



# Independence Service

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## Service summary

The Independence Service can offer you and your family peace of mind to continue to live independently in your home knowing you will have regular weekly contact from a member of the team.

With your own allocated advisor, they can provide a direct point of contact for you without having to go through a service centre. You will have weekly contact with each other for a friendly chat and to help you as and when you need it.

**“** It's a brilliant service and no matter whom I speak to, whether it's my advisor or cover, everyone is friendly and willing to help if needed. I am so grateful that there is a service like this available to us.”

**Eileen, 75, June 2020**

# We can help you with:

- Reporting repairs
- Reporting neighbourhood / environmental issues
- Dealing with rent, benefit issues, letters or forms you may need help with
- Connect you with local social / community groups and activities
- Your advisor can also tell you about other services that you may be interested in or could benefit from

## Age restriction

The service is available to people of all ages, who live in a rented property in Oldham and may need some support to maintain their independence.

## Service charge

To receive this service there is a small charge of £9.88 per week however, this cost could be covered through your Housing Benefit or Universal Credit claim depending on your personal circumstances. Give us a call to see if this applies to you.



 **firstchoice**  
HOMES OLDHAM

**“** Wonderful service 10/10. My advisor is very helpful and was very supportive when I lost my husband.”  
**Norma, 81, June 2020**

**“** The service and my advisor in particular are first class - can't fault anything at all. If I hadn't have joined the service I would have probably been in a nursing home, as I used to struggle getting in and out of the bath. But with their help I am managing to live independently and I cannot thank FCHO enough.”  
**Pauline, 80, June 2020**

**“** It's a really good service and I couldn't ask for anyone better to keep in contact with. My advisor really does care.”  
**Ann, 80, June 2020**

## **Contact the team**

**Independence Service team**

T: 0161 393 5548

E: [independenceservice@fcho.co.uk](mailto:independenceservice@fcho.co.uk)

You can also find out more about the  
Independence Service on our website at:  
**[www.fcho.co.uk/independenceservice](http://www.fcho.co.uk/independenceservice)**