

About the Independent Living Fund

The ILF may make payments to disabled people to be used towards the cost of appointing personal assistants or using a care agency, to provide the personal care and domestic assistance they need to live at home. To get payments from the ILF, you need to meet certain conditions (see leaflet 1 for more information).

Summary

Our aim is to create CHOICE for disabled people by offering a -

- C - Comprehensive
- H - Highly professional
- O - Open
- I - Individual
- C - Correct and
- E - Effective service.

What we expect from you

- Telling us about changes—if you don't let us know you could end up in debt
- Keeping records
- Returning any ILF money not used

Other formats

We can provide this leaflet in different formats, please contact our User Liaison Managers for more details.

How to get in touch with us:

How to get in touch with us:

Telephone 0845 601 8815
or
0115 9450700



Textphone 0845 601 8816

Fax 0115 945 0944
0115 945 0945
0115 945 0946

Address PO Box 7525
Nottingham
NG2 4ZT



E-Mail funds@ilf.org.uk



Website www.ilf.org.uk

This leaflet is not legal advice, and although it does not deal with your specific situation, it does set out your general obligations to the ILF. Any figures or references to documents are correct at the time of issuing. The ILF reserves the right to update this leaflet from time to time.

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You and the Independent Living Fund



This leaflet tells you what we expect from you and what you can expect from us.

What the ILF expects from you

You must tell us about changes

Changes in your life may affect the amount of money you get from the ILF. You need to tell us about changes to -

- your care needs; the cost of your care;
- your benefits or income;
- your financial situation;
- your family;
- your living arrangements;
- the support you get from social services; and
- your power of attorney or appointee—see leaflet 3 for more information.



If you do not let the ILF know about any changes you may end up in debt. Please see leaflet 13 for more information.

You must keep records

It is a requirement of the ILF that you keep records. When we review your case every 2 years, our assessor will want to see either your personal assistants' (PAs) timesheets and payment records or invoices from your care agency. For more information about keeping records, please see leaflet 11.

If you get money from the ILF there are things we need you to do. Because the ILF are giving you money there are also things that we need to do.



Returning money to us

If you have ILF money left over from us that you have not used to pay for personal care or domestic assistance you must return it to us. If you do not do this, you may get into debt. See leaflet 13 for more details.



Your right to complain

If you are not happy about the way the ILF has treated you or a decision we have made, please contact us. Please refer to leaflet 19.

What you can expect from the ILF

We are committed to giving you the highest levels of service. We also aim to make an effective contribution to Independent Living by creating CHOICE for disabled people -

C - Comprehensive
H - Highly Professional
O - Open
I - Individual
C - Correct
E - Effective

Every 2 years we will revisit you to review the money we give you. We will do this more often if you ask us to.

Protecting your information

The Data Protection Act 1998 is a law which affects how we collect and use the information you give us. We keep this information on our computer system and in paper files. The ILF may also get information about you from social services, Department for Work and Pensions and your representative if you have one.

Because this information is about you, you can ask to see it to make sure it is right. If you would like to do this, please contact us. See leaflet 21 for more information about how the ILF uses your information.