



## Adult Disability Payment Reviews WADLA Checklist – Case Manager

| Case Manager Initial Actions  | Completed/Standard Met |
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| <ul style="list-style-type: none"> <li>Is the Change of Circumstances/review form signed and dated</li> </ul>   | Review and WADLA       |
| <ul style="list-style-type: none"> <li>Are the client details correct and matching?</li> </ul>  | Review and WADLA       |
| <ul style="list-style-type: none"> <li>Check the appointee/third party details</li> </ul>   | Review and WADLA       |
| <ul style="list-style-type: none"> <li>Have appropriate SRTI steps been taken if necessary?</li> </ul>  | Review and WADLA       |
| Case Manager Decision Making Tools  | Completed/Standard Met |
| <ul style="list-style-type: none"> <li>Has the case manager confirmed that there is a confirmation from a professional which broadly confirms the condition, disability or needs of the client?</li> </ul>              |                        |
| <ul style="list-style-type: none"> <li>Have any gaps/inconsistencies been resolved?</li> </ul>  |                        |
| <ul style="list-style-type: none"> <li>Have the appropriate decision making tools been utilised?</li> </ul>   |                        |
| <ul style="list-style-type: none"> <li>Were all reasonable attempts made to obtain supporting information?</li> </ul>   |                        |
| <ul style="list-style-type: none"> <li>Check the backwards and forwards tests have been met.</li> </ul>   |                        |
| <ul style="list-style-type: none"> <li>If supporting information was required, was it requested from the most relevant contact and was practitioner helpline utilised. See WADLA SI <a href="#">guidance</a></li> </ul> | WADLA specific         |
| <ul style="list-style-type: none"> <li>Was WADLA SPOC to SPOC process needed to gain more information from previous award? If so, was protocol followed correctly?</li> </ul>   | WADLA specific         |
| Justifications  | Completed/Standard Met |
| <ul style="list-style-type: none"> <li>Check all the Daily Living and Mobility activities noted in the application form have</li> </ul>   |                        |



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| been selected and justified in the ADP questionnaire.  |  |
| <ul style="list-style-type: none"> <li>Did the CM make and justify their decision using appropriate decision making principles? Is it well written with enough information, sufficient detail and appropriate spelling and grammar?</li> </ul>           |  |
| <ul style="list-style-type: none"> <li>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)</li> </ul>                     |  |
| <ul style="list-style-type: none"> <li>Has Short term Assistance been considered and recorded correctly?</li> </ul>  | Review and WADLA   |
| <ul style="list-style-type: none"> <li>Check start dates for Daily Living and Mobility are recorded correctly.</li> </ul>  |  |
| <ul style="list-style-type: none"> <li>Check review period is appropriate and justification is clear.</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>If CoC was received late has suspension process been followed correctly?</li> </ul>   | Review and WADLA   |
| <ul style="list-style-type: none"> <li>Check guidance has been referred to.</li> </ul>   |  |
| <ul style="list-style-type: none"> <li>Check the case manager left notes to reflect actions taken on the case and any issues encountered.</li> </ul>   | WADLA specific   |
| <ul style="list-style-type: none"> <li>Check that justifications are not referring to previous awards from DWP. Should read like new application.</li> </ul>   | WADLA specific   |
| <b>Product Delivery Case/Integrated Case</b>   | <b>Completed/Standard Met</b>  |
| <ul style="list-style-type: none"> <li>Check date of Decision made (should be ADP entitlement date) For example, if the client was paid by DWP until 23 February 2023 then enter 24 February 2023 in the new decision, like this "24/02/2023"</li> </ul> | WADLA specific   |
| <ul style="list-style-type: none"> <li>WADLA Determination check. Confirm correct payment (and underpayment) amount is showing.</li> </ul>   | WADLA specific – poss review too as it's a determination check while checking underpayment |



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| <ul style="list-style-type: none"> <li>Check the correct period for underpayment is showing. (ensure payment only goes back to ADP entitlement date)</li> </ul>  | Review and WADLA                |
| <ul style="list-style-type: none"> <li>Check underpayment has been processed.</li> </ul>   | Review and WADLA                |
| <b>Housekeeping</b>  | <b>Completed/Standard Met</b>   |
| <ul style="list-style-type: none"> <li>Outstanding tasks cleared in application case, client contact, integrated case and product delivery case.</li> </ul>  |                                 |
| <ul style="list-style-type: none"> <li>Where an Adult Disability Payment task has been left outstanding, has a note been left explaining the reason for this?</li> </ul>   |                                 |
| <ul style="list-style-type: none"> <li>Case ownership correct. (Ownership should show as ADP Disability Benefits) for Product Delivery Case</li> </ul>   |                                 |
| <ul style="list-style-type: none"> <li>Review note added. (Client Profile &gt; Client Contact &gt; Notes).</li> </ul> <p>Check note confirms:<br/>Outcome of review<br/>Relevant dates<br/>Underpayment period and amount<br/>If WADLA SPOC to SPOC process was necessary, notes regarding what info was received/used in decision</p> |                                 |
| <b>COMMUNICATION CHECK (if applicable)</b>   | <b>COMPLETED / STANDARD MET</b> |
| <ul style="list-style-type: none"> <li>Check client communication preference has been considered.</li> </ul>   |                                 |
| <ul style="list-style-type: none"> <li>Appropriate greeting used.</li> </ul>   |                                 |
| <ul style="list-style-type: none"> <li>Call identification completed as per guidance. If it was a fail, did the call end appropriately?</li> </ul>   |                                 |
| <ul style="list-style-type: none"> <li>Voice, tone and inflection.</li> </ul>  |                                 |
| <ul style="list-style-type: none"> <li>Effective listening to the client and identifying their needs.</li> </ul>   |                                 |





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| <ul style="list-style-type: none"> <li>• Call structure; gathering information on query and checking understanding.</li> </ul>  |                                     |
| <ul style="list-style-type: none"> <li>• Closure of call, including effective wrap-up.</li> </ul>   |                                     |
| <ul style="list-style-type: none"> <li>• If applicable, was an answering message left for client as per guidance?</li> </ul>  |                                     |
| <ul style="list-style-type: none"> <li>• If applicable, was a warm transfer completed?</li> </ul>   |                                     |
| <ul style="list-style-type: none"> <li>• Appropriate note left in communications with detailed information of telephone call or webchat.</li> </ul>   |                                     |
| <b>LETTER CHECK</b>   | <b>COMPLETED /<br/>STANDARD MET</b> |
| <ul style="list-style-type: none"> <li>• <b>Initial Checks</b></li> </ul>   |                                     |
| <ul style="list-style-type: none"> <li>• Check client's preferences for alternative formats, such as easy read, Braille, or a different language. If yes, check translation process was completed.</li> </ul> |                                     |
| <ul style="list-style-type: none"> <li>• Check the letter is going to the correct person – check for representative/appointee or correspondence address</li> </ul>  |                                     |
| <ul style="list-style-type: none"> <li>• Check letter issued is correct (such as supporting information letter or award letter.)</li> </ul>   |                                     |
| <ul style="list-style-type: none"> <li>• Check correct manual letter template is used.</li> </ul>   |                                     |
| <ul style="list-style-type: none"> <li>• Check letter reflects the decision and amount on SPM.</li> </ul>   |                                     |
| <ul style="list-style-type: none"> <li>• Have all adaptable fields been updated?</li> </ul>   |                                     |
| <ul style="list-style-type: none"> <li>• <b>Personal Information</b></li> </ul>   |                                     |
| <ul style="list-style-type: none"> <li>• Full name.</li> </ul>  |                                     |
| <ul style="list-style-type: none"> <li>• Address.</li> </ul>  |                                     |
| <ul style="list-style-type: none"> <li>• Postcode.</li> </ul>   |                                     |



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| <ul style="list-style-type: none"><li>• Correct date.</li></ul>  |  |
| <ul style="list-style-type: none"><li>• Social Security letter head used.</li></ul>  |  |
| <ul style="list-style-type: none"><li>• Correct signature is on the letter.</li></ul>  |  |
| <ul style="list-style-type: none"><li>• Check return address on the letter.</li></ul>  |  |
| <ul style="list-style-type: none"><li>• <b>Overall Format</b></li></ul>  |  |
| <ul style="list-style-type: none"><li>• Correct spelling and grammar.</li></ul>  |  |
| <ul style="list-style-type: none"><li>• Any manual content uses Plain English.</li></ul>   |  |
| <ul style="list-style-type: none"><li>• Ensure the correct format is used and font is Arial 12pt as per Social Security Scotland guidelines.</li></ul> |  |
| <ul style="list-style-type: none"><li>• Check any highlighted parts or comments on any manual letters issued are removed.</li></ul>                    |  |
| <ul style="list-style-type: none"><li>• Check equal spacing between paragraphs.</li></ul>  |  |
| <ul style="list-style-type: none"><li>• Letter uploaded to SPM.</li></ul>  |  |
| <ul style="list-style-type: none"><li>• </li></ul>   |  |
| <ul style="list-style-type: none"><li>• </li></ul>   |  |
| <ul style="list-style-type: none"><li>• </li></ul>   |  |
| <ul style="list-style-type: none"><li>• </li></ul>   |  |

#### FEEDBACK

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#### CONTINUOUS IMPROVEMENT /ACTION TAKEN

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#### USEFUL LINKS TO GUIDANCE

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