

# Individual Service Funds

**Creating choice and control within supported living services**

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# What is an ISF?

## (In Wakefield)

# What is an ISF?

An Individual Service Fund, or ISF, is when a Provider looks after a service user's Personal Budget for them and helps them to decide how and when they want care and support.



# What is an ISF?

Within an ISF:

- The individual, with the help of the ISF Provider and their Care Manager, decides how to spend the ISF money to best meet needs and outcomes.
- The ISF Provider is accountable to the individual (as well as to the Council).
- The ISF Provider commits to spend the money only on the individual's service and the management and support necessary to provide that service.



# How do ISFs work?

- Individual's have a 'My ISF Plan' which explains how their Personal Budget is being used to reflect their Assessment and Care and Support Plan.
- Plans should be flexible, reviewed and updated as goals are met or choices change.
- Shared/Core support is accounted for within each ISF.
- Support can be bought from a range of organisations.
- 'Items' can be bought with ISFs.
- Money can be 'banked' within ISFs.

# ISFs in supported living services

## Flexibility and partnership working

# Where are we now?

54 people in supported living services have an ISF in Wakefield.



We are building new flats for adults with learning disabilities – support will be commissioned via ISFs



# What has changed?

- Individuals, ISF Providers and Care Managers are starting to think more creatively about support.
- We want to be more focused on outcomes than outputs.
- People living in the same place can have different ISF Providers, or different support providers.
- Providers are having to work together, including managing payments to each other.





# What are the challenges?

- What challenges do you see with using ISFs in supported living? (Or, what are you worried about?)
- How would you respond to them?

# (Some of) our challenges... and responses

Making sure individuals are genuinely given choices

Info to individuals  
Contractual requirements

Measuring outcomes rather than outputs

Trialling stars, roadmaps etc. (Still an area that needs work though!)

Cultural change not just system change

Conversations, joint training, listening, learning and repeating

# Improving choice in services

**Options that reflect goals**

# What else is going on?

- Continued move to a more strength-based and outcome-focused approaches in care management and the commissioning
- Development of different accommodation options – that help individuals achieve what they want to in their lives.
- Market development – with a particular focus on what our communities can offer.
- Horizon scanning – looking at assistive technology and new ways of working in particular.



Working together

**Co-production throughout**

# What is co-production (to us)?

Co-production is:

- Working together as staff, service users and families with equal input – going beyond consultation and engagement;
- Recognising all contributions as valuable;
- Taking the opportunity to challenge each other and problem solve together to achieve outcomes;
- Working in a way that is open, transparent and honest;
- An on-going process – which needs to be embedded from start to finish in our work.



# Why is it important?

In my opinion, it is the only way forward for people to improve in their own needs and progress towards leading more fulfilled lives.

I know what I need!

We make better decisions when we make them together.

Outcomes cannot be achieved by any one service or individual on their own.

Before, Arthur\* would just smile and shrug his shoulders but now everything relating to Arthur's support is because he has asked for it.

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Family Member

Service User

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Social Worker

Outcomes cannot be achieved by any one service or individual on their own.

Service Director

Before, Arthur\* would just smile and shrug his shoulders but now everything relating to Arthur's support is because he has asked for it.

Provider Manager



# Thank you for listening!

To find out more...

- <http://www.wakefield.gov.uk/health-care-and-advice/adults-and-older-people-services/care-needs-assessment/step-3-using-your-personal-budget>
- <https://procontract.duenorth.com/Advert?advertId=d8b71a0a-fa8f-e811-80ed-005056b64545&p=1c381835-7581-e611-8114-000c29c9ba21>
- Or email me on [hollywatson@wakefield.gov.uk](mailto:hollywatson@wakefield.gov.uk)