

Eligibility for Non-residential adult social care Frequently Asked Questions (FAQs)

Q.	Will the policies be available on line?
A.	Yes.
Q.	What percentage of the Social Policy budget is spent on children with special needs and what percentage is spent on older people?
A.	In 2018/19 the council's total budget for Social Policy is £106 million. Children and Families expenditure is budgeted to be £34.1 million (32.2% of the total Social Policy budget) and Older People's expenditure is budgeted to be £39.9 million (37.6% of the total Social Policy budget)
Q.	How many people (estimate) will be impacted by this change?
A.	There are approximately 2,000 people in receipt of formal social care services although it is individuals whose needs are assessed as low or moderate who will be impacted by this change. It is anticipated that this may be around 300 people but this will not be known until an assessment of need has been undertaken.
Q.	What definitions does the council use for critical and substantial?
A.	The council uses the definitions outlined in the national eligibility guidance which are based on level of risk.
Q.	What about the risks that can be generated by social exclusion and not just those to life and limb?
A.	The eligibility criteria outlined in the policy include this under consideration of 'participation in community life'.
Q.	There are a lot of people identified as able to undertake assessments – it seems anyone can do this important task?
A.	No – it is not any staff member who can do this but only those who are appropriately qualified or registered.
Q.	How does eligibility get applied to someone with problems managing day to day activities, e.g. keeping a job, – do they miss out on vital support because their needs may be viewed as moderate rather than substantial or critical like someone with a disability?
A.	No – a full exploration of someone's needs would be taken into account as part of the assessment process.
Q.	If, for example, a group of 50 disabled adults meet at a group every week and then, as people are reviewed and some are no longer eligible for support, the group dwindles – would the group have to be stopped?
A.	There is no direct answer to this as the policy does not cover this type of situation explicitly – however, we have had experience of this, i.e. services no longer being sustainable due to reduced usage. In such cases we try to work in partnership with providers to see what might be done to continue to meet the needs of people who are eligible. The policy on eligibility is not the only factor involved. Self-directed support options provide people with choice about how they want to have any assessed eligible needs met and this has seen a decrease in the use of some traditional services.

Q.	Will the policy create more of these situations, i.e. have an adverse impact on organisations due to a reduction in their use?
A.	It is not possible to say but the policies are not the only factors involved. Self-directed support options provide people with choice about how they want to have any assessed eligible needs met and this has seen a decrease in the use of some traditional services.
Q	Is there an appeals process if someone is told they are not eligible for a service?
A	There is no appeal against the assessment of need. If the social care worker and the individual are not agreed on the outcome of the assessment and this cannot be resolved then the social work complaints process should be followed.
Q	If someone is assessed as moderate and they want to pay for a council run service privately will this be an option?
A	<p>Services, including in-house services, are commissioned by the council based on need. The council may be able to consider attendance by people who wish to 'self fund' but this could only be determined on a case by case basis depending on what space was available.</p> <p>It should be noted that even if this was granted, anyone with low or moderate needs, even if 'self funding', would not be able to continue attending if people with critical or substantial needs then required a space.</p>