

Extra support for ILF users with ‘Application review’ visits

The Independent Living Fund (ILF) is now giving disabled people extra support to help them manage and use their ILF payments.

The ‘application review’ visits, which commenced from 6 April 2009, are being made to ILF users 6 months into receiving an award from the ILF.

The ILF will use its UK-wide network of social care professionals, known as ILFAs, to visit users and answer any questions they may have. Emma Hynd, Senior Operations Manager at the ILF said, “The Application Review visits will help us further build on the excellent levels of customer service we deliver.”

“We have already carried out a trial of the application review visits and have had very positive feedback from those who took part.

Our ILFAs will find out if we are meeting our users’ expectations and give expert advice on issues such as managing their money and keeping records.”

The visits will be solely done by ILFAs so that no additional pressure is placed on Local Authority resources. Local Authorities will be kept fully informed by letter of all visits and of any outcomes.

These visits form part of a close ongoing relationship that ILF maintains with its users for the duration of receiving their ILF award. ILFAs visit all ILF users at least every two years as part of a regular review programme and users can also request an ILFA visits them to reassess their award at any time.

For more information about the application review visits contact Emma Hynd on 0115 9450840.

ENDS

Notes to Editors

- 1 The Independent Living Fund (ILF) is an Executive Non-Departmental Public Body of the Department for Work and Pensions. It awards payments to severely disabled people to support the cost of their personal care and/or domestic assistance. To get payments from the ILF you have to meet certain conditions.
- 2 The ILF provides financial assistance under the terms of a single publicly financed discretionary Trust Deed – The Independent Living Fund (2006), governed by a Board of nine Trustees.
- 3 The ILF currently provides financial support to over 21,000 disabled people in the UK allowing them opportunities to be fully included in their communities.
- 4 The budget allocated to the ILF for the financial years 09/10 and 10/11 for Great Britain are £340m and £356m respectively. The allocated budgets for Northern Ireland in 09/10 and 10/11 are £10.7m and £11.2m respectively.
- 5 For more information about the ILF visit www.ilf.org.uk