



About your social security appeal

Thank you for contacting Zacchaeus 2000 Trust (Z2K) about your appeal. We regret to inform you that, due to a lack of available representatives on the day, we are unable to represent you for your hearing on this occasion.

However, we have put together some information to help you get a picture of what is expected of you on the day. **[The information offered is for guidance only and can change from time to time. It is not to be construed as legal advice.]**

EVIDENCE AND DOCUMENTATION

You must take your appeal papers and any additional documents you're using as evidence.

INTERPRETER

You must notify tribunal services if you need an interpreter for your hearing. The tribunal will arrange an interpreter for you to attend. **[The tribunal will provide you with an interpreter if you've asked for one. They can translate what happens during the hearing but they can't represent you or give you legal advice. You should ideally ask for an interpreter when you complete your SSCS1 appeal form.]** Please note that friends or relatives cannot act as your interpreter. However, they are free to attend the hearing. Please inform the court clerk that you have come with someone for support before the hearing commences.

TRANSPORT/TRAVEL

If you require transport to get to and from the hearing, you must call HM Courts and Tribunal Service (HMCTS) as far in advance as possible before the hearing date to request a taxi. The number to call is on your letter notifying you of the hearing. You will need to say why you need a taxi to get to the hearing. Prior to calling, you need to obtain two taxi quotations from taxi companies which are local to you. If tribunal services are satisfied with your reason for requesting a taxi, they will approve it and let you know by telephone call. Once you have received approval you need to book the taxi and make sure you keep the receipt.

If you travel by taxi that has not been approved by the tribunal services, ensure to ask for a receipt, you might be able to get a refund for the taxi fare but this depends on the discretion of the tribunal services. The clerk will help you fill in a claim form when you go to the hearing. Contact the tribunal before the hearing if you need help.

For information on how to claim back expenses for additional claims like: meals, loss of earnings and care expenses, please visit <https://www.gov.uk/social-security-child-support-tribunal/what-happens-at-the-hearing> for more information.

Patrons: The Most Revd & Right Hon the Lord Archbishop of Canterbury; Justin Welby ; The Duke of Richmond and Gordon; Victoria, Lady Getty; Sandi Toksvig; Sir Henry Brooke; Lady Antonia Fraser D.B.E.; Jeremy Paxman; Dr Shuja Shafi; HHJ Jan Luba QC.

Founding Patrons: 1996–2000: The Most Revd and Rt Hon. Lord Runcie; 1996–2009: Sir John Mortimer CBE QC

The Zacchaeus 2000 Trust is a company limited by guarantee registered in England no. 05442501 with registered office 1st Floor Rear, 34 Grosvenor Gardens, London SW1W 0DH. Registered Charity No. 1110841

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SUPPORT

If you need someone to support you, for example, a member of your family or friend, do not hesitate to go with him/her for moral or in some cases physical support depending on your illness/disability. In some instances, they can provide useful information about your disability to the members of the panel. If you have a carer it might be sensible to ask them to come as the Tribunal may wish to hear from them about your medical issues.

PUNCTUALITY

Please ensure that you arrive at the venue at least 20 minutes before the hearing time which is stated on your tribunal hearing notice. Upon arrival, please check the noticeboard to confirm the time and courtroom where your case is going to be heard. If you need assistance, ask a member of security or staff for assistance, they will tell you how to get to the right courtroom.

AT THE HEARING

When you arrive at the reception, inform a member of staff about your presence. Thereafter, a court clerk will come and inform about you who is going to preside over your case.

ESA cases have two people on the panel: a doctor and a judge, who is legally qualified.

PIP/DLA cases have three people on the panel: a doctor, a judge, and a lay 'disability member' who is an expert in disability issues.

For all hearings, the panel members are independent of the Department of Works and Pensions and will have had nothing to do with the decision against which you are appealing. The Tribunal's decision will be based on your oral evidence as well as the evidence in the papers.

For **ESA** cases the panel will remind you that they need to look back to how you were at the **date of the first decision** on your claim. This will be set out for you on the first page of the papers. You should try and make it clear to the panel if there have been any changes in your condition/capabilities since that date – if there haven't been any changes you should say so.

For **PIP** cases the relevant date is **the date of your claim**. This will also be set out for you on the first page of the papers.

It is therefore very important to tell the panel how your disability affects you on a daily basis so that they get a clear picture of your disability to help them make the right decision on your case. If you have good days and bad days with your condition, try and make this clear to the panel – think how often you have bad days and how you are on your very worst days.

On rare occasions, the Department of Works and Pensions (DWP) might decide to send a presenting officer, who is there to represent the DWP. This is nothing to worry about if this does happen and you should try not to let this affect your answers to the panel's questions.

The panel will ask you questions that are related to your disability. They may refer you to pages in the appeal papers so it is important that you try to read them before the hearing.

AFTER THE HEARING

After hearing your evidence, a decision can be made on the day or alternatively, they will tell you that they need some time to consult from each other before making a decision which is normally sent to you in the post.

Your decision notice will also set out what you need to do if you are not happy with the decision.

We hope this information will be useful at putting you at ease when you attend your hearing in the event that we have not been able to represent you. Please note that, this information is for guidance purposes only and is subject to change from time to time.

Please feel free to call **0207 259 0801** between 10am - 12 noon or between 2pm – 3pm if you have any questions or comments about this document.

CHECKLIST FOR YOUR TRIBUNAL HEARING

Key issues to confirm	Confirmed	Not yet confirmed	Not needed
Received appeal papers			
Hearing date			
Time			
Venue			
Transport (Taxi/car/public)			
Interpreter			
Support from friend/relative/carer			
Additional medical evidence			
Claims (Transport, loss of earnings, care support)			
Decision (On the day or by post)			