

Specialist Support Line Case Studies: How PLP Can Help

- A CAB recently contacted us in relation to the Revenue's failure to write off tax credit overpayments for a number of clients; we drafted a judicial review pre-action protocol letter of claim setting out how the Revenue was acting unlawfully; the CAB sent this off on behalf of four different clients and succeeded in getting £14,700 in overpayments written off within a couple of weeks.
- We have had numerous successes at the "letter before claim" stage challenging the Tribunals Service on refusals to allow late appeals. Administrative errors, misapplying the law or misunderstanding the facts had all led to decisions that prevented clients bringing appeals. Advisers got the decisions overturned using letters drafted by us after they contacted the specialist support advice line for help.
- Having been contacted by a specific CAB in north London, we helped four clients to challenge huge council tax debts which the council claimed they owed from when they were in receipt of asylum support. Since then, local CABs have used the legal arguments and letters we prepared to continue to get council tax debts written off for former asylum-seekers on low incomes.
- A local authority had refused to write off a £9,000 housing benefit overpayment for a severely disabled man, but had exercised their discretion unfairly. The adviser contacted the specialist support line and we worked on the case with her to get the initial decision withdrawn. The new decision was made in the client's favour and he will not have to repay the money.
- An adviser's client had outstanding housing benefit and income support applications that the local authority and DWP were failing to process. We drafted letters before claim for him to send and within a few days both claims had been processed and payments made including substantial backdating.
- An adviser working with young people with mental health problems contacted us about two clients due to be discharged from hospital who the local authority refused to assess under the Children Act. We helped her to put legal arguments to social services who then agreed to carry out the assessments and provide the services the young people needed.