LDA
Commissioners Network

What you should expect from your support provider

An Easy Read guide for people with an Individual Service Fund



EASY READ

Based on the Individual Service Funds We Statements

About this guide

This guide explains the support you should expect.

Picture	What this means
	This guide is for you if an organisation holds or manages your Individual Service Fund.
	We call this organisation your support provider.
	The standards in this guide were developed with organisations that hold Individual Service Funds.
	You can ask someone you trust to read this guide with you.

What an Individual Service Fund is

Individual Service Fund is sometimes shortened to ISF.

Picture	What this means
	An Individual Service Fund is a way of managing money for your care and support.
	Your support provider holds and manages the money for you.
	You should help decide how the money is used.
	The money should help you live the life you want.

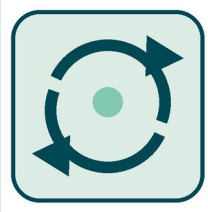
You should know about your money

Picture	What this means
	You should be told how much money is in your personal budget before detailed support planning begins.
	Your support provider should explain clearly if the amount of money changes.
	You should get clear information about how your budget is being used.
	Any fees or charges should be clear. You should know how much money is left for your support.

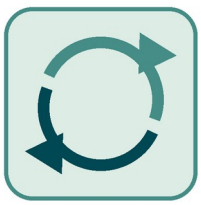
You should be involved in decisions

Picture	What this means
	Your support provider should agree with you how you want to be involved in decisions.
	Information should be given to you in a way you can understand.
	Your family, friends or other important people can be involved if you want them to be.
	You should get the help you need to communicate and make decisions.

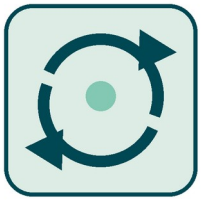
You should have choices about your support

Picture	What this means
	You should have a say about where your support happens.
	You should have a say about when and how your support is provided.
	You should be involved in choosing the people who support you.
	Your provider can work with other organisations when this makes your support better.

Your support should be flexible

Picture	What this means
	Your support plan should describe what you want to achieve. It should not only be a list of hours and tasks.
	You should be able to ask to change an activity, a timetable or a member of staff.
	Your support and your budget should be reviewed regularly.
	Changes should be made without unnecessary delay when your life or priorities change.

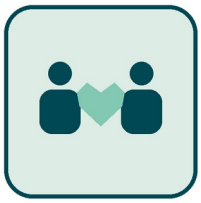
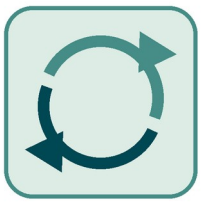
Your support should help you have a good life

Picture	What this means
	Your support provider should find out what a good life means to you.
	Your plan should include your skills, hopes, relationships and place in your community.
	Your budget should be used flexibly on agreed support and opportunities. It should not only buy staff hours from one organisation.
	The way your budget is spent should help you achieve the outcomes in your support plan.

You should be safe and have choices

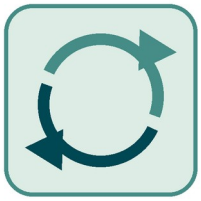
Picture	What this means
	There should be clear plans for your safety, health and wellbeing.
	Risks should be managed with you in a person-centred way.
	Safety should not be used to take away your choices when this is not needed.
	The people who support you should understand how you communicate and make decisions.

Your provider should listen and improve

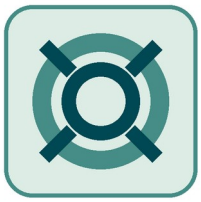
Picture	What this means
	Your support provider should ask what you think about your support.
	People who are important to you can also give feedback if you want them to.
	Reviews should look at what has changed in your life, not only whether planned support happened.
	Your provider should learn from feedback, complaints, things that go wrong and things that go well.

Five questions you can ask

You can use these questions at a review or meeting.

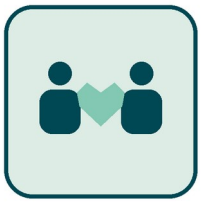
Picture	What this means
	Do I know how much money is in my personal budget?
	Am I involved in decisions about my support and my budget?
	Can my support change when my life or priorities change?
	Is my budget helping me achieve my goals, keep relationships and live a good life?
	Does my support provider listen to me and show what it has improved?

If something is not working

Picture	What this means
	Tell your support provider what is not working and what you want to change.
	Ask for clear information about your budget, your support plan or your next review.
	Ask a family member, friend or advocate to help you if you want.
	You can speak to the council or NHS professional who arranged your funding or support.
	Ask how to make a complaint if the problem is not sorted out.

Your concerns should be listened to and taken seriously.

About these standards

Picture	What this means
	This guide is based on the Individual Service Funds We Statements.
	The We Statements were developed with organisations that hold and manage Individual Service Funds.
	They are a set of standards for putting people at the heart of their care and support.
	This Easy Read guide was produced for the LDA Commissioners Network.

Original We Statements produced by Self-Directed Futures September 2026