Better support through Individual Funding: lessons from England

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We want to acknowledge that we’re meeting today on the lands of the Gadigal people of the Eora Nation. We pay our respects to their elders past and present and recognise their continuing connection to this land. As visitors from the UK, it’s our privilege to share this space with you.

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What is an Individual Service Fund?

Less responsibility

Council manages your support

Individual Service Fund

Direct payment

More choice and control

EQUALD Project

WP1	WP2	WP3	WP4	WP5
• Advisory Network • Contributed across all work packages	• Realist Review • How social care systems produce successful ISFs for adults with a learning disability	• Realist Interviews • Interviews and focus groups with two self-advocacy groups	• Co-production of two toolkits • Workshops nationally, with self- advocacy groups and two Local Authorities	• Formative evaluation • Toolkits user tested for 5 (*September – February*) months in three Local Authorities

Inclusive ethos of the project

Project Management Group

This included:

Academics
Adults with intellectual disabilities
Practice experts in ISFs and adult social care

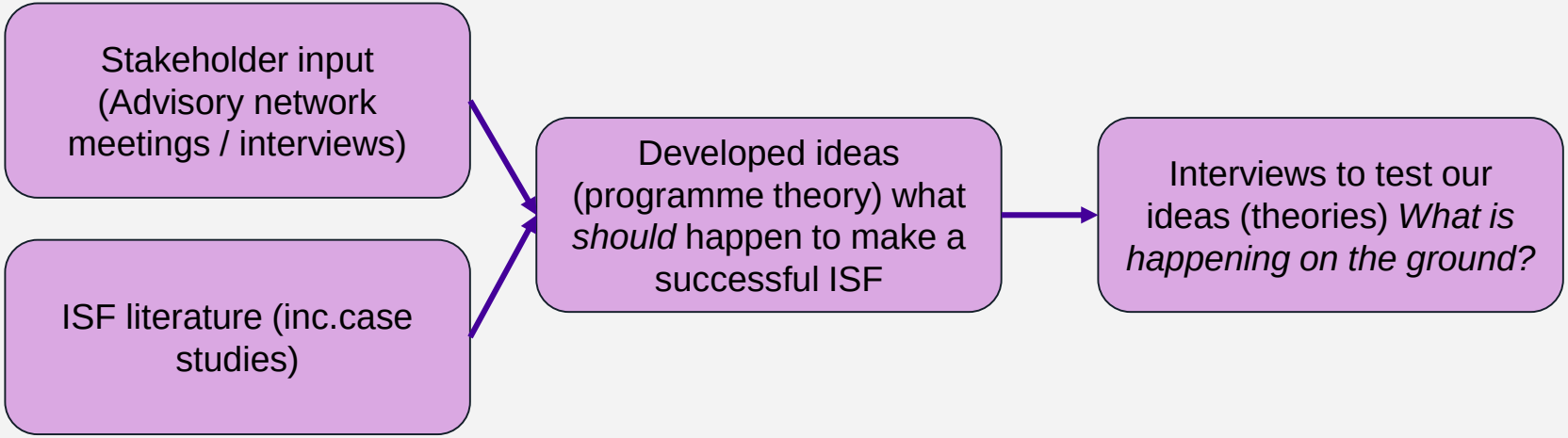
Speakup self advocacy group

Adults with intellectual disabilities

Advisory Group

This included:
Commissioners
Support providers
Carers
Social workers
Advocacy group leaders

Developing and testing ideas



To answer- How do ISFs work, for who and in what contexts?

Who was involved?

	Advisors	Participants			
	Advisory Network *(n=24)*	WP3 Interviews *(n= 48*	WP4 Co-production *(n= 57)*	WP5 Formative Evaluation *(n=35)*	Total participants *(n=140)*
Adults with intellectual disabilities	13	24	33	14	71
Support worker	4	-	3	-	3
Carer	1	1	2	-	3
Provider	2	10	7	14	31
Commissioner	2	7	7	7	21
Council staff	-	3	4	-	7
Social worker	2	1	1	-	2
Advocate	-	2	-	-	2

What Does Good Look Like for ISFs?

There’s no one magic ingredient for a successful ISF…
…but five things really make the difference when they come together:

- Values
- Relationships
- Flexibility
- Transparency
- Approach to Risk

Values

“We never went out to, to kind of think of it as a way of saving money… I've always held that it's got to improve choice, control, flexibility and ultimately the lives of the individuals …that's the underpinning value for me.” (Commissioner, interview)

Relationships

"It demonstrates the lack of trust that commissioners, …have in their providers in terms of money. Because they absolutely, implicitly, don't trust that we would do anything other than skim it in some way. And they fundamentally don't understand."

(ISF Provider)

Flexibility

“A lot of being flexible is people knowing what choice is available to them. So, it’s the provider knowing that they can share the budget, but also the person knowing to say, ‘Do you know what, I’d really like to go the football’, ‘I’d really like to do a walk’, ‘I’d really like to do deep sea fishing’, and then knowing that that is an actual option available to them.”
(Commissioner)

Transparency

“where the communication is lively and open and trusting through the local service manager or team coordinator, …where if we have the right information coming through to the central finance team and then that's reinterpreted back correctly …then it is actually a very positive thing because the people, the family members feel right, you know, this person's been supported correctly."

(ISF provider)

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Approach to risk

We pay the rent on an allotment so we do that as we act as a kind of a broker as an ISF provider. We pay the allotment provider. That person goes to the allotment two, three, four days a week. Their outcome's been met. They're absolutely great in terms of they're no longer socially isolated,…So that was a real simple example …about a provider being able to do that but a social worker can't."

(Commissioner)

Our accessible free Toolkits

1

For councils and support providers. Will help people to set up and run ISFs, and make sure they are working well.

- **Evaluation Framework**
  Tools for measuring success

- **Progress Pathway**
  A quality monitoring and case study tool tracking the ISF journey

2

YouTube

For adults with learning disabilities, family, friends and advocates.

To help people decide if an ISF is right for them, and how to get the most from it:

- **I statements**
- **Video**
- **ISF Factsheets**
- **Questions to Ask**

The toolkits

What else?

Co-produced toolkits of resources freely available from our website

Shared our findings and co-produced toolkits via national webinars with key government and provider organisations

Held a parliamentary reception to share our findings and resources with MPs to promote the further use of ISFs

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EQUALD
Individual Service Funds:
Shaped by people with learning disabilities to live the life they want to live
#BuildingBetterFutures
NIHR
National Institute for Health and Care Research

Thank you

Scan QR code to access our website and toolkits

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FUNDED BY
NIHR | National Institute for Health and Care Research

This study is funded by the NIHR [HSDR (NIHR151776)]. The views expressed are those of the author(s) and not necessarily those of the NIHR or the Department of Health and Social Care