at the same rate as the legacy payment (the “transitional rate”) until their Adult Disability Payment award is reviewed. These payments amount to £43,240, which is less than 1% of total payments for the Daily Living component **[Table 11]**.
- Of the total value of Mobility payments issued, 76% were for clients initially awarded the Enhanced rate amounting to £64.8 million and 24% were for clients initially awarded the Standard rate amounting to £20.1 million<sup>6</sup> **[Table 12]**.
- For the proportion of payment amounts issued for each Daily Living and Mobility award level, for new applicants and clients who had their case transferred, see the two tables below. It is important to note that the cohorts of case transfers and new applicants are different. This is because case transfers are likely to have been receiving their award for a longer time than new applicants, since Adult Disability Payment is a relatively new benefit. This may contribute towards some of the differences in awards seen between case transfers and new applicants.

**Excerpt from Table 11: Proportion of total payment values issued for each daily living award level, by client type**

Client type	Proportion of total value of payments issued to clients		
	Enhanced award	Standard award	Transitional award
<b>Total</b>	<b>63%</b>	<b>37%</b>	<b>0%</b>
New applicants	67%	33%	0%
Case transfers	50%	50%	0%

**Excerpt from Table 12: Proportion of total payment values issued for each mobility award level, by client type**

Client type	Proportion of total value of payments issued to clients	
	Higher mobility award	Lower mobility award
<b>Total</b>	<b>76%</b>	<b>24%</b>
New applicants	77%	23%
Case transfers	67%	33%

- It should be noted that the data in Tables 11 and 12 excludes some payments where an award level is not recorded or where no award for that component was initially awarded. As a result, some payment values may differ from data presented in Table 10. Tables 11 and 12 are currently under review due to this data quality issue (see [Data Extraction Issues](#) for further details).

<sup>6</sup> A further 1% of payments went to clients not initially awarded the Mobility component but who were later awarded it as a part of a review or redetermination. These payments are included in table 10 but not table 12.

- Payments have been issued to clients living in all 32 local authority areas in Scotland. The highest total value of payments was made to clients in North Lanarkshire at £11.3 million followed by Glasgow City at £11.1 million and Dundee City at £9.7 million **[Table 13]**.

## Caseload

- Caseload is a derived statistic calculated based on the number of people who are in receipt of, or have been approved for, a payment in the caseload period, even if they have not been paid yet. For this publication, this includes people who received a payment or had a payment authorised as at 30 April 2023. Further information on this can be found in the [Caseload \(new applicants and people being transferred\)](#) section of the Background note.
- As of 30 April 2023, a total of 55,535 people were in receipt of Adult Disability Payment. This is an increase of 135%, from 23,670, in January 2023 **[Table 14]**.
- Of the people in receipt of Adult Disability Payment as of 30 April 2023, 24,470 (44%) were new applicants and 31,065 (56%) were people who had their award transferred from the Department for Work and Pensions **[Table 14]**. Further information on the case transfer process can be found in the [Case Transfer section](#) of the Background note.
- Of the new applicants, there were 6,435 (26%) in receipt of a Daily Living award only, 1,955 (8%) in receipt of a Mobility award only and 16,080 (66%) in receipt of both a Daily Living and a Mobility award as of 30 April 2023. Of those receiving a mobility award 445 were in receipt of Accessible Vehicles and Equipment payments **[Table 14]**.
- Of people who had their award transferred, there were 11,695 (38%) in receipt of a Daily Living award only, 1,430 (5%) in receipt of a Mobility award only and 17,945 (58%) in receipt of both a Daily Living and Mobility award as of 30 April 2023. Of those receiving a mobility award 2,380 were in receipt of Accessible Vehicles and Equipment payments **[Table 14]**.
- People aged 55 to 64 were the largest age group, making up just under a third (31%) of the caseload as of 30 April 2023. The second largest age group included people aged 45 to 54, who made up just over a fifth (22%) of the caseload. People aged 16 to 24 made up the smallest proportion of the caseload, at around 7% **[Table 15]**.
- Looking at the geographical distribution of the caseload, 13% of people in receipt of Adult Disability Payment as of 30 April 2023 lived in Glasgow City, followed by people who lived in North Lanarkshire (9%) and Fife (8%) **[Table 16]**.
- Of the people in receipt of Adult Disability Payment, 2,315 (4%) were eligible under the Special Rules for Terminal Illness **[Table 17]**.



- Looking at the primary disabling conditions of the people in receipt of Adult Disability Payment as at 30 April 2023, the most common category of conditions was Mental and Behavioural disorders, which accounted for 42% of the caseload. This was followed by Diseases of the Musculoskeletal System and Connective Tissue which accounted for 22% of the caseload, and Neoplasms which accounted for 6% of the caseload **[Table 18]**. Further information on the disability condition categories can be found in the [Disability Conditions section](#) of the Background note.

## Re-determinations and appeals

- There were 2,655 re-determinations received by 30 April 2023. Of these, 2,585 were requested by new applicants, while 70 were by people who had their award transferred from the Department for Work and Pensions **[Table 19]**.
- Of the redeterminations requested, 1,770 were requested in the latest quarter representing two thirds (67%) of all redeterminations requested **[Table 19]**.
- The re-determination requests from new applicants represent around 6% of the total number of decisions made for new applicants by 30 April 2023. This has increased over the last quarter, from 6% in January 2023 to 9% in April 2023 **[Table 19]**.
- By 30 April 2023, 1,530 re-determinations had been completed. Of these, 60% were allowed or partially allowed, 33% were disallowed and 7% were invalid **[Table 19]**.
- The number of redeterminations allowed as a proportion of the total number of decisions made is 2% since the benefit was launched. In the latest quarter it increased from 1% in January 2023 to 4% in April 2023 **[Table 19]**.
- Overall, 99% of re-determinations with a decision date by 30 April 2023 were completed within 56 days **[Table 19]**.
- There were 105 appeals received by 30 April 2023. Due to the small number, it is not currently possible to provide further details on appeals' decisions **[Table 20]**.
- There were 5 cases that have received Short Term Assistance by 30 April 2023. Due to the small number of cases it is not currently possible to provide further information.

# Background to Adult Disability Payment

The Scotland Act 2016<sup>7</sup> devolved new powers to the Scottish Parliament in relation to social security, including responsibility for disabled benefits which had been administered in Scotland by the Department for Work and Pensions. On 1 April 2020, executive competence for Disability Living Allowance and Personal Independence Payment was transferred to Scottish Government.

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

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

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

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

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

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

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

## **Case Transfers**

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

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

## **Eligibility**

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

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

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

## **Application and decision making process**

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

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

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

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

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

## Re-determinations and appeals

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

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

## Payments

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

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

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

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

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

## **Accessible vehicle leases and equipment**

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

## **Terminal illness**

Terminal illness is defined as a progressive disease, which can reasonably be expected to cause an individual’s death<sup>8</sup>. The judgement as to whether a person should be considered terminally ill is made by clinicians, and is based on [guidance prepared by the Chief Medical Officer](#). This definition relates to diseases and conditions that a medical professional judges to be terminal and an individual’s eligibility could be established based on having a single illness or a combination of diseases with conditions. In Scotland, registered medical practitioners and registered nurses will use their clinical judgment to determine whether an individual is terminally ill for the purpose of accessing disability assistance under special rules. These special rules mean that:

- Applications from people with a terminal illness are fast-tracked so that they are processed as quickly as possible.

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<sup>8</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.

- Individuals who are terminally ill automatically receive the highest rates of assistance they are entitled to and there are no award reviews.
- There is no qualifying period. An individual is not required to have the condition for any length of time before they are eligible.
- Awards are calculated, at the latest, from the date of application, and can be backdated to the date of diagnosis of terminal illness up to a maximum of 26 weeks before the date of application.

## About the data

### How the data is collected

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

The information is held across multiple tables within the system. 100% extracts of administrative data are taken from this system every day for internal reporting purposes. Data cuts combine information from the different tables in the system into one daily extract which includes details of all Adult Disability Payment applications made since 21 March 2022. A payments extract which contains information on the financial aspects of applications is used for calculations in this publication.

To take into account backdating and delays between applications being authorised and payments being made, a data cut to 14 May 2023 has been used to produce statistics on applications received and decisions and payments made up to 11.59 pm on 30 April 2023 (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.

Detailed re-determinations and appeals information is collected by the Client Experience team at Social Security Scotland and a challenges administrative extract is used to produce statistics on the number of re-determination requests received and decided and of appeals received up to 23:59 on 30 April 2023.

### Quality assurance

The data used to produce Official Statistics is the same as the data extracted from the case management system on a daily basis that is used for internal reporting within Social Security Scotland. As such, the data is checked daily for consistency with previous extracts (i.e. do applications, decisions and payments figures increase as

expected over time, and are they in proportion to each other) and compared to other sources of information.

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

- Check for duplicate and missing application references
- Check for duplicate and missing applicant identification numbers
- Check application dates are within the expected ranges
- Check that payment date is present where a payment value is present
- Check postcode lengths are within the expected ranges and check postcodes that do not match to local authorities – see [Geography section](#)
- Remove a small number of test applications which were used to test the case management system

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

## Revisions

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

Table 11 (Payments by award type) that was provided in the previous publication, has been removed from the current publication. This is due to caseload by award type now being included in table 14 in the current publication.

Table 18 Caseload by Disability Conditions has been added for the first time in this publication. It includes information on the number of people receiving Adult Disability Payment broken down by the Primary Disabling Condition recorded.

The methodology for calculating the caseload in tables 14 through 18 has been revised to include cases that have been authorised but which have not yet received a payment. More information on this is included in the [Caseload \(new applicants and people being transferred\)](#) section below.

## Methodology and definitions: Caseload (new applicants and people being transferred)

The caseload methodology uses a data extract which makes it possible to identify all cases who are in receipt of, or have been approved for, a payment in the caseload

period, even if they have not been paid yet due to it being their first payment, which will be made in arrears.

Payments are made every four weeks, in arrears, with the start date of the application being the date that the applicant registered their part 1 form. The methodology uses a point-in-time measure of the number of people in receipt of Adult Disability Payment on the final day of any given month. It counts people from the point that they are approved for a payment until the point that their application is closed. Therefore, if a client's eligibility ended on the last day of a month, they would be counted in that month's caseload, but not in subsequent months. However, if the client's eligibility ended before the last day of the month then they would not be included in that month's caseload.

A data cut from 14 May 2023 has been used to produce statistics on all cases who are in receipt of, or have been approved for, a payment in the caseload period, even if they have not been paid yet, up to 11.59 pm on 30 April 2023.

### ***Caseload by award type methodology***

In order to identify caseload numbers by award type (i.e. awarded both Daily Living and Mobility, Daily Living only or Mobility only) the caseload extract was linked to the payments extract which details whether a client receives a Daily Living, Mobility or Accessible Vehicles and Equipment payment. For clients who were still to receive their first payment, the initial award in the applications extract was used as the award type. Initial award type would be accurate here, as these clients will have just entered the caseload, therefore their award type is unlikely to have changed from the initial award.

There are limitations to this method which include:

- When bank holidays occur in a caseload month, it means that a payment may be made earlier to the client. This could result in that payment being allocated incorrectly to an earlier month and therefore the caseload award type being registered against that month.
- If the award type of a client changed in between its initial award and first payment, this could result in an incorrect award type for that given month.

This methodology is experimental and is likely to change over time.

### **Methodology and definitions: Disability Condition**

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



The data is recorded using codes which were developed based on the International Statistical Classification of Diseases and Related Health Problems 10 (ICD10)<sup>9</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.

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

## **Data Extraction Issues**

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

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

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

The impact of this is that:

- There is an undercount in the number of part 2 applications that have been received [Table 1].
- Processing time is calculated using the number of days from part 2 of the application being received to a decision being made or the application being withdrawn. Processing times cannot be calculated where applications are missing a part 2 date in the extract [Table 9].
- Processing times can be calculated for a subset of processed applications that do have a part 2 received date populated. This may introduce bias to the calculation, as the processed applications that are missing a part 2 date in the extract may take longer or shorter 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 or shorter time to process on average.

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

Due to these ongoing issues, the processing time published should be treated with caution, as this is calculated for a subset of applications only and is not representative of all applications. However, this measure is published to provide an indication of the processing times where possible. Quality assurance work will continue in this area and it is anticipated that in future publications this can be updated with all applications.

### ***Award levels not displaying the most recent award***

The data extract used to produce this publication provides application level information including the details of an individual's Daily Living 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 Daily Living 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 Daily Living 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 and 12 and total values may differ as a result. The inclusion of Tables 11 and 12 is currently under review. In addition, it is anticipated that award level information will be obtained in the future.

## **Data Quality**

### ***Rounding and disclosure control***

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

### ***Incorrect application dates***

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

### ***Missing and duplicate applications***

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

cut from the same person. For this publication we have retained all these applications, but this represents a small proportion of applications.

### *Application channel*

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

There are three main ways that applications are completed:

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

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

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

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

### *Age of applicant*

The age that is used for the applicant is taken from the date of birth that is entered during the completion of the part 1 application and some small errors may exist. Different measures of age are used in this publication. In Table 7, which details number of applications received and processed, age is based on the age of the person when part 1 of the application was registered. In Table 15, which details the age of people that are in the caseload, age is based on the age that the person was on the last day of the caseload period in question. Ages that are out with the expected range are treated as "unknowns" and may be the result of a date of birth being incorrectly entered.

## *Geography*

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

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

## *Processing time*

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

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

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

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

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

## *Payments*

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

## **Future Developments**

Future developments include the removal of tables 11 and 12, payments by Daily Living and Mobility level, respectively. These tables will be replaced with caseload alternatives. Additionally, in the future it is hoped that table 5 will be removed and replaced with a caseload alternative that will be split by client type.

We are also looking to develop table 18, caseload by disability condition, to include more-detailed breakdowns of conditions. We welcome feedback from users on what improvements could be made to this table.

If you have any feedback on the proposed developments, the changes to the caseload methodology from this publication, or any other element of the publication and tables, please contact us at [MI@socialsecurity.gov.scot](mailto:MI@socialsecurity.gov.scot).

## **Related Social Security Scotland Publications**

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

## **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.

### **Correspondence and enquiries**

For enquiries about this publication please contact:

Donna Hosie

Social Security Statistics

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

For general enquiries about Scottish Government statistics please contact:

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

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

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

The data collected for this statistical bulletin:

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

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

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

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

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

### **Complaints and suggestions**

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