

Appendix 11

Examples of appeals likely to raise difficult issues

General - all benefits

Complicated evidence or legislation

New legislation or case law

Serious errors in decision making process

Difficult judgemental element

Human rights

Overpayments

Late claim

Fraud cases

AA/DLA

SMI

Persons subject to immigration control

Benefit reduced following revision or supersession

Whether the customer has a physical or mental disability (DLA mobility component only)

Bereavement benefit / Widows benefit

Date of death

Date/validity of marriage

Date/validity of civil partnership

Examples of appeals likely to raise difficult issues:

IB

Working including exempt and permitted work

Good cause for failure to return questionnaire or attend and submit to medical examination

IS/JSA

Ancillary workers

Asylum seekers/PFA/HRT

Capital (including deprivation/diminishing capital)

Compensation payments on termination of employment

Customary holiday

Employers sick pay

Housing costs/high housing costs/re-mortgages

Income

Refusing to enter into a JSAG

Availability and ASE

Sanctions

LTAHAW/ LTACP

Polygamous marriages

Relevant education

Remunerative work

Student income

Membership of the household

Temporary absence

Trust funds

Examples of appeals likely to raise difficult issues:

RP

Date/validity of marriage

Date/validity of civil partnership

