

Report of the Housing Portfolio Holder

LIFELINE POLICY

1. Purpose of Report

To seek approval for an updated Lifeline Policy.

2. Recommendation

The Cabinet is asked to RESOLVE that the updated Lifeline Policy be approved.

3. Detail

The Lifeline service is provided to private tenants and home owners in the borough. It does not cover the telecare service provided to tenants living in the Council's Independent Living accommodation. As at 1 April 2022, there were 815 service users of the Lifeline service.

The Lifeline monitoring service is currently provided by Tunstall under the terms of a contract procured by the Council, approved by Housing Committee on 6 June 2018. Tunstall are members of the Telecare Services Association (TSA) the industry body for telecare and telehealth.

The Lifeline Policy was first approved in 2019 and is due for review after three years, as outlined in the policy.

4. Financial Implications

The policy has no financial implications. The current contract with Tunstall is due for renewal in 2023.

5. Legal Implications

No legal implications, the policy has been drafted in line with the relevant legislation as detailed in Section 4 of the policy.

6. Equality Impact Assessment

As this is a change to policy an equality impact assessment is included in the appendix to this report.

7. Background Papers

Nil.