

London Borough of Barnet

Housing Department

## Housing Benefit Service

### Publicity and Take- Up Policy

We are committed to ensuring that every resident who is entitled to Housing and/or Council Tax Benefit receives his or her rightful entitlement. We will also encourage residents to claim any other social security benefit that they may be entitled to get due to low income, disability or other family circumstances.

- The London Borough of Barnet's core policy is "Putting the Community First". The five priorities include "Supporting The Vulnerable In The Community".
- Barnet Housing Benefit Division implements this policy by where the law allows, helping those who are unable to afford their rent and Council Tax.
- In accordance with our statutory duty, we will ensure that customers who might be entitled to Housing Benefit are aware of the possibility of claiming and those who pay Council Tax are also aware of the possibility of claiming Council Tax Benefit.
- In order to do this potential customers must know of our services and there must be as few barriers as possible that might prevent customers claiming. Reducing the barriers to claiming is dealt with under the Service Accessibility Policy.
- Telling customers of our service is a matter of both publicity and take-up.
- We will work with partners to both publicise and carry out take-up campaigns for their target groups of clients.
- We will work with community organisations to do the same.
- When a customer is in contact with us we will advise them of their entitlement to other benefits and encourage them to claim.