

Challenging Benefit Decisions: Exercise 1 – Can they do anything about it?

	Yes - Mandatory Reconsideration	Yes - Appeal	No
James's NS-ESA was stopped because he failed the Work Capability Assessment.			
Effy explains that her housing benefit has just been stopped. Her decision letter states that they think her child no longer lives with her and so she has a spare room.			
Andrea has been told that her Housing Benefit will be paid direct into her account. She doesn't have a bank account and wants to collect it in cash from the council offices.			
Sandy's claim for PIP was turned down. The decision letter states that they don't think he meets the disability criteria.			
Peter's claim for Attendance Allowance was turned down. He did phone up and ask them about it, but they didn't seem to want to change it. This was six weeks ago.			
Peter has been told that his earnings are too high to get any universal credit. The amount recorded in his claim was correct.			
Nasir's claim for Universal Credit has been turned down because the on-screen decision said that he had too much capital. He thinks he accidentally typed £120,000 instead of £12,000.			
Maria's PIP award was reduced. They left her mobility component, but took away her daily living component. She put in a request for a mandatory reconsideration about two months ago, but hasn't heard anything.			
Gracie's claim for WTC have been stopped. The letter states that she is not working enough hours. She thinks that this must be wrong because although they have cut her hours below the required minimum, she is sure that this will pick up again soon.			
Ismail is on Universal Credit and he has been sanctioned for not meeting his claimant commitment. He says that he did meet the commitments, and has evidence to prove it.			