

Risk to independence and key factors	Health and Safety * (Risk)	Autonomy	Management of daily routines	Involvement in family or community life
Critical Level 1 : Critical In urgent situations the assessment process will begin within 1 day	<ul style="list-style-type: none"> life is, or will be, threatened: significant health problems have developed or will develop serious abuse or neglect 	<ul style="list-style-type: none"> there is or will be little or no choice or control over vital aspects of the immediate environment 	<ul style="list-style-type: none"> there is or will be an inability to carry out vital personal care or domestic routines 	<ul style="list-style-type: none"> vital involvement in work, education or learning cannot or will not be sustained vital social support systems & relationships cannot or will not be sustained vital family and other social roles & responsibilities cannot or will not be undertaken
Substantial Level 2 : Substantial In less urgent situations the initial contact will be followed by allocation to a Care Co-ordinator who will begin the assessment within 2 weeks	<ul style="list-style-type: none"> abuse or neglect has occurred or will occur 	<ul style="list-style-type: none"> there is or will be only partial choice and control over the immediate environment 	<ul style="list-style-type: none"> there is or will be an inability to carry out the majority of personal care or domestic routines 	<ul style="list-style-type: none"> involvement in many aspects of work, education, learning cannot or will not be sustained the majority of social support systems and relationships cannot or will not be sustained the majority of family and other social roles and responsibilities cannot or will not be undertaken
Moderate Level : 3 Moderate In non urgent situations, the response will take place within 6 weeks or sooner if possible			<ul style="list-style-type: none"> there is or will be an inability to carry out several personal care or domestic routines 	<ul style="list-style-type: none"> involvement in several aspects of work, education or learning cannot or will not be sustained several social support systems and relationships cannot or will not be sustained several family and other social roles and responsibilities cannot or will not be undertaken
Threshold				
Low Level 4 : Low Rapid response to users seeking advice by office visit, phone or letter or simple services not requiring home visits to assess; otherwise responses as for level 3 : Moderate where individual circumstances dictate			<ul style="list-style-type: none"> there is or will be an inability to carry out one or two personal care or domestic routines 	<ul style="list-style-type: none"> involvement in one or two aspects of work, education or learning cannot or will not be sustained one or two social support systems and relationships cannot or will not be sustained one or two family and other social roles and responsibilities cannot or will not be undertaken