



Leicester
City Council

WARDS AFFECTED
All Wards (City-wide issue)

FORWARD TIMETABLE OF CONSULTATION AND MEETINGS:

Cabinet

4th April 2005

FAIR ACCESS TO CARE SERVICES ACCESS, ELIGIBILITY AND PROVISION OF SOCIAL CARE SERVICES

Report of the Corporate Director of Social Care and Health

1. Purpose of Report

- 1.1 This report addresses the requirement to determine eligibility for services under the Government's guidance on Fair Access to Care Services (FACS). The guidance was introduced at the start of 2003/04.
- 1.2 The Council is required to reach an annual decision on where to place the threshold that determines eligibility across all adult and older person's social care services
- 1.3 The national eligibility framework consists of the following four bands that describe the seriousness of the risk to an individual's independence if their assessed needs for support are not met: -
 - Critical) See page 4
 - Substantial) for details of the
 - Moderate) content of each
 - Low) band.
- 1.4 At present, the Department's threshold of eligibility for adult services is placed at 'substantial' and 'critical'. The banding determines which eligible needs will be met, and which will be referred for preventative services and/or signposting.

2. Recommendations

2.1 Cabinet

Cabinet is requested to agree that the threshold of eligibility should be placed at 'substantial' and 'critical'.

3. Report

3.1 Immediately prior to introduction of the guidance in 2003/04, the Department undertook a large scale staff training programme in order to ensure that workers at all levels were fully informed about the new criteria and were able to apply them appropriately. This approach was further supported through the introduction of a new policy and practice guidance document issued to appropriate staff.

3.2 Operationally two key areas were highlighted in last year's report as requiring action:

(i) Consistency

Considerable progress has been made in maximizing consistency in applying the new criteria across all teams and services. A rolling programme of training for all assessment and commissioning staff began in September 2004 and will continue for all new staff joining the Department.

(ii) Reviews

A key requirement of the FACS guidance was that all open cases should be reviewed by 1st April 2004 using the new criteria, and thereafter on a annual basis. This initial target was met, and figures to January 2005 indicate that progress is on target to meet this year's objective.

3.3 Steps have been taken to ensure that the eligibility framework is built into the development of CareFirst (the Department's electronic information system). This is to enable effective performance information to be collated to indicate the extent of risk being addressed, types of needs and the circumstances being provided for.

3.4 Information collection systems set up to monitor F.A.C.S. activity, indicate that in the current year (up to January 2005), approximately 93% of adult assessments/reviews undertaken have resulted in a new or continued service being provided i.e. the assessed needs fell within the 'critical' and 'substantial' bands referred to in paragraph 1.2 above, and therefore above the line of eligibility for 2004/05. (See appendix 4 for detailed breakdown).

This figure compares with 81% eligibility recorded for 2003/2004.

3.5 As an ongoing part of the Council's commitment to achieve the Equality Standard for Local Government the F.A.C.S. policy was chosen as the subject for an Equality Impact Assessment. This was completed in July 2004 and reached the following conclusions:

(i) The policy does not have any detrimental effect upon "fairness of service allocation" on the grounds of Ethnicity, Religion, gender, disability or sexual orientation.

(ii) The policy has improved fairness in some areas, e.g. lowering the threshold for assessment.

3.6 In order to further improve understanding of the Policy, a new public information leaflet has been produced and is available in both hard copy and on the Department's intranet site.

4. **Headline financial and legal Implications**

4.1 Financial Implications (Colin Sharpe, Head of Finance)

The Council must provide services to people whom it has assessed as having an eligible need for social care services, i.e. if the Council sets the threshold for eligibility between the moderate and low bands, it must ensure that it has the resources to meet the needs identified within the moderate, substantial and critical bands. If it does not have the resources, it would have to set a higher threshold.

The 2005/06 budget recently approved by Council will enable the Council to continue to meet critical and substantial need.

4.2 Legal Implications (Guy Goodman, Assistant Head of Legal Service - ext 7054).

The Council is obliged to act under the general guidance of the Secretary of State under section 7 (1) of the Local Authority Social Services Act 1970. In this regard the FACS guidance states at paragraph 18 that in setting their eligibility criteria Councils should take account of their resources, local expectations and local costs having consulted relevant stakeholders. These are the relevant factors that Members need to consider in making their decision on the sitting of the threshold.

5. **Consultation**

Consultation has been an extensive and ongoing feature of performance monitoring, in relation to F.A.C.S. It was also a key part of the Equality Impact Assessment whereby feedback was invited from all key stakeholders, including independent care providers, voluntary sector organisations, service user and carer groups. The overall conclusions of this process are those detailed in 3.5.

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DECISION STATUS

Key Decision	No
Reason	N/A
Appeared in Forward Plan	No
Executive or Council Decision	Executive (Cabinet)

LEICESTER CITY COUNCIL - SOCIAL CARE AND HEALTH DIRECTORATE
ELIGIBILITY CRITERIA FOR COMMUNITY CARE SERVICES

← PRESENTING NEEDS →

A S S E S S M E N T P R O C E S S	<p>CRITICAL</p> <ul style="list-style-type: none"> • 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 family and other social support systems and relationships cannot or will not be sustained; • Vital family and other social roles and responsibilities cannot or will not be undertaken. 	<p>SUBSTANTIAL</p> <ul style="list-style-type: none"> • 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 other social roles and responsibilities cannot or will not be undertaken. 	↑ T H R E S H O L D F O R S E R V I C E S ↓	<p>MODERATE</p> <ul style="list-style-type: none"> • There is, or will be an inability to carry out several personal care or domestic routines; • Involvement in several aspects of work, education or learning cannot or will not be sustained; • Several social support systems and relationships cannot or will not be sustained; • Several family and other social roles and responsibilities cannot or will not be undertaken.. 	<p>LOW</p> <ul style="list-style-type: none"> • There is, or will be, an inability to carry out one or two personal care or domestic routines; • Involvement in one or two aspects of work, education or learning cannot or will not be sustained; • One or two social support systems and relationships cannot or will not be sustained; • One or two family and other social roles and responsibilities cannot or will not be undertaken. 	A S S E S S M E N T P R O C E S S
	← ELIGIBLE NEEDS →	← PREVENTATIVE SERVICES, ADVICE, GUIDANCE, REFERRALS TO OTHER AGENCIES →				