

Eligibility Criteria & The Appeals Procedure



Procedure regarding the application of eligibility criteria including appeals

Following guidance from the Welsh Assembly and after local consultation, Blaenau Gwent Social Services has introduced Eligibility Criteria for services to Older People from March 2003. The eligibility criteria have been introduced to comply with the Welsh Assembly Government Guidance “Creating a Unified and Fair System for Assessing and Managing Care” (2002). The criteria will ensure that services are more evenly allocated to reflect need.



The four levels of eligibility for care that Blaenau Gwent will set are:

- Meeting the needs of people who are at critical risk.
- Meeting the needs of people who are assessed as being at substantial risk.
- Meeting the needs of those who are assessed as being at moderate risk.
- Meeting the assessed needs of people who are at low risk.

The Assembly states that the crucial factor is whether there is a risk to your independence if your needs are not met.

**Community Services
Directorate**

Social Services

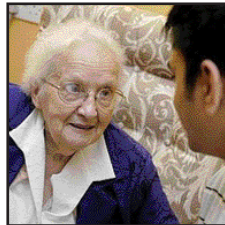
Local Authority Social Services Departments are required by law to determine whether you require an assessment of need. Some queries can be simply answered or passed on to a more appropriate service. Those who do qualify for an assessment will be contacted by a nominated member of staff who will arrange a time and place to assess your needs.

Having assessed your needs and agreed them with you, we are required to match them against the eligibility criteria signed off by the Assembly and put in place by the local council. This process decides which priority group you are in.

Of the four groups described, Blaenau Gwent will meet the needs of people who are assessed as being at substantial risk. Low level needs will not receive a service although you will be given information to help in instances where you could purchase services privately.

The Social Services Department will work to assist people who are unable to manage the activities identified in the relevant Eligibility Criteria level.

People who are able to manage the activities on their own, or with the agreed help of family or informal carer's will not be eligible for assistance from the Department other than in exceptional circumstances.



For further information please ask the member of staff who is undertaking your assessment.

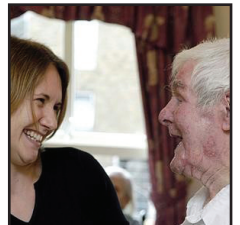
Those who do qualify will discuss a care plan with their care co-ordinator. This will spell out:

- What will be provided?
- What it aims to achieve?
- Who will provide it?
- How long it will be provided for?

The main aim of the services provided by Blaenau Gwent will always be to enable people to manage their lives as independently in environments in or as close to their own homes as possible.

All service users are subject to regular reviews to ensure that changing needs can be met and therefore all services that we agree provide will be time-limited. The next review date will always be stated on the care plan.

The review will reassess your needs and eligibility status. As your needs change, so will your services. You will be given a copy of the care plan and of course, will be involved in the review. Some services will incur a fee under the Council Charging Policy and this is made clear before you sign the care plan.



In very rare instances, you may be assessed as having a need but the Council will not be able to provide a service because there are no services available that match your needs. These will be recorded as unmet and our specialist commissioners will work to encourage local service providers to meet such needs wherever possible.

Appeals against the application of the eligibility criteria

Your assessment may or may not result in the allocation of a service. The decision to arrange services will depend upon the interpretation of your personal circumstances against eligible needs.

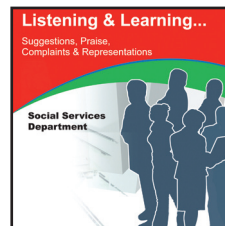
Should you be unhappy with that decision:

- In the first instance discuss the situation with your assessor.
- If you still cannot resolve the matter to your satisfaction, you may appeal to the Team Manager who may bring the matter to the attention of the Head of Service if further clarification is required.

If the disagreement cannot be resolved through this channel you can consider making a complaint through the Social Services Complaints Procedure.

Please request these accompanying leaflets from any Social Services Office:

- Assessment for Community Care Services
- Listening & Learning... Suggestions, Praise, Complaints & Representations



How to contact us

C2BG
The Contact Centre
Central Depot
Barleyfield Industrial Estate
Brynmawr
NP23 4YF

Tel: (01495) 315700



To receive this information in Braille, large print, electronically or on audio tape please contact the Information Officer on (01495) 354630.

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www.blaenau-gwent.gov.uk