

Application for Vulnerable Tenants Social Alarm Scheme

To enable you to qualify, each member of the household must provide proof of age and up-to-date proof of benefits with this application

Name:

Address:

Telephone - Home:

Telephone - Mobile:

Date of Birth:

Are you a sole tenant or a joint tenant?
(please tick)

sole

joint

You must answer all of the questions set out below:
(please tick YES or NO)

		Yes	No
1	I am aged 70 years or more		
2	I live in a property with disabled adaptations and am in need of those adaptations		
3	I have a land line Telephone Line		
(a)	I am in receipt of Attendance Allowance		
(b)	I am in receipt of Disability Living Allowance		
(c)	I am in receipt of Severe Disablement Allowance		
(d)	I am in receipt of War Disablement Pension		
(e)	I am in receipt of Long-term incapacity benefit		
(f)	I am in receipt of Employment Support Allowance - Support Component only		

I/we confirm that the information above is true.

Signed

Print Name

Date



How we use your personal information

The information provided will be used by Cannock Chase Council, who are the data controller, to allow us to administer and manage your tenancy. We will only share your information when necessary, with other departments such as Housing benefits, Council Tax, Environmental Health and external agencies such as Social Services, Staffordshire Police, NHS Choices, or where the law requires or allows us to. For further information please see www.cannockchasedc.gov.uk/PrivacyNotice

Data Matching

Cannock Chase Council is under a duty to protect public funds and, to this end we may use the information held or provided by you for the prevention and detection of fraud. We may also share this information with other bodies including credit reference agencies, for these purposes and also for the administration and collection of taxes and charges and for performing other statutory enforcement duties.

For further information about the Scheme or need assistance to complete the application form, please contact the **Alarms Visiting Officer** direct on **01543 462621** or email us on **Alccdcalarms@cannockchasedc.gov.uk**.

This leaflet can be provided in Braille, on audio cassette tape/disk, **large print** on request to Cannock Chase Council on 01543 462621.

Please return your completed application form to:
Tenancy Services, Cannock Chase Council,
Civic Centre, PO Box 28, Beecroft Road, Cannock, WS11 1BG.

Tel: **01543 462621**

Email: **customerservices@cannockchasedc.gov.uk**

www.cannockchasedc.gov.uk



Vulnerable Tenants Social Alarm Scheme



What is it?

The Vulnerable Tenants Social Alarm Scheme is a service that offers you peace of mind; If you need help, it is available at the touch of a button, 24 hours a day, 365 days a year. It makes it possible for people to retain their independence in their own home giving both the client and their families peace of mind that help is on hand should an emergency or problem occur at the touch of a button.

You may benefit from the scheme if you feel at risk in your home due to your age, disability or illness or if you are feeling vulnerable, perhaps because you've been a victim of crime or domestic abuse.

We can fit an alarm in any property as long as you have a working telephone line. The alarm unit is connected to your telephone and portable buttons or pendants are available to wear around you neck or wrist. These will work from anywhere in your home (or garden).

Eligibility Criteria

The service is available to tenants who live in any type of property provided they meet the following criteria:

- The tenant is an introductory or secure tenant of Cannock Chase Council and are either:
 - Aged 70 or over or;
 - Live in a property with disabled adaptations and are in need of those adaptations or;
- The tenant is in receipt of one or more of the following benefits:
 - Attendance Allowance
 - Disability Living Allowance
 - Severe Disablement Allowance
 - War Disablement Pension
 - Long Term Incapacity Benefit (note long term only)
 - Employment Support Allowance - Support Component only

Who is involved?

Cannock Chase Council is working with Redditch Borough Council to provide a Social Alarm installation and monitoring service in the Cannock Chase area. All calls are answered by operators at Redditch BC who provide a 24/7 monitoring service.

Monitoring Centre Operators will speak to clients, assess a simulation and call nominated emergency contacts or request 999 emergency help where necessary.

How does it work?

The Social Alarm service works via an alarm unit that is connected to you phone line - there is no need for special wiring. By pressing a single button on the unit, or via a portable button worn around your neck or on your wrist, assistance is available any time, day or night. The button works anywhere within your home or garden using a powerful microphone to enable the call centre to hear you, even if you are in a different room. If you are unable to speak or in your garden, we will still be able to identify your name and address so somebody can be sent to your aid. We just ask that you test the system every month.

How can I get an alarm?

We offer a free home demonstration of the Social Alarm service and we can then explain the service in more detail and answer any questions that you may have.

If you would like more information, or would like to book a free demonstration:

- Please email: Alccdcalarms@cannockchasedc.gov.uk
- Or telephone: **01543 462621**

What if I need more help?

To help and support your independence Redditch Borough Council also supply and install a range of telecare sensors in addition to your alarm and pendant. These can be tailored to meet your individual needs and provide automatic alerts to situations such as:

- Fires
- Extreme temperatures
- Raised carbon monoxide levels
- Floods
- Falls

For more information please visit Redditch Borough Council's website www.redditchbc.gov.uk/living/support-at-home/new-lifeline.aspx or call **01527 534060**

The Social Alarm service offers peace of mind to you, your loved ones and friends, enabling continued independence, with the reassurance that help is available at the touch of a button - 24 hours a day, 365 days a year.

Security

All employees/Contractors involved with the 'Vulnerable Tenants Social Alarm Scheme' will wear official clothing with a logo attached or will have with them an official identification badge.

Finally

Once you have completed the attached application form and we have checked all relevant proof of documents provided, you will be notified by letter, advising you if you have or have not qualified for the service. If you do not meet the criteria, you have the Right to Appeal by writing to the Head of Housing & Partnerships.

Please note that the number of households who will receive the service each year will be restricted by the budget provision set by the Council. This will mean that the number of households for whom this service can be provided is limited. Therefore, any qualifying households exceeding the budget provision will be placed on a waiting list and dealt with on receipt of application on a date order basis.