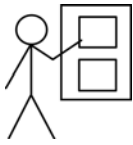


Leicester City Council Adults and Housing Department



Fair Access to Care Services -Eligibility Criteria

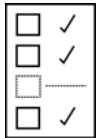
(These are rules the Council set and follow to decide who can be offered a service)



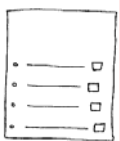
The Department of Health has rules that councils use to help them decide who to offer a service to. Councils cannot offer everybody a service because there is not enough money in their budgets.

The rules are called “**Eligibility Criteria**”. The rules say:

- People with the highest needs should be offered a service.
- Services should be offered to people who could become less independent or less safe if they do not have a service.
- People with very low needs should be helped to find activities or other services that will help them become more independent, such as a job.



When a person is assessed or has their case reviewed, the worker must make sure that the person is able to be as independent as possible. The worker must also make sure that the person is safe and will not become less healthy. To help the worker do this they must decide which level of need the person comes under.



There are 4 “Levels of need” (eligibility bands). The levels of need tell the Council if a person’s independence, their safety or their health might be in danger if they do not get a service straight away, or if

they have to wait too long to get a service. The levels of need are:

1. Critical - Highest needs

The person's life or health is or could be in danger if they are not offered a service. The person needs a lot of help to stay independent and to be safe.

2. Substantial - Quite high needs

The person needs help to stay independent and to be safe. They only have some choice and control over their life. The person's life or health is or could be in danger if they are not offered a service.

3. Moderate - Needs that are not high or low (middle)

The person needs some help to stay independent and to be safe. The person needs some help with day to day living.

4. Low - Lowest needs

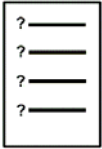
The person needs very little help to stay independent and to be safe. The person needs little help with day to day living.

Councils must decide up to what levels of need they are able to offer services for. They must make sure they have enough money to meet those needs. People who meet those levels of need should be offered services, so that they can be helped to have more independence, be safe and not become less healthy.



From April 2007 to March 2008 Leicester City Council will provide services to people with Substantial or Critical needs.

People with Low or Moderate needs will only be offered a service if there are special reasons. Instead, they will be given advice and information about activities or other support in the community that will help them to become more independent.



If you have any questions about the way in which the Adults and Housing Department is using the Eligibility Criteria, please contact your social care worker if you have one. You can also contact us at:

Address: 1 Grey Friars, Leicester LE1 5PH

Open: Monday to Friday 9.00am to 4.00pm

Telephone: 0116 253 1191

Monday to Thursday 8.30am to 5.00pm

Friday 8.30am to 4.30pm

Minicom: 0116 251 8040

Email: customer.services@leicester.gov.uk

