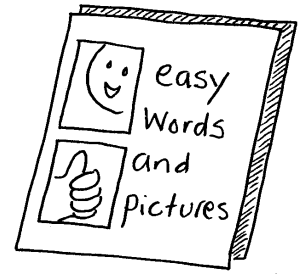


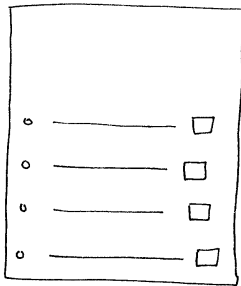
# An easy guide to eligibility criteria



0	_____	<input type="checkbox"/>
0	_____	<input type="checkbox"/>
0	_____	<input type="checkbox"/>
0	_____	<input type="checkbox"/>



Adult Social Services help lots of people to stay safe and be independent, but we do not have enough services for everyone that asks for help.

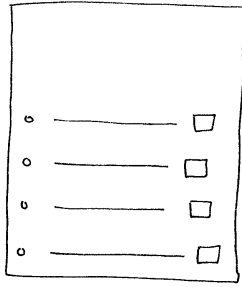


So we use 'eligibility criteria' to decide who needs our services most.

## What are eligibility criteria?



When people ask social services for support, we use a guide called eligibility criteria to decide whether they get support.



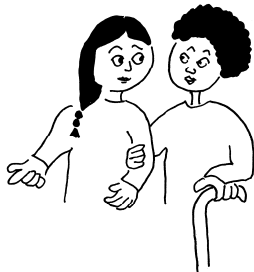
Eligibility criteria put people's needs into 4 different bands:

- Critical
- Substantial
- Moderate
- Low



The eligibility criteria have been decided by the Department of Health, and is part of their 'fair access to care services' guidance.

## Who do Blackburn with Darwen Borough Council Adult Social Services provide support to?

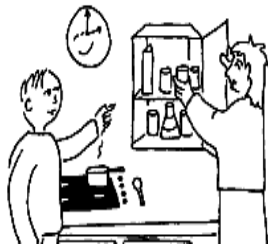


We provide services to people with critical or substantial needs. We also meet the eligible needs of carers.



If your needs are assessed as moderate or low we will help you to find different ways to get support.

## What is an example of critical or substantial needs?



Critical and substantial needs might be help with dressing, toileting, bathing, feeding, taking medicines and keeping safe. It may also include people who are at risk of being isolated or those whose independence would be at risk without support.

## What is an example of moderate or low needs?



Moderate and low needs might be help with cleaning, shopping, other household tasks or help with social activity.

## How do I know which band I fall into?

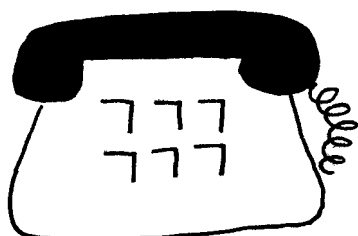


A Care Manager (sometimes called a Social Worker) will visit you to assess your needs. They will decide if your needs are critical, substantial, moderate or low.

## What if I am not happy with my assessment?



If you are not happy with your assessment tell your Care Manager.



They will put you in touch with their manager who will try to sort out any problems you have.



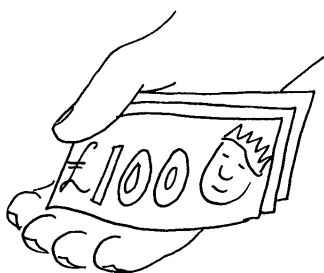
Lynda

If you're still not happy with your assessment you can contact the Customer Care and Communications Manager, Lynda Henderson, on (01254) 588980 to make a complaint.

## Why don't we provide services to people with moderate or low needs?

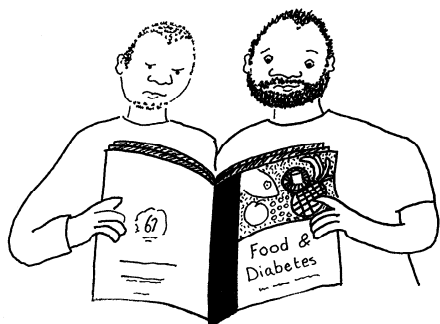


We only have a certain amount of money to spend on services for people.



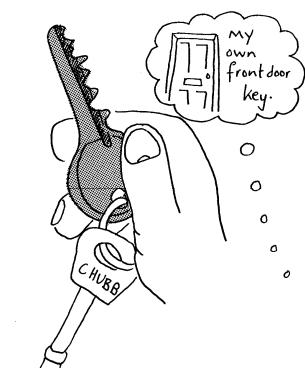
We need to spend our money on the people who need our help most - those with critical and substantial needs.

## What help is available to people with moderate or low needs?



If you are assessed as having low or moderate needs, we will put you in touch with other people and services that can help you.

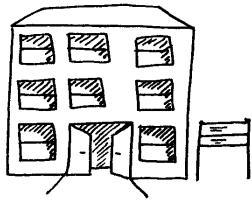
Other services that can help include:



**PILOT (Promoting Independent Living Outreach Team)** - they support people to live more independently



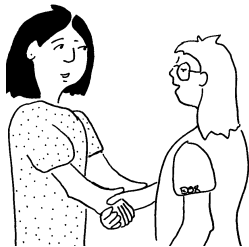
**Care Network** - can support you to set up services like cleaning, shopping, gardening and decorating



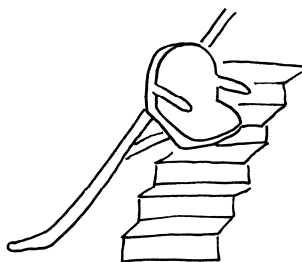
**Life Long Learning/colleges** - where you can learn new skills and get qualifications



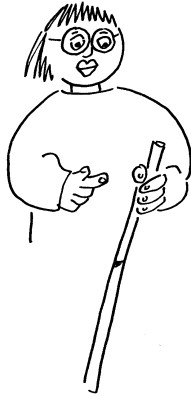
**Supported Employment** - can support you to get work



**Volunteer Centre (CVS)** - can support you to become a volunteer



**Assistive Technology** - can give you equipment to help you lead an independent life like a bath chair or a walking frame



**Sensory Impairment Team** - can give you equipment to help you see or hear like a hearing aid or a reading lamp



Blackburn with Darwen  
**CARERS SERVICE**

**Carers Service** - give support and advice to carers



**Stoneham Housing Support** - provide supported housing



**Mainstay** - offer support to young people aged 16-25 to help them manage their own tenancy



**Financial review/benefit check** - to check you are getting all the benefits (money) that you are entitled to



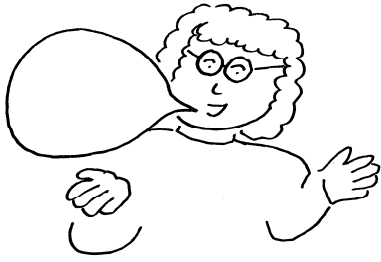
**Motivate** - can support you to take part in sport and other activities to keep you fit and healthy

**Who can I contact if I have any questions?**



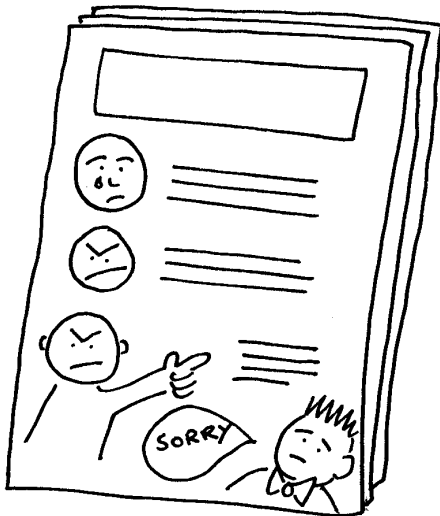
Contact your *Care Manager* or call the *Customer Care Department* on (01254) 588980.

## Tell us what you think

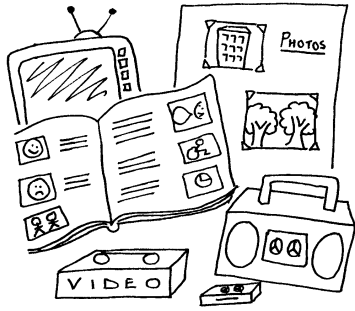


Lynda

If you want to let us know how we could make our services better or if you want to make a comment, complaint or compliment, please ring our Customer Care Manager, Lynda Henderson, on (01254) 588980.



Or pick up a 'comments, complaints or compliments' leaflet from Blackburn or Darwen Town Hall.



If you would like this information explained in another language or format, please contact Lynda Henderson on (01254) 588980.

اگر آپ یہ معلومات کسی دوسری زبان یا طریقے سے سمجھنا چاہتے ہیں تو براہ مہربانی لنڈا ہینڈرسن کو (01254) 588980 پر فون کر کے انتظامات کروالیں۔

আপনি যদি এই তথ্যটি অন্য ভাষায় বা আকারে বিস্তারিত জানতে চান, তবে দয়া করে যোগাযোগ করুন: লিন্ডা হ্যান্ডেরসন কে: (01254) 588980

আমাদের গুরুত্বপূর্ণ তথ্যে তমনে সমঞ্জসভাবে আসবে এবং আপনি তমনে ঈশ্বরতা ছাড়া তম, মডেরআনী করী লিন্ডা হেন্ডেরসননো (01254) 588980 নংপর পর এ মাটেনী ব্যবস্থা করবা সংপর্ক করো.

The pictures in this leaflet are taken from the 'Change Image Bank'.