

Direct Payments Individual Service Funds (ISFs)

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What is an ISF

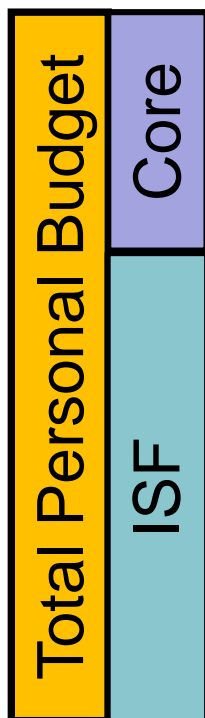
- Individual Service Funds (ISFs) are one of the options available for management of a **personal budget with a direct payment**
- An ISF is when all or part of a direct payment is held and managed by a provider organisation on behalf of a service user
- The ISF agreement could be with an authorised person if the service user lacks the capacity to consent to a direct payment





How will ISFs be used for LD supported living services arranged through the DPS?

- Each individual living in / moving into a supported living scheme will have a personal budget which is split into the core element and an ISF
- The provider who successfully bids to deliver the core element, will be the ISF provider



Core element will focus on keeping safe and well in the home. This may include: night support, personal care, medication prompting / administration, tenancy management and ensuring a safe and viable service.

ISF:

- the individual decides how to spend their ISF to meet their assessed needs
- the provider is accountable to the individual
- the individual can choose to purchase any agreed support hours from the ISF (lead) provider, from other organisations, or employ a personal assistant
- it is **essential** that individuals have free choice to make this decision and the ISF provider acts on this accordingly

What are the criteria for an ISF?

- In Islington, ISFs are currently only used for service users with a learning disability, but ISFs can be used for any client group
- When a service user is unable to manage the Direct Payments' employment and financial monitoring responsibilities, an ISF can be managed on their behalf.
- Outside of the proposed Dynamic Purchasing System (DPS) for LD Supported Living, service users or authorised persons who only require support to be an employer may be able to manage with support from the Direct Payments Support Team or by contracting directly with an agency, rather than needing an ISF arrangement

Setting up an ISF



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- To set up an ISF, the service user needs to take their personal budget as a DP and nominate the ISF provider to take responsibility for this
- Ordinarily, the service user chooses the ISF provider, however for LD supported living services arranged through the DPS, the ISF provider will be the provider who successfully bids to deliver the core element of the service
- The provider and service user will co-produce a support plan based on the outcomes the service user wants to achieve and how they want to achieve them – this must be agreed with the care coordinator before service starts
- The provider and service user will sign an Individual Service Fund agreement, setting out what services the provider will arrange
- The Council is not a party to this ISF agreement, but the Council must agree the support plan before service starts

What can be paid for with an ISF?



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- Support from the ISF provider (pooled or 121)
- Support from another support provider or the employment of a personal assistant (pooled or 121)
- Activity sessions
- Day opportunities
- Employment support services

What can't be paid for with an ISF?



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- LBI directly provided services (these must be paid as a virtual budget)
- Personal food or other shopping
- Anything illegal
- Support from a family member
- Contributions into a general pooled fund for the organisation

Practicalities

- Under the ISF agreement, the service user agrees for their DP to be paid onto their PFS prepaid card, which the ISF provider will manage on their behalf
- The provider is paid gross on a 4 weekly basis, so the full budget is available to pay all the required bills

Rules and Regulations

- All the rules and regulations regarding direct payments apply to the ISF arrangement
- The individual decides how to spend the money
- The provider is accountable to the individual
- The provider commits to spend the money only on the individual's service and the management and support necessary to provide that service

Fees and Charges

- The ISF provider will charge a monthly fee to be agreed to administer the DP on the service user's or authorised person's behalf.
- The cost will be included in the service user's support plan
- Social Services has a legal duty to confirm that the final support plan and budget are sufficient to meet the individual's assessed needs, outcomes and manage risks
- Costs to be included in the ISF service:
 1. **ISF provider costs**
 2. **Package costs**
 3. **Prepaid card costs**
- The service user's assessment of their client contribution will be included in their ISF. Their contribution will need to be paid to the council, if applicable.



How is the service provided monitored?

- If service users choose to receive their personal budget as a direct payment and set up an ISF arrangement, the ISF provider must transparently show how the money is being used to achieve the individuals' agreed personal goals/outcomes, as detailed in the agreed support plan. This requirement is outlined in the DP user agreement.
- Provider records must show the support delivered through the ISF. Records must be kept showing dates, times & outcomes of direct support, activities purchased, etc.
- Providers must evidence how the above relate to objectives set out in the person's support plan, and what progress has been made towards achieving objectives



How is the service provided monitored? (Continued)

- The care co-ordinator will be responsible for leading on the initial support plan review (within 12 weeks of ISF start date and then subsequent annual reviews)
- If the ISF provider is unable to meet the needs/goals as set out in the individual's support plan, they need to first discuss alternatives with the service user / their authorised person
- If no alternatives can be found, the provider needs to inform ILDP as soon as possible so other arrangements can be discussed with the service user/their authorised person and the individual's support plan/budget can be amended as required
- LD Supported Living Services arranged through the DPS will also be monitored by the Council's Contracts Team

How are the ISF finances monitored?



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- As Direct Payments and ISFs are public funds, Islington Adult Social Services must account for how they are spent
- The DP Finance Team will monitor how the individual's payments are being spent and the balance via the PFS prepaid card system
- The DP Finance Team will request all supporting documentation from the ISF provider for the first 3 months of payments for each individual and will advise what information is needed going forward
- Use of ISF funds arranged through the DPS will also be monitored by the Council's Contracts Team





What happens if the service user/authorised person is unhappy with the ISF arrangement?

- The provider would need to try to resolve any dispute between the person and themselves informally initially. Providers will have their own complaints process that service users /authorised persons will need to have a copy of so they can follow this accordingly.
- The person can be supported by their social worker or advocate to resolve the issues. If issues are due to an individual's change in needs and circumstances then a support plan review meeting will be needed, led by Social Services, to review how the personal budget is being used and managed.
- There is potential for conflict of interest if the ISF provider is delivering some of the services being purchased, therefore service users must be informed of how they can voice their feedback or concerns and who can independently support them if needed so that they retain maximum choice and control.

Any Questions?

