

OFFICIAL



Glasgow City Health and Social Care Partnership (HSCP) Carer Eligibility Criteria 2025 to 2028

OFFICIAL

OFFICIAL

Glasgow City HSCP is required to set and review local carer eligibility criteria at least every three years.

The carer eligibility criteria was reviewed based on feedback received from Glasgow Carers, carer centre managers and a [Care Inspectorate Inquiry](#).

This Carer Eligibility Criteria should be considered in the wider context of the 2025-2028 Glasgow Carer Strategy and Glasgow Carer Short Break Services Statement.

The Carers (Scotland) Act 2016 came into effect on 1st April 2018. The aim of the legislation is to ensure adult unpaid carers are well supported to continue to care, if they so wish, with support to maintain their own health and wellbeing and to have a life alongside their caring responsibilities.

All unpaid carers providing care to a resident of Glasgow are eligible for support with a universal offer of information and advice for all.

Legislation describes a carer as: “An individual who provides or intends to provide care for another individual”. Carer Eligibility Criteria will also take into account whether the carer is an adult or young carer.

An Adult Carer is someone over the age of 18 who provides or intends to provide unpaid care to a relative, partner or friend. This could be caring for someone who is ill, frail, disabled or has poor mental health or substance misuse problems.

A young carer is a person under the age of 18 who provides or who intends to provide care for an adult or child needing care, except where the child needs care solely due to their age.

The Carer (Scotland) Act 2016 guidance describes a carer’s eligible needs as, “Those identified needs for support that cannot be met through support to the cared for person or through accessing services that are available generally.”

The Carers (Scotland) Act 2016 introduced rights for carers and specific duties and powers for Glasgow City HSCP.

- Duties to provide support to those unpaid carers whose caring responsibilities have a critical or substantial impact on the carer.
- Powers to provide support to all unpaid carers whose caring responsibilities have a low or moderate impact on the carer.

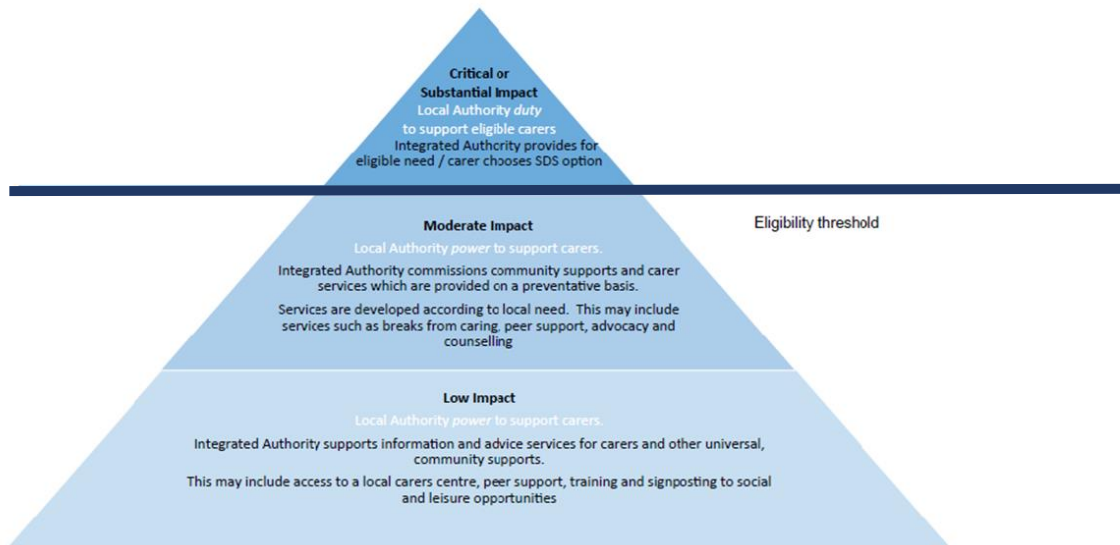
OFFICIAL

OFFICIAL

The Scottish Government intends to implement the Care Reform (Scotland) Bill which includes a new right to breaks for unpaid carers. (Glasgow City HSCP 2025 to 2028 Carer Eligibility Criteria will be updated as required to ensure compliance with any future changes in legislation.)

What are eligibility criteria? Eligibility criteria are the rules that are used to determine whether an individual qualifies for publicly funded care and support services. Eligibility criteria are designed to ensure resource are allocated fairly and effectively.

Diagram 1: Threshold for Carer support (P.177)



How to request carer support:

OFFICIAL

OFFICIAL

We've tried to make it easier for carers to request support in Glasgow.

(If the person you look after doesn't live in Glasgow, please visit [Care Information Scotland](#) for information about carer advice and information services in the area they live.)

Option 1: If you are an unpaid a carer, your [local carer service](#) will be able to help you access any support and information you require. You can also request an assessment of your needs by completing an online [request for carer support](#). Need help with this? Your [local carer service](#) can help you.

Option 2: If you, or the person you look after require information about accessing Social Care Services you should visit [Health and Social Care Connect](#) or phone 0141 287 0555.

Carer Eligibility Criteria: Explaining the process

Step one:

- An Adult carer who wishes to access support in their own right can complete a Carer Support Plan. This will involve an assessment to determine the carer's eligible needs. The Coalition of Carers in Scotland produced information on the Carers (Scotland) Act 2016 and what to expect from support and services. To find out more please visit
 - What to expect when you make an adult carer support plan. <https://www.alliance-scotland.org.uk/wp-content/uploads/2018/10/1.-What-to-expect-when-you-make-an-adult-carer-support-plan.pdf>
 - What to expect if the person you care for is being assessed. <https://www.alliance-scotland.org.uk/wp-content/uploads/2018/10/2.-What-to-expect-if-the-person-you-care-for-is-being-assessed.pdf>
- A Young carer who wishes to access support in their own right can complete a [Young Carer Statement](#). This will involve an assessment to determine the impact of the caring role on the child and what could be done to alleviate the caring role.

OFFICIAL

OFFICIAL

Not all carers who complete a Carer Support Plan or Young Carer Statement will have eligible needs, or a right to support. However, it is likely that they will still have needs which can be addressed through universal, preventative services.

Step two: A national framework was developed that is used to inform carer eligibility. **Table 1 Table of indicators:** [Carers \(Scotland\) Act 2016 Statutory Guidance](#) (P.178)

	Caring has no impact NO RISK	Caring has low impact LOW RISK	Caring has moderate impact MODERATE RISK	Caring has substantial impact SUBSTANTIAL RISK	Caring has critical impact CRITICAL RISK
Risk to carer	Low or no risk		Moderate risk	Critical and Substantial risk	
Health & Wellbeing	Carer in good health. Carer has good emotional wellbeing.	Carer's health beginning to be affected. Caring role beginning to have an impact on emotional wellbeing.	Carer's health at risk without intervention. Some impact on carer's emotional wellbeing.	Carer has health need that requires attention. Significant impact on carer's emotional wellbeing.	Carer's health is breaking/has broken down. Carer's emotional wellbeing is breaking/has broken down.
Relationships	Carer has a good relationship with the person they care for and is able to maintain relationships with other key people in their life.	Carer has some concerns about their relationship with the person they care for and/or their ability to maintain relationships with other key people in their life.	Carer has identified issues with their relationship with the person they care for that need to be addressed and/or they find it difficult to maintain relationships with other key people in their life.	The carer's relationship with the person they care for is in danger of breaking down and/or they no longer are able to maintain relationships with other key people in their life.	The carer's relationship with the person they care for has broken down and their caring role is no longer sustainable and/or they have lost touch with other key people in their life.

OFFICIAL

OFFICIAL

	Caring has no impact NO RISK	Caring has low impact LOW RISK	Caring has moderate impact MODERATE RISK	Caring has substantial impact SUBSTANTIAL RISK	Caring has critical impact CRITICAL RISK
Risk to carer	Low or no risk		Moderate risk	Critical and Substantial risk	
Living Environment	Carer's living environment is suitable posing no risk to the physical health and safety of the carer and cared for person.	Carer's living environment is mostly suitable but could pose a risk to the health and safety of the carer and cared for person in the longer term.	Carer's living environment is unsuitable but poses no immediate risk.	Carer's living environment is unsuitable and poses an immediate risk to the health and safety of the carer and/or cared for person.	Carer's living environment is unsuitable and there are immediate and critical risks to the health and safety of the carer and/or cared for person.
Employment & Training	Carer has no difficulty in managing caring and employment and/or education. Carer does not want to be in paid work or education.	Carer has some difficulty managing caring and employment and there is a risk to sustaining employment and/or education in the long term. Carer is not in paid work or education but would like to be in the long term.	Carer has difficulty managing caring and employment and there is a risk to sustaining employment and/or education in the medium term. Carer is not in paid work or education but would like to be in the medium term.	Carer has significantly difficulty managing caring and employment and there is a risk to sustaining employment and/or education in the short term. Carer is not in paid work or education but would like to be soon.	Carer has significant difficulty managing caring and employment and/or education and there is an imminent risk of giving up work or education. Carer is not in paid work or education but would like to be now.

OFFICIAL

OFFICIAL

	Caring has no impact NO RISK	Caring has low impact LOW RISK	Caring has moderate impact MODERATE RISK	Caring has substantial impact SUBSTANTIAL RISK	Caring has critical impact CRITICAL RISK
Risk to carer	Low or no risk		Moderate risk	Critical and Substantial risk	
Finance	Caring is not causing financial hardship e.g. carer can afford housing cost and utilities.	Caring is causing a risk of financial hardship e.g. some difficulty meeting housing costs and utilities.	Caring is causing some detrimental impact on finances e.g. difficulty meeting either housing costs OR utilities.	Caring is having a significant impact on finances e.g. difficulty meeting housing costs AND utilities.	Caring is causing severe financial hardship e.g. carer cannot afford household essential sand utilities, not meeting housing payments.
Life balance	Carer has regular opportunities to achieve the balance they want in their life.	Carer has some opportunities to achieve the balance they want in their life.	Due to their caring role, the carer has limited opportunities to achieve the balance they want in their life.	Due to their caring role, the carer has few and irregular opportunities to achieve the balance they want in their life.	Due to their caring role, the carer has no opportunities to achieve the balance they want in their life.
Life balance (continued)	They have a broad choice of breaks and activities which promote physical, mental, emotional wellbeing.	They have access to a choice of breaks and activities which promote physical, mental, emotional wellbeing.	They have access to a few breaks and activities which promote physical, mental, emotional wellbeing.	They have little access to breaks and activities which promote physical, mental, emotional wellbeing.	They have no access to breaks and activities which promote physical, mental, emotional wellbeing.

OFFICIAL

OFFICIAL

	Caring has no impact NO RISK	Caring has low impact LOW RISK	Caring has moderate impact MODERATE RISK	Caring has substantial impact SUBSTANTIAL RISK	Caring has critical impact CRITICAL RISK
Risk to carer	Low or no risk		Moderate risk	Critical and Substantial risk	
Future Planning	Carer is confident about planning for the future and has no concerns about managing caring.	Carer is largely confident about planning for the future but has minor concerns about managing caring.	Carer is not confident about planning for the future and has some concerns about managing caring.	Carer is anxious about planning for the future and has significant concerns about managing caring.	Carer is very anxious about planning for the future and has severe concerns about managing caring.

NB: In determining a carer's eligibility for funded services, it is important to recognise that indicators will not always exist in isolation from one another. It is appropriate and desirable that indicators should be explored in relation to one another, as there may be a 'multiplier' effect when two or more indicators overlap or interact. For example, it would be appropriate to discuss the impact of insufficient household income in relation to the effect financial hardship can have on the emotional health and wellbeing of a carer. Similarly, some indicators may be overarching, such as the ability to have a life alongside caring, which may be affected by the cumulative impact of the caring role in several areas of a carer's life.

All of the indicators set out in table 1 apply to young carers. The indicator have read-across to the eight [Getting it Right for Every Child Wellbeing indicators](#) of Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included as shown in

OFFICIAL

Table 2: Local eligibility criteria indicators and comparison with wellbeing indicators ([Carers \(Scotland\) Act 2016 Statutory Guidance](#) P.72)

Carer Indicator (Annex F)	Wellbeing indicator	Comment
Health and wellbeing	Healthy	Applies to young carers as caring can impact on their physical and mental health.
Relationships	Healthy, Safe and Nurtured	The relationships young carers have with their family and friends can be affected by caring and impact on the young carer's health as a result. A young carer might not be safe in the home due to inappropriate caring responsibilities due to their age. A young carer might not be nurtured in the family setting due to caring for a very ill parent.
Living environment	Safe	Relevant to young carers where the living environment poses a risk to the young carer's safety e.g. because young carer is using a hoist for moving and handling. Or the living environment might include lots of medication and drugs lying around. However, in most circumstances the living environment is more an issue for the adult in the house or the whole family.
Employment and training (and education)	Achieving and Responsible	Mostly relevant to young carers aged 16-18 but adapt this to include education which is relevant to all young carers. The young carer's achievement might be supported through a skills development course, paid-for tutor support, purchase of laptop. However, mostly, the support should be provided by the school.
Finance	Included	Mostly relevant to young carers aged 16-18 if they are spending money on, for example, utilities. However, also relevant to the younger age group if they are 'out-of-pocket' due to caring. Therefore take age and circumstances of the young carer into account.

OFFICIAL

Carer Indicator (Annex F)	Wellbeing indicator	Comment
		Support to help deal with economic inequalities in particular.
Life balance	Active, Achieving and Included	Young carers require a good life balance in order to have time for activities, school and friendships.
Future planning	Achieving	Relevant to planning for college, university, training and work and also for the future care of the cared-for person if the young carer moves away from home.

Step three:

Where a carer is assessed as having identified eligible needs that cannot be met through:

Types of support	Examples
Services or assistance for the cared-for person (Other than replacement care to provide a break from caring ¹).	Home Care, Technology enabled care, Equipment and adaptations, Mental health services, Day Care, Activities for children affected by disability.
Other general services available universally to the public at large.	Leisure centres, libraries, art galleries, community transport, lunch clubs, youth clubs, education services, gardening clubs, walking clubs, local support groups, bereavement services, social clubs, Housing Support, Glasgow Life.
Support that is available for all carers looking after someone resident in Glasgow.	Information and advice, training and peer support, money matters, emotional support, short breaks, having a voice, emergency planning and future care planning.

(¹ **Replacement care** is care provided to the cared for person which replaces care normally given by the carer and which is provided as a form of support to the carer so the carer can have a break from caring.”)

The person who completed the Adult Carer Support Plan or Young Carer Statement with the carer will agree the type and level of support the carer needs to achieve their personal outcomes.

OFFICIAL

OFFICIAL

Step four: Once the support has been agreed, the carer will then decide how they would prefer to arrange and review their support. The carer can choose from the four [self-directed support options](#).

Table 4 Self-Directed Support options	
Option 1 is usually called a direct payment. The individual budget is a cash payment and will be paid into your bank account and used to pay for the services required. This money can be used to employ support workers or buy services from organisations. If you want to have a lot of control over the service you get, option 1 is for you.	Option 2 is when the money is held by the Council or another organisation, but you are in charge of how the money is spent. This is sometimes called an individual budget or an individual service fund. If you want to have some choice in what kind of service, you get but do not want to arrange the service yourself, option 2 is for you.
Option 3 is when the individual budget is held by the Council, and they arrange the support for you. If you do not want to choose your own support and are happy with everything being organised and provided by the Council, Option 3 is for you.	Option 4 is a mix of any of the above options. If you want to choose some of your support but have other parts arranged for you, option 4 is for you.

At the time of writing this Carer Eligibility Criteria, Glasgow City HSCP is reviewing Self-Directed Support.

If you require a copy of the Eligibility Criteria in an alternative language, please contact us at:
info@glasgowcarersinformation.org.uk

OFFICIAL