



Your Guide to Social Services Eligibility Criteria

This guide explains how
Bracknell Forest Social Services
decide who gets help

Social Services & Housing
www.bracknell-forest.gov.uk



This leaflet is available in

- other languages
- large print
- in Braille
- or on tape on request

please contact us on:



01344 351500 or

01344 351582

Minicom: 01344 352045



Contents.....

1. About this Guide	6
2. How we decide who gets help	6
3. Our services aims	7
4. What happens when you first contact us	8
5. What our eligibility criteria are	9
6. Eligibility Criteria for Adults	10
7. Eligibility Criteria for Children and Families	13
8. Who will receive a service?	15
9. Services to Carers	15
10. Services to Adults aged 18 - 74 who have mental health problems	16
11. Services for Children who have a disability	16
12. What happens next ?	17
13. Charges	17
14. Comments, compliments and complaints	18
15. Further information	19
16. How to contact us	20
17. Feedback form	23

1. About this guide

This leaflet explains how Bracknell Forest Social Services decide who gets help. It outlines what our "eligibility criteria" are and how they are used. There are other leaflets available at our local offices, which will also help explain different parts of our service. You will find details of these at page 19

2. How we decide who gets help

There are many demands on Social Services but our funds are limited so we cannot help everyone. This may mean that we may not be able to help you as much as you would wish.

We aim to make sure that we treat everyone fairly and that those who are most in need receive the greatest help.

If your needs are very severe and urgent you will get help sooner than others. If your needs are less serious we may be able to offer support to prevent them becoming greater. Some times the law says we have to get involved with you or your family - even if you do not want us to.

To help us work this out we have guidelines that we use to understand whether or not people are eligible to receive help - we call these guidelines eligibility criteria.

These criteria take into account a person's needs and wider family and social circumstances.

3. Our service aims

Our main aims are:

- To arrange essential services to support and protect vulnerable children and adults while maintaining as far as possible their independence and right to family life.
- To make sure that we give priority to people who are most vulnerable or dependent and to meet their essential needs
- To provide information and advice about where else you might be able to get help
- To provide support and help to carers - those people who are supporting relatives or friends so that they can continue to live at home

Our Service aims . . .

4. What happens when you first contact us?

When you first contact us we will ask you questions to make sure that you have phoned the right person or department. Sometimes your needs may be met by providing you with information and advice about the services provided by other organisations in our area.

If you need further help and advice, your call will be passed to one of our social workers or the duty worker. They will have a more detailed discussion with you about your needs and circumstances or the needs and circumstances of the person you are concerned about.

It is important that you give us as much information as possible about these needs at this stage to help us make the best decisions about how we can help you. In some circumstances, the social worker may need to contact other people for information such as your doctor, health visitor or a child's school. We will always seek your agreement before contacting others unless by doing so, someone will be placed at risk of harm or abuse.

This process of gathering basic information about needs and circumstances is called an initial assessment. The decision about whether we can help you is made by comparing the information gathered during this **initial assessment** process with the guidelines set out in our eligibility criteria.

5. What our eligibility criteria are

There are separate criteria for adults and for children and families.

Children's Services Eligibility Criteria aims to provide fair access to services by identifying the level of need and the relative priority that should be given to each request for assistance.

Adult Services eligibility Criteria seeks to achieve the same aim by identifying the level of risk that may arise.

6. Eligibility Criteria for Adults

People covered by Adult Service Eligibility Policy

- Older people aged 65+
- Adults who have a learning disability, aged 18-64
- Adults, aged 18+, who have a physical disability, chronic illness, sensory impairment or learning disability (excluding mental health),
- Carers who provide a substantial amount of care on a regular basis

Definition of Levels of Risk- Adult Services

The definitions set out below are drawn directly from the Department of Health's Guidance on setting eligibility criteria, July 2001.

Critical Risk: When: -

Life is, or could be threatened.

Major health problems have developed, or are likely to develop.

There is, or could be an extensive loss of choice and control over the immediate environment.

Serious forms of abuse, or neglect have occurred or are likely to occur.

There is, or could be, an inability to carry out many personal care, domestic family or other daily routines.

Involvement in work, education or learning is, or could be at great risk of not being sustained.

Many social support systems and relationships are, or could be, at great risk of not being sustained, or.

Individuals cannot undertake, or will be unlikely to be able to undertake, most of the family and other social roles and responsibilities that are important to them and others.

Substantial Risk: When: -

Significant health problems have developed or are likely to develop.

There is, or could be, some significant loss of choice and control over the immediate environment.

There is, or could be, an inability to carry out some personal care, domestic or other daily routines.

Involvement in some significant aspects of work, education or learning is, or could be, at risk of not being sustained.

Some significant social support systems and relationships are, or could be, at risk;

or

Individuals cannot undertake, or will be unlikely to be able to undertake, some significant family and social roles and responsibilities that are important to them and others.

Moderate Risk: When: -

There is, or could be, some inability to carry out several daily routines.

Several aspects of work, education or learning are, or could be, at risk of not being sustained.

Several social support systems and relationships are, or could be, at risk; or

Individuals cannot undertake, or will be unlikely to be able to undertake, several family and social roles and responsibilities.

Low Risk: When: -

There is, or could be, some inability to carry out one or two daily routines.

One or two social support systems and relationships are, or could be, at risk of not being sustained; or

Individuals cannot undertake, or will be unlikely to be able to undertake, one or two family and social roles and responsibilities.

7. Eligibility Criteria for Children and Families

The information below seek to illustrate how the eligibility criteria for children's services operate in practice. The fuller guidance used by department staff includes a wider range of examples of the type of matters that may fall into each category. If you have queries or would like further details, please let us know and we will do our best to assist you. Copies of the full guidance used by staff will be made available on request.

High Priority Need

Information indicates that a child has suffered or is likely to suffer significant harm

Or: The child needs to be looked after outside their own family immediately

Or: There is an immediate risk of the child's placement breaking down

Some examples:

Children who are subject to serious physical abuse or severe neglect

Child who cannot remain with their family with immediate effect

Children involved in serious substance misuse or self harm

Medium Priority Need

Information indicates that a child's welfare and development may be significantly impaired without the provision of support services.

Or: There is a significant risk that the child's placement with parents or carers may breakdown.

Some examples:

- *Child with a high level of special needs which may result in a serious risk of family breakdown*
- *Young person who is homeless and is unsupported by extended family or wider social network*
- *Parent has physical disability, mental/physical health problems or learning disability that significantly affects their ability to care.*

Low Priority Need

Information indicates that a child is unlikely to achieve a reasonable standard of health or development without the provision of service.

Or: Carers need support to continue caring for a child with special needs

Some examples:

Children with a level of special needs, whose health and welfare may not be maintained without support provision

Young person who is coping independently who is unsupported by family networks

Parents of a child with disabilities in need of respite care to alleviate stress



Community Team for People with Learning Disabilities
Church Hill House
51-52 Turing Drive
Bracknell RG12 7FR



Telephone 01344 823310 / 11
Fax 01344 823264



Community Mental Health Team
Social Services and Housing
Bracknell Forest Borough Council
Time Square, Market Street,
Bracknell, RG12 1JD



Telephone 01344 351850
Fax 01344 351330
Minicom 01344 352045
(general switchboard)

Office Hours

Our Opening times are:

Monday to Thursday 8.45am to 5.15pm
Friday 8.45am to 4.45pm

If you have an urgent need to contact Social Services outside normal opening times, please ring our Emergency Duty Team (please note all calls on this number are recorded)



Telephone 01344 786543
Fax 01344 786535
Minicom 01344 786514

How to contact us

To respond with feedback you can:

Complete this form and send FREE OF CHARGE to

Performance Management Team
Bracknell Forest Borough Council
Respond Licence RG2995
Social Services and Housing
Time Square
Market Street
Bracknell RG12 1ZG

Feedback Form (please circle appropriate answer)

Was the guide useful? Yes No

Did you find it easy to read? Yes No

Is there anything that you feel that we have missed out?


Yes No

If yes please tell us what it is:

Please tell us if any of the details need updating:

Are there any other improvements or comments you would like to make?

If you would like us to get back to you on any other point, please give us your name and address or phone number:



Version 1.0
Published date Nov 2002
Review date June 2004