

London Borough of Barnet

Housing Department

## Housing Benefit Service

### Communication Policy

Effective communication is acknowledged by the Council and the Housing Benefit Division to be a cornerstone of all we do and a fundamental requirement of achieving the Council's vision.

"The communication of key ideas running through all our work is a cornerstone of the strategy to meet our objectives."

#### Internal Communication

Efficient, effective and open communication within the division enables us to benefit from good ideas and concerns from every level of the organisation and that these concerns are acted upon in a timely manner. We will communicate with staff in the division in line with the Council's communication strategy.

#### External Communication

Customers, Partners' Stakeholders and Members

We need to communicate effectively with stakeholders, partners and customers. Effective communication reduces the barriers to claiming and enables customers to inform the division how we are performing and any improvements that should be considered. Stakeholders include other Council departments and social and private landlords.

Partners include the Benefits Agency, Pension Service, The Rent Officer Service, Advice Agencies and others.

Members are the Councillor's of the London Borough of Barnet.

All written communication will comply with Barnet's communication strategy. Letters to customers will comply with the Plain Language guidelines.

Telephone contact will be to the corporate standard and officers will give their name and department when answering the phone.

All staff working with the public will wear name badges, so customers will know who is dealing with their query.

We will use the liaison meetings and the Internet as the main means of communicating with our stakeholders.