



Your
guide
to

Individual Service Funds



**What we
mean when
we say...**



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Assessment

This is a discussion between you and your Social Care Worker to agree what you can do for yourself and what you need help with to remain at home. This is recorded in a document that you will both sign to say you agree with what has been written about you.

Direct Payment

This is one option of using your Personal Budget. The Council pays your Personal Budget into your bank account so you can arrange your own care and support as agreed in your Support Plan. Most people choose a Direct Payment if they want to employ their own carers, sometimes called Personal Assistants or PAs.

Indicative Budget

This is an indication of the amount of money that will be made available to you following an assessment to help put your support plan together. You should aim to build your Support Plan within this amount but your final Personal Budget will not be decided until your plan has been agreed.

Individual Service Fund (ISF)

This is one option of using your Personal Budget. The Council will pay your Personal Budget to an organisation you have chosen to arrange your care and support needs as agreed in your Support Plan.

ISF Organisation

The organisation you have chosen to manage your Personal Budget.



Managed Service

This is one option of using your Personal Budget. The Council will choose a provider to meet the needs as agreed in your Support Plan, you might not have as much flexibility as you would with a Direct Payment or ISF but the Council is responsible for making sure the service is good quality.

Outcomes

The things in your life that you either want to stay the same or to improve, to keep you healthy, safe and well.

Personal Budget

The amount of money the Council will make available to meet your needs as identified in your Support Plan.

Provider

This is who delivers your care and support and could be the same as your ISF organisation.

Social Care Worker

The person from the Council who will talk to you about the help you might need to stay living at home.

Support Plan

The document where you and your Social Care Worker show the Council how you plan to spend your Personal Budget to meet your outcomes.

Your questions answered...



What is an Individual Service Fund (ISF)?

This is when the Council gives your Personal Budget to an ISF organisation on your behalf to manage your budget and arrange your support. This can be any ISF organisation registered with the Council. They will work directly with you to deliver the support you need as identified in your Support Plan but you don't have to worry about managing the money. They can also buy in support, for example, if you are feeling lonely they could help you find something to do in your local community to build friendships. They can also help you to purchase a piece of equipment that will make you more independent or find a life coach to improve motivation.

Some ISF organisations may charge a management fee which you can pay out of your Personal Budget.

How is this different from a Managed Service?

An ISF gives you more control over the support you receive, for example, if you have a condition that fluctuates you can plan and save some support to use flexibly when best suits you through close working with your provider.



Why is the Council doing this?

The Council wants people to have more choice about who provides their care and support. People have been able to do this for some time with a Direct Payment, but not everyone wants the responsibility of managing their Personal Budget.

How does an ISF work?

The Council will pay your Personal Budget to the organisation you have chosen. They can only spend your Personal Budget to meet your needs and you can ask them for a breakdown of how much has been spent and what you have left at any time.

You and the ISF organisation you have chosen will sign an agreement with the Council so everyone knows what is expected of them. If things aren't working in the way you want you can talk to the organisation to sort out any problems. If this does not work you can contact your allocated worker or Gateway to Care on **0845 11 11 103**.

Who can have an ISF?

Anyone who has had an assessment from the Council and has been given a Personal Budget to meet their care and support needs whilst living at home.



How do I choose an ISF organisation?

The easiest way is to look at the Council's Wellbeing Hub on the internet **www.calderdale.gov.uk/ISF** where you will find information about all the ISF organisations that have registered with the Council. If you don't have access to the internet your Social Care Worker can get this information for you. The Council has carried out basic checks on the ISF organisations on the register. You could also:

- Ask other people about their ISF organisation.
- Check out the ISF organisation's website and read about the services they can offer and how much they charge.

How do I choose a Provider?

- If you need home care you could read the home care providers' Care Quality Commission report on the internet.
- Ask them if they can provide the things that are important to you, for example, you might only want female carers to meet your personal care needs or it might be important that your carers visits are at set times if you need to take medication or get ready for work.
- Ask them what happens if you don't need care for a short time because you are in hospital or on holiday.
- Although most home care providers are not able to guarantee the same carer will always visit you, they will try and keep the number of carers working with you to a minimum.

Please note: the Council is not able to recommend any ISF organisations or home care agencies. You need to decide who you want to work with.

What happens next?

As soon as you and the ISF organisation you have chosen have signed the agreement with the Council your Personal Budget will be paid into their bank account and your support can start. If there are any teething problems you should talk to your ISF organisation to get them resolved quickly, if this does not work you can contact your allocated worker or Gateway to Care on **0845 11 11 103**

How can I make my ISF more flexible for me?

There may be times when you don't use all of your Personal Budget in one week. Your ISF organisation will be able to keep up to four weeks of surplus for you to use another time to meet your outcomes flexibly.

What do I do if something goes wrong?

You should contact your ISF organisation to sort things out with you. If you are still not satisfied you should call Gateway to Care on **0845 11 11 103**.



Can I change from ISF to a Direct Payment or Managed Service?

Yes. If at any time you feel the ISF is not meeting your needs you should contact Gateway to Care on **0845 11 11 103** and talk to an adviser.

What if I am worried about my safety?

The Council is committed to keeping people safe and take all your concerns seriously. If you are worried, concerned or feel uncomfortable about how your care is being provided, you should contact Gateway to Care on **0845 11 11 103**. You can also ask someone you trust to contact them on your behalf if you prefer.

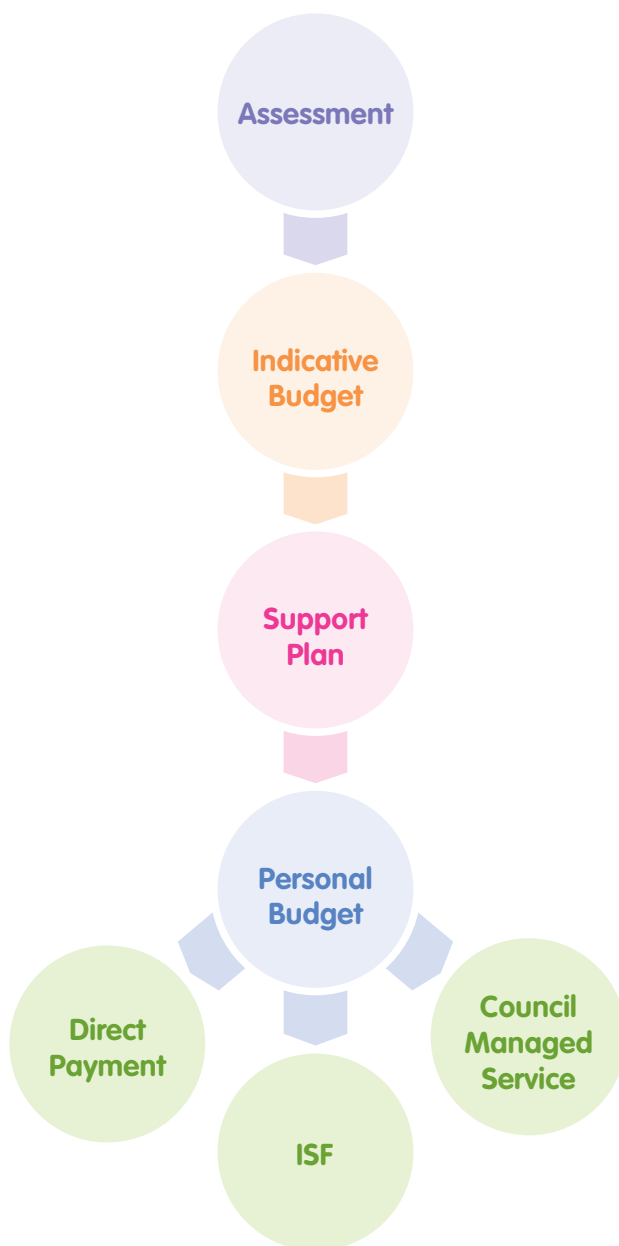
What difference will it make to the financial contribution I make for my services?


The way your financial contribution is calculated is the same whether you have an ISF or a Managed Service.

What if I am unhappy with the ISF organisation I have chosen?

If you have tried to sort things out with your ISF organisation, but you are still are unhappy then you should contact Gateway to Care on **0845 11 11 103**. They will work with you to resolve the issues or help you to find another ISF organisation.

How the process will work





**For further
Information
please
contact ...**

Gateway to Care:

Telephone: **0845 11 11 103**

Email: **gatewaytocare@calderdale.gov.uk**



www.calderdale.gov.uk