

Department for Work and Pensions (DWP)
Central Freedom of Information Team

freedom-of-information-request@dwp.gsi.gov.uk

Our reference: Fol 4016

Date: 8 November 2016

Dear Simon Finnigan,

Thank you for your Freedom of Information request received on 19 October 2016. You asked:

“Can you please supply me with details of the average time taken by a decision maker to make a decision on a PIP application (first time application). Please ideally supply the mean, median and mode along with the standard variance of the data. if this is unavailable, can you please let me know what the expected time to consider a decision is (if this information isn't directly available, but is available in another format - for example a decision maker is expected to make X decisions per hour, please supply the information in whatever format it is available in”.

DWP response:

Section 21 of the Freedom of Information Act allows us to direct you to information which is already reasonably accessible to you.

Information on the time taken by a decision maker to make a decision on a Personal Independence Payment (PIP) new claim is available on the gov.uk website at - <https://www.gov.uk/government/collections/personal-independence-payment-statistics> .

To access this information please use the link provided and then click on 'Personal Independence Payment: April 2013 to July 2016' (released on 14th September 2016). Then open 'Personal Independence Payment: Official Statistics to July 2016' in the Open Document Spreadsheet (ODS) format, which is the third document on the page. On the worksheet called '5A_Normal_Rules_AACT_GB' the median number of weeks taken for a PIP new claim to be decided is shown in column 'F' – '(iv) Return from AP to DWP decision'.

If you have any queries about this letter please contact us quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwpgsi.gov.uk or by writing to: DWP, Central FoI Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF
www.ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745