



# Eligibility Criteria

Adult, Culture and Community Services

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# Adult, Culture & Community Services

## Document Control

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## 1. Introduction

Eligibility criteria determine whether an individual is eligible for community care services. Eligible needs are those needs that are assessed as falling within the council's eligibility criteria. The needs of the service user will be balanced against their resources (including mental resources, strengths and abilities, carer and support networks, as well as material resources).

This policy sets out the circumstances that make individuals eligible for help. It is based on the impact of eligible needs that are key to maintaining an individual's independence.

The decision as to whether someone has eligible needs, and how they will be met, is based on an assessment. The assessment will focus on the factors which will help maintain an individual's independence over time and will consider associated risks. It will take immediate needs and possible future needs into account.

Services will be provided to people who are most in need through incapacity and/or vulnerability. People who experience a limited degree of disability or social isolation may not be eligible for a service.

## 2. Scope

The policy is for all Haringey Adult Services staff who have responsibility for implementing the eligibility criteria. It applies to all service users and potential service users.

## 3. Aim

Our aim is to ensure that we provide or commission services to meet the eligible needs of service users and enable them live as independently as possible.

## 4. Roles and responsibilities

### **The Director:**

has a particular responsibility for ensuring that the Directorate meets its legal responsibilities corporately and so has overall responsibility for the eligibility criteria policy in the Directorate.

### **Assistant Director, Adult Services:**

is responsible for the eligibility for services consideration for all service assessments in their service

### **Line managers:**

are responsible for ensuring that:

- the eligibility criteria are adhered to for all service assessments in accordance with the policy, government guidance and requirements.
- audits of eligibility criteria assessments are carried out

### **The Adult Services division staff:**

who assess service users' eligibility criteria are responsible for ensuring that they follow the appropriate measures in keeping with this policy and with associated guidance and protocols.

## 5. The legal context

The National Fair Access to Care Services (FACS) policy guidance was issued to local authorities by the Department of Health in May 2002. It formed statutory guidance which social services authorities are obliged to take account of and implement at the local level.

The guidance provides a common framework for all local authorities to use when setting their eligibility criteria for adult social care services.

The eligibility framework is graded into four bands, which describe the seriousness of the risk to independence or other consequences if needs are not addressed. The four bands are as follows:

- Critical
- Substantial
- Moderate
- Low

The Government has told councils' to look at their financial position and make a decision about who can receive community care services. The different categories are important in determining the level of assessment required and the speed with which an initial assessment will be undertaken.

In January 2008 the third annual State of Social Care report found that most council's now assist people with 'substantial' or critical' needs.

As a result of these findings the care services minister, Ivan Lewis asked CSCI to carry out a major review of the issues and problems associated with the National Fair Access to Care Services (FACS). The review is process now.  
[http://www.csci.org.uk/about\\_us/news/review\\_of\\_eligibility\\_criteria.aspx](http://www.csci.org.uk/about_us/news/review_of_eligibility_criteria.aspx)

## 6. Principles

People will be assessed as being eligible for a service according to the following level of need.

- If an assessment shows that the person's need is critical or substantial, they will receive a service for that need.
- If the person is assessed as having moderate or low needs, they will not be provided with a service to support that need. However, we will provide advice and information on other possible sources of help.
- In the case of having both an eligible and non-eligible need, the person will be entitled to receive a service which addresses the eligible need only.

We have determined our own eligibility criteria with reference to the common set of standard criteria that were detailed in the guidance.

**Below are the two types of need that we will use for our assessment:**

- **People with critical needs:**
  - an inability to protect yourself, maintain your own personal or others' safety, or carry out self-care tasks resulting in a threat to life
  - the risk of becoming seriously mentally ill
  - the risk of requiring immediate admission to hospital or residential care if services are not provided
  - a severe restriction of opportunity within the family, work and the wider community which threatens life.
- **People with substantial needs:**
  - an inability to protect yourself, maintain your own personal or others' safety, to carry out self-care tasks resulting in significant risks to life or wellbeing
  - the risk of becoming mentally ill
  - the risk of requiring hospital or residential care
  - a significant restriction of opportunity within the family, work and the wider community.

[http://www.haringey.gov.uk/index/social\\_care\\_and\\_health/social\\_services-eligibility/social\\_services-facs.htm](http://www.haringey.gov.uk/index/social_care_and_health/social_services-eligibility/social_services-facs.htm)

## 7. Equalities and diversity

### 7.1 Equalities monitoring and mainstreaming

Recording of equalities data is *mandatory*.

**CSCI** requires equalities monitoring data on age, gender and ethnicity. This data must be recorded on Framework-i.

Framework-i collects data on religion as well as age gender and race. All these fields should be completed.

**Haringey Council** decided in July 2007, when the revised Equal Opportunities Policy was adopted, to introduce and roll out monitoring of sexuality in service provision. Guidance will be given when Framework-i has been updated to record this information in Adult Services.

In order to evidence that the needs of service users are met the following should be recorded:

- All equalities strands should be considered throughout case records; disability, HIV/AIDS, gender, race, nationality, religion, sexuality.
- The communication and language needs of service users and carers should always be considered for example where a service user or carer may need interpreter, written material in an alternate format or a language other than English.
- Arrangements should be made for advocates, interpreters, relatives or friends, to assist any user or carer where necessary.

## 8. Audit

We will audit and monitor performance of the eligibility criteria policy to ensure that the care provided to individuals is still required and achieving the aims and desired outcomes. We will:

- Monitor the extent to which different groups are referred, which groups receive an assessment and, following assessment, which groups go on to receive services.
- Monitor the quality of the assessment and the eligibility decisions of staff.
- Monitor which presenting needs are evaluated as eligible needs and which are not.

The results of audits will be reported to relevant service managers at performance callovers.

## 9. Training

The Adult Services staff who assess service users' eligibility criteria will be made aware of their responsibilities for implementing Fair Access to Care Services.

## 10. Review

The policy will be reviewed annually (or sooner if new legislation, codes of practice or national standards are introduced) to ensure that the care provided to individuals is still required and we are achieving the desired outcomes

**Next review date** – September 2009

## 11. Appendices

### Relevant legislation

**LAC (2002)13: Fair access to care services: guidance on eligibility criteria for adult social care- Department of Health, 28 May 2002**

This circular provides guidance to councils with social services responsibilities on how they may achieve fair access to care services through reviewing and revising their eligibility criteria for adult social care.

[http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Localauthoritiesocialservicesletters/DH\\_4004734](http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Localauthoritiesocialservicesletters/DH_4004734)

**The National Fair Access to Care Services (FACS) Guidance on Eligibility Criteria for Adult Social Care- Department of Health, 1 January 2003**

This guidance provides councils with a framework for setting their eligibility criteria for adult social care, and should be implemented by April 2003. Implementation will lead to fairer and more consistent eligibility decisions across the country.

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_4009653](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4009653)

**CSCI review of eligibility criteria: more about the FACS system**

[http://www.csci.org.uk/about\\_us/news/review\\_of\\_eligibility\\_criteria/review\\_facs\\_system.aspx](http://www.csci.org.uk/about_us/news/review_of_eligibility_criteria/review_facs_system.aspx)