Adult Social Care Services: eligibility criteria

Southend-on-Sea Borough Council follows Department of Health guidelines to make sure that we provide support to those who most need it. During assessments, we consider the risks to the person’s health, independence and safety if services are not put in place.

Assessments

When you first contact us, we will ask questions to find out whether you have needs that we can help with. If it appears we can help, we will arrange for someone to work through a full assessment with you. You can also do a self-assessment on-line at www.southend.gov.uk

Assessments involve collecting information from you and others who are involved in supporting you. Together, we’ll work through a Support Needs Questionnaire to look at the things you can manage, and the support you get already, before considering what you might need from social care. We’ll talk about the outcomes you want to achieve, how you want to achieve them and what kinds of support best fit your way of life.

Criteria for support

To qualify for support from the local council, your assessment needs to show that there would be critical or substantial risks to your health, independence or safety if you didn’t have support.

Critical risks are when…

• Life is, or will be, threatened
• Significant health problems have developed or will develop
• There is, or will be, little or no choice and control over vital aspects of the immediate environment
• Serious abuse or neglect has occurred or will occur
• There is, or will be, an inability to carry out vital personal care or domestic routines
• Vital involvement in work, education or learning cannot or will not be sustained
• Vital social support systems and relationships cannot or will not be sustained
• Vital family and social roles/ responsibilities cannot or will not be undertaken.
**Substantial risks are when...**
- There is, or will be, only partial choice and control over the immediate environment
- Abuse or neglect has occurred or will occur
- There is, or will be, an inability to carry out the majority of personal care or domestic routines
- Involvement in many aspects of work, education or learning cannot or will not be sustained
- The majority of social support systems and relationships cannot or will not be sustained
- The majority of family and social roles and responsibilities cannot or will not be undertaken.

There are two other levels of risk: **Moderate** and **Low**. Southend Council does not fund or arrange care for people whose support needs fall into these categories. If your needs are Moderate or Low, we can give you information and advice about the types of support that are available.

**Financial assessments**
If you are eligible for social care support, we will carry out a financial assessment. This looks at whether you have enough money to pay some or all of the cost of your support. Services are free for some people. We have separate leaflets about financial assessments and charging.

**Helpful contacts**
The **Citizens Advice Bureau** offers free confidential advice on community care.
Phone: 0844 477 0808

**Disability Information Advice Line (DIAL); Advice and support for disabled people, their carers and families**
Freephone: 0800 731 6372

**Relatives and Residents Association**
Phone: 0845 017 7720

Information about eligibility criteria at the **Department of Health** Website: www.dh.gov.uk

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