

Housing

CONNECT

November 2024



DARLINGTON
Borough Council



www.darlington.gov.uk/housing

Welcome

This edition of Housing Connect demonstrates that the Housing Team continue to be incredibly busy in improving the services provided to tenants and the quality of our council homes.

In particular, I am really pleased that we have been able to increase the number of housing officers, so we can be more responsive and supportive to tenants.

This edition of Housing Connect also raises two very important issues:

Firstly, domestic abuse. We are determined to do our best to support victims of domestic abuse. Our commitments to this are listed on page 12. We know that this is an issue that everyone should be concerned about and there are more details on page 12 about where to get help if you or someone you know is suffering domestic abuse.



Secondly, we know that times are tough for many in our communities.

Page 11 outlines some of the help that we provide for people with money issues. I would

urge anyone who is struggling with money to contact our Tenancy Sustainment Team on 01325 405333, by emailing housing@darlington.gov.uk or by speaking to your local housing officer.

Councillor Matthew Roche
Darlington Council Cabinet Member
for Health and Housing

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Summer News

Darlington By The Sea / Golden Tea Dance

Over the summer, you may have seen our Housing Team in the market square as we attended a couple of events which were organised by our fabulous events team.

At 'Darlington By The Sea', our volunteers were responsible for a very successful stall with games and prizes for the children while gathering important information from tenants regarding their area.

The team were also part of another summer celebration when they visited the Golden Tea Dance which was basked in sunshine.

Both events were perfect engagement opportunities to speak to tenants who may have not spoken to us previously.

Lifeline Heroes

On July 7, members of our Lifeline Team took part in the Race For Life Pretty Muddy 5K.

The event took place at Stewarts Park in Middlesbrough to raise money for Cancer Research.

Team 'Lifeline Army' raised around £1300 with the whole event raising a staggering £120,000.

'We had so much fun, got absolutely wet through and covered from head to toe in muddy mud, but what a laugh' – Lifeline Service Team Leader Julie



Sherborne Consultation

In June, we opened our consultation regarding new build properties at Sherborne Close.

The consultation took place at Neighbouring Branksome Hall Drive and was attended by the Housing Officer, Tenant Involvement Officer and Site Manager to discuss the timeline of work and answer any queries that tenants had.



Award Winners

In June, members of the Housing Team attended the prestigious Industry Safety and Compliance (ASCP) Awards.

As a responsible landlord, we take the safety of our tenants seriously, regularly trying to improve our standards. In recognition of our continuous ways to improve, we were commended as 'Most Improved' in the Electrical contractor of the year award which demonstrates our positive commitment to keeping our customer homes safe and healthy

Liz, Mark, Amy and Cheryl attended the ceremony to accept the award.



Refugee Week



June saw Refugee Week, the world's largest Arts and Culture festival celebrating the contribution, creativity and resilience of refugees around the world. This years theme was 'Our Home'.

To celebrate the occasion, the DBC refugee team hosted an event at the Hullabaloo.

The aim was to create an entertaining, productive and educational afternoon as well as displaying the amazing resources in Darlington.

The event included access to the Hullabaloo sensory area, attendance from the fire service, an amazing Ukrainian orchestra and a wealth of agency stands offering practical advice, free services, events and guidance. There was also an amazing and poignant artwork display from the children of Corporation Road and a craft area for children to enjoy.

The event also welcomed speeches from the Red Cross and an Ukrainian refugee Sasha who arrived as part of the 'Homes for Ukraine Scheme' who spoke about her lived experience and journey to becoming a Darlington resident.

DBC also secured some amazing donations from staff via a donations box and charity day which allowed people to bring in items that may be essential to any refugee families. These included colouring pens, sanitary items, toiletries and food.

The team were also donated swimming vouchers from the Dolphin Centre and the new Hopetown facility.

We would like to thank the following agencies for their support and assistance;

- The Hullabaloo
- The Fire Service
- Move More
- Darlington Citizens Advice
- Darlington Libraries
- Kostia (Ukrainian Orchestra)
- Darlington DWP
- Dolphin Centre
- Triage
- Durham Police
- Red Cross
- Corporation School and the Lingfield Trusts
- Learning and Skills
- Darlington Connect



Domestic CCTV cameras and smart doorbells in your home



The use of domestic surveillance equipment such as CCTV cameras and smart doorbells have become more accepted with technology becoming more affordable in recent years.

Recognising this, we have answered a few frequently asked questions regarding CCTV and smart doorbells.

Why do I have to ask permission for cameras or a smart doorbell in my home?

As a Darlington Borough Council tenant and as per our Tenancy Agreement, we class cameras or a smart doorbell as an alteration or improvement to your home. If you wish to install this type of equipment, then you must request permission in writing from us before carrying out any work. If you are an Introductory Tenant, you do not have the legal right to carry out improvement works.

Is the use of recording equipment a breach of data protection laws?

No, the use of recording equipment, such as CCTV or smart doorbells, to capture video or sound recordings outside the user's property boundary is not a breach of data protection law.

When we give permission, we recommend that you should try to point cameras away from your neighbours' homes and gardens.

However, there are some data protection laws that you should adhere to which include:

- Tell people that you are using recording equipment;
- In most circumstances, provide some of the recording if asked by a person whose images have been captured;
- Regularly or automatically delete footage;
- Stop recording a person if they object to being recorded, but only if it is possible to do so.

What should I do if I am thinking about installing a smart doorbell or camera?

You should request permission from Housing Services, who will make a decision from this request and will offer advice and guidance. To help us make the decision we will consider things such as:

- Where would the camera be located?
- Could the cameras have an impact on the privacy of other residents?
- Would electrical work be required to install them?
- Do other residents have cameras?
- Have we received complaints in relation to cameras in that area previously?
- Why does the applicant wish to install cameras?

What do I do if my neighbour has installed CCTV and I have concerns about it?

We recommend that you start by talking to the person who owns the equipment to explain your concerns and try to come to a solution between yourselves.

If you can't come to a solution, you should contact the ICO (Information Commissioner's Office) and report to us if your neighbour is a council tenant.

The ICO will send your neighbour a letter asking them to consider moving the cameras and think about the privacy of others to help resolve the issues.

Housing Services will try to work with you and your neighbour to find a solution. This may be through an informal meeting, mediation or in partnership with the Police.

Did you know?

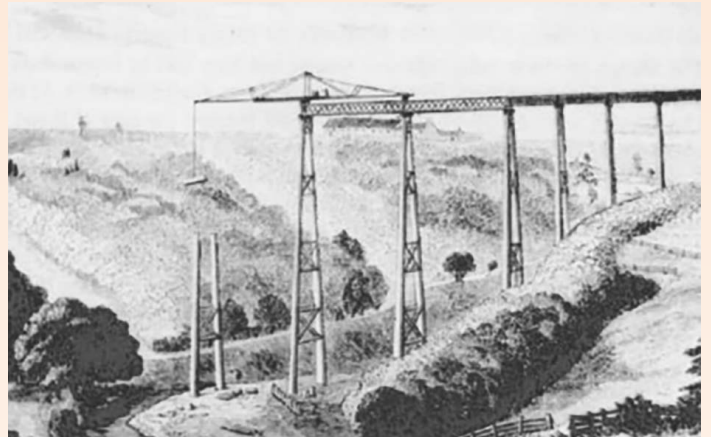
Darlington has a rich array of local history which may not be known to everyone. Below are some facts relation to our Housing Estates. How many of them do you know?

Albert Hill

In 1851, Albert Hill's population consisted of just 12 people, made up of Anthony Hall (the farmer at Nestfield Farm), his family and servants. By 1861, there were 523 residents. This grew to 3,067 in 1871 which then represented about 11% of Darlington's population.

Bank Top

Darlington Bank Top station opened in 1887 after previously originating as the northern terminus of the Great North of England Railways' which linked Darlington with York and was opened to passengers in March 1841. The Station was designed by North East Railway's first architect Thomas Presser.



Branksome

Adjacent to Branksome on the Northern side lies the old Darlington to Barnard Castle railway station. Although there is little evidence of this now having primarily been reclaimed by farmers. When Branksome was first built, it was possible to follow the railway line to Barnard Castle.



Red Hall

Footage of the construction of Red Hall is available online. The 20min video is on YouTube and showcases tradesmen in the early 70s building the estate. Just try not to look at the lack of PPE 50 years ago.

Firthmoor

Firthmoor Live was launched in 2016 and has seen a number of themed events, such as Hawaiian Party, Australian Party and celebrations for the late Queen's 90th birthday and Platinum Jubilee.

Haughton

Haughton-le-Skerne was referred to in the ITV series *Downton Abbey* as it was a location where Mrs Patmore would find a cottage that would serve as a boarding house. The great-grandfather of Julian Fellowes (writer of *Downton Abbey*) was born in Haughton-le-Skerne.

Rise Carr

Rise Carr was the birthplace of Manchester United legend Charlie Roberts. Charlie was Manchester United's first England International and was born in Darlington in 1883.



Hurworth

Middlesbrough Football Club have used Rockcliffe Park in Hurworth as their training centre since 1997. The site was constructed by Taylor Woodrow who also built the Riverside stadium. The site was officially opened by Tony Blair.



Lascelles

Streets and buildings around the Lascelles Park area such as Ramsgill and Coxwold are named after villages in the North York Moors.



Park Place

South Park in Darlington is claimed to be the oldest public park in the North East, being created in 1851. The site was originally known as Bellasses Park, the People's Park, Darlington Park or just the Park.

Meet Your New Housing



Over the last couple of months, we have transformed our Housing Tenancy Management team expanding our Housing Officers from 6 to 10 to reduce patch sizes and ensure a more personalised service to our tenants.

This has meant that we have welcomed new members to our team from both within the council or from external agencies. We have spoken to all new Housing Officers to find out what they are looking forward to in their new role.

Donna Young

Having worked at the council for 17 years, I feel I have acquired fantastic experience for my new role as a Housing Officer.

I have worked in the Lifeline Team for 10 years and the Housing Plus Team for 7 years where I built a relationship with numerous fantastic tenants.

I will be taking over the Skerne Park area of Darlington and I can't wait to meet residents who may not have seen me before.

Three things I am looking forward to in my new role include building engagement in the area and getting out and speaking to all tenants, making a difference for families in Skerne Park and building on my expertise with different agencies such as the Police and Darlington Borough Council Civic Enforcement Team.

As our team is growing, I will have time to ensure that I am out on the estate as much as possible so watch this space for engagement events.

Christina Hall

I have worked for Darlington Borough Council for over 15 years with 9 years experience in the Lifeline Team before moving over to Housing Plus 6 Years ago. While there, one of my passions was making a difference to people's lives, which is something that made me want to apply for the Housing Management Officer position.

I am also looking forward to meeting and working alongside new people, learning new skills and developing my knowledge. I am looking forward to meeting new tenants and hopefully some familiar faces who I have been working with previously.

I will be looking after Cockerton, Heighington and Heatherwood Grove and I can't wait to get going.

I will be setting up engagement meetings in all of my patches to give you a chance to have your say moving forward.

Rachele Robertson

I started with Darlington Borough Council in June after previously working in adult health and social care as a community care assistant. In that role, I helped older people working towards enhancing their independence in their homes with formal and social supports, equipment and minor adaptations. I look forward to looking after the Haughton and Neasham Road areas. As the Neasham Road site is new, I am looking forward to seeing the community transform.

As well as this I am looking forward to working proactively together to solve any issues and working to make sure neighborhoods are well maintained, safe and peaceful places to live where everybody takes pride in their community.

Officers

Lexi Mosley

I am the newest member of the team and joined in August 2024 coming from an outside organisation. I will be looking after North Riverside, Mowden Terrace and Rise Carr.

I was previously a Project Worker in supported housing for care leavers and homeless families in Stockton. During this time, I helped residents move into independent accommodation by providing support and housing services.

The three things I am looking forward to in my new role are building a good working relationships with my colleagues, external partners and tenants, listening to everyone's ideas and ensuring that all tenants feel listened too, and, finally, doing my best to make a difference.

It will also be a bonus not to work night shifts any more.

Nicola Kelly

I have been working in social housing for the last 10 years at Richmondshire District Council as a Tenancy Liaison Officer, joining Darlington Borough Council in January 2022.

I worked previously as a refugee support officer for the last two years. This has seen me working with people who have fled persecution and conflict from countries

such as Afghanistan and Ukraine. This has been a role which has been very challenging but extremely rewarding as I have helped vulnerable people overcome difficulties as they have settled in to life in Darlington.

I am looking forward to embracing my new role as a Management Officer and working with a new team. My aim is to build strong relationships with the tenants in my patch and get to know them, and, hopefully, work together so we can create safe, peaceful homes and a happy community to be enjoyed by all.

Ryan Payne

I have been working in the Housing Team since the 9th of May, starting as agency before becoming successful in advancing to permanent Housing Management Officer.

I will be starting as Housing Officer in the Red Hall and Lingfield areas and can't wait to get going.

The three things I am most looking forward to achieving in this area are improving community engagement, improving the local area with sustained estate walkabouts and spending more time around the local area.

With my background in social work, I am also looking forward to helping people who may be struggling or need further support.

Darlington Library

Darlington and Cockerton Library is free for everybody. For immediate access to digital books, magazines, newspapers and audiobooks, visit the website and join for free. <https://www2.darlington.gov.uk/protected/join-the-library>

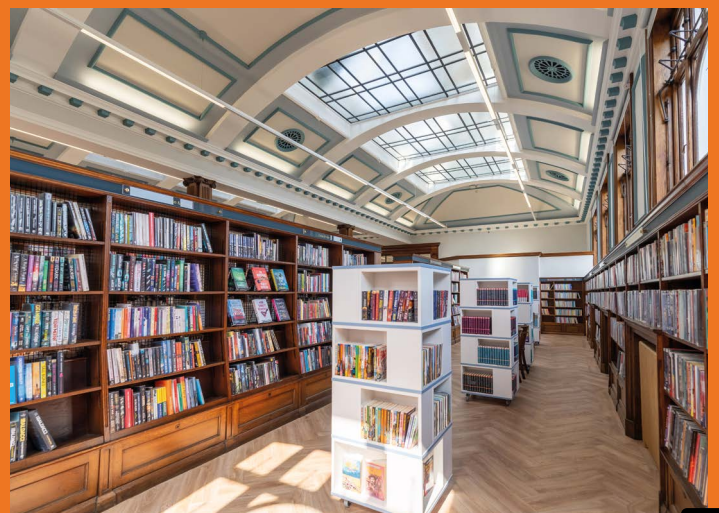
Full membership, which provides access to physical stock at both libraries, will be granted when you visit the library with some ID.

Library customers can search the library catalogue online and request the book of their choice for collection at Darlington or Cockerton Library for free. Simply download the Darlington Libraries App or visit the website.

<https://www2.darlington.gov.uk/welcome>

If we don't have the book you want, you can make a request via our website.

The Libraries App also has a handy tool where you can scan the ISBN of any book and check whether its available free through your local library.



Electrical Safety



We are required by law to test the electrics in your home every five years or when there is a change in tenancy.

We will send you a letter when your electrical testing appointment is due.

The test is expected to take up to three hours.

We will:

- switch off all electrical equipment before the test
- switch off your electricity for most of the test
- need access to all electrical equipment, including the fuse board, switches and sockets

You must make sure we can access all electrical equipment during the appointment.

If your inspection is due, you will receive a letter asking for you to contact us to make an appointment please ensure you do this as soon as possible. If you have an appointment and need to rearrange, you can also do this by calling us on 01325 405333.

If you do not allow us access to your home so we can complete this check we will consider this a breach of your tenancy agreement and legal action will be taken.

Fire Safety

Unfortunately, we have seen an increase in house fires in our properties in the last 6 months. Our aim is to ensure all our properties are as safe as possible and we work closely with our tenants to provide them with up-to-date information.

Here are some tips to keep your home safe:

Smoking

- Make sure all cigarettes / smoking materials are extinguished
- Use a sturdy ashtray with a heavy base to help prevent it getting knocked over – if you can empty your ashtray in a suitable container on a morning before you have cigarette
- Do not smoke under the influence
- If you feel tired avoid smoking - never smoke where you sleep

Match and Lighter Safety

- Keep matches and lighters out of the reach of children and vulnerable adults
- Limit the number you have in your household
- Remove lighters out of your pockets and bags when you arrive home and store safely

Candle Safety

- Always use a candle holder
- Never place a candle onto a plastic surface
- Keep out the reach of children and pets
- Do not light candles near blinds or curtains
- Extinguish candles before leaving the room

General Safety

- Test your smoke alarm weekly.
- Ensure areas in your home are clutter free

In the event of a fire, get out, stay out and call 999. For further fire safety information, contact your local fire and rescue service.



The Tenancy Sustainment Team



Reducing the cost of your water and sewerage charge

Our tenancy sustainment team have recently secured a substantial amount of funding from Northumbria Water through their low-income discount scheme. Over £300,000 of funding is now available which means that nearly 1500 council housing tenants will have a reduction in the amount of water rates they need to pay for 2024/25.

This is an increase of £40,000 compared to the funding that was received in last year's applications.

Each year, the team make renewal applications to Northumbria Water and letters are sent to customers to let them know whether their applications have been successful.

Our Tenancy Sustainment Team are very passionate about helping customers to maximise their income and want to help as many customers as possible get a reduction in water charges.

Are you eligible ?

If you are on a low income or receive pension credit, we may be able to reduce your bill by up to 50%. You may qualify:

- If your total household income is less than £23,933 and your annual water and sewerage bill is more than 3% of your net household income (after housing costs)

Or

- If someone in your household receives Pension Credit, and your annual water and sewerage bill is 3% or more of your net household income (after housing costs)

The Tenancy Sustainment Team have been making new applications to Northumbria Water since 1st April 2024. If you have not already been contacted and think you may be eligible, please get in touch with us on 01325 405333.

Housing Income Team

Changes in the way we contact you

Our Housing Income Team are going to start contacting customers using new standard text messages. This will be an automatic process for tenants in low level arrears. These system generated messages will enable staff to spend more time supporting tenants with more complex cases.

What will the text messages look like?

Here is an example of the text messages customers will receive. Tenants will need to click on the link highlighted in blue text to get to the main information page. Once you click on the link, you will go to the

source of the message which will explain why we are getting in touch.

The information that we send will also have action buttons highlighted in blue. These include: My Account where tenants can view their rent account and report repairs 24 hours a day; Call Us which will take tenants to the

Hello Customer,
This is a message from
Darlington Borough Council's
Housing Income Team.
Please select the link below to
view more information.
Thank you
Darlington Borough Council
[https://www.endx.io/
DarlingtonBC/Y5KvlyO](https://www.endx.io/DarlingtonBC/Y5KvlyO)

Customer Services telephone line; Tenancy Sustainment where you can send an email directly to the team around finances, welfare benefits' and Ways to Pay which will list all the different ways in which tenants can pay their rent.

What do tenants need to do?

It is important that tenants keep their contact details up to date. So if you change your mobile phone number, please let us know so that you can be included in the text message service.

If you have any questions or are worried about paying your rent, email us on housing@darlington.gov.uk or call us on 01325 405333.

Domestic Abuse Support

Our team recognises the harm domestic abuse can cause within our homes and communities and we can play an important role in tackling domestic abuse. It is often a hidden problem but we want all our tenants and household members to be safe from the impact of domestic abuse.

We are well placed to recognise the signs of domestic abuse and to support victims and survivors. We will also work closely with partner agencies such as local domestic abuse services and Police to help tackle and prevent.

What is Domestic Abuse?

Domestic abuse is not always physical violence. It can include control or threats as well as

- Taking Money
- Online Abuse
- Threats and Bullying
- Emotional Abuse
- Sexual Abuse
- Physical Abuse
- Stalking and Harassment

It is important to remember that anyone can be a victim of domestic abuse and it does not have to be an ongoing pattern of behaviour. It can happen at any point in a relationship, including after a relationship has ended.

All domestic abuse is wrong. Domestic abuse is a crime.

What support can Housing Services offer me?

We will:

- Act on all reports of domestic abuse that we receive and work closely with the tenant(s) affected in decision making.
- Provide all victims access to accurate and appropriate advice about their housing options.
- Award victims of domestic abuse priority banding on Darlington HomeSearch if they wish to move, to assist them in finding alternative accommodation.
- Provide reasonable increased security measures through the Sanctuary Scheme within Council owned homes in conjunction with partner agencies.
- Ensure tenants can report domestic abuse to us through a variety of methods, including face to

face, social media, through our website or email, the Darlington Home Online digital portal or by telephone.

- Respond to reports as soon as possible.
- Work in partnership with internal and external departments and agencies, where we receive a report of domestic abuse.
- Recognise that English may not be the first language for some tenants and commit to using translation services, where required.
- Offer to meet victims in an agreed safe location, using the tenants preferred method of communication and give them an opportunity to choose a colleague of a specific gender.
- Agree and review an action plan with the tenant, that considers any members of the household with vulnerability.
- Support and empower individuals to report events to the Police.

Where can I find support and advice?

If you or someone you know is at immediate risk or feel that you are in danger, please call the police on 999.

If it is not an emergency but you need help from the Police, please call 101. You can also report a crime online at www.police.uk/pu/contact-us

You can contact Housing Services:

- By email: housing@darlington.gov.uk
- By telephone: 01325 405333
- In person at the Town Hall, Darlington DL1 5QT
- Via your digital tenancy Darlington at www.darlington.gov.uk/housing/darlington-home-online

You can find further information at www.darlington.gov.uk/health-and-social-care/domestic-abuse

You can also find details of local and national support services, helplines, and charities below and at:

www.darlington.gov.uk/health-and-social-care/domestic-abuse/domestic-and-sexual-abuse-directory



Tenancy visits

Here at Darlington Borough Council, we aim to visit all our tenants. If you are on an introductory tenancy, we will visit you in around the six-month mark to introduce you to the Housing Team and see if there is anything we can support you with.

For our long-standing tenants, there will also be an opportunity for our housing team to visit you and offer support where needed. We endeavour to visit all our tenants every three years. However, we are on hand should you need the team by contacting us through the normal channels. The details for this are available at the back of the magazine.

Our visits ensure that we are carrying out the very best service and make improvements where needed to deliver a transparent service that meet the needs of our tenants. During these visits, we will also give you the opportunity to join our tenants panel, where you can have a say about your local area. For more information about the Tenants Panel refer to page 15.

We look forward to seeing you in the near future.



Updates

Over the last few months, the Housing team has expanded to meet the needs of our tenants and the regulator. Our website will be revamped to reflect the changes across the service. This will include information about your area, our team and ways for you to use the service should you require our help/support with issues you may face throughout tenancy. We would love to hear your ideas and feedback as to what could be included in the Housing Team section on the website. If you have any suggestions, please contact us at customerengagement@darlington.gov.uk

SWAP TO STOP

The Darlington Stop Smoking Service is working with local vape suppliers to give people who want to stop smoking, access to free electronic cigarettes and e-liquids, containing nicotine, for up to 12 weeks.

Smoking is the leading cause of preventable illness in the UK, and kicking the habit for good can be extremely challenging. The Swap to Stop scheme aims to reduce the harms caused from smoking

cigarettes by supporting tobacco users to transition to vaping which is less harmful overall.

Participants in the scheme will also have tailored support through Darlington's Stop Smoking Hub based at the Dolphin Centre.

If you're ready to quit, you can contact the hub at darlingtonstopsmokinghub.org.uk or by phoning 0800 802 1850.

Focus Groups

This summer, we invited Tenants in three areas to focus groups to discuss issues that mean the most to them.

Tenants of North Riverside, Cockerton and Heatherwood Grove attended the sessions over three days as a result of the Tenant Satisfaction Measures gathered in late 2023 and residents were joined by Housing Officer Holly and Tenant Involvement Officer Matthew.

From the meetings, we identified prominent issues and wanted to find out first hand what our tenants experiences were, and, more importantly, how we could work together to resolve any issues.

Key themes from the meetings included repairs, safety and Anti-Social Behaviour with both constructive and positive feedback on what our team are currently achieving.

Residents Feedback:

'I have never had any issues with repairs whatsoever, anyone who has come into my property has been nice and professional'

'Holly listens to us all and tries to help , we haven't had good ones in the past but Holly listens and takes all of us moaning'

'Carl organises events which help people in the area who are feeling lonely and is always around to help'.

In response to the Focus Groups, we have already started to implement changes. These have included:

- Regular engagement meetings at Windsor Court after feedback from residents.
- Meetings with our Surveying team to look at the lighting at North Riverside after tenants raised that low lighting added to feeling unsafe.
- Consultation for Speedbumps at Heatherwood Grove which will be sent to housing tenants and leaseholders.

Our second Tenant Satisfaction Measures survey will take place later this year where we will see if tenants have noticed any improvements in the last year and we will publish the results in early 2025.



Tenants Panel Ivan Sparks

In this edition of Housing Connect, we meet another new member of the Tenants Panel to discuss the reasons for joining. Ivan is a Red Hall resident but is originally from Australia moving to the UK a number of years ago.

I have been living in the Darlington area for the last 10 years, living in the Branksome area before moving to Red Hall about 5 years ago.

I love where I live: Red Hall is constantly changing and it is really quiet where I live. Where I live at one side is vast green fields and on the other side is a garden that I work hard to maintain and enjoy.

The area is also very accessible, I can get the bus into town and to all my appointments, so I am not too far from where I need to be.

I joined the Tenants Panel this summer for a number of reasons with the main one being that there is no point complaining about things if you are not going to look to change things. The panel is important as it asks questions of Darlington Borough Council. I also love to be involved face to face, it's nice to meet new people and I really like to engage with other members.

Away from the panel my passion is my garden, it is my little haven. I also try to get out with my dog as much as possible to keep me active.

Tenants Panel and Online Tenants Panel

Are you passionate about your home and want to make things happen in your neighbourhood?

Housing Services want to know how we can improve and you can help us do this.

All this can be done from the comfort of your own home!

We want you to shape our services going forward.



WE NEED YOU!

Can you

- Become a champion for your area
- Complete online Surveys
- Review our policies and give us your opinions
- Contribute to our Housing Connect magazine
- Promote our tenants panel in your neighbourhood.

How to become a member

Contact our Customer Engagement team via:



customerengagement@darlington.gov.uk



07917040599 (during office hours only)



01325 405333 press option 7 and ask for the Customer Engagement Team



How to Contact us

It has never been easier to contact us.

You can log onto your **Darlington Home Online** account via www.darlington.gov.uk/housing/darlington-home-online

- Check your rent balance and transactions
- Make online rent payments
- Report repairs
- Send messages to our Housing team
- View and print your rent statements

DO IT ONLINE

Contact us via email at housing@darlington.gov.uk

You can contact the Housing team via phone as well as other teams with the numbers below

Housing Services

01325 405333

StreetScene & Environmental Services

01325 405111

Transport & Projects (inc parking)

01325 405222

Planning & Property

01325 405777

Civic Enforcement & Anti-Social Behaviour

01325 406999

Council Housing inc Homelessness

01325 405333



Housing Benefit

01325 405444

Council Tax

01325 405555

Business Rates

01325 405666

Adult Social Care

01325 406111

Children & Families

Social Care

01325 406222

Complaints, Comments

& Compliments

01325 406777

Lifeline Services

01325 406888



DO IT ONLINE



DARLINGTON HOME ONLINE

Pay, Update, Message, Book



SAVE TIME, DO IT ONLINE