

London Borough of Barnet

Housing Department

Housing Benefit Division

Service Accessibility Policy

It is important that customers from all areas of the community have access to the Housing Benefit Service especially those whose personal circumstances can create barriers to claiming which we will try to help them overcome.

We can do this in a number of ways including having contact points away from the main offices where those who find it difficult to reach Hendon can have claim forms received and original documents copied and returned.

We will also be accessible by phone, to drop-in callers and via email and fax. For those who are housebound we will operate a limited home visiting service to help people make claims. We will ensure that language is not a barrier to claiming and neither is disability.

Where there is demand, and resources allow, we will carry out regular surgeries.

We will periodically review the accessibility of the service.

The main enquiry office must be easily accessible by public transport

We will ensure that the claim form itself does not become a barrier to claiming by using good design and best practise.

Through good publicity and take-up campaigns we will encourage people to access the service.