

## Eligibility Criteria: Getting the services you need

### Introduction

Torfaen County Borough Council - Adult Social Care - supports fair access to good quality care and support for people who need help most. We will discuss with you your individual situation to determine if you are eligible for a response from us. This discussion is called an assessment.

To ensure that our response to you is fair and equitable we use what we refer to as 'eligibility criteria'. Our eligibility criteria are based upon your situation, the resources that you have available to you, what is important to you and how you can achieve the things that are important to you. This eligibility criteria applies whether you are an adult requesting support or a carer of an adult who requires support.

We aim to be fair and open about how we make decisions, directed by the Welsh Government guidance and regulations contained within the Social Services and Wellbeing (Wales) Act 2014.

### Welsh Government Eligibility Criteria for Adults

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The Welsh Government Regulations set out the test which Torfaen County Borough Council must apply to decide whether or not you are eligible to have your personal outcomes met by us.

- Condition 1 : Your personal outcome relates to age, disability, dependence on alcohol or drugs, other similar circumstances.

- Condition 2 : your personal outcome relates to the ability to carry out self-care or domestic routines, communication, protection from abuse and neglect, involvement in work or learning, developing social and community relationships or caring for a child.
- Condition 3 : There is no way of meeting the outcome with the support of family, friends, community or your own resources.
- Condition 4 : There is no alternative to the local authority providing care and/or support either directly or by means of a direct payment.

Adult Social Care will work with you to find solutions to the matters that you have identified as important – these may not be provided by Torfaen County Borough Council.

In an emergency, we will take urgent action to meet your immediate needs.

### What if I am not eligible for a response from Adult Social Care ?

If you are not eligible for care and support from Adult Social Care, we can still help you achieve what is important to you. This is because there are a number of community groups, organisations, charities, companies and services that offer support to people in Torfaen. Examples of these include:

- Open access to the Community Meals Service
- Social clubs and lunch groups in your area.
- Benefits advice and guidance.
- Mental health drop-in support services.

- Domestic Abuse advice and guidance.
- A list of approved providers that can offer services if you wish to make private arrangements.
- Carer groups and advice on organisations that support carers.

*This factsheet can be made available in other languages and formats upon request. Please contact us in order to arrange this.*

### Do I have to pay anything?

There is no charge for assessment or for giving you advice and information.

The Welsh Government tells us that we must charge you a contribution towards that the services that we provide if you are eligible. Our charges are based on how much money you have. We will carry out a financial assessment to work out how much you will need to pay. Currently Torfaen County Borough Council has chosen not to charge carers for services that respond solely to the requirements of the carer.

### The right to appeal

If you feel that we have not understood your circumstances, you have the right to appeal. Our factsheet *How to Appeal Decisions for Services* outlines how to do this.

### Our contact details

If you need more help, please contact us.

**Telephone:** 01495 762200

**E-mail:**

[socialcareCallTorfaen@torfaen.gov.uk](mailto:socialcareCallTorfaen@torfaen.gov.uk)

**Our Address:**

Torfaen Social Care and Housing Services  
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