

## Useful Contacts

Local social work offices can be contacted through the Social Work Contact Centre on 01324 506400.

**Bo'ness Office**  
Kinglass, Gauze Road,  
Bo'ness EH51 9UE  
Email: boness.swk@falkirk.gov.uk

**Intake Team Office**  
108b Glasgow Road, Camelon,  
Falkirk FK1 4HS  
Email: camelon.swk@falkirk.gov.uk

**West Long-term Team Office**  
Carronbank House, Carronbank Crescent,  
Denny FK6 6GA  
Email: denny.swk@falkirk.gov.uk

**Central Long-term Team**  
Brockville, Hope Street,  
Falkirk FK1 5RW  
Email: brockville.reception@falkirk.gov.uk

**Grangemouth Office**  
Oxgang Road, Grangemouth FK3 9EF  
Email: grangemouth.swk@falkirk.gov.uk

**Meadowbank Office**  
1 Salmon Inn Road, Redding,  
Falkirk FK2 0XF  
Email: meadowbank.swk@falkirk.gov.uk

If you would like this information in another language, Braille, LARGE PRINT or audio, please contact your local Social Work office.

### Polish

Jeżeli chciałbyś/chciałabyś uzyskać owe informacje w języku innym aniżeli język angielski, w języku Braille'a, w DUŻYM FORMACIE lub zapisane na kasetach audio skontaktuj się z lokalnym biurem Opieki Społecznej (social work office).

### Lithuanian

Jeigu jūs norėtumėte gauti šią informaciją kita kalba, Brailio šriftu, stambiu šriftu ar įgarsintą, prašome susisiekti su jūsų vietiniu socialines rūpybos ofisu.

### Arabic

إذا كنت بحاجة الى هذه المعلومات بلغة اخرى, بريل, حروف كبيرة او مسجلة صوتيا نرجوا منك الاتصال بمكتب الخدمات الاجتماعية المحلي.

### Urdu

اگر آپ یہ معلومات دوسری زبان، بریل، بڑے حروف کی چھپائی یا آڈیو میں چاہتے ہیں تو برائے مہربانی اپنے لوکل سوشل ورک آفس سے رابطہ کریں۔

### Chinese

如果你希望獲得此份資料的其他語言、凸字、大號字印刷或者錄音格式，請與你附近的社會工作辦公室聯絡。

### Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਜ਼ਬਾਨ, ਬਰੇਲ, ਵੱਡੀ ਛਪਾਈ ਜਾਂ ਅਡਿਓ ਤੇ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਆਪਣੇ ਸਥਾਨਕ ਸੋਸ਼ਲ ਵਰਕ ਆਫਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ

# Assessment and Eligibility for Community Care Services 2011

*social work ... putting people first*

Jan 2011

www.falkirk.gov.uk



Falkirk Council



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## Assessment and Eligibility Framework

Falkirk Council has implemented national guidance that will introduce minimum standards for the assessment and delivery of Social Work Community Care Services. These standards will apply to all community care service users.

## What is an assessment?

Assessment is the way in which we establish with you what your needs are. It also helps ensure that services and resources go first to those in greatest need.

A member of staff will meet with you to discuss your situation and listen to your views on the kind of help you need. From this initial enquiry, we will establish the urgency of your needs and prioritise this based on the information you give us. Where we have assessed your need for services, we will arrange for these to be provided. Please note there may be some circumstances where we will not be able to provide services.

We will carry out an assessment of your needs as soon as we can - but you may have to wait some time. The following gives an indication of how long you may wait for an assessment based on your priority:

- Critical - 1 day
- Substantial - 10 days
- Moderate - 3 months
- Low - 3 months

You have a right to an assessment of your needs and so does your carer. Carers should refer to our leaflet called 'Are you a Carer? How we can help', available from all local Social Work offices or from our website [www.falkirk.gov.uk](http://www.falkirk.gov.uk)

## The Eligibility Framework

The framework is applied to all areas including referral screening, allocating priority, assessment or review and the care provision.

We will apply the criteria to all assessments and services will be provided in line with the eligibility framework. However we know that people's circumstances can change and we can review this when you or someone else tells us about a change.

The Eligibility Framework is set out in four bands. These describe your risk to independence, harm or danger. They also describe the assessed outcomes or consequences if these needs are not met. The four bands are:

### Critical

This indicates major risk to an individual's independent living or health and wellbeing that is likely to require immediate provision.

### Substantial

This indicates significant risk to independent living or health and wellbeing that is likely to require imminent provision.

### Moderate

This indicates that there are some risks to an individual's independence, wellbeing or health. At this level some social care services may be managed or prioritised, with appropriate arrangements for review.

### Low

This indicates that there may be some quality of life issues.

The level of priority agreed at assessment or review will indicate the nature, level and timescales for service provision to service users or carers.

The following gives an indication of how long you may wait for the provision of services based on your assessed priority:

- Critical - within 14 calendar days
- Substantial - within 42 calendar days
- Moderate - within 90 days
- Low - you may not receive services at this level and we may provide you with information and signpost you to other services.

### Carers

Carers will be offered an assessment in their own right. Where the assessment or review concludes that the carer requires support to continue in their caring role the eligibility framework will be applied to the outcome of the assessment and the level of provision.

## Services and charges

There are a range of services that are provided to people who have been assessed as having community care needs and requiring support. The Social Work Service is committed, wherever practical and possible, to support people in their own homes and to promote independence.

If you are assessed as needing services you will be asked to complete a mandate. This will allow us to carry out some basic financial checks to find out if you will be charged. You will then be notified of likely charges before a service starts. The charging system used by Falkirk Council is based on principles of fairness and equity.

We will also ensure that you are provided with information to maximise your income.

All charges are flat rate and only contribute towards the cost of any care provision you might get.

Please refer to "a guide to social work services" and our leaflet on "Non Residential Charging Policy within Social Work Services" or Falkirk Council's website for more information.

## How to comment on Social Work Services

We always welcome feedback about our service - tell us what you think we got right, as well as what we did not get right. This helps us to make sure that our services are the best they can be for you in the future. You can pass any comment to the member of staff providing the service. Alternatively you can pick up a comments form from any local Social Work office, or you can complete the online feedback form which is available on our website.

We hope that you're happy with the service, but if you're not then please speak initially to the staff member providing the service you received as most problems can be dealt with quickly by them. If the matter still can't be resolved then you can speak to their manager. If you're still not happy with the response then you can follow our formal complaints procedure which is outlined in our complaints leaflet "how to complain about social work services". You can pick up a leaflet from any social work office or you can download it from our website.