


About Ambient Support


Ambient Support is a registered UK charity with over 30 years' experience in providing care and support services for older people, people with a mental health need and people with a learning disability.

Our wide range of quality specialist services are delivered by our dedicated, professional and passionate staff and our success is built on supporting people to live a full and meaningful life, regardless of age, health or disability.

For further support or more information on Individual Service Funds, contact:

London Office

 **Phone:** 020 8502 3933

 **Email:** hello@ambient.org.uk

Watch our
video about
ISFs here



Registered and licensed by the Care Quality Commission (Provider ID: 1-102643235). Ambient Support Limited is a Company Limited by Guarantee. Registered in England & Wales. Company Registration number: 07211819. Registered Charity number: 1135353. ISF-0923

Find us online



@ambientsupport

Head Office & Registered Address:
Ambient Support, Unit 9, Bourne Court, Unity
Trading Estate, Southend Road Woodford
Green, Essex. IG8 8HD **Telephone:** 020 8502
3933

Email: hello@ambient.org.uk

Website: www.ambient.org.uk

ambient
Passionate About People



Your guide to Individual Service Funds (ISFs)

Providing financial freedom

www.ambient.org.uk

What is an Individual Service Fund (ISF)?

An Individual Service Fund (ISF) is an arrangement where the budget for a person's care and support arrangements is transferred from a Local Authority to a support provider of the person's choice, enabling them to be in control of how their support is designed and delivered.

The chosen support provider uses the ISF to arrange services and support tailored to that person's individual wishes and needs. This means that the person supported does not have to worry about managing the money side of things themselves and enables a flexible and transparent approach to support.

The provider is fully accountable for the handling of the fund and reports to the individual and their representative as well as the local authority.



Who are they for?

Individual Service Funds are available for people aged 18+ that have a learning disability and associated needs.

What can an ISF be used for?

- To pay for support from a chosen provider.
- To attend services in the community such as day centers or services from other providers.
- Support to access assistive technology or items such as exercise equipment/mobility equipment, subject to state assessment outcome.
- Towards support hours for holidays or day trips away, where support hours can be moved or reduced to save up for these events.
- Support provided to the person in their own home.

What services can Ambient provide?

The Ambient Way means we provide personalised support to people. Using an ISF means we work in partnership with the person to respect their needs and wishes.

We can provide support such as: Supported Living Services, Short Breaks & Respite Services, community based support for Day Services, Day-trips and Outreach.

For our Supported Living and Outreach services, we carry out a specific personal assessment and then tailor a Job Description based on this. People that use services are fully involved in the recruitment and interviewing processes. We also help to set up bank accounts and provide Easy Read documentation and statements to aid transparency and understanding about the ISF.

Ambient have an ISF Coordinator who carries out assessments and helps individual's to develop their support plan, to choose how and when they want their support delivered and by whom.

People who use our services can expect to see an increase in:

- Independence, choice and control.
- Daily living skills and self-care.
- Self-confidence and self-esteem.
- Community and Social engagement.
- Understanding and management of risks.
- Physical wellbeing & positive behaviours.

Why use an ISF?

Using an ISF means that **decisions can be made easily** and opportunities taken up in a **timely manner**. This is because the decision-making process is held by the individual and the people closest to them. It also means that there is chance for **flexibility and creativity** in the types of service or support that are provided.

