

# Individual Service Funds – Making it Happen

A Collaborative  
Approach



# ISF's – Making It Happen

- Introductions
- Jacqui Hendra – Social Care Assessor – DCC
- My role includes undertaking needs assessments and reviews for people across the South Hams area.



**SELF  
DIRECTED  
FUTURES**

# ISF's – Making it happen

## Background

My first involvement with an ISF was working alongside New Key, trusted provider in 2019. This was part of the pilot project that was being run at the time which I became involved with through the assessment and review process for a small group of people.

## Initial Perceptions

Initially, I had a limited understanding and knowledge of the true definition of an ISF and had various concerns that prevented me from considering them as a viable option.

I had concerns over how these would be managed and, that if ISFs are used 'creatively', they might not be spent on meeting eligible outcomes.

I was also concerned at the thought of providers initially undertaking reviews in place of the Care Managers and the potential of this being abused.



# ISF's – The Obstacles

- The legal agreements
- How was the money going to be disbursed
- How was the money going to be held
- Converting the agreements into Easy Read format
- The consultation period on developing knowledge around ISF's
- Understanding the Eligibility Criteria's
- Understanding new ways of working – i.e. The 24-7 grid





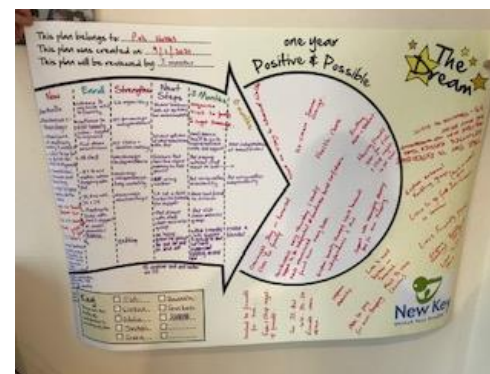
# ISF's – The Process we've followed

- Through joint meetings, we helped the person and their circles of support understand what an ISF is and how they can use their budget creatively.
- This process included making everyone aware that the person's outcomes are set against the Eligibility Criteria as detailed by the care manager.
- In partnership, we have completed a PATH with each person to map out their goals and outcomes.

Person-centred planning requires the coordination and involvement of everyone who's involved in an individual's 'circle of support'. The PATH highlights to the provider & care manager what a good life looks like for each person.

- Implementing the 24-7 grid and providing training to the person and the support team.

- ✓ Training and educating the staff team with the culture change needed to effectively implement the ISF. This has included: the understanding of the Eligibility Criteria and the setting of relevant goals and outcomes, creating a better understanding of a more effective and flexible use of hours, increased community mapping, networking and local connections, moving away from time and task support and adopting a more holistic approach to delivering support.



# PATH (Planning alternative tomorrows with hope) a good tool to use with ISFs

- A visual tool
- It's inclusive and puts the person in control
- It sets clear direction and outcomes for people (both short and long term)
- It supports timely reviews to check how things are going
- It's practical and useful for identifying who can support an individual and the strengths that they have and can contribute to helping the person achieving their goals.
- It works well when there are a committed group of people who want to support the individual to achieve their outcomes.
- Improved relationships – better communication and trust with the local authority and with families
- Increased job satisfaction for support staff as they see people grow in their skills and independence



# What does a good person-centred review look like

- The review should be a **positive opportunity** to take stock and consider if the plan is enabling the person to meet their needs and achieve their aspirations. The process should not be overly-complex or bureaucratic.
- The person should know about the review **before it happens** and have opportunity to prepare.
- **They should decide** who will be there and where it will happen





# ISF's – What we've learned



- ✓ Working in collaboration with providers is the key to successfully deliver ISF's. It is vital to develop a relationship of trust and be transparent with communication to share best practice and address problems or mistakes, so that we can all learn together.
  - ✓ There can then be a focus on genuine person led outcomes and collaborative working, which shifts people's ways of thinking from hours to outcomes.
  - ✓ The importance of writing good outcomes for individuals and communicating them with everyone that's involved in their care and support is paramount.
- ✓ It's important for all to understand that an Individual Service Fund can be used to meet eligible needs in ways that are different and more creative than what's traditionally seen as 'care and support'.
  - ✓ Support staff are now demonstrating the skills needed to research assets in the local community, that meet the individual's needs and interests and help them to make best use of them.

# What we would love to see

- We want people to have support that is focused, working towards their outcomes and recognise that these will change over time.
- We want reviews to be person-centred
- We want to see positive and trusting relationships develop between all those involved with an individual's support

We are excited to share that we have recently handed back £63,165.80 from our ISF project to Devon County Council. This relates to savings over a period of 18 months for services provided to 19 people. As detailed in this breakdown:

We have been able to make these savings for Devon County Council by applying creative and innovative approaches to budgeting. We have achieved this by enabling people to pool their budgets with others when appropriate and by using the community, volunteers and natural support.

Please contact us if you would like to learn more about ISF's and how we have supported people to manage them.

Gary Kent  
Director



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