

## Social Security Scotland Statistics

# Child Disability Payment: high level statistics to 30 September 2022

### Key figures

From 26 July 2021 to the 30 September 2022, 20,060 part 1 applications were received for Child Disability Payment.

In total, there were 12,390 applications that were processed with a decision made by 30 September 2022. Of these, 81% were authorised, whilst 13% were denied and 5% were withdrawn in this time period.

Between 26 July 2021 and 30 September 2022, the total value of Child Disability Payments issued was £59.9 million. Of this total, £25.5 million was issued to new applicants and £34.4 million was issued to clients who have transferred to Child Disability Payment.

As of 30 September 2022, it is estimated that 43,720 children were receipt of Child Disability Payment. Of this total, 9,780 children were new applicants and 33,940 were children who had their award transferred to Child Disability Payment.

### Frequency of publications

**The next publication, covering up to 31 December 2022, will be released in February 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 is found online at: <https://code.statisticsauthority.gov.uk/>

<sup>2</sup> 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 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 September 2022 ([see how data was collected](#)). It includes figures for approximately a year and two months of applications and payments.

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 [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:

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

# Main findings

## New applicants

### Applications by month

- From 26 July 2021 to 30 September 2022, there were 20,060 part 1 applications for Child Disability Payment registered. There were 14,665 part 2 applications received in this period **[Table 1]**.
- The number of part 1 applications received increased each month in the last quarter, from 1,440 part 1 applications received in July, to 1,845 in August and 1,925 in September 2022 **[Table 1]**.
- As of 30 September 2022, there were 2,895 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 12,390 applications that were processed with a decision made by 30 September 2022. Of these, 81% of the applications were authorised, whilst 13% were denied and 5% were withdrawn in this time period **[Table 1]**.
- In total, 1,480 applications were processed in July, 1,620 in August and 1,475 in September 2022. The proportion of applications approved was 85% in July and 83% in both August and September 2022 **[Table 1]**.
- Of the authorised applications, 40 were subject to Special Rules for Terminal Illness.

### 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]**.
- In the months following the national launch of Child Disability Payment, the proportion of applications authorised for both care and mobility components has ranged from 47% in January to 54% in both May and July 2022 **[Table 2]**.
- There were 60 new applicants who accessed the Accessible Vehicles and Equipment Scheme. For further information, see the [Accessible Vehicles and Equipment Scheme awards section](#) of the background note.
- There are three levels that can be awarded for care - the lowest, middle or highest level. For further information, see the [payments section](#) of the background note.

- Of the initial awards that included a care element within it, 39% were at the highest level, 42% 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. For further information, see the [payments section](#) of the background note.
- Of the initial awards that included a mobility element within it, 88% were for the lower level. The remaining 12% 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 75% of applications received by 30 September 2022 were made online and 16% were made via phone. A further 7% 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 increased each month since March 2022 when it was 69%, to September 2022 when it was 79% **[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 26 July 2021 to 30 September 2022, 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 80% in the 11–15 age group to 83% in the 5–10 age group. **[Table 7]**. The exception to this was in the 16 – 18 age group, where withdrawn applications accounted for the highest percentage of processed applications at 38%, followed by authorised and denied applications, each accounting for 31% of processed applications. This is likely to be due to rules around eligibility relating to age (see the [Eligibility](#) section).

## 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, 15% 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 September 2022, the proportion of applications that were authorised was 80% or above in the majority (28) of the 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.
- Due to ongoing data extraction issues, the extraction of part 2 received dates is more accurate for applications where a part 1 is registered online, than for applications from other channels. Therefore the processing times presented is currently a subset of applications which relate to clients who completed the part 1 of their application online. For further details, see the [Data extraction issues](#) section of the background note. 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 September 2022, 29% were made within 11 to 40 days, 52% were made within 41 to 80 days and 18% were made in 81 or more days **[Table 9]**.
- The median<sup>4</sup> average processing time for applications since the launch of the Child Disability Payment pilot on July 2021, period was 54 working days. There has been a gradual increase in the average processing time across each month since December 2021. The median average processing time for applications awarded decisions was 65 days in July, 71 days in August and 77 days in September 2022 **[Table 9]**.

## New applicants and clients being transferred

### Payments

- The total value of Child Disability Payment payments to 30 September 2022 was £59.9 million **[Table 10]**. Of this, £25.5 million was to new applicants and £34.4 million was to clients who had their award transferred.
- Overall, the care component accounted for 76% of the expenditure, with a value of £45.8 million issued, whilst the mobility payments issued totalled £12.5 million **[Table 10]**.
- The monthly total value of payments issued has increased each month since the benefit launched, with £18.0 million of payments issued in September 2022 **[Table 10]**.

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<sup>4</sup> The median average is the middle value of an ordered dataset, or the point at which half of the values are higher and half of the values are lower.

- In total, 78% of payments issued were to applicants receiving both care and mobility awards, with a value of £45.3 million. This was followed by 22% to applicants receiving a care only award, with a value of £12.5 million. Mobility awards accounted for less than 1% of payments issued **[Table 11]**.
- Of the total value of care payments issued, 48% was for those within the highest care award level, with a value of £22.1 million and 47% was for the middle award level with a value of £21.5 million **[Table 12]**. For the proportion of payment amounts issued for each care award level, for new applicants and clients who had their case transferred, see the below table.

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

Client type	Proportion of total value of payments issued to clients		
	Highest care award	Middle care award	Lowest care award
<b>Total</b>	<b>48%</b>	<b>47%</b>	<b>5%</b>
New applicants	54%	38%	8%
Case transfers	43%	54%	2%

- Of the total value of mobility payments issued, 84% was for the lower mobility award level, with a value of £10.2 million and 16% was for the higher award level with a value of £2.0 million **[Table 13]**. For the proportion of payment amounts issued for each mobility award level, for new applicants and clients who had their case transferred, see the below table.

**Excerpt from Table 13: Proportion of total payment values issued for each mobility award level, by client type**

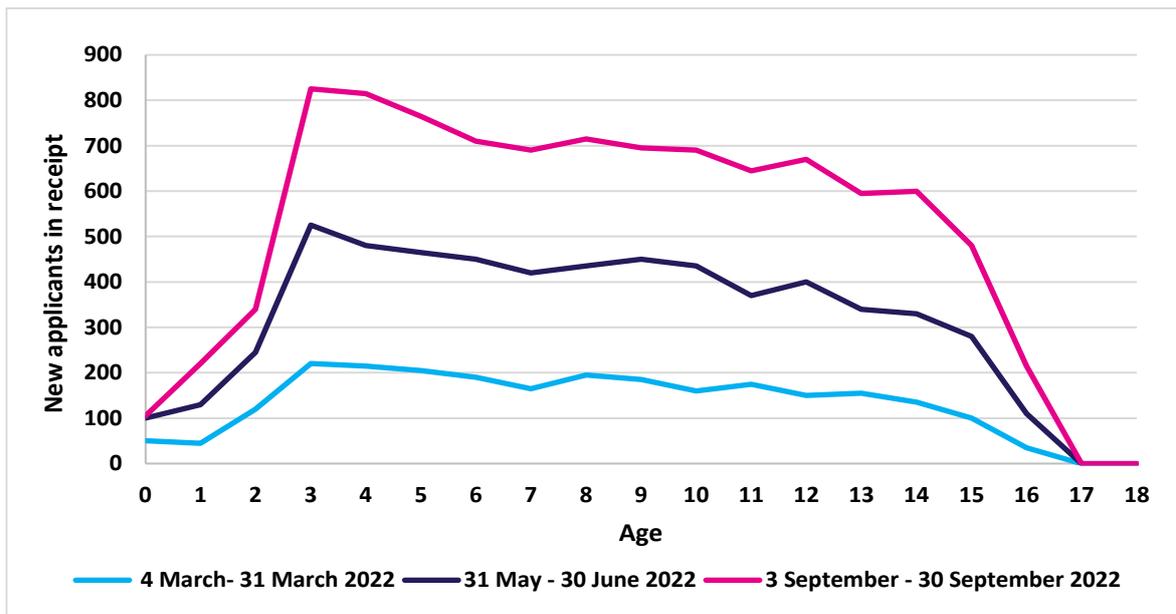
Client type	Proportion of total value of payments issued to clients	
	Higher mobility award	Lower mobility award
<b>Total</b>	<b>16%</b>	<b>84%</b>
New applicants	24%	76%
Case transfers	11%	89%

- 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 this data quality issue (see [Data Extraction Issues](#) for further details).

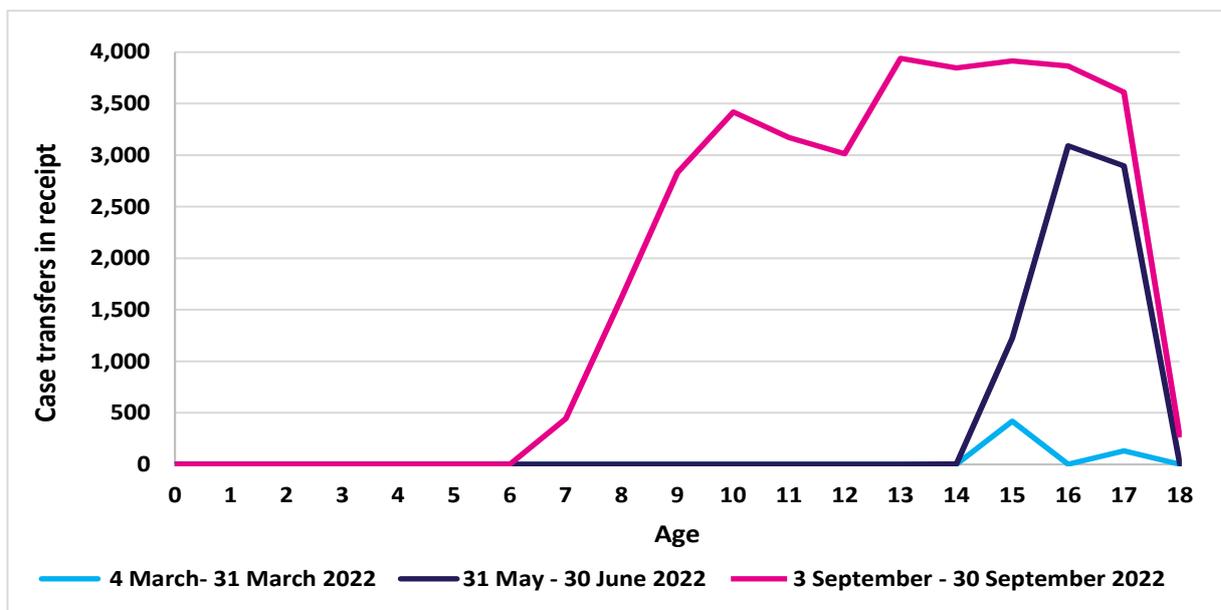
## Caseload

- As of 30 September 2022, it is estimated that a total of 43,720 children were in receipt of Child Disability Payment, of which 9,780 children were authorised new applicants.
- Of the total caseload, 33,940 were children who had had their award transferred from the Department for Work and Pensions. This number has increased from 7,225 at the end of June 2022 **[Table 14]**. Further information on the case transfer process can be found in the [background note](#).
- This is a derived statistic calculated based on the number of children who had payments made in the final 28 days of the current reporting period. For this publication, that includes children in receipt of payment from 3 September to 30 September 2022.
- Further information on the calculation can be found in the [background note](#).
- It is estimated that of the new applicants there were 9,725 children in receipt of a care award and 5,370 in receipt of a mobility award as of 30 September 2022 **[Table 14]**.
- Of the children who had their award transferred, there were 33,780 children in receipt of a care award and 26,055 in receipt of a mobility award as of 30 September 2022 **[Table 14]**.
- The age profile of new applicants and children who have had their award transferred is shown in Table 15. For new applicants, most age groups are present, with children aged three in receipt of payment being the largest age group across all caseload periods **[Chart 1]**. Children aged 15 – 17, in receipt of payment who have had their cases transferred make up most of the caseload in the March and May time periods. However, in the September caseload this expands out to ages 7 – 18 **[Table 15, Chart 2]**.

**Chart 1: Caseload by age for new applicants in March, June and September 2022**



**Chart 2: Caseload by age for case transfers in March, June and September 2022**



The case transfer process began in October 2021, when children who were aged over 15 and a half to 17 who received Disability Living Allowance for children from the Department for Work and Pensions started to have their award transferred to Child Disability Payment in phases. Children under 15 and a half years old began having their awards transferred from spring 2022. For more information, see the [case transfer section](#) of the background note.

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

- There were 635 re-determinations requested by 30 September 2022. Of these, 530 were requested by new applicants, and 105 by clients being transferred **[Table 16]**.
- The requests from new applicants represents around 4% of the total number of decisions made for new applicants during this period **[Table 16]**.
- By 30 September 2022, 500 re-determination requests had been decided. Of these 435 were allowed or partially allowed and 45 disallowed **[Table 16]**.
- Overall, 98% of re-determinations were closed within 56 days **[Table 16]**.
- There were 15 appeals that were received during the reported time period, of which 5 had been decided. 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 2016<sup>5</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<sup>st</sup> 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)

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

- 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. 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 over 99% of those in receipt of Disability Living Allowance for children by spring 2023 with the remainder completing soon after.

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 to four months before a person's Disability Living Allowance for children entitlement ends, so that their Child Disability Payment award can be prepared in advance and 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

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

## Application and decision making process

The application stage involves a two part application process. The part 1 form gathers key personal details of the 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.

## **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 tables indicate the value of payments for the period covered by the publication, the 2021/22 and 2022/23 rates.

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

Care component	Weekly amount		Level of help needed
	2021/22	2022/23	
<b>Lowest rate</b>	£23.70	£24.45	Help for some of the day
<b>Middle rate</b>	£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
<b>Highest rate</b>	£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	Weekly amount		Level of help needed
	2021/22	2022/23	
<b>Lower rate</b>	£23.70	£24.45	They can walk but need help and or supervision when outdoors
<b>Higher rate</b>	£62.55	£64.50	<ul style="list-style-type: none"> <li>• They cannot walk or are virtually unable to walk outdoors, or</li> <li>• They could become very ill if they try to walk, or</li> <li>• They have a severe visual disability, or</li> <li>• They have no legs or feet, (regardless of the use of artificial limbs), or</li> <li>• They are both blind and deaf, or</li> <li>• They have a severe mental impairment with severe behavioural difficulties and qualify</li> </ul>

			for the highest rate of the care component, or <ul style="list-style-type: none"> <li>• They are terminally ill</li> </ul>
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## 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'.

# 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 16 October 2022 has been used to produce statistics on applications received and decisions and payments made up to 11.59 pm on 30 September 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.

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 September 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 the [age of applicant](#) section.
- Check postcode lengths are within the expected ranges and check postcodes that do not match to local authorities – see the [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

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.

A recent change has been implemented in the data extracts to try and resolve the issue of part 2 received dates not being extracted for a number of applications. Following this change, the proportion of applications processed without a part 2 date has fallen, however the issue has not been fully resolved. This will be reflected in Table 1 where the “total part 2 applications received” in months covered by previous publications (July 2021 – June 2022) has risen by 19% compared to previous publications. Similarly, this change also impacts Table 9 where the “Total applications processed where a part 2 application date is available” has risen by 3% in the months covered by previous publications.

For this publication, we have changed the time categories that have been used to summarise processing times in Table 9 for consistency with the Adult Disability Payment publication. It also allows for a greater degree of separation in the higher time categories compared to previous publications where the time bands stopped at 36+ days.

In Table 11, we have excluded payment amounts for the Accessible Vehicles and Equipment Scheme from the entire table, compared to the previous publication where

these payments were included in totals for consistency with the Adult Disability Payment publication.

In the previous publication, Table 15 detailed the number of case transfers in payments by award type. This table has been removed and more information has been provided in Tables 10, 11, 12 and 13 on payments made to cases that have been transferred from the Department for Work and Pensions.

## **Methodology and definitions: Caseload (new applicants and case transfers)**

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. To do this the applications extract was linked to the payments extract allowing for the identification of children who have received payments in the selected time period and had their cases transferred. In this publication, we have used a 28-day period from the 3 September to 30 September 2022. In the last publication, the period was extended to 31 days from 31 May to 30 June 2022. This was in order to capture all clients in receipt of payment, as some were paid early due to the two consecutive bank holidays at the beginning of June.

### *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 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 16 October 2022 has been used to produce statistics on applications received and decisions and payments made up to 11.59 pm on 30 September 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.

## **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.

In the last publication, of the applications that had been processed, only those where the part 1 was registered online had a part 2 received date appearing in the extract. At the same time, not all processed online applications had a part 2 received date appearing in the extract. Clients with processed applications that had made their part 1 application via other channels did not have a part 2 application date. This was because the extract that provides application level information was not extracting these dates. Therefore we were unable to calculate processing times for these applications where the part 2 received date was not extracted.

A recent change has been implemented in the data extracts to try and resolve this issue by extracting all the part 2 received dates where applicable. Following this

change, the proportion of applications processed without a part 2 date has fallen, however the issue has not been fully resolved.

In addition to this, during the quality assurance process a number of inconsistencies have been found in the updated data including:

- The part 2 received date is before the part 1 date (affects 2% of applications with a part 2 received date)
- The part 2 received date is after the decision date (affects 1% of processed applications)
- Part 2 received dates are missing for approved applications<sup>6</sup> (affects 18% of approved applications)
- Cases with any of the above inconsistencies have been excluded from the processing time calculations.

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 still unknown how many of these are due to information being missing from the extract.

We are continuing to assess these issues and progress towards a solution, with a view to improving the data being captured and extracted. Currently, the extraction of part 2 received dates is more accurate for online applications than for applications from other channels, so in this publication we continue to present information on processing times on the subset of online applications only.

The impact of the issues described above is similar to that of previous publications:

- There is an undercount in the number of part 2 applications that have been received **[Table 1]**. The undercount in the current publication will be less than in previous publications.
- 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 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]**.

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<sup>6</sup> This excludes approved applications that were subject to Special Rules for Terminal Illness where there is only one part to the application, to make the process simpler and quicker.

- 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 here should be treated with caution, as they only include a subset of applications and are 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 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. In addition, it is anticipated that award level information will be added to the payments extract 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 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.

The category of 'other channel' includes applications received through Local delivery as well as any that have a recorded channel of 'In Person', 'Transferred from DWP' and '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. Different measures of age are used in this publication. In table 7, which details number of applications received and processed, age is based on the age of the child when part 1 of the application was received. In table 15, which details the age of children that are in different caseload periods. Here, age is based on the age that the child would be 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 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.

#### *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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### **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:

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