

Nicola Hesketh  
Project and Information Co Ordinator

**Our Ref: FOI4563/NH/02**  
**Please ask for: Nicola Hesketh**  
**Direct dial: 01827 709 587**  
**E-mail: FOImailbox@tamworth.gov.uk**

[name redacted]  
Axa-PPP  
Linhay House, Linhay Business Park,  
Ashburton  
Devon  
TQ13 7UP

20<sup>th</sup> June 2017

Dear [name redacted]

### **Freedom of Information – Request for Information**

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act. Please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

#### **Details of Your Request**

- 1) *Does your Local Authority have in-house provision for assistive technology and telecare services and what percentage of the total amount is spent with external providers?*
- 2) *How much did your Local Authority spend on assistive technology and telecare services in 2015/16 and 2016/17 and how much is it planning to spend in 2017/18 on either a 'spot' or 'block' contract basis?*
- 3) *How many service users in your area received assistive technology and telecare services on 1st April 2015, 1st April 2016 and 1st April 2017?*
- 4) *Please provide; full names, job titles and contact details (including telephone numbers and email addresses) of the responsible Managers and Officers and what section / department these staff are part of?*
- 5) *Please provide details of any forthcoming tenders and contract renewals for such services? I would also be very interested in reading any other comments about commissioning and implementation of assistive technology and telecare services, including any other requirements in your area you might have.*

#### **The response to your request as follows:**

- **Lifeline Community Alarm service provision is a service provided to Tamworth Borough Council Sheltered Tenants via Weldon & Eastbourne Lifeline Alarm Service – 100% spent with this external provider**

- **2015/16 £7498.40 for lifeline monitoring service & £331.00 for check calls  
2016/17£7498.40 for Lifeline monitoring service & £ 252.50 for check calls  
2017/18 £7498.40 for Lifeline monitoring service & £ 200.50 for check calls**
- **1/4/15 365  
1/4/16 365  
1/4/17 365**
- **Mrs Lee Birch, Housing Options Manager**
- **Tamworth Borough Council's contract with Weldon and Eastbourne Lifeline Service for the provision of sheltered housing community alarm service is due for renewal April 2019.**

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Tamworth Borough Council,  
Marmion House,  
Lichfield Street,  
Tamworth,  
B79 7BZ

Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh  
Project and Information Coordinator