

Light-touch reviews

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Introduction

1. This chapter covers the topic of light-touch reviews of existing Child Disability Payment (CDP) awards.
2. Case managers should read this chapter together with the:
 - Principles of Decision-Making chapter which explains the principles and legal context of decision-making in the Scottish social security system
 - Scheduled Reviews chapter
 - the Unscheduled Reviews and determinations without application chapter
 - operational guidance.

Light-touch reviews

3. All award reviews carried out by Social Security Scotland are light-touch. This means that case managers should:
 - be able and willing to gather supporting information for the individual
 - consider existing information and use previous decisions to avoid asking unnecessary questions
 - select the review form that is proportionate to the scope of any changes in the individual's disabilities when contacting them
 - be empowered to make decisions without supporting information if this information is unavailable
 - request case discussions with practitioners to further reduce the need for intrusive questions.
4. Therefore, light-touch award reviews vary depending on the scope of changes the individual has experienced since their last review.
5. Where the individual's level of disability is unlikely to have changed, case managers ask them to briefly confirm if their disability has remained the same.
6. The case manager asks the individual to provide either or both:
 - more detail
 - supporting information

on their disability if it is likely to have changed.

7. The case manager can:
- request that the individual submits additional supporting information by a specific deadline¹
 - inform the individual that they may make a determination to end the individual's entitlement to CDP if they fail to provide the supporting information requested. This is because it will be assumed the individual no longer meets the eligibility criteria².

1 SS(S)A 2018, s. 54(1)

2 SS(S)A 2018, s. 54(2)

8. For more information on requesting supporting information, please refer to the Supporting Information chapter [LINK].

9. For more information on carrying out light-touch reviews, see the Operational Guidance.