

Experimental Statistics: Mandatory Reconsiderations, requests and decisions to October 2014, Great Britain



Department
for Work &
Pensions

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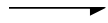
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DWP, Information Exploitation and Security Directorate

Note:

The information presented relates to decisions made and not to individuals. An individual may receive more than one Mandatory Reconsideration (MR) Decision on an aspect of their claim, or on more than one benefit. The figures should not therefore be used as a measure of individuals going through the MR process as an individual may appear in the numbers more than once.

Experimental Statistics: Mandatory Reconsiderations, requests and decisions to October 2014, Great Britain



Mandatory Reconsideration requests by month request received and benefit type
October 2013 to October 2014

| Year | Month Request Made | Benefit ⁴ | | | | | | | | | | | | | Total |
|-------------|------------------------|----------------------|------------|--------------|-----------------|---------------|----------------|------------|--------------|---------------|----------------|--------------|--------------|------------|----------------|
| | | AA | BB/WB | CA | CRU Certificate | DLA | ESA | IB/SDA | IIDB | IS | JSA | MA | Social Fund | Other | |
| 2013 | October (28th to 31st) | - | - | - | - | - | - | - | - | - | - | - | - | - | 200 |
| | November | 1,100 | - | 500 | 100 | 2,300 | 7,200 | - | 100 | 500 | 1,900 | 200 | 300 | - | 14,300 |
| | December | 1,400 | - | 900 | 200 | 3,000 | 11,400 | - | 200 | 900 | 3,900 | 300 | 500 | - | 22,800 |
| 2014 | January | 1,000 | 100 | 800 | 200 | 3,800 | 16,200 | 100 | 300 | 1,300 | 8,700 | 300 | 600 | - | 33,500 |
| | February | 400 | 100 | 600 | 200 | 3,700 | 19,400 | 100 | 300 | 1,300 | 10,800 | 300 | 800 | - | 38,100 |
| | March | 400 | 100 | 400 | 200 | 4,500 | 18,900 | 100 | 400 | 1,600 | 13,800 | 200 | 600 | - | 41,200 |
| | April | 400 | 100 | 400 | 200 | 4,000 | 17,600 | 100 | 400 | 1,600 | 13,600 | 200 | 400 | - | 38,800 |
| | May | 500 | - | 300 | 300 | 3,400 | 15,500 | 100 | 300 | 1,700 | 13,000 | 100 | 400 | - | 35,700 |
| | June | 400 | 100 | 200 | 200 | 2,800 | 14,100 | 100 | 200 | 1,500 | 9,900 | 200 | 400 | - | 30,100 |
| | July | 300 | - | 300 | 300 | 2,000 | 14,600 | - | 400 | 1,600 | 10,300 | 300 | 400 | - | 30,600 |
| | August | 500 | - | 300 | 200 | 1,200 | 13,000 | - | 300 | 1,200 | 8,100 | 200 | 300 | - | 25,200 |
| | September | 300 | 100 | 200 | 200 | 1,200 | 15,700 | - | 400 | 1,500 | 8,500 | 200 | 300 | - | 28,500 |
| | October | 300 | - | 100 | 100 | 1,200 | 13,400 | - | 400 | 1,400 | 5,800 | 200 | 300 | - | 23,200 |
| | Unknown / missing | - | - | - | - | - | 100 | - | - | - | - | - | - | - | 100 |
| | Total | 7,100 | 600 | 5,000 | 2,300 | 33,200 | 177,100 | 600 | 3,700 | 16,000 | 108,400 | 2,800 | 5,400 | 300 | 362,500 |

Source: DWP Decision Making and Appeals Case Recorder (DMACR)

Notes

1. Mandatory reconsiderations were introduced for Personal Independence Payment and Universal Credit in April 2013. The changes for all other DWP-administered benefits and child maintenance cases were introduced from 28th October 2013.
2. The information presented relates to decisions made and not to individuals. An individual may receive more than one Mandatory Reconsideration (MR) Decision on an aspect of their claim, or on more than one benefit. The figures should not therefore be used as a measure of individuals going through the MR process as an individual may appear in the numbers more than once.
3. Values are rounded to the nearest 100. Values less than 50 are suppressed and marked with a dash. Due to rounding totals may not be the sum of the individual cells.
4. Benefit subject to the mandatory reconsideration process as recorded on DMACR
5. "-" denotes nil, negligible, or not applicable

Experimental Statistics: Mandatory Reconsiderations, requests and decisions to October 2014, Great Britain



Mandatory Reconsideration decisions by month of decision and benefit type
October 2013 to October 2014

| Year | Month of Decision | Benefit ⁴ | | | | | | | | | | | | | Total |
|------------------|------------------------|----------------------|------------|--------------|-----------------|---------------|----------------|------------|--------------|---------------|----------------|--------------|--------------|------------|----------------|
| | | AA | BB/WB | CA | CRU Certificate | DLA | ESA | IB/SDA | IIDB | IS | JSA | MA | Social Fund | Other | |
| 2013 | October (28th to 31st) | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | November | 200 | - | - | - | 300 | 5,000 | - | 100 | 300 | 600 | 100 | 100 | - | 6,700 |
| | December | 400 | - | 200 | 100 | 1,300 | 9,200 | - | 100 | 600 | 2,500 | 200 | 400 | - | 14,900 |
| 2014 | January | 1,100 | 100 | 600 | - | 2,900 | 13,600 | 100 | 300 | 1,100 | 6,300 | 300 | 700 | - | 27,100 |
| | February | 1,400 | - | 600 | 300 | 3,200 | 15,900 | 100 | 200 | 1,300 | 7,700 | 400 | 600 | - | 31,800 |
| | March | 500 | 100 | 700 | 200 | 3,900 | 16,200 | 100 | 300 | 1,200 | 9,400 | 200 | 700 | - | 33,400 |
| | April | 500 | - | 600 | 200 | 2,600 | 14,400 | - | 400 | 1,100 | 7,000 | 100 | 400 | - | 27,400 |
| | May | 500 | 100 | 500 | 200 | 2,900 | 16,700 | 100 | 400 | 1,300 | 9,800 | 100 | 300 | - | 32,800 |
| | June | 700 | 100 | 400 | 200 | 1,900 | 16,500 | 100 | 200 | 1,300 | 14,900 | 200 | 300 | - | 36,900 |
| | July | 500 | 100 | 300 | 300 | 2,500 | 16,500 | 100 | 200 | 1,600 | 15,900 | 300 | 400 | - | 38,600 |
| | August | 400 | - | 300 | 300 | 2,300 | 14,900 | 100 | 300 | 1,600 | 12,200 | 200 | 500 | - | 33,100 |
| | September | 400 | - | 300 | 200 | 2,900 | 15,400 | - | 400 | 1,900 | 12,400 | 300 | 500 | - | 34,900 |
| | October | 400 | - | 300 | 200 | 3,700 | 19,200 | - | 400 | 2,100 | 8,800 | 200 | 400 | - | 35,900 |
| No Decision Made | | 100 | 100 | 100 | 300 | 2,800 | 3,500 | - | 400 | 500 | 900 | 100 | 100 | - | 8,900 |
| Total | | 7,100 | 600 | 5,000 | 2,300 | 33,200 | 177,100 | 600 | 3,700 | 16,000 | 108,400 | 2,800 | 5,400 | 300 | 362,500 |

Source: DWP Decision Making and Appeals Case Recorder (DMACR)

Notes

1. Mandatory reconsiderations were introduced for Personal Independence Payment and Universal Credit in April 2013. The changes for all other DWP-administered benefits and child maintenance cases were introduced from 28th October 2013.
2. The information presented relates to decisions made and not to individuals. An individual may receive more than one Mandatory Reconsideration (MR) Decision on an aspect of their claim, or on more than one benefit. The figures should not therefore be used as a measure of individuals going through the MR process as an individual may appear in the numbers more than once.
3. Values are rounded to the nearest 100. Values less than 50 are suppressed and marked with a dash. Due to rounding totals may not be the sum of the individual cells.
4. Benefit subject to the mandatory reconsideration process as recorded on DMACR
5. "-" denotes nil, negligible, or not applicable
6. [See 'Abbreviations' tab for benefit names.](#)

Experimental Statistics: Mandatory Reconsiderations, requests and decisions to October 2014, Great Britain



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ESA Mandatory Reconsiderations - Length of time to decision October 2013 to October 2014

| Year | Month Request Made | Clearance Time (Calendar Days) | | | | | | | | Total ⁶ | Median Clearance Time (days) |
|-------------|------------------------|--------------------------------|------------|---------------|------------|---------------|------------|---------------|------------|--------------------|------------------------------|
| | | 1 - 7 | | 8-14 | | 15 - 30 | | Over 30 | | | |
| | | Number | % | Number | % | Number | % | Number | % | | |
| 2013 | October (28th to 31st) | - | - | - | - | - | - | - | - | - | - |
| | November | 4,500 | 89% | 400 | 8% | 200 | 4% | - | - | 5,000 | 1 |
| | December | 6,000 | 65% | 1,700 | 18% | 1,400 | 15% | 100 | 2% | 9,200 | 2 |
| 2014 | January | 8,500 | 62% | 1,300 | 9% | 2,100 | 15% | 1,800 | 13% | 13,600 | 3 |
| | February | 8,900 | 56% | 1,700 | 11% | 3,300 | 21% | 1,900 | 12% | 15,900 | 5 |
| | March | 7,000 | 43% | 1,100 | 7% | 4,900 | 30% | 3,200 | 20% | 16,200 | 14 |
| | April | 6,300 | 44% | 700 | 5% | 2,700 | 19% | 4,700 | 32% | 14,400 | 16 |
| | May | 5,900 | 35% | 900 | 5% | 1,900 | 11% | 8,100 | 48% | 16,700 | 29 |
| | June | 5,300 | 32% | 900 | 6% | 2,900 | 17% | 7,400 | 45% | 16,500 | 25 |
| | July | 5,400 | 33% | 1,300 | 8% | 3,000 | 18% | 6,800 | 41% | 16,500 | 23 |
| | August | 4,400 | 30% | 1,100 | 7% | 5,200 | 35% | 4,100 | 28% | 14,900 | 20 |
| | September | 5,000 | 32% | 1,800 | 11% | 5,400 | 35% | 3,200 | 21% | 15,400 | 17 |
| | October | 5,700 | 30% | 4,200 | 22% | 6,500 | 34% | 2,900 | 15% | 19,200 | 14 |
| | Total | 72,900 | 42% | 17,000 | 10% | 39,500 | 23% | 44,100 | 25% | 173,600 | 13 |

Source: DWP Decision Making and Appeals Case Recorder (DMACR)

Notes

- Mandatory reconsiderations were introduced for Personal Independence Payment and Universal Credit in April 2013. The changes for all other DWP-administered benefits and child maintenance cases were introduced from 28th October 2013. The figures for October 2013 do not be the sum of the individual cells.
- The information presented relates to decisions made and not to individuals. An individual may receive more than one Mandatory Reconsideration (MR) Decision or on more than one benefit. The figures should not therefore be used as a measure of individuals going through the MR process as an individual may appear in more than one cell.
- Clearance time is the difference in calendar days between a request for a mandatory reconsideration being received, and the date a decision is made. This measure is for cases which have had a decision made on the Mandatory Reconsideration i.e. it excludes undecided cases.
- Values are rounded to the nearest 100. Values less than 50 are suppressed and marked with a dash. Due to rounding totals may not be the sum of the individual cells.
- "-" denotes nil, negligible, or not applicable.
- Totals exclude outstanding MR cases where a decision has not been made.
- Percentages are rounded to the nearest integer. Due to rounding totals may not be the sum of the individual cells.

Experimental Statistics: Mandatory Reconsiderations, requests and decisions to October 2014, Great Britain



ESA Mandatory Reconsiderations - Cohort length of time to decision
October 2013 to October 2014

| Year | Month Request Made | Clearance Time (Calendar Days) | | | | | | | | Outstanding ⁶ | | Total ⁷ |
|-------------|------------------------|--------------------------------|------------|---------------|------------|---------------|------------|---------------|------------|--------------------------|-----------|--------------------|
| | | 1-7 | | 8-14 | | 15-30 | | Over 30 | | Number | % | |
| | | Number | % | Number | % | Number | % | Number | % | | | |
| 2013 | October (28th to 31st) | - | - | - | - | - | - | - | - | 100 | 55% | 100 |
| | November | 4,700 | 65% | 900 | 12% | 1,100 | 16% | 500 | 7% | - | - | 7,200 |
| | December | 5,800 | 51% | 1,400 | 12% | 1,800 | 16% | 2,300 | 20% | 100 | - | 11,400 |
| 2014 | January | 8,700 | 54% | 1,700 | 11% | 3,000 | 19% | 2,600 | 16% | 100 | 1% | 16,200 |
| | February | 8,800 | 45% | 1,400 | 7% | 4,700 | 24% | 4,500 | 23% | 100 | - | 19,400 |
| | March | 7,100 | 37% | 1,200 | 6% | 3,100 | 16% | 7,600 | 40% | 100 | - | 18,900 |
| | April | 6,300 | 36% | 600 | 3% | 2,200 | 13% | 8,400 | 48% | 100 | - | 17,600 |
| | May | 5,900 | 38% | 800 | 5% | 2,400 | 15% | 6,400 | 41% | - | - | 15,500 |
| | June | 5,300 | 38% | 1,200 | 9% | 3,100 | 22% | 4,400 | 32% | 100 | - | 14,100 |
| | July | 5,400 | 37% | 1,200 | 8% | 4,600 | 32% | 3,300 | 22% | 100 | 1% | 14,600 |
| | August | 4,400 | 34% | 1,100 | 8% | 4,900 | 38% | 2,400 | 18% | 100 | 1% | 13,000 |
| | September | 5,000 | 32% | 2,400 | 15% | 6,300 | 40% | 1,600 | 10% | 400 | 2% | 15,700 |
| | October | 5,600 | 42% | 3,100 | 23% | 2,300 | 17% | - | - | 2,400 | 18% | 13,400 |
| | Total | 72,900 | 41% | 17,000 | 10% | 39,500 | 22% | 44,100 | 25% | 3,600 | 2% | 177,100 |

Source: DWP Decision Making and Appeals Case Recorder (DMACR)

Notes

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- The information presented relates to decisions made and not to individuals. An individual may receive more than one Mandatory Reconsideration (MR) or on more than one benefit. The figures should not therefore be used as a measure of individuals going through the MR process as an individual measure.
- Clearance time is the difference in calendar days between a request for a mandatory reconsideration being received, and the date a decision is made. This measure is for cases which have had a decision made on the Mandatory Reconsideration i.e. it excludes undecided cases.
- Values are rounded to the nearest 100. Values less than 50 are suppressed and marked with a dash. Due to rounding totals may not be the sum of the individual cells.
- "-" denotes nil, negligible, or not applicable.
- Outstanding includes decisions not yet made as well as unknown and missing information.
- Total includes outstanding decisions.
- Percentages are rounded to the nearest integer. Due to rounding totals may not be the sum of the individual cells.

Experimental Statistics: Mandatory Reconsiderations, requests and decisions to October 2014, Great Britain



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Number of ESA Mandatory Reconsideration requests made by month and method
October 2013 to October 2014

| | | Method of Referral | | | | | Total | |
|--------------|------------------------|--------------------|--------------|--------------|---------------|---------------|---------------|----------------|
| | | Digital | Face to Face | Form | Letter | Telephone | | Unknown |
| 2013 | October (28th to 31st) | - | - | - | - | - | - | - |
| | November | 100 | - | 200 | 800 | 1,800 | 4,200 | 7,200 |
| | December | 100 | - | 300 | 2,100 | 3,700 | 5,300 | 11,400 |
| 2014 | January | 300 | - | 400 | 2,600 | 5,600 | 7,200 | 16,200 |
| | February | 300 | - | 700 | 3,200 | 7,400 | 7,900 | 19,400 |
| | March | 400 | - | 600 | 3,900 | 6,900 | 7,200 | 18,900 |
| | April | 400 | - | 500 | 3,700 | 6,500 | 6,500 | 17,600 |
| | May | 400 | - | 600 | 2,600 | 6,000 | 6,000 | 15,500 |
| | June | 500 | - | 400 | 2,100 | 5,700 | 5,400 | 14,100 |
| | July | 500 | - | 300 | 2,100 | 6,200 | 5,400 | 14,600 |
| | August | 600 | - | 200 | 1,500 | 6,100 | 4,500 | 13,000 |
| | September | 800 | - | 300 | 1,700 | 7,900 | 5,000 | 15,700 |
| | October | 700 | - | 200 | 1,300 | 5,800 | 5,200 | 13,400 |
| Not known | | - | - | - | - | - | - | 100 |
| Total | | 4,900 | 100 | 4,900 | 27,700 | 69,600 | 69,900 | 177,100 |

Source: DWP Decision Making and Appeals Case Recorder (DMACR)

Notes

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Abbreviations

| | |
|------------------------|---|
| AA | Attendance Allowance |
| BB | Bereavement Benefit |
| CA | Carer's Allowance |
| CRU Certificate | Compensation Recovery Unit Certificate |
| DLA | Disability Living Allowance |
| ESA | Employment and Support Allowance |
| IB | Incapacity Benefit |
| IIDB | Industrial Injuries Disablement Benefit |
| IS | Income Support |
| JSA | Jobseeker's Allowance |
| MA | Maternity Allowance |
| SDA | Severe Disablement Allowance |
| WB | Widows Benefit |
| WCA | Work Capability Assessment |