

» What is an ISF?

An individual Service (ISF) fund is another way that a person with a learning disability can choose to access self-directed support.

An ISF is where the individual chooses to have their personal budget held by a service provider of their choice. This means that:

- The individual can decide how they want the money spent;
- The service provider is accountable to the individual, and
- The service provider is committed spending the individual's budget on the care and support services that are set out in the individuals support plan. An agreed amount of the money is spent on the management of the money and the support.

An individual can choose to have some of their budget spent on getting services from other providers although the budget is managed on their behalf by the main provider.

» Who can look after an Individual Service Fund Budget?

We have a list of providers who have been approved by the Council to support and manage an Individual Service Fund on behalf of an individual.

An up to date list of Providers can be found on the Councils website www.hartlepool.gov.uk

» Who is eligible for an ISF?

Hartlepool Borough Council can arrange an Individual Service Fund for people who meet the National Eligibility Criteria. For those who do not meet the National Eligibility Criteria we can give you advice information and details of our approved providers for Individual Service funds.

» More Information

If you would like to know more about Individual Service Funds, you can contact us using the telephone number or email address on page 2 of this factsheet.

» Contact us

You can contact the Early Intervention Team by letter, telephone, text, or email. If English is not your first language, we can provide a translation service.

» Our opening times

We open at 8:30am every weekday. We close at 5:00pm from Monday to Thursday. On Fridays we close at 4:30pm.



Telephone: 01429 523390



Text Service: 60006 (start your text with HBC)



E-mail: dutyteam@hartlepool.gcsx.gov.uk



Postal address: Adult and Community Based Services
Hartlepool Borough Council
Civic Centre
Victoria Road
Hartlepool
TS24 8AY

» About this factsheet

This factsheet explains how to get information about Individual Service Funds. We issued this factsheet in February 2014 and updated it in April 2018. We will check the information is up to date in April 2020.



You can download all of our factsheets from
www.hartlepool.gov.uk/factsheetsandpublications