

Can the Department outline how many Personal Independence Payment claimants are currently waiting eight weeks or longer for a decision on a renewal or new claim as of 26th July 2022.



Department for  
**Communities**  
www.communities-ni.gov.uk

An Roinn  
**Pobal**

Department fur  
**Commonities**

Personal Independence Payment Centre  
Level 5  
Castle Court  
Belfast

**Email:** [PIP.FOI@DFCNI.GOV.UK](mailto:PIP.FOI@DFCNI.GOV.UK)

**Our reference:** DfC/2022-0115

**Date:** 8 August 2022

## **Freedom of Information Act 2000**

Thank you for your email received on 26 July 2022. You asked for the following information:

***Can the Department outline how many Personal Independence Payment claimants are currently waiting eight weeks or longer for a decision on a renewal or new claim as of 26th July 2022.***

The Department does not hold the requested information.

The most recent Personal Independence Payment (PIP) statistics published, which cover the period from June 2016 up to the end of February 2022 show that the average timescale from claim registration until an initial PIP decision is made is 14 weeks and can be accessed via the following link:

[Personal Independence Payment Statistics - February 2022 | Department for Communities \(communities-ni.gov.uk\)](https://www.communities-ni.gov.uk/personal-independence-payment-statistics-february-2022)

Table 3a in the supplementary tables looks at all PIP first clearances from registration date to clearance date. However, the Department does not have or produce similar analysis for Award Reviews.

Award Review (renewal) activity commences well in advance of the expiry of the current PIP award. PIP works collaboratively with Capita to ensure that where cases are referred to them, they are prioritised to enable a decision to be made on the claim before the current award of PIP ends.

If you are dissatisfied with this response and wish to request a review of our decision or make a complaint about how your request has been handled, you may ask for an internal

review within two calendar months of the date of this letter. You should write to the Information Access Manager, Department for Communities, Level 5, Nine Lanyon Place, BELFAST, BT1 3LP, or send an email to [foi@communities-ni.gov.uk](mailto:foi@communities-ni.gov.uk).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a review of our original decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

If you have any queries about this letter please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

PIP Centre