



In Warrington the Pension Service, and Warrington Borough Council are working together to make sure our customers aged 60 and over 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  
or  
Warrington Borough Council Financial Assessment Team

Within the joint team staff have undertaken comprehensive training and accreditation to achieve set standards.

Our visiting officers can receive claims and applications for social security benefits and Pension Credit and complete a financial assessment for local authority social care charges.

At every contact our team look to maximise each customer's benefits and complete the necessary claim forms. They can also check any documents or other evidence to support any claim or application. If applying for Pension Credit or being assessed for social care charges, the visiting officer will gather evidence in support of any application. They have authority to verify this information which removes the need for customers to forward valuable and personal documentation by post.

With the customers informed consent the visiting officer can use the customers personal and financial information to support social security claims and social care charges. This means the customer only has to provide these details once to one person.

With the expertise of the team members they are able to identify changes that can effect the customers benefits or charges and then notify the appropriate department.

The team has established a wide range of contacts with other local services within Warrington Borough Council which can be both voluntary and service providers and is able to signpost customers to services which may benefit them.

If you would like further information, please contact:

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