

Unscheduled reviews

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Introduction

1. This chapter is relevant to individuals who have an Adult Disability Payment (ADP) award when new information emerges that could change their entitlement.

This could affect either:

- entitlement to ADP overall,
- the rate of the daily living or the mobility component or both the individual receives.

[LINKS TO DMG CHAPTERS FOR BOTH COMPONENTS]

The rates of payment that individuals receive can increase or decrease. Entitlement to either or both the daily living and mobility components can stop.

2. Unscheduled reviews are different from scheduled reviews. Individuals are informed in their notice of determination that they will have a scheduled review after a certain date. This is to ensure that they still meet the eligibility criteria and continue to receive the appropriate components and rate.

3. New information becoming available may prompt an unscheduled review of the individual's case.

4. Common examples include:

- a new health condition that impacts on the individual's ability to carry out the daily living and/or mobility activities
- a deterioration or improvement in a condition that impacts on the individual's ability to carry out the daily living and /or mobility activities
- moving away from Scotland
- discovery that an error was made with the previous determination
- the individual going into a care home, residential educational establishment, a hospital or similar institution, or legal detention.

5. The individual does not need to fill in a new application form in these situations. However they must report the change to Social Security Scotland. They

can do this by filling in a form online or on paper or by calling Social Security Scotland.

6. An unscheduled review can occur both when:
- a change has happened after the original entitlement decision has started
 - later determinations have happened.
- These later determinations could be as a result of a scheduled or unscheduled review.

7. Making an unscheduled review involves making a determination without application. A determination without application is the decision whether an individual is still entitled to ADP, and if so, at what rate. The case manager must tell the individual when a determination without application is made. The individual can ask for a re-determination and an appeal if they disagree with this new determination. [LINK TO RE-DETERMINATIONS CHAPTER & APPEALS CHAPTER OF DMG]

8. If the unscheduled review results in no change to entitlement, a new determination will still be sent to the individual. This is because any decision on entitlement must be done by a determination even if it results in no change to the components or rates. The notice of determination will explain that the outcome of the unscheduled review is no change to the entitlement. This will allow the individual to request a re-determination and appeal. [LINK TO RE-DETERMINATION, APPEALS TO FIRST TIER TRIBUNAL AND UPPER TIER TRIBUNAL CHAPTERS]

9. The individual will also receive a letter if they report a matter that does not prompt an unscheduled review. An example of such a matter is if the individual moves house, but is still residing in Scotland and is not residing in a care home or a residential educational establishment. The letter the individual receives may explain that Social Security Scotland has updated its record of the individual's personal information.

Events that prompt an unscheduled review

10. The following is an overview of the changes which prompt unscheduled reviews.

11. When there is a change of circumstance that would possibly result in a change in the components and/or rates of ADP an individual is entitled to or receives. It does not matter whether the individual reports the change or Social Security Scotland become aware of it another way¹. [Link to chapter on change of circumstances: change condition or level of needs]

1 ADP regs, reg. 48(a)

12. When an individual dies¹
[LINK TO DEATH OF AN INDIVIDUAL CHAPTER]

1 ADP regs, reg. 48(b)

13. When an individual:
- is at least 16 years old,
 - becomes resident in Scotland,
 - was resident in another part of the UK and was entitled to Personal Independence Payment (PIP) immediately before the date of the move to Scotland¹
- [LINK TO CHAPTER ON MOVING FROM SCOTLAND TO ANOTHER PART OF THE UK OR ANOTHER PART OF THE UK TO SCOTLAND]

1 ADP regs, reg. 52

14. If the PIP award that the individual was entitled to prior to moving to Scotland is later altered, this will prompt an unscheduled review. This is the case if the PIP award is revised, superseded, appealed, or reconsidered¹ after the determination of entitlement to ADP after moving to Scotland

[LINK TO CHAPTER ON MOVING FROM SCOTLAND TO ANOTHER PART OF THE UK OR ANOTHER PART OF THE UK TO SCOTLAND]

1 ADP regs, reg. 48(d)

15. When an individual moves from Scotland to another part of the UK¹.
[LINK TO CHAPTER ON MOVING FROM SCOTLAND TO ANOTHER PART OF THE UK OR ANOTHER PART OF THE UK TO SCOTLAND]

1 ADP regs, reg. 53

16. When the previous determination was based on an error¹.
[LINK TO CHAPTER WHEN A PREVIOUS DETERMINATION IS BASED ON AN ERROR]

1 ADP regs, reg. 49 (Determination following official error – underpayments) and reg. 50 (Determination following error – overpayment)

17. When Social Security Scotland–
- begin giving ADP to an individual by way of deduction¹
 - decide that it is no longer appropriate to give ADP to an individual by way of deduction²
 - decide to vary the amount being given to an individual by way of deduction³
 - decide to vary the period over which ADP is given to an individual by way of deduction⁴
 - cease making deductions⁵.
- [LINK TO CHAPTER ON GIVING ADP BY WAY OF DEDUCTION]

1 ADP regs, reg. 51(2)(a)
2 ADP regs, reg. 51(2)(b)
3 ADP regs, reg. 51(3)(a)
4 ADP regs, reg. 51(3)(b)
5 ADP regs, reg. 51(3)(c)

18. When an individual who is receiving ADP by way of deduction notifies Social Security Scotland that they wish to -
- withdraw their agreement to be given ADP by way of deduction¹
 - increase or decrease the amount of ADP being given by way of deduction²
 - amend the length of period over which ADP is given to an individual by way of deduction³.

[LINK TO CHAPTER ON GIVING ADP BY WAY OF DEDUCTION]

1 ADP regs, reg. 51(4)(a)
2 ADP regs, reg. 51(4)(b),(c)
3 ADP regs, reg. 51(4)(d)

Unscheduled review following change of circumstances – link to chapters

19. The chapter on entitlement under special rules for terminal illness gives guidance if the change of circumstances is that the individual becomes entitled under these rules.

[LINK TO SRTI CHAPTER]

20. Where there is a change of circumstances relating to a change in an individual's condition or level of needs.

[LINK TO CHAPTER ON CHANGE OF CIRCUMSTANCES: CHANGE TO CONDITION OR LEVEL OF NEEDS]

Individuals tell us about a change

21. Individuals are told in their notice of determination of an award that they must tell us about changes in their circumstances¹ that may affect their award.

1 Social Security (Scotland) Act S.56

22. The notice explains that an individual must tell us if:

- the individual's condition gets better or worse
- the level of help and care they need changes
- the support they need with their mobility changes
- they go into or leave residential care or residential education
- they move away from Scotland
- they enter or leave legal detention.
- they are admitted in to a hospital or similar institution

23. An individual must tell us about these changes either:

- within a month or
- as soon as can be reasonably expected.

This is explained in more detail in the chapters on change of circumstances which are mentioned in the previous section.

24. The notice of determination of an award tells an individual both:

- that they are legally required to tell us about these types of changes

- how they can tell us about these changes.
25. If the individual does not tell us about a change of circumstances they could:
- be liable to repay an overpayment
[LINK TO CHAPTERS ON PAYMENT ERRORS]
 - be committing a criminal offence.
[LINK TO GUIDANCE ON FRAUD]

Third parties telling us about a change

26. A third party organisation may inform Social Security Scotland of a change in an individual's situation. Examples include:

- the Scottish Prison Service informing us that someone has entered or left legal detention
- a publicly-funded residential care facility informing us that someone is now residing in their accommodation
- a local authority giving us of information that has an impact on the level of assistance an individual is entitled to
- a court or tribunal informing us of a decision in a case which alters an determination of entitlement
- other organisations involved in the person's life who may be aware of a change of circumstances.

Changes that require an unscheduled review

27. Not all reported changes require a determination without application.

28. A change that could possibly have an impact on either:

- the rate of a component
- the length of the review period
will require a review.

29. In these situations a case must be reviewed and a new determination made, even when the outcome is that there is no change in the level of award. This is because any decision on entitlement must be done by a determination even if it results in no change to the components or rates.

30. If an individual is unsuccessful in applying for ADP but then has a change in their circumstances, they must apply again. This change must be something that has taken effect after the initial determination was made. However, case managers must be alert to any information that suggests an official error¹ was made when determining entitlement.

[Link to chapter on when a previous determination is based on an error.]

31. If a case manager is made aware of a change of circumstances during a re-determination, they will need to take this into account. For more information see the chapter on re-determination

[[LINK TO CHAPTER ON RE-DETERMINATIONS](#)]

Example: change that requires an unscheduled review

Carla is entitled to the standard rate of daily living component of ADP due to her depression. She contacts Social Security Scotland on 20 July to inform them that her condition improved from 5 July.

The case manager carries out an unscheduled review and makes a determination without application. They determine Carla is no longer entitled to ADP from 5 July.

The case manager sends out a notice of determination to Carla explaining the outcome of the unscheduled review and advising that her final payment, due at the end of July, will be for the period up to 5 July.

Changes which do not require an unscheduled review

32. Some changes might have an impact on the individual's life but do not constitute a change that could possibly affect entitlement. These changes do not require an unscheduled review. For example, a change in an individual's contact details.

Example: change which does not require an unscheduled review

Colin is entitled to the standard rate mobility component of ADP. He completes a Change of Circumstances form and sends it to Social Security Scotland to update his address after he moves from Edinburgh to Glasgow to attend college.

The case manager reviews the Change of Circumstances form. They determine that no unscheduled review is required, as the change of contact details would not affect Colin's entitlement to ADP.

The case manager sends a letter to Colin to explain that Social Security Scotland has updated its record of his address. No further action is required from Colin and his entitlement hasn't changed.

A change that occurs before the initial determination is made

33. An individual may have a change of circumstances:
- after submitting an application to Social Security Scotland
 - before a determination has been made.
- Case managers should take this change of circumstances into account when making the determination.

What information is used to make the decision

34. During an unscheduled review, the case manager should follow the considerations set out in the light-touch reviews chapter.

In most scenarios, the case manager must not request new confirmation from a professional (i.e. supporting information from a professional to broadly confirm the individual's conditions, disability or needs). For more detail, see the 'Relevant considerations when making a determination for an award review' chapter.

[LINK TO RELEVANT CONSIDERATIONS REVIEWS CHAPTER]

When a change of entitlement takes effect

35. Different rules apply depending on the event that prompts the unscheduled review. The 'Events that prompt an unscheduled review' section of this chapter contains links to the chapters where these rules are explained.