

## Application for Vulnerable Tenants Social Alarm Scheme

Please send your application by email to [socialalarms@cannockchasedc.gov.uk](mailto:socialalarms@cannockchasedc.gov.uk)  
For further enquiries, please contact **Cannock Chase Council** on **01543 462621**.

Name: .....

Address: .....

Telephone - Home: .....

Telephone - Mobile: .....

Date of Birth: .....

Are you a sole tenant or a joint tenant?

sole

joint

*(please tick)*

You must answer all of the questions set out below:

*(please tick YES or NO)*

Yes

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](http://www.cannockchasedc.gov.uk/PrivacyNotice)

For further information about the scheme or if you need assistance with completing the application form please contact:

**Cannock Chase Council**  
**Housing Tenancy Services**  
on **01543 462621**

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: [socialalarms@cannockchasedc.gov.uk](mailto:socialalarms@cannockchasedc.gov.uk)

[www.cannockchasedc.gov.uk](http://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 your neck or wrist. These will work from anywhere in your home (or garden).

If you do not have a telephone line fitted, please contact us to discuss your options.

## 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
  - Personal Independence Payment (PIP)

## Who is involved?

**Cannock Chase District Council** is working with **NEW Lifeline, Redditch Borough Council** to provide a Social Alarm Service in the Cannock Chase area 24 hours a day, 365 days a year.

**NEW Lifeline** has a team of Telecare Installation Officers based in Cannock Chase who will demonstrate, install and maintain the equipment fitted within your home. Their Monitoring Centre is staffed by friendly, helpful and caring Operators who are highly trained to respond promptly and efficiently to your calls.

## How does it work?

The telecare alarm and pendant gives you the ability to call for help at any time of the day or night. The lightweight, discrete pendant will work anywhere in the average house and garden. You are recommended to wear the pendant at all times including in the bath and shower and you will be asked to test the equipment at least once a month to ensure that it is working and that your personal details are correct and up to date. Upon receiving your calls, the Operators are able to identify you and where you live; speak to you and arrange for the necessary help or assistance from emergency services etc and advise your next of kin or other personal contact what has happened. If you are unable to speak or cannot be heard they will still be able to identify your name and address and call for help.

## How can I get a free alarm?

If you are a council tenant you can make an application to **Cannock Chase Council** for a free social alarm. If you qualify and meet the criteria, the Council will send a referral to **NEW Lifeline, Redditch Borough Council** who will then contact you to arrange a free home demonstration of the Social Alarm Service. They will explain how the service works in more detail and answer any questions that you may have.

Please make your application for a social alarm by email to **socialalarms@cannockchasedc.gov.uk** or you can telephone **Cannock Chase Council** on **01543 462621**.

Please note: **Lost or damaged pendants provided free of charge by the Council will be re-chargeable to the tenant at a cost of £40.00.**

## What if I don't qualify for a free alarm?

If you do not qualify for a free alarm and still wish to receive a Social Alarm Service please contact **NEW Lifeline, Redditch Borough Council** on **01527 534060** for further details.

## What if I need more help?

To help and support your independence for a small charge **NEW Lifeline, 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 further information about these sensors please call **NEW Lifeline, Redditch Borough Council** on **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

**NEW Lifeline** do not have a uniform but do carry identification with them.

## 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.