

How to contact us:

Housing Benefits
Town Hall
Darlington
DL1 5QT

If you would like to contact Housing Benefits by telephone please speak to Customer Services on:
01325 388514

The Pension Service
PO BOX 40
Seaham
SR7 7AQ

If you would like to contact The Pension Service by telephone please call:
0845 60 60 265

Joint Working



A Guide



February 2007

In Darlington the Pension Service, and Darlington Borough Council are working together to make sure our customers have easy access to all the benefits and services to which they are entitled. We are also working jointly so that documents needed to support claims and applications for benefits and services only need to be provided once.

All our visiting officers have official identification from -

- The Pension Service
- Darlington Borough Council Housing Benefit/Council Tax Benefit Team

They can tell you about a wide range of benefits, entitlements and services you may be entitled to.

Our visiting officers can receive claims and applications for social security benefits and Pension Credit.

The visiting officer can help you complete any necessary forms. They can also check any documents or other evidence you provide to support any claim or application you make. If you are applying for Pension Credit or Housing/Council Tax benefit, the visiting officer will ask you about your income and expenditure, and will normally need to see your bank statements and evidence of any savings you have. They will not need to take these away to show to anyone else.

If you want to claim or apply for more than one benefit or service you can give the visiting officer permission to use your personal and financial information for more than one claim or application. This means you only have to provide these details once. If you do not want to give this permission, the visiting officer can still help you complete the different forms.

The Data Protection Act

The Data Protection Act 1998 is the law that governs the use of the personal information you give to the visiting officers from each of our organisations. If you want to see a copy of our data protection policy please contact us by telephoning us or writing to us. Our contact details are given at the end of this leaflet.

If someone else contacts us on your behalf, for example, a relative, friend or carer, we cannot disclose any personal information about you unless you give us your permission, or the law allows it.

