



My Ref: FOI4859
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

Dear Sir or Madam Under the Freedom of Information Act, I would like to request the following information: Have you in the past or, do you currently, allow as eligible for Housing Benefit or Universal Credit the “OKEachDay” service provided by: Alertacall Ltd 45 Crescent Road Windermere LA23 1BL The OKEachDay service requires that a tenant/resident presses a button each day before an agreed time to check that the tenant/resident is okay. If you do allow OKEachDay, can you tell me the date of that decision and why? If you do not allow OKEachDay, can you tell me the date of that decision and why?

We do not currently have any Housing Benefit claims with the service charge “OKEachDay”. Housing Proactive, provided by Alertacall, has been identified as an eligible service charge, however because OKEachDay is an optional feature, any charges for this feature would not be eligible due to being optional or for personal use.

If you have any queries about this letter, please contact Information Requests Via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence ‘Complaint’ and address it to:

Barnsley MBC
Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team
Information Commissioner’s Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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