



Adult Social Care

INDIVIDUAL SERVICE FUNDS (ISF)



**HARTLEPOOL
BOROUGH COUNCIL**

Review Date: September 2025

What is an ISF?

An Individual Service (ISF) fund is another way that a person who meets the eligibility criteria 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.

- The individual can decide how they want the money spend;
- The service provider is accountable o the individual, and
- The service provider is committed to 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 of 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 3 of this factsheet.

HOW TO CONTACT THE SUPPORT HUB

If you, or someone you care for - or a relative or friend - is finding life a bit difficult at the moment and would like to talk about it, contact our Support Hub - [our gateway to information, advice, support and care.](#)

 Visit the Support Hub at **Community Hub Central**, York Road, TS26 9DE between 10am - 4pm Monday to Friday

 Call **01429 272905** between 8.30am - 5pm Monday - Thursday. 8.30am - 4.30pm on a Friday.

 Email helping@hartlepool.gov.uk

We will connect you to the things that will help you get on with your life.

If you are **worried about someone being abused or neglected**, or if you need **information or support with hospital discharge** please contact:

The Integrated Single Point of Access (iSPA)

You can contact the iSPA Monday - Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm

 **01429 803100**

 ispa@hartlepool.gov.uk

 **07977709900 (Relay UK)**

How to get help if we are closed

If you need urgent help when our offices are closed, you can contact the **Emergency Duty Team** on **01642 524522**