

KEYRING AND INDIVIDUAL SERVICE FUNDS (ISFs)

What is an Individual Service Fund (ISF)?

If you have care or support needs the local authority will put aside an amount of money to help cover the cost of these. The amount is decided through an assessment. This is called your Personal Budget.

An ISF is one way of taking your personal budget. You choose an organisation to hold and look after your Personal Budget. They will be your ISF holder.



Why choose KeyRing as your ISF holder?

- **Flexible use of your personal budget:** KeyRing helps you get the most from your ISF, offering choice and control over your support.
- **Support tailored to you:** Mix and match KeyRing's support with other providers – choose what works best for you.
- **Well planned and ambitious support:** We use person centred planning tools to help you set your goals and be ambitious for your life.
- **Good value for money:** KeyRing will help you explore support options that are low cost or free. It could be things like joining clubs, using digital tools or making new friends. All of this means that you'll have more money left in your budget.
- **Experienced ISF management:** KeyRing is a trusted provider, already working with local self-directed support teams.
- **Support that flexes:** Sometimes you may need or want to change your support. We will help you review your options and work with the local authority if needed.

What can you access with KeyRing?

- **Network Place:** You can become part of our KeyRing network and access support from our team and other network Members.
- **One-to-One Support:** Flexible, person-centred support to help you achieve your goals.
- **Connect Package:** Access hubs and social activities if you don't need one-to-one support.
- **Money Management:** KeyRing can help manage your ISF, even if you buy support elsewhere.
- **Additional Benefits:** Out-of-hours helpline, digital inclusion opportunities, and access to training and skill-building.

How it works

You are in control of your ISF and you will choose an organisation to help you get the best out of your money. If you choose KeyRing you'll get:

- A tailored plan that starts with what you want from life and helps you choose the people, organisations and things you need to get you there.
- Support to decide and control how your ISF is spent to meet your needs and goals.
- The option to buy some or all of your support from KeyRing.

You do not have to buy KeyRing support if you only want us to support you with your ISF. KeyRing will explain any costs (management fees) for holding and supporting you with your ISF.



KeyRing helped me to explore lots of things like getting a job, eating well and decluttering my home. I used my ISF to support me to think differently. I feel more in control than I have ever been, and things are finally getting sorted in my life.

– Faith, KeyRing Member



Contact us

To discuss your options or get more information, contact
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