



Further to your information request FOI/EIR 25/26-264, please find your question and our response below.

Request:

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.

Response:

For Universal Credit, contact would need to be made with the Department for Work and Pensions.

This type of service would be ineligible for Housing Benefit. With regards to Housing Benefit, we do not have a decision date. This service would be considered an alarm system or support service and not a service connected to the provision of adequate accommodation. Therefore, an ineligible service charge under Regulation 11, Schedule 1 of the Housing Benefit Regulations.

This concludes your request FOI/EIR 25/26-264.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.