

Housing Benefit and Council Tax Benefit

Obtaining Information

A guide for employers,
self-employed people,
pension providers and
licensing authorities



Equal Opportunities Statement

Dartford Borough Council and Sevenoaks District Council are committed to ensuring that no service user or customer is discriminated against on the grounds of gender, race, colour, ethnic origin, disability, sexuality or religion.

Leaflets available:



A Guide for Working Age People (Leaflet 1 WRK)



A Guide for Pensioners (Leaflet 2 PNS)



Can my claim be backdated? (Leaflet 3 BKD)



Changes you need to tell us about (Leaflet 4 C/C)



A Guide for the Self-Employed (Leaflet 5 S/E)



Extra help towards your Rent & Council Tax (Leaflet 6 DHP)



What do I do if I disagree with your decision? (Leaflet 7 APP)



What happens when I have been paid too much? (Leaflet 8 O/P)



A Guide for Landlords (Leaflet 9 L/L)



Attending an Interview Under Caution (Leaflet 10 IUC)



Can I ask someone to act on my behalf? (Leaflet 11 ACT)

**This leaflet is available in large print, please phone:
01732 227414.**

**This leaflet can be explained in other languages please phone:
01322 343705 or 01732 227000.**

Please note that whilst every effort has been made to ensure that the details given in this leaflet are correct, the information should not be treated as an authoritative statement of benefit regulations.

Why we need information

Sometimes people who get benefits do not tell us that they are also working, or that they are getting money from a pension. This is called undeclared work or pension payments. We need to investigate this as it may be against the law.

When we are looking into suspicions of undeclared work or pension payments, we try to find out where the person works, the type of work they do, or the payments they get.

We try to find this out from people who are defined in legislation as being in a work relationship with, or providing a pension payment to, the person we are investigating.

If you have been given this leaflet, we think you are someone who has access to the information we need.

The Law

The Law says we can ask for information under the Social Security Administration Act 1992, section 110A by reference to 109B(1) and 109(C).

Who can ask for information?

Staff who have a certificate of authorisation can ask you for the information. They are called Authorised Officers and they will show you their certificate if they visit. The certificate is authorised by the local authority in accordance with section 110A of the Social Security Administration Act 1992.

Information we need

We may ask you for:

- employees' names
- wage details
- periods of work
- conditioned hours
- terms of employment (for example employee, sub-contractor or self- employed)
- bank details (bank account numbers and addresses)
- staff or payroll numbers
- National Insurance numbers
- home addresses
- dates of birth
- details of goods supplied for personal sale
- licence details and
- dates and details of pension payments

How we will contact you for information

We may ask you for information by writing to you, or by visiting.

If we need to visit, we will usually agree a suitable time with you. We may not always be able to do this for operational reasons.

Who else can visit?

The Authorised Officer may bring someone with them to help get the information. This is usually someone else from the local authority or an Authorised Officer from the Department for Work and Pensions (DWP). However, it may be someone from another government department.

Entry to premises

Authorised Officers cannot force their way into places where people work. They can only come in if you agree that they can. It is also up to you if they can stay to get the information they need.

Taking documents away

If we need to copy information and this cannot be done where you work, we may want to take it away. We will only do this if you agree. We will give you a receipt and return it as soon as we can.

The Data Protection Act

You will not break the Data Protection Act 1998 if you give us the information we need. Section 35(1) of this Act lets you give these details.

If you do not give us information

When we first ask you for information you may want to get advice before you give it to us. After that if you still do not give us the information we ask for, we may take legal action. We can also do this if you intentionally delay or obstruct an Authorised Officer from their investigation. This is covered by section 111 of the Social Security Administration Act 1992.

Code of Practice

This leaflet is based on the information in a Code of Practice on Obtaining Information produced by the Department of Work and Pensions, DWP, and local authority associations.

If we visit you, you can ask the Authorised Officer for a copy. If not, you can see the Code at our offices or by searching the DWP website www.dwp.gov.uk.

Where can I get help?

You can always phone us for help and advice. For details visit our websites www.dartford.gov.uk or www.sevenoaks.gov.uk or see the back of this leaflet.

You could also contact or visit the following:

Dartford Citizens Advice Bureau

Trinity Resource Centre, High Street, Dartford DA1 1DE

Call: 01322 224686

Edenbridge & Westerham Citizens Advice Bureau

68 High Street, Edenbridge TN8 5AR

Call: 01732 865131

Email: Edenbridge@cabnet.org.uk

Sevenoaks & Swanley Citizens Advice Bureau

Buckhurst Lane, Sevenoaks TN13 1HW

Call 01732 456100

Email: info@sevenoaksdistrictcab.org.uk

16 High Street, Swanley BR8 8BG

Call: 01732 456100

Email: info@sevenoaksdistrictcab.org.uk

Shelter Kent Housing Aid

Bull Yard

High Street

Ashford

TN24 8SN

Call: 0344 515 1444

Email: ashford@shelter.org.uk

If you have any questions about your Housing Benefit or Council Tax Benefit



Phone us on: 01322 343705 (Dartford)

01732 227000 (Sevenoaks)

A service is available for minicom users on: 01732 227496
(for textphone users only)



Write to us at:

Benefit Services, Dartford Borough Council
Civic Centre, Home Gardens, Dartford, Kent DA1 1DR

Benefit Services, Sevenoaks District Council
PO Box 102, Argyle Road, Sevenoaks, Kent TN13 1GT



**E-mail us at: benefits@dartford.gov.uk
benefits@sevenoaks.gov.uk**

Visit our main offices at the following times:



Dartford

Monday - Thursday 8:45am to 5:15pm

Friday - 8:45am to 4:45pm

Sevenoaks

Monday - Wednesday 8.45am to 5.00pm

Thursday 9.30am to 5.00pm

Friday 8.45am to 4.45pm

**For appointments at our Edenbridge, Swanley & Hartley surgeries
please call 01732 227000**

What if I want to comment on your service?

Please get in touch with us. We would like to know what you think.
Information on how we deal with comments about our services is
available on our websites: www.dartford.gov.uk or www.sevenoaks.gov.uk