

Information & Advice (IAA)

A little bit about
our service...

A bit about us

We are here to answer your calls between 8am - 5pm Monday to Friday excluding bank holidays.

We are here to provide Direct Payments (DP) and employment support and advice.

If you need support or guidance on employing Personal Assistants please call us.

If you leave a message on our voicemail we will return your call as soon as an adviser becomes available.

How best to work with us?

We will take time to listen to you when you call, so give us as much information as possible.

We will signpost you to other organisations where necessary

We will talk you through a process and send out fact and support sheets to back this up.

We will research and provide information for you if necessary.

Who are the advisers?

Emma Brooks
Tyler Paul
Anisha Islam
Linda Cranfield - Triages

Recruitment Co-ordinator

Daisy Scott

Support

Jane Allen
Chris Robelou

Tel - 01903 219482 option 3
Email - Advice@independentlives.org

What is important to us?

- Delivering a good service
- Supporting our customers to live independently
- Keeping customers happy

What people admire and like about us...

"Extremely helpful and lovely to speak to".

"She was very impressed I had handled her very well as most people couldn't and she would contact me in future as I had a very calming voice".

"A Social worker said that we should expand into West Kent as the service sounds brilliant"