



University of
Sheffield



Questions to Ask



**Questions to help you find out
about Individual Service Funds**

FUNDED BY

NIHR

National Institute for
Health and Care Research



ISF Toolkits



This document is part of a **toolkit** about **Individual Service Funds** (ISFs).

A **toolkit** is a collection of documents.



The information is in Easy Read.
Many people will still need support to understand and use it.

Personal Budget

Difficult words are in **bold** and are explained in the text.



There is also a glossary to explain difficult words. Find it in the folder of ISF resources, which you can download from our website.

Introduction



This is a list of questions to ask if you are interested in getting an **Individual Service Fund, or ISF**.



You might ask your **support provider** or social worker.

A **support provider** is an organisation that organises support for people.



The questions and answers will be different for everyone. It depends on who you are and where you live.



You do not have to ask every question. You might think of different questions.

Getting an ISF



Who can get an ISF?



Can I choose to have an ISF?



Will I need an assessment?
If so, what does it involve?



Do I have to fill in forms?
Can I ask someone to help me?

Getting an ISF



How long can I have an ISF for?



Can my ISF be taken away?



What can I do if I want an ISF, but my local council won't let me have one?



What do I need to do next?

My personal budget



A **personal budget** is an amount of money from the council.

It can be only spent on the things in your **Care and Support Plan**.



What can I spend the money on?



What are the rules?



Who will know what the money is being spent on?

My personal budget



Who decides how the money is spent?



Will I see how much money is in my budget and how it is spent?
How often will I see this?



What happens if we don't use all budget?



What happens if my budget is not enough to do everything in my Care and Support Plan?

My personal budget



If I change to an ISF, will my personal budget stay the same, or will it change?



Will I have to pay towards the cost of my care and support?

If I do have to pay:



- how much will I pay?
- how will I pay?

My care and support



Who will help me look for interesting things to do?



Can I only get support from my support provider, or can I buy support from other places?



How often will we meet to talk about my plan?



If I want to change something, who should I talk to?

My care and support



How will I decide what I do and how people support me?



How much control will I have?



When and how should I tell my support provider if I want to change things?

My care and support



Who will check that the people who help me are doing a good job?



How will any other people who help me be checked?



Can I pay friends or family to support me?

Choosing a support provider



A **support provider** is an organisation that organises support for people.

They do things like:

- employing and training support staff
- making sure people get the right support at the right time



How do I choose a support provider?



How can I find out which support providers offer ISFs?

If you are not happy with your ISF



What will happen if I say “no” to something?



What can I do if things aren't going well?



Who should I talk to if things need to change?



Can I change to a different support provider?

Useful links



EQUALD video about ISFs

<https://vimeo.com/1092471465?share=copy>



EQUALD homepage

www.sites.google.com/sheffield.ac.uk/equald/home



More EQUALD resources about ISFs

<https://sites.google.com/sheffield.ac.uk/equald/toolkits?authuser=0>



The EQUALD toolkits were co-produced by:

Self advocacy groups

Support providers

Local councils

The EQUALD Team at Sheffield University

