

## Referring to Z2K

### About Z2K

Z2K's vision is that no individual in the UK should be living in poverty. We believe that adequate, stable income and housing are key to creating a more equal society where everyone has the chance of a stable and dignified life. We offer Londoners with low-income support to overcome their social security and housing problems. We also campaign for fairer social security and housing systems that work for all.

### Eligibility Criteria

We can assist clients who are:

- Of working age
- Living in London
- In receipt of, or entitled to, a means-tested benefit

### Service Introduction

Our casework team provides in-depth advice, representation, and wraparound support to address social security and housing issues. Issues we may be able to help with, dependent on our team's capacity, include:

- Advice, support, and advocacy regarding social security benefits eligibility, incorrect or delayed benefit payments, Right to Reside issues, sanctions, benefit cap cases, Discretionary Housing Payments (DHPs) applications, problems with the Work Capability Assessment, benefit overpayments, and council tax issues.
- Tribunal representation for claimants appealing negative Universal Credit, Employment Support Allowance, Personal Independence Payments, Disability Living Allowance, and housing benefit decisions.
- Advice, support, and advocacy regarding complex housing problems e.g., homelessness, rent arrears, the threat of eviction, housing suitability and out-of-borough placements

Unfortunately, we do not have the capacity to assist with simple benefit enquiries and must prioritise housing queries where there is a serious risk of homelessness.

### Form-Filling Support

We are currently accepting requests for the following forms:

- PIP 2
- PIP review
- UC50
- ESA50

### **Tribunal project – First-Tier Representation**

We take approximately 400 appeals to the First-Tier tribunal every year, and we work in partnership with 11 corporate law firms and two universities that may be able to provide representation. We also have support from our in-house caseworkers. We have the capacity to assist with submissions and representation, for Work Capability Assessment (Employment and Support Allowance or Universal Credit) and Personal Independence Payment entitlement appeals. We occasionally have the capacity to take Disability Living Allowance cases. We ask that the referrer organisation lodges the appeal with Her Majesty's Courts and Tribunals Service (HMCTS) themselves, and then refer it to us within 5 days.

### **Accessing our Service**

Clients can either self-refer to our service using our referral form on [our website](#) or by calling the office on 020 7259 0801 and selecting option 2 for a new case. Agencies can also refer clients to our service using the referral form on [our website](#). Please note referrals may be delayed or rejected if incomplete information is provided.

If your organisation would like to start referring appeals to us, please email our pro bono coordinator at [tribunal@z2k.org](mailto:tribunal@z2k.org) who will be happy to provide you with further information on eligibility for the project and the referrals process.