

Experiences of people challenging welfare benefits decisions at the First Tier Tribunal

Islington People's Rights is a welfare benefits advice charity. We are doing some research to find out about disabled people's experiences of challenging welfare benefits decisions through the First Tier Tribunal, and how things could be improved. Filling in this survey will take about 5 minutes and will be incredibly helpful to us.

* Required

1. Who is filling in this survey? *

Mark only one oval.

- the person who challenged the benefit decision
- someone helping the person (if you are reading out the questions for the person, please choose this option)

Outcome

2. Do you now have an outcome from the tribunal? *

Mark only one oval.

- Yes, the tribunal has been completed and I have an outcome *Skip to question 3*
- No, the process is still continuing (for example, because the tribunal has been adjourned)

Please
come
back

You can only complete this survey once the tribunal process is complete - please come back and try again when you have an outcome.

Format of the tribunal

3. How was the Tribunal held? *

Mark only one oval.

- by video conference *Skip to question 4*
- by telephone *Skip to question 7*
- face to face *Skip to question 14*
- on paper - the judges made the decision by looking at the documents

Thank
you

This survey looks at the experiences of people whose cases actually go to tribunal so the questions are not relevant for you - thank you for your time.

Video conference

4. Which platform was used for the video conference?

Mark only one oval.

- BT Meet Me
- Skype
- Teams
- Cloud Video Platform (CVP)
- HMCTS Video Hearing Service
- I don't know
- Other: _____

5. How did you join the video conference hearing? *

Mark only one oval.

- I dialled in by phone *Skip to question 6*
- I joined by video *Skip to question 7*

Dialling in by phone

6. Why did you dial in by phone (tick all that apply)?

Check all that apply.

- I felt uncomfortable being on camera
- I didn't have a computer I could use
- I didn't have internet access
- I wasn't confident using the video conferencing software
- I couldn't download the video conferencing app onto my phone
- I had technical problems on the day of the tribunal
- I found the instructions on how to use the video conference technology difficult to understand

Other: _____

About your experience of a phone or video tribunal

During the phone or video tribunal.....

7. Could you hear everything that was said?

Mark only one oval.

- Yes
- No

8. Could you be heard by all the people at the tribunal?

Mark only one oval.

- Yes
- No

9. Did you have any connection problems?

Mark only one oval.

- Yes
- No

10. Were you worried about privacy in your location?

Mark only one oval.

Yes

No

11. Did you feel isolated or alone?

Mark only one oval.

Yes

No

Your preferred format

12. Would you have preferred a face to face tribunal?

Mark only one oval.

Yes *Skip to question 14*

No *Skip to question 13*

Accessibility of face to face tribunals

13. Would you have been able to attend a face to face tribunal?

Mark only one oval.

Yes

No

Maybe

Your experience of the tribunal hearing

14. Were you able to participate effectively in the tribunal and have your say?

Mark only one oval.

Yes

No

15. Did the panel treat you with respect and courtesy?

Mark only one oval.

Yes

No

16. Did you get stressed or upset during the tribunal?

Mark only one oval.

Yes

No

Representation at the tribunal hearing

17. Did you have a legal representative or adviser attending the tribunal with you?

Mark only one oval.

Yes *Skip to question 18*

No *Skip to question 20*

Having a representative

18. How much difference did it make having a representative to support you?

Mark only one oval.

- It helped a lot
- It helped slightly
- It didn't help

19. Were you able to communicate effectively with your representative during the tribunal?

Mark only one oval.

- Yes
- No

Outcome of the tribunal

20. Did you win at the tribunal?

Mark only one oval.

- Yes
- No

Having
an
adviser
with you
at a
remote
tribunal

It has been suggested that disabled people could be given the option to go to the premises of advice agencies and attend remote tribunals from there. You would be able to use a computer and internet data provided by the advice agency, and your adviser would be in the room alongside you.

21. Would this option be helpful to you?

Mark only one oval.

Yes

No

Don't know/not applicable *Skip to question 23*

Why helpful?

22. What would be helpful about it? (tick all that apply)

Check all that apply.

Free internet access

Someone to help me with the technology

Easier to talk to my adviser during the tribunal

More privacy than joining at home

Less stressful than joining from home

A computer to use

Having someone with me for emotional support

Other: _____

Skip to question 23

Any other comments

23. If there is anything else you want to tell us about your experience of the tribunal, good or bad, please do so here

About you

24. Which benefit were you challenging?

Mark only one oval.

- Personal Independence Payment (PIP)
- Employment and Support Allowance (ESA)
- Disability Living Allowance (DLA)
- Universal Credit (UC)
- Housing Benefit
- Tax Credits
- Other: _____

25. Please tell us your home postcode. This helps us to identify the city/region where you live, it won't be used to contact you

26. Do you have a disability?

Mark only one oval.

- Yes
- No

Taking part in further research

27. We would like to talk to a small number of people to understand their experiences of the tribunal in more depth. Would you be willing to be contacted? *

Mark only one oval.

- Yes *Skip to question 28*
- No *Skip to section 23 (Thank you)*

Contact details

28. What's your name? We will only use this to contact you about the research we won't share it with anyone else. *

29. What's the best way to contact you? *

Mark only one oval.

Email

Phone *Skip to question 32*

Email

30. Please tell us your email address *

31. Please type your email address again just to make sure it's right *

Phone number

32. Please tell us your phone number *

33. Please enter your phone number again just to make sure it's right *

Thank
you

Thank you very much for taking the time to fill in this survey. The results will be published later in the year on IPR's website at <https://www.ipradvice.org.uk>.

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