



Fife Health and Social Care Partnership

Supporting People Framework

Fife's Eligibility Criteria

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1. Supporting people in Fife

Fife Health and Social Care Partnership's (HSCP) Strategic Plan, Vision and Priorities were developed in partnership with our workforce, wider partners, carers and members of the community.

Our vision is:

'To enable the people of Fife to live independent and healthier lives'

Our values are:

- **Person-focused**
- **Integrity**
- **Caring**
- **Respectful**
- **Inclusive**
- **Empowering**
- **Kindness**

Our Strategic Priorities are:



We want to support people to live good lives, supporting them to be independent, to be safe and healthy and to achieve the goals and outcomes that are important to them.

We recognise that everyone is unique. Each person has their own goals and needs, and we aim to work with each individual and their families to have good conversations to help us work out the right level and type of support for each individual.

In order to do this, we will help residents to work out what strengths, assets and resources they have to achieve their desired outcomes. We will then work together to identify what is available within the community and in their individual support network that could support them. Taking forward this approach helps us identify what the right level and type of funded social care support they will need to live safely and well. Examples of strengths and assets include but are not limited to:

- Individual: finances, skills, experience and abilities.
- Community: clubs, libraries, church, interest groups.
- Family: friends, neighbours, informal carers, circles of support.

Our Prevention and Early Intervention Strategy encourages everyone to think differently about how they can live an independent and healthier life now and in the future. We will work with people to enable individuals and communities to take every opportunity to maximise their own health and wellbeing by making best use of their local resources including their social networks and communities.

We will consider people on an individual basis and target our funded social care support to those assessed as having the critical level of need and risk to ensure that we equitably meet our statutory duties.

To do this fairly, we will continue to invest in voluntary and community resources that help people to live well and independently. We may ask individuals and family support networks to provide support where they can. We will encourage and sign post people with lower level needs to these services/supports so that they can still get the help that they need to live well. We will also advise people on how to make best use of their own personal assets and resources and show people ways that technology can help meet their health and social care needs.



2. Why do we need a new approach?

Fife HSCP has a strong track record in supporting people to live well. We have historically invested significantly in local services and support to help people at the earliest opportunity. We do this to ensure people have the opportunity within their communities to develop greater self-reliance and independence, focusing on prevention and early intervention, and increasing uptake of community resources.

There is a level of financial uncertainty as a consequence of the economic circumstances over the last few years. Inflationary pressures, increasing demand for services and uncertainty around funding are all contributing factors to the financial challenge that the IJB is facing. The Eligibility Criteria provides a consistent framework from which decisions can be made transparently and equitably to ensure that we direct our finite resources at those individuals who are identified as having the highest level of need and risk to ensure that we meet our legislative and statutory duties.

3. What will happen next?

Fife HSCP will implement the Supporting People Framework in our practices to determine the right level and type of support for individuals.

Everyone referred into or currently receiving services through social work and occupational therapy will be considered under this framework, initially to determine the timeframe in which we will offer an assessment, and after this, throughout the assessment process. We will work with individuals by having a good conversation, capturing their strengths, needs, goals and any areas of risk through our outcomes based assessment. We will talk to individuals openly about the level of needs/risks that they are experiencing in line with the national eligibility criteria for social care and determine whether their need is low, moderate, substantial or critical. Definitions have been provided in this paper to support your understanding of each of these areas and can be found on pages ten. Further detail can also be found in the 'Definitions of Risk' table on page eleven.

4. Policy application

The Supporting People Framework policy applies to all adults and older adults accessing social care and occupational therapy supports. This policy does not apply to children and young people where there are care/welfare concerns or those young people leaving care where other statutory duties apply.

This policy does not apply to carers, as defined by the Carers (Scotland) Act 2016, for whom a separate Carers Support Plan will apply. For more information about how we support carers, see our Supporting Carers Framework which is available at: ([include link in published version](#)).

5. Related legislation, policies and procedural mechanisms

In developing this framework, a broad range of legislation applies. Many have been in statute for a number of years and we recognise that a number of these acts are currently being reviewed. In developing this policy we are considering our obligations

under the acts outlined below but equally with an eye to how they might change in the future.

- Public Bodies (Joint Working) (Scotland) Act 2014
- The Social Work Scotland Act 1968
- The NHS and Community Care Act 1990
- Community Care and Health (Scotland) Act 2002
- Chronically Sick and Disabled Persons Act 1970
- Mental Health (Care and Treatment) (Scotland) Act 2003
- Adults with Incapacity (Scotland) Act 2000
- The Regulation of Care (Scotland) Act 2001
- The Adult Support and Protection (Scotland) Act 2007
- Children (Scotland) Act 1995
- Data Protection Act 1998
- Freedom of Information (Scotland) Act 2002
- The Human Rights Act 1998 and Equality Legislation
- The Social Care (Self Directed Support) (Scotland) Act 2013
- The Equality Act 2010
- The Mental Health (Scotland) Act 2015
- The Carers (Scotland) Act 2016

6. Context and approach to implementation

Fife HSCP Supporting People Framework is a policy to support practitioners to deploy finite resources equitably across a range of individuals with needs, taking into account least restrictive approaches to support and maximising community and social network supports where appropriate. This will ensure that resources are provided to those in greatest need whilst also increasing local community connections. Our Supporting People framework encourages creativity and collaboration to widen and enhance support. The framework will allow access to the most appropriate support in line with levels of risk and need. Where appropriate an individual might be offered services which include, reablement, occupational therapy, referral to voluntary sector resources and/or digital solutions to support the development of greater self-reliance and independence, with an increased focus on prevention and early intervention. In line with the assessment of need and risk, the support offered may also include a funded service.

The Supporting People framework will recognise risk as the key factor in the determination of eligibility for adult social care services. However, we know that risk can increase or decrease and be offset by strengths and protective factors which can be understood via ongoing assessment and review. Where a person is eligible for a statutory service, the urgency of risk and complexity of need should be borne in mind when determining how and when to respond to their support requirements.

The principles guiding our practice when implementing this policy are underpinned by the HSCP strategic vision to “enable the people of Fife to live independent and healthier lives”. Our vision aims to value what matters to people, build capacity with individuals and communities and focus on outcomes. Our values and strategic priorities will ensure that support provided by Fife HSCP will:

- Promote, support and preserve maximum independence and resilience where practical and practicable.
- Promote equitable access to social care resources.
- Adhere to the principals of early and minimum intervention.
- Target resources to those vulnerable individuals most at risk of harm or in need of protection.

Consideration should only be given to providing HSCP services when:

- The person is unable to meet the need themselves and, despite their assets, the risk persists to meet or exceed the threshold of the need for support.
- No other statutory agency has a duty to meet that need.
- Failure to respond to the need and risk would place the person in a situation of unmanageable or unreasonable risk.

The Supporting People framework prioritises risk using the nationally agreed criteria set by the Scottish Government into four categories: *critical*, *substantial*, *moderate* and *low*. When considered against the different areas of an individual's life it is possible that different risks will be at different levels. For example, the risk and harm of social isolation could be different from the risk and harm of being unable to meet personal care needs. Accordingly, the areas of a person's life assessed through assessment will identify risk and need across their life and provide an indication of eligibility for each. At all levels of risk and need an individual's personal and community assets should be considered.

7. Assessment and Review

The Supporting People framework considers both the severity of risks and the urgency of the requirement for intervention. Social Work and Occupational Therapy assessment is also undertaken on the basis that each individual is different and there may be unique circumstances particular to them. A diagnosis or condition does not necessitate the same support required for each individual. Individuals may respond or require different levels of support commensurate with their personal supports, assets or needs. Assessment and support planning taken forward by social work and occupational therapy services is done in collaboration with the person, their family, and carer to identify strengths, assets, and needs and the urgency with which they require to be met. The Supporting People framework will help inform decisions about which supports may be available and from whom support may be sought and provided.

In managing access to finite resources, the HSCP will focus first on those people having the most significant (high) risks to their health, wellbeing and independent living. People experiencing risk at this level will receive a visit to commence an assessment which we aim to undertake within 5 working days. Where people are assessed as being in the *critical* risk category their needs will generally call for the immediate or imminent provision of support. For people experiencing substantial risks, we will aim to deal with your request within 4 weeks and support as soon as reasonably practicable.

Where eligibility is assessed as *moderate*, the primary response of the HSCP will be to

provide the individual with advice/information and/or to signpost to community resources, supporting access to same where practical and practicable. Alongside this access to social care may also be considered in the assessment, particularly to address risk or to supplement support from the individual's personal and community networks. People in this category will be offered an assessment of their needs and aim to provide advice on suitable alternatives within 10 weeks. For more information on resources that can help you support your own health and wellbeing please see page 16.

Where eligibility is determined to fall into the *low* category, the response of HSCP services will be to provide the individual with advice/information and/or to signpost to community resources, supporting access to same where practical and practicable. In these cases, there is no timescale for assessment. For more information on resources that can help you support your own health and wellbeing please see page twelve of this document.

In times of increasing demand and need for assessments, there may be a significant timescale between initial contact and a full assessment taking place in other than critical situations.

The effect of the HSCP's Supporting People framework is that only services that reduce an individual's risk to a moderate/substantial/critical level will likely be subject to statutory funding and provide the options in relation to Self-Directed Support.

Key to determining eligibility will be our outcome focused and strengths based approach to assessment and support planning. Assessment and support planning will help address the following:

- a. What is the person's desired health and social care outcomes – what do they want to achieve?
- b. What are the barriers to those outcomes – what are the needs and risks preventing them being able to achieve those outcomes?
- c. What are the person's strengths in relation to these outcomes – what can they do by and for themselves by drawing on their strengths and assets in order to achieve their outcomes and mitigate any risks?
- d. What barriers to outcomes remain outstanding and what can be supported by universal and other community based services?

Getting it right for Everyone (GIRFE)

GIRFE is the Scottish Government's proposed multi-agency approach of support from young adulthood to end of life care. It builds on the practice and learning from GIRFEC (Getting it Right for Every Child).

Fife HSCP aims to use our good conversation approach, placing the person at the centre of all decision making that affects them, with a joined up and consistent approach regardless of the support needed at any stage of life.

Transitions

We will manage all transition assessment and support planning in collaboration with the individual and any other relevant persons to ensure that the range of support in place continues to meet the individual's assessed outcomes, whilst taking into account our legal duties in managing risk and harm.

Review

An individual's needs, risks and strengths are likely to change which will directly impact on their eligibility and need for services. Using the Supporting People framework, the types of services and how urgently they are required will change depending on the outcome of the assessment of need, risks and strengths. Timeous review of an individual's requirements will increase reablement potential, prevent dependence on services and increase independence where possible.

We will aim to achieve annual reviews of all social work services assessments, in accordance with our statutory obligations. Reviews carried out based on changes in need or circumstances should be carried out where such a change is likely to influence the individual's eligibility status. Reviews required due to changes in need or circumstances should be done on an as needed basis and may occur earlier than the annual social work services review.

Existing Support Packages

If during a review we identify we can make changes to the support plan, this will be fully discussed with the individual. It may be that some formal funded supports can be reduced or withdrawn and we support the individual to access other services, or it may be that support needs to increase.

In light of the current financial situation we will need to look at making reductions where this is possible and we will be fully open with individuals about this.

During the review process our staff will re-assess risks and needs using the Supporting People framework to identify the funding needed to meet outcomes and risk and to keep people safe.

8. Supporting People Criteria for Fife HSCP

Severity of Risk

Critical Risk: Indicates that there are major risks to an individual's independent living or health and well-being likely to call for the *immediate* or *imminent* provision of social care services (high priority). People experiencing risk at this level will receive a visit to commence an assessment which we aim to undertake within 5 working days.

Substantial Risk: Indicates that there are significant risks to an individual's independent living or health and wellbeing likely to call for the *immediate* or *imminent* provision of social care services (high priority). For people experiencing substantial

risks, we will aim to deal with your request within 4 weeks and support as soon as reasonably practicable.

Moderate Risk: Indicates that there are some risks to an individual's independent living or health and wellbeing. These may call for the provision of some social care services managed and prioritised on an ongoing basis or they may simply be manageable over the *foreseeable future* without service provision, with appropriate arrangements for review. People in this category will be offered an assessment of their needs and aim to provide advice on suitable alternatives within 10 weeks.

Low Risk: Indicates that there may be some quality of life issues, but low risks to an individual's independent living or health and wellbeing with very limited, if any, requirement for the provision of social care services. There may be some need for alternative support or advice and appropriate arrangements for review over the *foreseeable future* or *longer term*. Where eligibility is determined to fall into the low category, the response of HSCP services will be to provide the individual with advice/information and/or to signpost to community resources, supporting access to same where practical and practicable. In these cases, there is no timescale for assessment.

No Risk: Indicates there are no risks to health, wellbeing or independent living.

10. Definitions of Risk / Priority

Table 1 provides definitions of risk factors for each of the bands in the national eligibility framework as provided by Scottish Government. These are based on definitions already operated by some Scottish Councils. Inevitably, these are broad descriptions and call on the judgement of those applying the eligibility criteria in each case.

Table 1: Definitions of Risk / Priority

LOW	MODERATE	SUBSTANTIAL	CRITICAL
(Low/Preventative)	(Medium/Preventative)	(High)	
Risks relating to neglect or physical or mental health			
Few health problems indicating low risk to independence, potential to maintain health with minimum interventions.	Some health problems indicating some risk to independence and/or intermittent distress, potential to maintain health with minimum interventions.	Significant health problems which cause significant risks of harm or danger to client or others.	Major health problems which cause life threatening harm or danger to client or others.
Preventive measures including reminders to minimise potential risk of abuse.	Vulnerable person need to raise their awareness to potential risks of abuse.	Abuse or neglect has occurred or is strongly suspected (includes financial abuse and discrimination).	Serious abuse or neglect has occurred or is strongly suspected and client needs protective intervention by social care services (includes financial abuse and discrimination).
LOW	MODERATE	SUBSTANTIAL	CRITICAL
(Low/Preventative)	(Medium/Preventative)	(High)	
Risks relating to personal care /domestic routines /home environment			
Difficulty with one or two aspects of personal care, domestic routines and/or home environment indicating little risk to independence.	Unable to do some aspects of personal care indicating some risk to independence.	Unable to do many aspects of personal care causing significant risk of danger or harm to client or others or there are significant risks to independence.	Unable to do vital or most aspects of personal care causing a major harm or danger to client or others or major risks to independence.
Able to manage most aspects of basic domestic activities	Able to manage some aspects of domestic activities indicating some risk to independence.	Unable to manage many aspects of domestic routines causing significant risk of harm or danger to client or others or significant risk to independence.	Unable to manage the most vital or most aspects of domestic routines causing major harm or danger to client or others or major risks to independence.
Able to manage most basic aspects of home environment.	Able to manage some aspects of home environment, leaving some risk to independence.	Substantial loss of choice and control managing home environment causing a significant risk of harm or danger to client or others or a significant risk to independence.	Extensive/complete loss of choice and control over vital aspects of home environment causing major harm or danger to client or others or there are major risks to independence.
LOW	MODERATE	SUBSTANTIAL	CRITICAL
(Low/Preventative)	(Medium/Preventative)	(High)	
Risks relating to participation in community life			
Has difficulty undertaking one or two aspects of work/learning / education / family and/or social networks indicating little risk to independence.	Unable to manage several aspects of involvement in work/ learning /education and this will, in the foreseeable future, pose a risk to independence.	Unable to sustain involvement in many aspects of work/ education/ learning causing a significant risk to losing independence.	Unable to sustain involvement in vital aspects of work/ education/ learning causing severe loss of independence.
Able to manage most of the aspects of family / social roles and responsibilities and social contact, that pose some risk to independence.	Able to manage some of the aspects of family / social roles and responsibilities and social contact, that pose some risk to independence.	Unable to sustain involvement in many aspects of family /social roles and responsibilities and social contact causing significant distress and/or risk to independence.	Unable to sustain involvement in vital or most aspects of family /social roles and responsibilities and social contact causing severe loss of independence.

11. Complaints

We recognise that sometimes individuals or their families are not fully satisfied with the care or service that they receive. If this happens you have the right to complain, have your complaint investigated, and be given a full and prompt reply.

To give feedback about a social work service please speak to the person you normally deal with in social work, or to their manager.

Alternatively, you can telephone: 03451 551503 (9am to 5pm) for advice, or to make an appointment.

For further details about social care services complaints handling procedure please visit: www.fife.gov.uk/kb/docs/articles/have-your-say2/make-a-complaint

12. Signposting and resources

Fife HSCP Well:

www.fifehealthandsocialcare.org/your-community/the-well

Community Alarms:

www.fife.gov.uk/kb/docs/articles/health-and-social-care2/help-for-adults-and-older-people/living-independently-at-home/safety-alarms-and-equipment/community-alarms

Meals on Wheels:

www.fife.gov.uk/kb/docs/articles/health-and-social-care2/help-for-adults/living-independently-at-home/meals-on-wheels

Fife on Fort:

www.fifeonfort.org

Food Banks:

www.fife.gov.uk/kb/docs/articles/benefits-and-money-advice/food-banks/access-to-food-locations

Money Advice & Income Maximisation:

www.cabfife.org.uk/get-advice/specialist-advice-from-carf/debt-and-money

Fife Staying Safe and Keeping Well Booklet 2023:



Staying Safe and
Keeping Well Booklet

On Your doorstep:

www.onyourdoorstepfife.org

Smart Life in Fife:

www.smartlifeinfife.org

Appendix 1: Assessment Flowchart

