Social Security Scotland
Tèarainteachd Shòisealta Alba

Adult Disability Payment Reviews Checklist – Case Manager

Case Manager Initial Actions	Completed/Standard Met
• Is the Change of Circumstances/review form signed and dated	
• Are the client details correct and matching?	
• Check the appointee/third party details	
• Have appropriate SRTI steps been taken if necessary?	
Case Manager Decision Making Tool	**Completed/Standard Met**
• Has the case manager confirmed that there is a confirmation from a professional which broadly confirm any new /addtional needs	
• Have any gaps/inconsistencies been resolved?	
• Have the appropriate decision-making tools been utilised?	
• If supporting information was required, was it requested from the most relevant contact and was practitioner helpline utilised.	
• Were all reasonable attempts made to obtain supporting information?	
• Check the backwards and forwards tests have been met.	
Case Manager Justifications	**Completed/Standard Met**
• Check all the Daily Living and Mobility activities noted in the application form have been selected and justified in the ADP questionnaire.	
• Did the CM make and justify their decision using appropriate decision-making principles?	

• Does justification contain enough information and sufficient detail?	
• Has appropriate spelling and grammar been used?	
• Check all supporting information has been listed in the appropriate area to show the client how the decision was reached (including phone calls to gather SI and case discussions)	
• Has Short term Assistance been considered and recorded correctly?	
• Check start dates for Daily Living and Mobility are recorded correctly.	
• Check review period is appropriate, and justification is clear.	
• If CoC was received late has suspension process been followed correctly?	
• Check guidance has been referred to.	
Product Delivery Case/Integrated Case	**Completed/Standard Met**
• Check Manual Eligibility Check has been run if appropriate, this may not always happen	
• Determination check. Confirm correct payment (and underpayment) amount is showing.	
• Check the correct period for underpayment is showing.	
• Check underpayment has been processed.	
Backdating	**Completed/Standard Met**
• Confirm correct payment amount is showing.	
• Check the correct period for backdating is showing. (Has good cause been	

considered? Has manual payment been processed where necessary?)	
• Check backdating payment has been processed.	
"No Change" Declaration received. Case Manager actions	**Completed/Standard Met**
• Is a "no change" declaration reasonable, based on the client's conditions and current determination?	
• Does justification contain enough information and sufficient detail?	
• Has an appropriate review period been selected?	
• Have the SPM notes been annotated correctly?	
• Has final housekeeping been updated: See below	
Housekeeping	**Completed/Standard Met**
• Outstanding tasks cleared in application case, client contact, integrated case and product delivery case.	
• Where an Adult Disability Payment task has been left outstanding, has a note been left explaining the reason for this? • Check that any resulting overpayments has a task set for the payment correction team.	
• Case ownership correct. (Ownership should show as ADP Disability Benefits) for Product Delivery Case	

• Review note added. (Client Profile > Disability Integrated Case > ADP PDC > Contact > Notes) Check note confirms: Outcome of review Relevant dates Good Cause considered (Y/N) and reason. Underpayment period and amount Backdating period and amount	

COMMUNICATION CHECK	Criteria	Select Outcome	Comments
Precall (Outbound) Preparing for upcoming call	• Used correct phone number. • Considered language preferences or method of communication	Choose an item.	
Greeting Creating a good first impression of Social Security Scotland	• Provided own name. • Identified that Social Security Scotland was calling	Choose an item.	
Call Identification Notifying that the call is recorded and ensuring all security questions are valid and relevant	• Followed full first- and second-line ID criteria in correct order. • Informed client that call is recorded. • Informed client about how Social Security Scotland handles data	Choose an item.	
Tone Keeping a professional manner during the call	• Soke at a steady rate • Soke in a clear and understandable manner	Choose an item.	

Social Security Scotland
Tèarainteachd Shòisealta Alba

	• Used plain English with no jargon. • Showed empathy and patience		
Effective Listening Listening to clients and identifying their needs	• Paraphrased where appropriate. • Asked and answered questions where appropriate. • Identified and demonstrated understanding of all the client's issues	Choose an item.	
Call Structure Gathering information in a logical and structured way	• Referred to notes on SPM. • Identified client's contact preferences. • Took ownership of the call and did not place blame. • Answered questions accurately. • If client is put on hold, set expectations for how long this will be	Choose an item.	
Call Closure Checking clients understand and wrapping up call effectively	• Checked client's understanding. • Restated any actions to be taken by the client. • Used phrases such as 'Is there anything else I can help with today?' • Thanks, the client. • Recorded clear information in SPM under Communications	Choose an item.	

Call Transfers Directing the client to the most appropriate area	• Completed introduction and call identification. • Identified where the call should be transferred. • Carried out a warm transfer so the client does not need to explain their circumstances again. • Recorded the call in Communications. • If transfer failed, explained the appropriate next steps	Choose an item.	
Leaving an Answerphone Message (Outbound)	• Spoke clearly. • Provided own name. • Identified that Social Security Scotland was calling. • Encouraged client to call back on 0800 182 2222. • Avoided revealing reason for call	Choose an item.	

LETTER CHECK	COMPLETED / STANDARD MET
Initial Checks	
• Check client's preferences for alternative formats, such as easy read, Braille, or a different language. If yes, check translation process was completed.	
• Check the letter is going to the correct person – check for representative/appointee or correspondence address	

• Check letter issued is correct (such as supporting information letter or award letter.)	
• Check correct manual letter template is used.	
• Check letter reflects the decision and amount on SPM.	
• Have all adaptable fields been updated?	
Personal Information	
• Full name.	
• Address.	
• Postcode.	
• Correct date.	
• Social Security letter head used.	
• Correct signature is on the letter.	
• Check return address on the letter.	
Overall Format	
• Correct spelling and grammar.	
• Any manual content uses Plain English.	
• Ensure the correct format is used and font is Arial 12pt as per Social Security Scotland guidelines.	
• Check any highlighted parts or comments on any manual letters issued are removed.	
• Check equal spacing between paragraphs.	
• Letter uploaded to SPM.	

FEEDBACK

Social Security Scotland
Tèarainteachd Shòisealta Alba

CONTINUOUS IMPROVEMENT /ACTION TAKEN

USEFUL LINKS TO GUIDANCE