

Light-touch reviews

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Introduction

1. This chapter covers the topic of light-touch reviews of existing Adult Disability Payment (ADP) 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
 - The chapter on Consultations
 - 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
 - only invite clients to attend a consultation as the last resort.
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 needs have 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 deadline .¹ Case managers should follow this decision-making guidance on requesting supporting information from the individual when reviewing entitlement. Sometimes, the case manager will need to consider suspending assistance if the information is not provided by the specified deadline. The guidance explains more about this.
- invite a client to attend a consultation, if they fail to provide the supporting information the case manager requires.
- end entitlement if the information has been not provided despite the case manager giving the individual an initial period to provide the information and a further period to provide it. Case managers should follow this decision-making guidance on requesting supporting information from the individual when reviewing entitlement. Sometimes, the case manager will need to consider ending entitlement to assistance as a last resort if the individual is not engaging with Social Security Scotland.

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

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

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