

**May 2020**

Dear Tribunal User,

I last wrote to you before Christmas to update you generally on the Social Security and Child Support Reform Project’s progress. There have been many changes to the way we all work since then, so I wanted to update you about our current work in this area.

Earlier this year, we launched a new service called Manage Your Appeal (MYA). This is an online service which is replacing the existing Track Your Appeal (TYA) service, for new Personal Independence Payment (PIP) and Employment Support Allowance (ESA) appeals.

MYA has been designed building on the feedback of users of TYA, to provide new features, which enable users to both track their appeal, upload further evidence or make a statement about their PIP or ESA appeal. New users who submit an appeal online and who provide an email address will be invited to sign up to the service.

As a representative, you will also be able to access the service and will need to register individually on each case that you are providing representation for. Once you have done this, when you sign into the MYA service, you will be able to see all the cases currently assigned to you. By clicking on each of your cases, you will then be able to access any of the MYA features for your client’s appeal.

I would also like you know about the new appeal form for PIP and ESA appeals which is now available. This is the SSCS1PE form. The form is being introduced to replace the SSCS1 as the route into the appeals system for PIP and ESA cases. The new form mirrors the sequence of screens seen in the online Submit Your Appeal Service and is being introduced to align with our new bulk scanning service which will scan the form and create an electronic copy of it for our digital case file. The new form also has a **new return address** which directs the form to our bulk scanning supplier. PIP and ESA appeals submitted on an old-style SSCS1 will of course still be admissible, but they may take slightly longer to progress through the registration stage of the appeal journey as the appeal will need to be sent from HMCTS to the scanning supplier instead of arriving there directly. As now, appeals submitted in paper form will also still require inclusion of the mandatory reconsideration notice (MRN).

The new form is available now and I recommend that you begin using it straight away and also advise your clients to do this too. You can find a copy of the new form [here](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/873089/sscs1-pe-eng.pdf).

I also want to let you know about some of the changes we have been making to the way we work during the coronavirus (COVID-19) pandemic. For all of us, this is an unprecedented situation but the way in which HMCTS staff, the judiciary and tribunal users have continued to work together in recent weeks to accommodate the many changes has allowed us to continue our work. I want to thank you for your support at this challenging time.

We are encouraging users to use our online services wherever possible. As well as allowing you to submit work remotely, it also means our staff can continue to deal with applications and appeals without needing to be in an office. As now, a non-digital service will also continue to be provided.

We are also running as many hearings as possible via telephone and video conferencing. This is helping us to hold a great many hearings and keep delays to a minimum. We are exploring all hearing options having particular regard to the ongoing updates in guidance from government. More information about the current temporary procedural arrangements can be found by following the links below.

[Practice Direction](https://www.judiciary.uk/wp-content/uploads/2020/03/General-Pilot-Practice-Direction-Final-For-Publication-CORRECTED-23032020.pdf)

[Panel Composition](https://www.judiciary.uk/wp-content/uploads/2020/03/General-Panel-Composition-Pilot-Final-for-Publication-1.pdf)

[Former Salaried Judges](https://www.judiciary.uk/wp-content/uploads/2020/03/Pilot-PD-for-former-salaried-judges-approved.pdf)

If you have any further questions about the work of the project, please do not hesitate to raise them by using the email address of the project team.

Kind regards,

Daniel Flury

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