

Why we have eligibility criteria

Eligibility criteria ensure,

- That everyone who asks for a service is dealt with according to his or her needs;
- that citizens in the greatest need or at most risk are prioritised, and
- that everyone understands what decisions are made about care.

Demand for services is increasing and there is a widening gap between that demand and the resources available to the Council to meet it.

Like most other authorities in Scotland, we have revised our eligibility criteria and have raised the threshold at which citizens can expect to receive a service. We have done this in order to protect our ability to provide vital care packages to those in greatest need.

The criteria and threshold for receiving services will be reviewed every year.

What this means for you

The Council has taken a policy decision, for the reasons explained above, that only those citizens with needs that have been assessed at -

- Emergency/Urgent levels or
- High levels

will be eligible for a service. The Eligibility Criteria will be used to assess the urgency of your situation.

In Aberdeen we have enough money to provide services to people in the Emergency, and High bands of need. These two bands are our current eligibility criteria.

People assessed as in the medium and low bands do not meet our eligibility criteria and so will not get a service, but we will provide information and advice on other sources of help where possible.

Some people will have to contribute to the cost of the service they receive.

Where do you fit in?

If you think you require a service, your needs will be assessed and the eligibility criteria will be applied.

This leaflet does not replace an assessment of your needs against the new criteria, but the following self-assessment guide may give you some indication whether your needs are likely to be above the threshold - and the support you can then reasonably expect.

The following eligibility criteria apply to -

- all citizens who currently receive a service; and
- anyone who may request or require an adult care service.

As the needs and services of citizens who currently receive a service are reviewed, the criteria will be applied just as they are applied to new service users.

This means that some services currently provided to a citizen may be reduced or withdrawn if they are meeting needs that are not reassessed as a priority.

The aim is to ensure equity or fairness in allocating resources while meeting priority needs.

Emergency or Urgent Need

If your needs are assessed in this category then you require an immediate or rapid service response.

- The citizen is at risk of abuse.
- The citizen has a significant disability or health problem, which is or will be a serious threat to the citizens, safety or independence.
- The Citizen is terminally ill and needs essential non-medical services to support at home.
- The Citizen lives alone and is housebound and essential daily personal care needs are not being met or are only being met by placing the citizen at serious risk.
- Essential daily care and support needs are being met by a carer whose health and well being is seriously at risk.
- Current care situation cannot continue because the citizen has had significant difficulties in their present living conditions placing them at serious risk.
- Due to a disability or health problem vital family and other social relationships are at serious risk of breaking down placing the citizen at immediate risk.

High level of need

If your needs are assessed in this category then you require a priority service response.

- The Citizen has a disability or health problem, which is or will be a significant threat to health, safety or independence.
- The citizen lives alone and is housebound and essential daily personal care needs are not being met or are only being met by placing the citizen at significant risk.
- Essential daily care and support needs are being met by a carer whose health and well being is significantly at risk.
- Current care situation cannot continue because the citizen has significant difficulties in present living conditions placing them at significant risk.
- Due to disability or health problem vital family and other social relationships are at serious risk of breaking down placing the citizen at significant risk.
- The citizen is in hospital and cannot be discharged safely because of the circumstances described above.

Next steps

You or someone acting on your behalf can refer your needs to Neighbourhood Services (Health and Care) for an assessment.

People with needs that do not reach the threshold will receive information and advice, or direction to alternative provision. If you feel you are unlikely to fit into the priority categories, but have special circumstances we should consider, then you should refer yourself for an assessment.

Entitlement to Adult Care Services

A citizens guide to Aberdeen City Council's eligibility
criteria, your care and self-assessment 2008-09

Contact

For further information, please telephone the Neighbourhood
Services Social Work Duty Team on 0800 7315520 or

Aberdeen Welfare Rights,
First Floor, St Nicholas House, Broad Street,
Aberdeen. AB10 1BX.
Telephone 01224 523203

If you are unhappy or dissatisfied with our service or wish to
make a comment, you can ask for a Have Your Say form or
write to us. You can ask a friend, family members, carers or
Advocacy Services, your local councillor, MP or MSP or
Citizens Advice Centres to assist you with this.

**To write to the Complaints Officer, Office of the Chief
Social Work Officer or obtain a Have Your Say form,
please contact:**

The Complaints Officer,
Office of the Chief Social Work Officer,
Aberdeen City Council, Strategic Leadership,
St. Nicholas House, Broad Street,
Aberdeen. AB10 1BY.
Telephone 01224 522000

www.aberdeencity.gov.uk

If you require an interpreter to help you understand this
document, please contact the Interpreting and Translation
Service. Tel: 01224 523542

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যোগাযোগ সাহায্যের জন্য দয়া করে
:01224 523 542
নম্বরে যোগাযোগ করবেন।

如果需要語言/傳譯及其他形式的傳訊支援服務，
請聯絡:01224 523 542。

Если требуется помощь при выборе
языка / переводчика или других
способов общения, звоните по
телефону: 01224 523 542

للحصول على مساعدة بخصوص اللغة/ الترجمة
و وسائل الاتصال الأخرى، الرجاء الاتصال
بالرقم التالي: 01224 523 542

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