

Benefits Bulletin

Online Appeals...

4th May 2018

Issue **16**

Her Majesty's Courts and Tribunal Service (HMCTS) has launched a new service called 'Appeal a benefit decision' which enables some people to lodge a benefit appeal online.



**HM Courts
& Tribunals
Service**

The new service is being piloted in the Midlands (including Wolverhampton) and is restricted to Personal Independence Payment (PIP) appeal only. However, once piloted the service will be extended to other areas and benefit types taking onboard the feedback received from the pilot.



Personal Independence Payment (PIP)

Make a PIP appeal online:

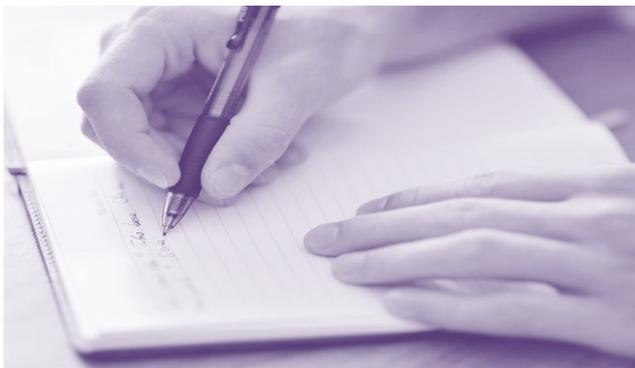
[https://benefit-
appeal.platform.hmcts.net/start-an-
appeal](https://benefit-appeal.platform.hmcts.net/start-an-appeal)

People using the new service will make their appeal by answering a series of questions, which are similar to those asked in the current paper SSCS1 appeal form. The key difference being the questions have been re-written to make them easier to understand by people.

The online service can be used by appellants and representatives. The intention is to make the service available to appointees at some point in the future. Once the online appeal is submitted it is automatically transmitted to HMCTS, the body responsible for administering PIP appeals.

Online service provides a digital option for those who prefer to use online services. It will make the process of making appeals quicker, easier and more convenient for most. The paper SSCS1 appeal form will still be available for use.

The rights of people who submit appeals online are the same as those who appeal using the paper SSCS1 Appeal Form.



They will still have to have asked for a **MANDATORY RECONSIDERATION (MR)** before appealing. However, there is no need to submit a copy of the mandatory reconsideration notice when appealing online. Once the Department for Work and Pensions receives the appeal from HMCTS, they will check their records that a mandatory reconsideration has undertaken.

Those appealing online can still ask for their appeal to be determined at an appeal hearing - sometimes referred to as an 'oral hearing'. They can attend this with their representative, their appointee, a friend, member of their family or any other person who can support them. If a person does not elect to have an 'oral hearing' then their appeal will be determined upon the information they have submitted and other paperwork surrounding the appeal.

Anyone appealing online will still be able to nominate a representative and ask for an interpreter should one be needed.

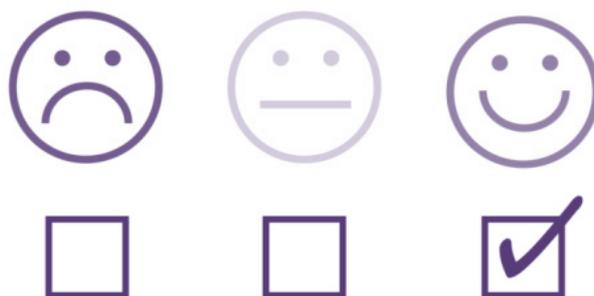


An online appeal can be made at any time. The service is available 24/7.



Track your appeal...

If someone appeals using the new online service and they ask for an oral hearing then they can sign up to receive text messages or email updates about the progress of their appeal. They will also be able to track the progress of their appeal online.



A feedback survey may be undertaken once the appeal is submitted. The person completing the online appeal will be able to comment on the new service and, hopefully, this will lead to improves being made where necessary.

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