



Information Governance Team

Postal Address:
Coventry City Council
PO Box 7097
Coventry
CV6 9SL

www.coventry.gov.uk

E mail: infogov@coventry.gov.uk

Phone: 024 7697 5408

02 September 2025

Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI742892894

Thank you for your request for information relating to Do you allow the OKEachDay or similar service as eligible under Housing Benefit or Universal Credit.

You have requested the following information:

1. 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 or a similar service by a different provider, can you tell me the date of that decision and why?

If you do not allow OKEachDay or a similar service by a different provider, can you tell me the date of that decision and why?

**If you are not the correct local Authority to request this information from, as you do not process benefits applications, can you kindly provide who is for your area.
I would like you to provide the information in by email.**

CLARIFICATION

Thank you for your email on 22nd August 2025 asking for clarification which I am pleased to provide herein although I am unsure if I will make my request easier to understand or worse as I have never made a FOI request before.

First, I would to say that I am not connected to OKEachDay, its parent company Alertacall or any other company providing a similar service and I am making my request as a member of the public.

You asked:

Please can you clarify or provide further context by what you mean by 'Have you in the past or, do you currently, allow as eligible for Housing Benefit or Universal Credit the "OKEachDay" service provided by Alertacall?'

As I understand it, Social Housing providers of any kind, private landlords or even individuals can sign up for Alertacall's various services, one of which is OKEachDay. I also understand that there are other companies who provide similar services but they would be called by a different name.

If the service is contracted by a Social Housing Provider, the fee for the service is normally included in the individual tenants Service Charge and if that tenant within your ward was still receiving Housing Benefit (having not yet transitioned to Universal Credit), then the Head of your Benefits department would have made a decision on whether to either:

Depending upon if it is the OKEachDay Service or a similar service from a different provider.

A. allow the fee for the service as an element of the overall Service charge from the housing provider as eligible under Housing Benefit.

B. deny the fee for the service as an element of the overall Service charge from the housing provider as eligible under Housing Benefit.

I believe, although I may be wrong, that it would be for the Head of Benefits for each Council to make that decision and it maybe that it would be in the form of a Policy for all Housing Benefit claims, or potentially made on a case-by-case criteria.

Whichever is the case, there should be a written record of such a decision.

The legislation that I have been provided is as follows:

The Housing Benefit Regulations 2006

PART 1 - Service charges other than for fuel

Ineligible service charges

(c) charges in respect of the provision of an emergency alarm system

It follows then that it would depend upon whether your Policy, if one exists, or if your Head of Benefits who decides case-by-case, defines services such as OKEachDay as an emergency alarm system.

OKEachDay does not market itself as such but how a company markets its self does not mean this is how your Head of Benefits, or any other with a different council, would decide to define it for the purpose of the appropriate section of The Housing Benefit Regulations 2006.

Returning to my FOI request

It may have been that in the past, your Head of Benefits defined that the OKEachDay Service or a similar service was not an emergency alarm system and therefore it was eligible under Housing Benefit but after an undefined period of time, perhaps following a review, it was redefined as an emergency alarm system and therefore it became ineligible under Housing Benefit

Again, I would have thought that this decision would be on record as it seems important. As an example, that record may show that prior to specific date the decision was made to allow such a service, as I described above, on a case-by-case basis but, after that date a Policy came in to effect to deny such services as eligible.

Of course, the reverse may have applied where prior to a specific date all such services were ineligible under Housing Benefit but after that date matters were assessed in a case-by-case basis.

In response to your request, we confirm we have not received a claim submitted that cites the OKEachDay service, or similar system on any Housing Benefit claims from customers within Supported Accommodation.

To advise and assist you further, if the Council were to receive a request, we would seek a detailed breakdown of the functions being performed. This would help determine whether the tasks relate to housing management (which may be eligible for Housing Benefit) or to care and support, which would not be eligible.

The supply of information in response to a FOI request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance