

Appeals for **SSCS** (Social Security and Child Support)

Please note We Are Group do not offer any legal or financial advice and guidance to the user or defendant.

This is a summarised version of the full training pack and is intended to be used as a handy reminder.

If you are new to delivering this service or have had an extended breakaway, we would **HIGHLY** recommend referring to the full training pack that includes a full breakdown of the process and screenshots of each page of the form.

We recommend working on an offline document for large passages of text. This will safeguard against losing your progress in the event you experience Internet connectivity problems, website dropouts, or other technical problems.

Start the process by clicking the [link](#) to access the online form or visit <https://www.gov.uk/appeal-benefit-decision/submit-appeal>

Examples of what can be appealed for this service include:

- Universal Credit (UC)
- Personal Independence Payment (PIP)
- Attendance Allowance
- Employment Support Allowance (ESA)
- Jobseekers Allowance

To see the full list, visit our training pack [here](#).

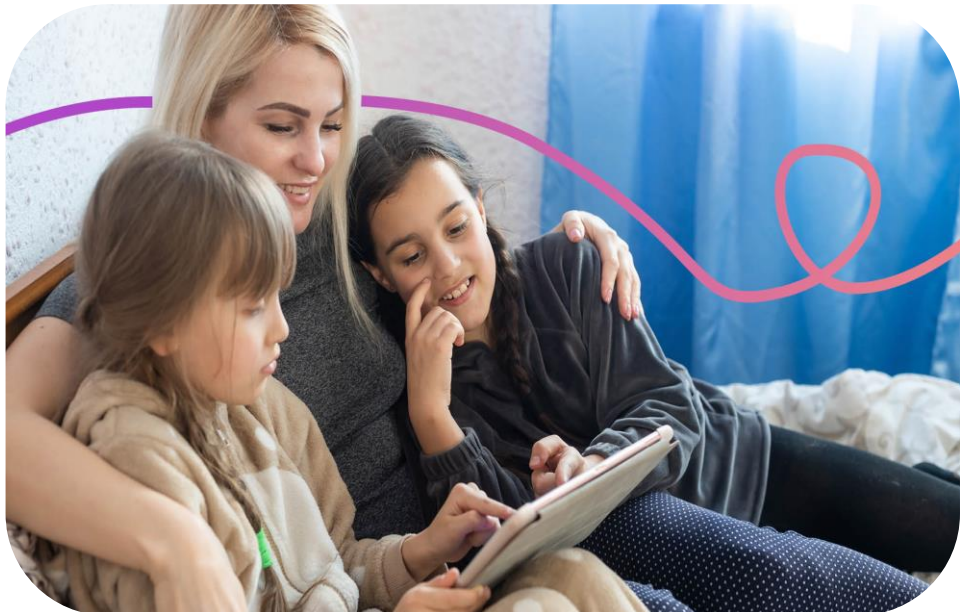


The service user should have their **Mandatory Reconsideration Notice (MRN)** with them at the time of the appointment, but the appeal can be done without it. Employment and Support Allowance (ESA) is an exception.

At this stage of the appointment, it is important that the user has any relevant correspondence, including medical documentation readily available.

If the user has an email address which they can access easily, it is important to set up an account for them at the appropriate screen. The appeal can be completed without one, but if the appointment was unable to go ahead or the connection was lost or failed then the inputted data for the application will be lost. Once an account has been set up, the service user will then receive an email asking them to set up a password, which must be shared with you as the partner to login on your device. Please note, you must remember to tell the user to change their password after this session.

If the applicant is applying for someone, or a child, then consent must be given or a letter addressed to the person who is applying. If there is more than one month between the date allocated on the Mandatory Reconsideration Notice (MRN) and the day of the appointment, an explanation will be needed. An example explanation which can be used is “the user was unable to arrange an appointment with We Are Group straight away, although other factors may be involved”. In the instance the user does not have an MRN, it is important to find out **why**. This is because the user must have an MRN prior to their appeal; without it they cannot complete an appeal.



The Process

When filling out the reasons for the appeal section, write in clear, grammatical English, taking care to ensure spelling and punctuation are correct and that as much detail is included as possible.

To ensure correct information is included in the application, it is important to work with the user by reading their MRN first and get an idea of why the initial application was rejected or limited in scope.

When completing the appeal, it is advised to fill it out in a step-by-step format whilst using the headings in the MRN as guides. Try and find out:

- What degree of difficulty the user has in completing the task
- How safely they can complete the task (eg risk of exposure to any safety hazards)
- Names of medical conditions that cause the difficulty such as “ankylosing spondylitis” rather than “a bad back”.

At this stage, probe the user when composing each part of the appeal, but be aware that this can be an emotionally distressing or tiring process for some users, so **check on their wellbeing periodically throughout the appointment.**

Use an app that converts photos to PDF's (e.g. Microsoft Lens) as there is a limit on uploaded evidence so converting to PDFs is advised as they take up less storage. Once the appeal has been submitted, more evidence can be uploaded as part of the application, provided that the user has set up an account.

Alternatively, evidence can be posted to the address on the Acknowledgement Letter that the user will receive once the appeal is submitted. **Do not submit any evidence that has already been given to the DWP. Support the user by ensuring that the documents they upload support the statements in their appeal.**

If the user asks where the face-to-face appeal will be held, we recommend that an answer is not given, only that the details will be sent to them closer to the time. It should be likely to take place in the nearest town to the user, but this is not always the case so best for them to receive the details first to confirm.

Explain to the applicant that to find out when they are likely to have their appeal date, it is best to call CTSC and the IVR will inform them of the current wait times. that the appeal date will be no earlier than 6-8 weeks from the appointment. The user should receive a text and/or email shortly after the appeal is submitted to confirm that it has been received.

For a list of helpful charities and organisations that can provide useful advice, guidance, and support click here: [Partner Signposting Booklet](#).