

Housing and Social Services

Equality Impact Assessment of 'Fair Access to Care Services' Policy

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

Document Information

| | | |
|-----------------------------|---------------------|--|
| Issue Date | | 29.11.05 |
| Version/Issue Number | | a |
| Document Status | | Final |
| Effective From Date | | 29.11.05 |
| Document Sponsor | Name | Steve Pullan |
| | Job Title | Director of Housing and Social Service |
| | Division | Housing and Social Service |
| Author | Name | Richard Matthews |
| | Job Title | Performance Improvement Officer |
| | Team | Policy and Service Development |
| | Contact Tel: | 651958 |

Amendment Record

| Date | Issue No. | Section/Page | Details of Change | Authorised By: |
|------|-----------|--------------|-------------------|----------------|
| | | | | |
| | | | | |
| | | | | |

Amendment Notes

- Documents at draft status are to use letter designations to denote issue status: a, b, c, etc.
- Documents at full issue status are to use number designations to denote issue status: 01,02,03, etc.
- On full issue the draft amendment record should be deleted from the above table.
- Notification of the amendment must be sent to the person maintaining the Central Register.

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

Contents

| | |
|---|---------|
| 1 Introduction..... | Page 4 |
| 2 Impact Assessment Questionnaire..... | Page 5 |
| 3 Data Analysis and Consultation..... | Page 11 |
| 4 Results of Consultation..... | Page 12 |
| 5 Analysis and Recommendations..... | Page 15 |
| 6 Appendix (Consultation Document)..... | Page 17 |

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

Introduction

In order to comply with the Race Relations Amendment Act 2000, all local authorities and public services in England and Wales are required to complete 'Race Equality Impact Assessments' of their policies and procedures. The purpose of these assessments is to 'design out' discrimination by identifying policies, or elements of policies, which could potentially have a 'negative impact' on individuals, or groups, on the grounds of racial or ethnic origin.

The Housing and Social Services Department, therefore, have a statutory duty to complete equality impact assessments on the grounds of race and ethnicity. However, it has been decided by the department that it would be good practice to include other key strands of equality in this assessment process. We have therefore conducted this equality impact assessment on the grounds of race, ethnicity, gender, sexual orientation, religious belief, age and disability.

In order to do this the Corporate Equalities unit have developed specific guidance on the completion of equality impact assessments in the document 'Valuing Diversity'. In addition to this a number of key officers have undergone training with an external consultant.

To facilitate the assessments a working group was formed to develop a process and share practice and resources. A priority list was drawn up for each service area, which gave details of all policies, and procedures, which were deemed to be relevant to the duty of race equality. For each service area one policy was identified for the first assessment.

The 'Fair Access To Care Services Policy' was selected as the priority policy for Adult Social Care.

This equality impact assessment follows the Corporate guidance and questionnaire contained in 'Valuing Diversity'.

Impact Assessment Questionnaire

| Identify the aims of the policy and how it is to be implemented: | |
|--|---|
| Aim of the Function / Policy: | Fair Access to Care Services. Defines the criteria which any person referred to social services must meet to be eligible for receipt of adult social care services. Criteria are pre-determined from central government legislation. |
| Who is the policy intended to benefit and how? | All people referred/referring to social services. The Department. Identifies who can receive services and helps us to manage the Departments resources. |
| How will the policy be put into practice? | As part of the assessment process social workers use the criteria to make a judgement about a person's level of need for care services. If the assessed level of need is sufficient, the person becomes eligible for care services from the department. |
| Who is responsible for it? | All social workers in the department are responsible for it's implementation. |
| How does the Policy fit in with the Council's wider aims? | Links to Corporate Plan Priorities: 3: Building Communities and Citizenship 6: Improving Health, Well-Being and Corporate Core Values: 3: Promoting Equality |
| How does the Policy relate to other policies and practices within the Authority? | Links with corporate equal opportunities policy but is specific to the Social Services Department as it defines who should receive services from the Department. |

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

| Consider all available data and research | |
|--|---|
| <p>Gather all available quantitative and qualitative data. (list here) (could include databases, monitoring data, complaints, comments or feedback from customers, consultation or survey results, census information etc.)</p> | <p>This impact assessment has been conducted for the six main equality groups. (not just ethnicity) Statistics (2001 Census, Local Ward Profiles and RAP returns) relating to our service user profile compared to our local population profile have revealed the following: Ethnicity (from a minority group): Local population= 1.6%, Service Users=0.45% Disability: Local Population= 25%, Service Users= 80% Age: Local Population Mean= 50, Service User Mean= 71.96 Sexual Orientation= No Data Gender: Local Population= 48.3% Male, 51.7% Female, Service Users= 63% Female, 37% Male. Marital Status: No reliable Service User Data.</p> <p>Analysis of all completed FACS assessments over the last 2 years has revealed the following results with regard to the percentage of people deemed ineligible for care services in the following groups: Men= 5.7%, Women=5.4% Disability (inc Substance Misuse and Mental Health)= 6% Ethnicity: All White= 5.8% Non-White= 3.45%</p> <p>There is no available data for: Sexual Orientation, Marital Status and Age</p> <p>Complaints relating to equality and FACS: Over the last 2 years there have been: 2 Complaints relating to age 2 Complaints relating to disability</p> <p>Social Workers at Blackpool Integrated Frontline Assessment Services have been consulted and asked for their opinion. Collectively they do not feel that applying the policy leads to discrimination or negative impact on any of the minority groups. They feel that the policy application is very impartial and applies to all fairly.</p> |
| <p>List here any data gaps you identify or where more information was</p> | <p>Data on Sexual Orientation and Marital Status from service users.</p> |

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

| | |
|--|---|
| needed | Qualitative information from interviews and opinions of people from the 6 equality groups. |
| What action is required to address this lack of data? | Further research/dialogue with local population. |
| Assessment of Impacts | |
| <p>Examine the relevant data and analyse the likely impact of the policy or proposed policy on different racial groups.</p> <p>It may be helpful to share information, practice and experiences with other local authorities.</p> <p>At this stage you will need to have at least a very basic level of understanding about equality and diversity and the different types of discrimination and the legislative framework. If you require training and support when you get to this point – contact the Equalities Unit for help.</p> | <p><u>Ethnic minorities</u> Under represented among service users by approximately 70%. This in itself cannot conclude that the policy is operating in a discriminatory manner. There may be other reasons specific to ethnic minority cultures and lifestyles, which account for this under-representation. Analysis of ineligible applicants has shown a lower percentage for people from non-white ethnic minority groups which points away from negative discriminatory impact. Qualitative research with local ethnic minority groups is required to determine whether or not there is negative impact.</p> <p><u>Disability</u> A large over-representation of disabled people is evident in our service user profile as would be expected, as many of our services are designed to meet the needs of people with disabilities of one kind or another. There was little difference in the percentage of disabled people deemed ineligible for services in comparison to other minority groups. There have been 2 complaints in the past year relating to disability and eligibility for services. One of these is still ongoing.</p> <p><u>Age</u> The mean age of our service users is significantly higher than the local adult population as would be expected given that health and social care needs are greater among older adults. Discrimination due to being of a younger age is harder to assess and more research is required to make an accurate assessment. There have been 2 complaints about not qualifying for services due to age.</p> <p><u>Sexual Orientation</u> Information about service users' sexual orientation is not requested or recorded at present.</p> |

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

| | |
|--|--|
| | <p><u>Gender</u> Women are over-represented in our service user profile. Whether this is due solely to the higher longevity of women is unclear. More research locally and nationally is required to determine whether this difference is due to other factors.</p> <p><u>Marital Status</u> No reliable service user data available.</p> |
| Does this difference amount to an adverse impact or unlawful discrimination? | More research is needed to determine if the differences above are due to discrimination or 'other factors.' Consultation may provide more information. |
| Consideration of measures to mitigate or limit any adverse impact as well as alternative policies that might better achieve the promotion of equality of opportunity. | |
| If adverse impact has been identified how can this effect be removed or limited? | Improved advertising of services among underrepresented groups. Including an equalities/anti-discriminatory statement. Instructions for obtaining the policy in other languages in those languages, Braille, audiotape and large print versions 'on the shelf'. |
| What and how will you make changes to the policy or to the way the policy is implemented? | We are unable to change the policy wording as it is pre-determined by legislation. Any negative impact or discrimination resulting from the implementation of the FACS policy would need to be addressed by examination of the delivery mechanisms/policies and procedures. This will require a screening of the 'customer facing' procedures and working practices used by assessment social workers, which are intended to deliver the objectives of FACS. |
| If the policy or the way it is to be delivered wont be changed note here what checks you have made to ensure this does not amount to unlawful discrimination? | See previous paragraph. Further research into local population factors. Better information about people's personal details. |
| List here the people / groups you have asked and consulted. | <ul style="list-style-type: none"> • Local Bangladeshi community at Sunday School (informally). • Comments and suggestions invited from all groups in the community via a questionnaire posted on the council website and hard copies in prominent public buildings. |

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

| | |
|---|--|
| | <ul style="list-style-type: none"> • Comments and opinions through publicity in Carers UK and Housing Leaflets to Tenants. • Blackpool Integrated Frontline Assessment Services – Assessment Social Workers • Comment invited from Council staff via the ‘Intranet’ • Wide range of local agencies who provide services to vulnerable adults. |
| Formal consultation | |
| List here which stages of the process you undertook consultation and who was involved | <ul style="list-style-type: none"> • Consultation document created incorporating data analysis, a copy of the policy and a questionnaire (See Appendix 1) • Consultation document advertised on Council Intranet (staff only), Council Website (public), Posters in public buildings and libraries • Consultation document sent out to a wide range of local agencies relevant to different equality groups • Consultation document sent out to key senior managers and officers within the department and Council, put on the agenda at Departmental Management Team meeting • Reminders to all non-responding agencies and Council officers by telephone and letter. Personal visits to assist offered. |
| What was the outcome of the consultation? | <ul style="list-style-type: none"> • The collective opinion of the Bangladeshi community was that they did not seek assistance from Social Services because they receive the support they need from within their own families and community. • Blackpool Integrated Frontline Assessment Services feel that the policy is applied in a fair and consistent way and does not cause any inequalities to the groups we have identified. • Responses from the public, local agencies and Council staff were very low with only 17 responses received in total. These are reported in full below. |
| What effect did the consultation have on the impact assessment | <p>Helped identify concerns people have about accessing services and how to overcome these. Provided some further explanation of under representations in our service user profile.</p> |
| Making a decision in the light of data, alternatives and consultation | |
| How has the impact assessment (data, etc) and consultation affected your decision – list here what changes or measures have been put in place as a result | <p>As stated earlier we have little scope for changing the content of the policy as it is determined by legislation. The impact assessment has made us aware that we are not making our services equally accessible to all, specifically the BME community, men and younger adults. It is not clear weather this is due to indirect discrimination in delivery of the policy or local external factors specific to these groups. More research is needed into these issues locally, beyond the scope of this impact assessment.</p> |

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

| | |
|--|--|
| | <p>We intend to improve the way we advertise and raise awareness of our services specifically to these groups. The senior management team is aware of these issues and will drive these changes forward.</p> <p>We will also look at including an 'equalities statement' in the policy wording and ensure that it is available in other languages and formats.</p> |
| Summarise here how the policy was decided on and its intended benefits and effects are | It is a statutory requirement for us to operate the policy. It is intended to identify who will use the service and help us manage demand on the resources of the Department. |
| Monitor for adverse impact in the future and publication of the results of monitoring | |
| List here monitoring arrangements | More information to be recorded when people are assessed to enable a more accurate user profile (by equality strands) to be created. |
| List here review arrangements | Equality issues to be built into formal policy review methodology. Necessity for review will be informed by the national/global political climate of social care and changing social care priorities from the government. |
| Publication of results | |
| Set out how the results of the impact assessment will be published | Published on department intranet, Council Website and hard copies available in library's and public buildings in the community. |
| List here how you will ensure this is available in a user-friendly way | Liase with the Communications Team as to most user-friendly format. Ensure availability on the website, public buildings and local publications. Ensure availability in different formats and languages on request. |

Data Analysis and Consultation

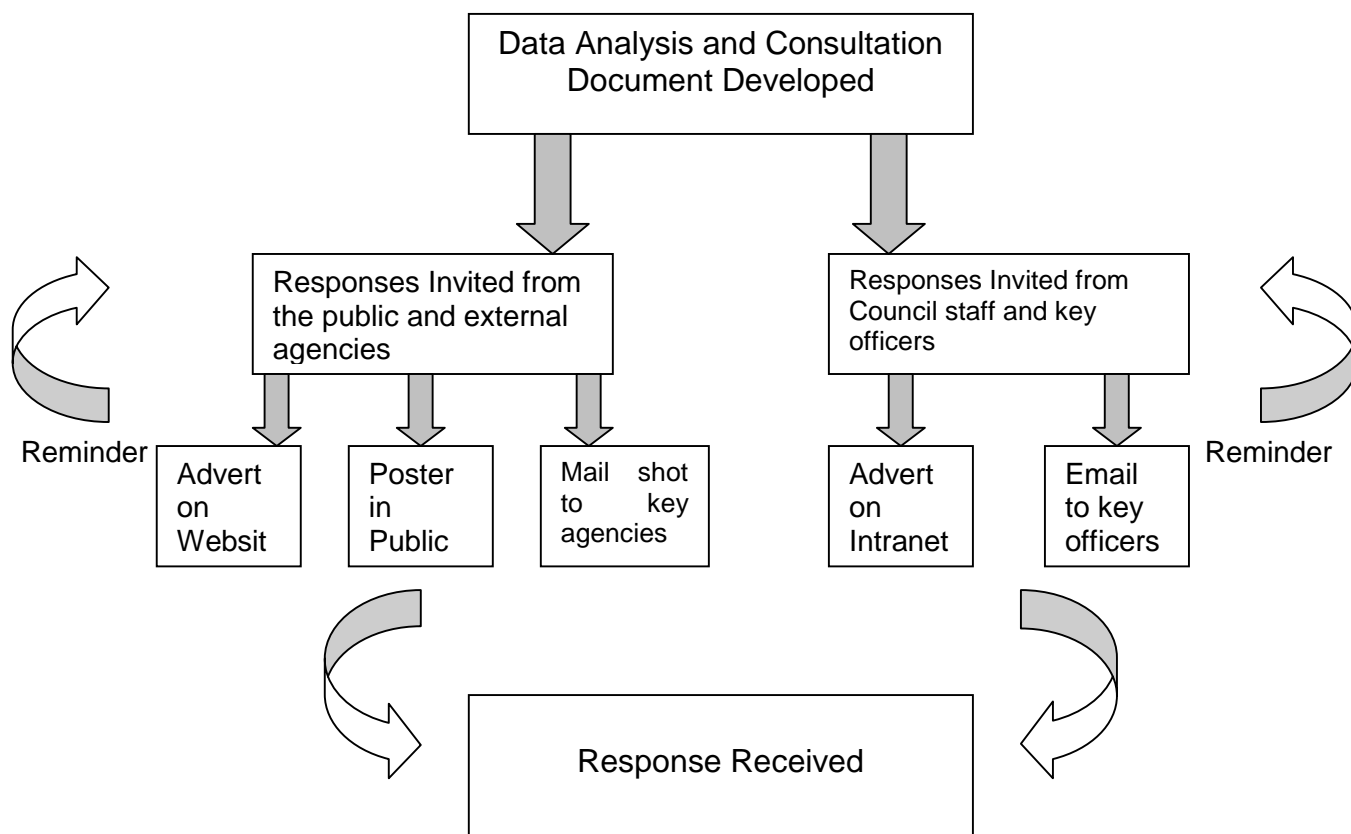
Local records and census data were collated in an attempt to draw up a profile of service users by equality strands. Data was also obtained for people who were assessed but deemed ineligible for social care services.

We also consulted the Customer Care Team to obtain details of any complaints relating to discrimination in eligibility for adult social care services.

The results of this analysis are detailed in the questionnaire above and the consultation document itself. (See appendix)

The data was analysed and gaps noted. Tentative conclusions were drawn. This information was documented as a series of statements with questions, which formed the basis of the formal consultation document. (See appendix)

The Formal Consultation Process



The Consultation period was set for an initial period of 14 weeks. This was extended by a further 3 weeks to give more time for responses following reminders.

The questionnaire could be downloaded and mailed back, completed electronically, requested by letter or telephone call or handed directly to requestee's. A pre-paid envelope was provided with all hard copies sent out for hand completion.

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

Results Of Consultation

A Total of 17 responses to the consultation were received.

Q1: Have we missed any important facts from this data?

A total of 9 people provided a response to this question. Of these 9 only 2 gave a positive response.

One response questioned the source of the data and another advised that 'a variety of issues can have an impact on an outcome'.

Q2: What in your opinion do you think we need to change in light of the data?

Only 3 responses were received to this question. Suggestions included:

- Better 'advertising' of services
- Awareness of Cultural issues
- Recognising that some people don't want 'strangers' in their homes
- Men are poor at asking for help
- Younger people are less likely to ask for help unless desperate
- Awareness of language and cultural barriers with ethnic minorities
- Not enough staff from ethnic minorities
- Encouraging more men to come forward for assistance
- Awareness of older people having more accidents
- Data in relation to responsibility for dependents

Q3 i): Is there anything in the 'content of the policy that could have a negative effect on:

| Equality Target Group | Yes | No | Don't Know |
|--|-----|----|------------|
| People from an Ethnic Minority Group | 4 | 3 | 0 |
| Younger or Older People | 2 | 5 | 0 |
| People who are Married, Single, Separated, Divorced or Widowed | 2 | 5 | 0 |
| Men, Women or Transgender people | 3 | 5 | 0 |
| People With A Disability | 2 | 5 | 0 |
| People With Dependents (including Carers) | 4 | 3 | 0 |
| People with a particular religious belief | 2 | 4 | 0 |
| Gay men, Lesbian Women or people who are Bi-sexual | 2 | 5 | 0 |

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

Other Comments:

- Not 'bias' towards minority groups to achieve percentages
- The policy should state that cultural/religious differences etc will not effect the right to an assessment.

Q3 ii) Is there any action we can take to take away any such negative effects?

A total of 4 people responded to this question. Responses were as follows:

- Ethnic minority groups tend to obtain support from within there community/families
- State that no-one will be discriminated against.
- Encourage more males to make claims.
- More employees from ethnic minority groups (language and religious issues)
- Consultation with 'leaders' of minority groups
- More focus on caring for carers

Q4 i) Is there anything in the 'format' of the policy that could have a negative effect on:

| Equality Target Group | Yes | No | Don't Know/No answer |
|--|-----|----|----------------------|
| People from an Ethnic Minority Group | 1 | 5 | 2 |
| Younger or Older People | 1 | 5 | 2 |
| People who are Married, Single, Separated, Divorced or Widowed | 1 | 5 | 2 |
| Men, Women or Transgender people | 2 | 5 | 2 |
| People With A Disability | 1 | 5 | 2 |
| People With Dependents (including Carers) | 1 | 5 | 2 |
| People with a particular religious belief | 0 | 5 | 2 |
| Gay men, Lesbian Women or people who are Bi-sexual | 1 | 5 | 2 |

Other Comments:

None

Q4 ii) Is there anything we can do to take away such negative effects?

A total of 2 people responded to this question, a summary of responses is as follows:

- Clarify the policy with regard to people from the different groups
- More staff from ethnic minority groups
- More consultation with leaders of groups
- More focus on caring for carers

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

Q5 i) Is there anything in the ‘application’ of the policy (through direct or indirect experience) which could have a negative effect on:

| Equality Target Group | Yes | No | Don't Know |
|--|-----|----|------------|
| People from an Ethnic Minority Group | 3 | 4 | 1 |
| Younger or Older People | 1 | 5 | 1 |
| People who are Married, Single, Separated, Divorced or Widowed | 1 | 5 | 1 |
| Men, Women or Transgender people | 1 | 5 | 1 |
| People With A Disability | 1 | 5 | 1 |
| People With Dependents (including Carers) | 2 | 4 | 1 |
| People with a particular religious belief | 1 | 4 | 1 |
| Gay men, Lesbian Women or people who are Bi-sexual | 1 | 5 | 1 |

Other Comments:

None

Q5 ii) Is there any action we can take to take away any such negative effects?

A total of 1 person responded to this question. A summary of the response is as follows:

- Complete non-discriminatory assessments
- Encourage local groups to publicise a complete open policy

Q6) Any other Comments

A total of 6 people responded to this question. A summary of responses is as follows:

- My relative is a carer and I have borne this in mind in my responses
- Blackpool has more problems due to an aging population rather than ethnic minorities
- As much information as possible should be collected when assessing a client to ensure comprehensive and efficient services
- Less emphasis on ‘grouping people’ more on meeting needs
- More services for younger disabled adults. (Aged 20-45) This group are poorly catered for locally

Other Comments and Responses

A number of people chose not to complete the questionnaire but offered their comments in the form of a letter or email. A summary of comments is as follows:

- There do not appear to be any potential negative effects
- We are comfortable with the approach the Council takes to equality and diversity

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

- I have read the above and it looks fine to me
- I do feel that the fact that policies have to be requested in other languages and that they are not commonly available is a problem
- I do not think we treat people through this process with sufficient respect and consideration for their privacy and dignity. This is also linked with carers and again personally as a carer I would also object to having my life paraded and I work in the system!
- The services are geared towards older adults
- Certain groups of people are discriminated against when trying to access social care services most notably younger people with certain physical disabilities especially where there are alcohol, drug mental health issues involved as well
- We can see no differences between all of the main groups as FACS is applied evenly amongst the wide range.
- We can see no inequalities with the current process

Analysis

The level of response to the consultation exercise was poor given the number of individuals and groups invited to give their views, the methods of contact offered and the amount of advertising and signposting put in place to draw attention to the consultation exercise. It is not immediately apparent why the response should be so low.

The majority of respondents were happy with the data used in the Impact Assessment. This would suggest that processes in place to identify data and information relevant to the Impact Assessment were successful.

Despite the low level of responses, the responses received raise a number of key issues for the Department that, if addressed, would improve access to services by people who currently are less likely to use them. The issues and suggestions put forward by the respondents relate almost exclusively to the implementation of the policy rather than the content of the policy itself.

Recommendations

- 1 There would be value in monitoring future consultation with a view to determining how to increase levels of participation. Ideally a formal follow up exercise should be conducted in future to determine why individuals and organisations felt unable to participate.
- 2 Addition of Equalities statement to Eligibility Criteria.
- 3 Ensure that Departmental Communications Strategy includes:
 - Increased levels of publicity about services available amongst groups who are less likely to use services.
 - Increased levels of publicity about eligibility for services amongst groups who are less likely to use services.
 - Increased publicity about preventative services.
 - Increased publicity about services for Carers.

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

- 4 Increase staff awareness of cultural issues through recruitment of staff from Equality Target Groups.
- 5 Explore voluntary provision by service users of information relating to religion, marital status and sexual orientation to enable more effective monitoring and provide appropriate services. Ensure that Service Users are aware that refusal to provide the information will not affect their eligibility for services.

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

Appendix **(Consultation Document)**

Equality Impact Assessment of 'Fair Access To Care Services' (Social Services 'Eligibility Criteria')

Consultation

Blackpool Council Housing and Social Services Department strives to provide services in a fair, and consistent manner and we actively seek to promote equality for all our service users. For this reason we are making 'Equality Impact Assessments' of our policies and functions to identify how they could (potentially) have a negative effect on:

- People from an Ethnic Minority Group
- Younger or Older People
- People who are Married, Single, Separated, Divorced or Widowed
- Men, Women or Transgender people
- People With A Disability
- People With Dependents (including Carers)
- People with a particular religious belief
- Gay Men, Lesbian Women or people who are Bi-sexual

We are seeking the views of anyone in our community who 'belongs' to one (or more) of these groups or represents the interests of any of these groups/issues.

The attached policy that we are currently assessing is our 'Fair Access To Care Services' policy, which defines the criteria someone must meet to be eligible to receive adult social care services.

Please note that the actual 'criteria' as set out in the policy cannot be changed, as these are defined by central government. However, we can examine the way the policy is applied and the format it is accessible in.

We would be grateful if you could read the policy in its entirety and let us know your comments and opinions with regard to potential negative effects on any of the groups listed above.

We are interested in your feedback in whatever form you choose to give it. We have formulated a series of questions in the preceding pages, you may choose to answer some or all of these questions. Alternatively you may wish to offer your comments in your own way. This could be by writing, email, telephone or in person.

You can also complete the survey online at: <http://www.blackpool.gov.uk/Surveys/survey.htm>

Completed questionnaires, and written feedback should be returned before 14/10/05 to:

Richard Matthews
Performance Improvement Officer
Blackpool Council
Housing and Social Services
The Stadium

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

Seasiders Way
FY1 6JY

Or electronically by email to richard.matthews@blackpool.gov.uk

If you have any queries or questions please telephone me on 01253 651958, or email me on the above address.

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

Analysis of our Information So Far

We have looked at how many people from these groups are receiving services from ourselves, and found out the following:

Fact: *0.45% of our service users are from an Ethnic Minority Group whereas 1.6% of the local population are from an Ethnic Minority Group.*

Question: This is a significant under-representation, which needs to be explained. Are our services less accessible to people from ethnic minority groups? Is this due to our policies not being commonly available (except by request) in other languages?

Fact: *37,000 people in Blackpool have a disability whereas 3,200 of our service users have a disability.*

- **Question:** Are we doing enough to enable disabled people to access our services? Are there a significant number of disabled people who would be eligible for social care services who are not coming forward to ask for them? Or are we targeting our services correctly at those with more severe disabilities?

Fact: *Just over a third of our service users are male whereas nearly half the local population are male.*

- **Question:** Why are men significantly less likely to receive social care services? Is this due to the fact that women generally live longer and as people get older their need for social care generally increases? Is it possible that our services are less accessible to men for some reason?

Fact: *The average (mean) age of our service users is 72. The average age of the local population is 50.*

- **Question:** Is this due to the general increase in need for social care as people get older or do we need to make our services more accessible to younger adults?

The percentage of People who applied for services but were deemed 'ineligible' (over the last 2 years) from the following groups is as follows:

- *Ethnic Minority Groups: 3.45%, White British and Irish: 5.8%*
This suggests that people from an ethnic minority group are less likely to be deemed ineligible for services. Though the facts above clearly show that people from ethnic minority groups are under-represented in the people we provide services to.
- *Men: 5.7%, Women 5.4%*
- *People with a disability: 6%*

In addition to this, we have had 2 complaints relating to discrimination on the grounds of age (in the last 2 years) and 2 relating to disability from people who were deemed ineligible for services.

Unfortunately we have no accurate information about our service user's *marital status, sexual orientation or responsibility for dependants* because we do not collect this information as mandatory. We are therefore particularly interested to hear from anyone in relation to these issues.

Do you think we should collect this information from people when they apply for services?

To help us explain some of these differences and answer some of these questions, we need to hear from anyone who may have knowledge or experience of discrimination in relation to the groups

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

stated above. There may be acceptable reasons for some of these differences or it may be that our policy is in some way discriminating against people from certain groups. If this is the case we need to look closely at the policy and its application and make any necessary changes to ensure it is fair and equal to all the groups above.

BLACKPOOL BOROUGH COUNCIL ADULT SERVICES ELIGIBILITY CRITERIA – 2003 – 2004

This Policy is about eligibility for adult social care services

Assessments for people requesting services:

Assessments are available to people who have, or appear to have, social care needs, are aged 18 years or over and whose needs fall within the legal framework for a Social Services Department. (See Appendix 1). In general, councils may provide community care services to individual adults with needs arising from physical, sensory, learning or cognitive disabilities and impairments, or from mental health problems.

Where assessments are provided jointly with Health colleagues, assessments will be available to people aged 16 or over. Assessment by Adult Services carried out under the Mental Health Act 1983 is available to **any** person, whatever his / her age. Furthermore Mental Health social work can also be provided to people under the age of 18.

This will include any person with social care needs arising from:

- old age / frailty / illness (including mental illness)
- physical disability.
- learning disability.
- blindness or partial sight.
- hearing impairment.
- mental health problems.
- drug / alcohol dependency.
- injury or illness that has a substantial long term or acute effect upon ability to carry out normal day to day activities.

A carer who is providing significant and substantial care to someone who falls within one of the above categories is entitled to an assessment of their own needs. This is known as a Carer's Assessment. Carers' needs are assessed within the framework of the Carers and Disabled Children Act 2000, where the focus is the carer's needs and the sustainability of the caring role.

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

The provision of services such as travel concessions, and disabled persons parking badges for motor vehicles, is covered by regulations and guidance under the Road Traffic Act 2000. This gives prescribed eligible categories and descriptions of disabled people who may receive such services. As such, these services are outside the scope of the Eligibility Criteria in this document.

Eligibility: From April 2003, the following Criteria will be used to assess eligibility for services for adults provided or commissioned by Blackpool Borough Council:

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

| Risk Category | Risk Factors |
|---|---|
| <p>Critical</p> | <p>life is, or will be threatened and/or</p> <p>serious abuse or neglect has occurred or will occur and / or</p> <p>significant health problems have developed or will develop and / or</p> <p>there is, or will be, little or no choice and control over vital aspects of the immediate environment and / or</p> <p>vital involvement in work, education or learning cannot or will not be sustained and / or</p> <p>there is or will be, an inability to carry out vital personal care, or domestic routines and / or</p> <p>vital social support systems and relationships cannot or will not be sustained and / or</p> <p>vital family and other social roles and responsibilities cannot or will not be undertaken</p> |
| <p>Substantial (Greater risks)</p> | <p>abuse or neglect has occurred or will occur within the next six months and / or</p> <p>there is, or will be, only partial choice and control over the immediate environment and / or</p> <p>involvement in many aspects of work, education or learning cannot or will not be sustained and / or</p> <p>there is or will be, an inability to carry out the majority of personal care or domestic routines and / or</p> <p>the majority of social support systems and relationships cannot or will not be sustained and / or</p> <p>the majority of family and other social roles and responsibilities cannot or will not be undertaken</p> <p>AND IN ANY CASE OF SUBSTANTIAL RISK LISTED ABOVE (other than abuse or neglect), we assess that the risk will deteriorate to the equivalent <u>critical</u> risk within the next six months.</p> |

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

Preventive risk assessment: If an assessment suggests someone's circumstances are likely to deteriorate within the next 6 months to the point they would have critical needs, then they qualify for help now.

If the assessment confirms that a person's needs meet any of the eligibility criteria for service provision listed, then services will be arranged to meet identified needs. Which services are provided, for how long and at what cost is dependent upon individual needs and circumstances. Services will change as needs and circumstances change (this is identified by a regular review of circumstances). This may mean that if a person's circumstances improve, (that is the risk(s) to their independence reduce to below the eligibility threshold) services will reduce or cease.

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

Appendix One

The legal framework within which Social Services Departments operate in respect of people aged 18 or over

In general, councils may provide community care services to individual adults with needs arising from physical, sensory, learning or cognitive disabilities and impairments, or from mental health problems. Councils' responsibilities are set out in the following legislation:

- **National Assistance Act 1948**
- **Health Services and Public Health Act 1968**
- **Chronically Sick and Disabled Act 1970**
- **National Health Service Act 1977**
- **Mental Health Act 1983**
- **Disabled Persons (Services, Consultation and Representation) Act 1986**
- **National Health Service and Community Care Act 1990**
- **Mental Health (Patients in the Community) Act 1995 – (makes amendments to the 1983 Act)**
- **Carers (Recognition and Services) Act 1995**
- **Disability Discrimination Act 1995**
- **Community Care (Direct Payments) Act 1996**
- **Immigration and Asylum Act 1999**
- **Care Standards Act 2000**
- **Health and Social Care Act 2000**
- **Children Act 1989 / European Convention on the Exercise of Children's Rights, 1996 (for example, where a parenting role is assessed to be at risk, information will be passed to Children's Services for further work)**

The Eligibility Criteria for Adults describes the circumstances that make individuals with the disabilities, impairments and problems described above, eligible for help.

These circumstances relate to risk to independence.

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

1 Have we missed any important facts from this data?

2 What in your opinion do you think we need to change in light of this data?

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

| 3 i) Is there anything in the 'content' of the Policy that could have a negative effect on: | | | |
|--|------------|-----------|-------------------|
| | Yes | No | Don't Know |
| • People from an Ethnic Minority Group | | | |
| • Younger or Older People | | | |
| • People who are Married, Single, Separated, Divorced or Widowed | | | |
| • Men, Women or Transgender people | | | |
| • People With A Disability | | | |
| • People With Dependents (including Carers) | | | |
| • People with a particular religious belief | | | |
| • Gay men, Lesbian Women or people who are Bi-sexual | | | |
| Other Comments: | | | |
| | | | |

| 3 ii) Is there any action that we can take to take away any such negative effects? |
|---|
| |

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

| 4 i) Is there anything in the 'format' of the policy that could have a negative effect on: | | | |
|---|------------|-----------|-------------------|
| | Yes | No | Don't Know |
| • People from an Ethnic Minority Group | | | |
| • Younger or Older People | | | |
| • People who are Married, Single, Separated, Divorced or Widowed | | | |
| • Men, Women or Transgender people | | | |
| • People With A Disability | | | |
| • People With Dependents (including Carers) | | | |
| • People with a particular religious belief | | | |
| • Gay men, Lesbian Women or people who are Bi-sexual | | | |
| Other Comments: | | | |
| | | | |

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

4 ii) Is there any action that we can take to take away any such negative effects?

5 i) Is there anything in the application of the policy (through direct or indirect experience) which could have a negative effect on:

| | Yes | No | Don't Know |
|--|-----|----|------------|
| • People from an Ethnic Minority Group | | | |
| • Younger or Older People | | | |
| • People who are Married, Single, Separated, Divorced or Widowed | | | |
| • Men, Women or Transgender people | | | |
| • People With A Disability | | | |
| • People With Dependents (including Carers) | | | |
| • People with a particular religious belief | | | |
| • Gay men, Lesbian Women or people who are Bi-sexual | | | |

Other Comments:

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

5 ii) Is there any action that we can take to take away any such negative effects?

6) Any other comments

It is the responsibility of the end user of this document to ensure that an up to date copy is held.

PLEASE ENSURE COMPLETED FORMS AND FEEDBACK ARE RETURNED BY 14/10/05

To ensure our services are accessible to all, this document is available in large print, Braille, on audio-cassette or computer disc, upon request. We can provide help for British Sign Language users and provide information in other languages. Please ask for details.

THANK YOU FOR HELPING US TO IMPROVE YOUR SERVICES