

## INDEPENDENT LIVING SERVICE

The Royal British Legion's Independent Living Service is made up of the Independent Living Advice Service and the Legion's Handy Vans Service. Both the Advice Service and the Handy Vans Service offer beneficiaries of all ages a high quality, friendly and professional service to live safe and well at home. The Independent Living Service offers support face to face, over the telephone and by email to help beneficiaries work towards goals that are important to them as well as a handy person service providing minor home repairs and adjustments.

### WHAT WE DO

The Independent Living Advice Service provides free advice, support and advocacy for beneficiaries of all ages and their carers, helping them to access statutory support where necessary. Our aim is to support Legion beneficiaries to live safely, well and independently at home.

Our specialist staff are available to provide advice and guidance on various areas such as:

- Aids and adaptations
- Disabled Facilities Grants
- Care assessments and direct payments
- Challenging local authority social care decisions
- Mobility issues
- Access to support groups
- Social isolation
- Advocacy



## INDEPENDENT LIVING SERVICE

HELPING YOU TO LIVE SAFE AND WELL IN YOUR HOME



**LIVE ON**  
LEGION

0808 802 8080

## OTHER LEGION SERVICES

The Legion helps our beneficiaries in many different ways including:

- Benefits, debt and money advice
- Assistance with accessing Armed Forces compensation and War Pensions
- Outreach support
- Welfare breaks and holidays
- Care homes and dementia care
- Employment & training support

For further information please visit our website or contact us using the information below.



## HOW TO CONTACT US

There are many ways to get in touch with us.

Our website: [www.britishlegion.org.uk](http://www.britishlegion.org.uk)

Our dedicated contact centre: **FREEPHONE 0808 802 8080** is open 7 days a week, from 8am to 8pm.

Via our 16 Area Offices in town and city centres across England, Wales and Northern Ireland. Please see our website for further details.



## WHAT ARE HANDY VANS?

The Royal British Legion's Handy Vans is a free service providing eligible Armed Forces personnel, veterans and their dependents with home repairs and maintenance allowing them to remain safe in their homes.

### HOW CAN WE HELP?

Handy Vans are here to help carry out basic repairs, maintenance or any minor adaptations to your home, including:

- Household safety checklist
- Changing light bulbs and tap washers
- Putting up shelves and grab rails
- Fitting smoke alarms and carbon monoxide detectors
- Fitting and changing door locks and other security features
- Building access ramps and storage sheds to house Legion-provided Electronically Powered Vehicles
- Installing care phones



### SAFE, TRUSTED, RELIABLE

Our Handy Vans Service is delivered by experienced handy persons and a dedicated support team helping our beneficiaries to live safely and independently at home.

Your security and peace of mind is important to us. Our handy persons wear branded uniforms and carry identification at all times. All of our handy persons are Trustmark and Foundations accredited as well as being DBS checked to ensure a high quality professional service is provided in line with recognised quality standards.

