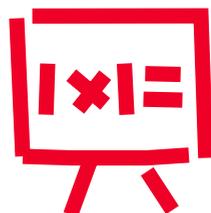
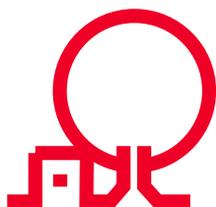


Council Tax Guide

2018/2019





As we continue to see our funding cut by central government, I want to thank you for the contribution you make through your council tax

and business rates, which is more important now than ever before.

Your payments help cover the costs of delivering many services that local residents rely on, from waste collections to street cleaning and libraries.

They also help us support some of the most vulnerable people in our communities through our extensive children's and adults' social care services.

We've had to make savings of around £150million since 2010 and we have a further £15million to find during 2018/19, as well as further savings in the future. That means we have to think carefully about how we shape services to ensure they offer value for your money, and that we have had to make some difficult decisions about which services we continue to provide.

Although we have had to stop some services, we continue to focus on making "back office" savings wherever possible, and we are determined to minimise the impact on residents.

We're also committed to investing in community-focused growth, so that we can deliver the new homes, jobs, facilities and opportunities that local people have told us they want, and so that we can generate more income to help the borough in the future.

This year, the council tax core element remains frozen, but you will see a small increase in your bill as the council has opted to implement the government's three percent social care levy. This will bring in an additional £3million towards our adult social care services, which cost almost £78million per year. Thanks again for your contribution.

A handwritten signature in black ink that reads "Claire Kober". The signature is fluid and cursive.

Cllr Claire Kober
Leader, Haringey Council

Policy and achievements

Haringey Council's priorities for the borough are outlined in Building a Stronger Haringey Together, our corporate plan. We want Haringey to be a borough where every child, young person and adult can thrive and achieve their full potential.

Haringey's schools continue to go from strength-to-strength, offering pupils the best opportunities in life. Almost every single one of the borough's schools – primary, secondary, nursery and special – are now rated 'outstanding' or 'good' by Ofsted and many secondary schools continue to deliver exam results well above London and national averages.

In Adults' Services, we're focusing on promoting independence and helping to prevent problems from escalating. Our innovative approach to adult care includes supported living schemes that help older people to enjoy independent lives in their own homes, with the safety net of personal care and support when needed.

We want Haringey to be a clean and safe borough where people feel proud to live and work. We know that fly-tipping can blight our neighbourhoods, which is why we use our powers to crack down on selfish people who think it's acceptable to litter and fly-tip in the borough.

Our borough-wide 20mph zone is keeping our roads safer and calmer, while more than £3 million has been invested in improving footways and

carriageways, and we have secured more than £25 million for further improvements to our roads and pavements during the next four years.

We're one of London's greenest boroughs and now boast a record 25 Green Flag award-winning parks and open spaces, with Woodside Park and Tottenham Green joining the illustrious roll-call last summer.

We're determined to safeguard Haringey's environmental future. That's why we're proud to have one of the smallest carbon footprints in London and to be leading the way in carbon reduction, including through the Zero by 2050 Commission – which sets out how we can take action now towards a future free from carbon emissions.

We want Haringey to be able to grow and flourish in the best interests of local people – bringing more homes, strengthening our economy, delivering new community facilities and creating thousands of new jobs. We're committed to attracting inward investment that can help Haringey fulfil its potential as the future of London.

Our commitment to growth with communities at its heart has seen us agree the multi-million pound restoration of the iconic Hornsey Town Hall; launch Ada, the country's first national college for digital skills; support proposals for a Wood Green business improvement district (BID) to draw-in investment and jobs; secure investment in Tottenham's infrastructure and employment and skills programmes; develop ambitious

plans for Tottenham's High Road West, which will see 1,400 new homes, hundreds of jobs and a new library and learning centre, and bid to be London's first Borough of Culture.

We're changing the way we interact with you, improving customer service to ensure it's simple and straightforward for you to access information, services and support. We've made a host of services available online, and more will be available in the coming year.

We're working with our partners – including residents, community groups and partner organisations such as the police and health services – to develop a new Borough Plan setting out our ambitions for the next four years. You'll be able to find out more and track our progress online at www.haringey.gov.uk.

This year's budget

This year, from April 2018 to March 2019, we have budgeted £505.3m (£250.1m excluding schools) for providing council services. The tables and charts in this section analyse this across services and set out the main sources of funding.

Precepts and levies

As well as delivering services directly, we contribute to London-wide services provided by other organisations through a number of levies. In addition, the council collects a precept on behalf of the Greater London Authority (GLA). This precept helps to pay for the Metropolitan Police, London Fire Brigade and Transport for London.

Our Contributions to the GLA

	2017/18 £'m	% of Revenue Bill	2018/19 £'m	% of Revenue Bill
Council Tax	21.1	18.4%	22.7	18.7%
Business Rates	27.0	37.0%	25.6	35.6%
Total	48.1		48.3	

See pages 22 to 25 for information on services provided by the GLA.

Contributions to Other Organisations

Other Organisation	Amount Paid 2017/18	Amount Due 2018/19
	£'000	£'000
Environment Agency	171	174
Lee Valley Regional Park Authority	197	186
London Borough Grants Scheme	241	211
London Pensions Fund Authority	270	270
North London Waste Authority (NLWA)	7,879	5,755
Total Paid/ Due	8,758	6,597

Total Funding for Council Services 2018/19*

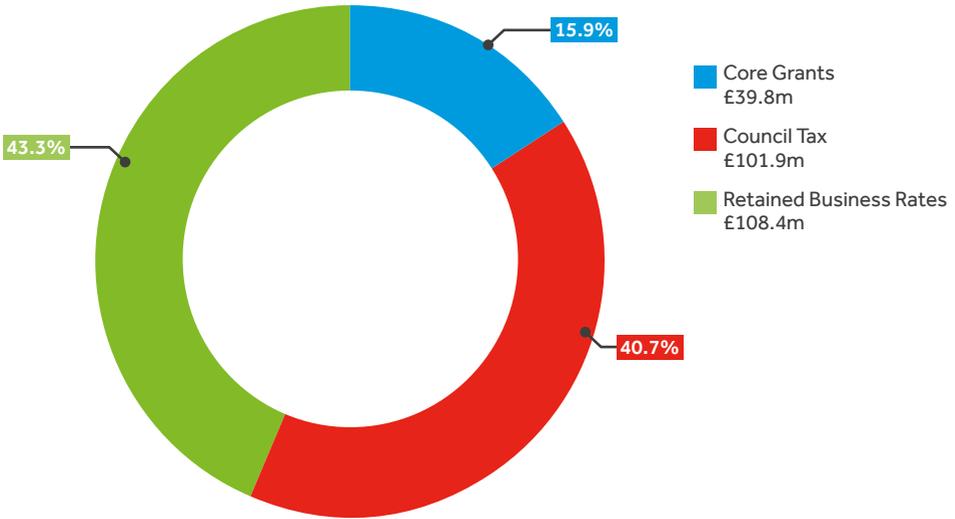
	£'000	% split
Core Grants	39,842	15.9%
Council Tax	101,917	40.8%
Retained Business Rates	108,351	43.3%
	250,110	100.0%

*Excludes Housing Revenue Account

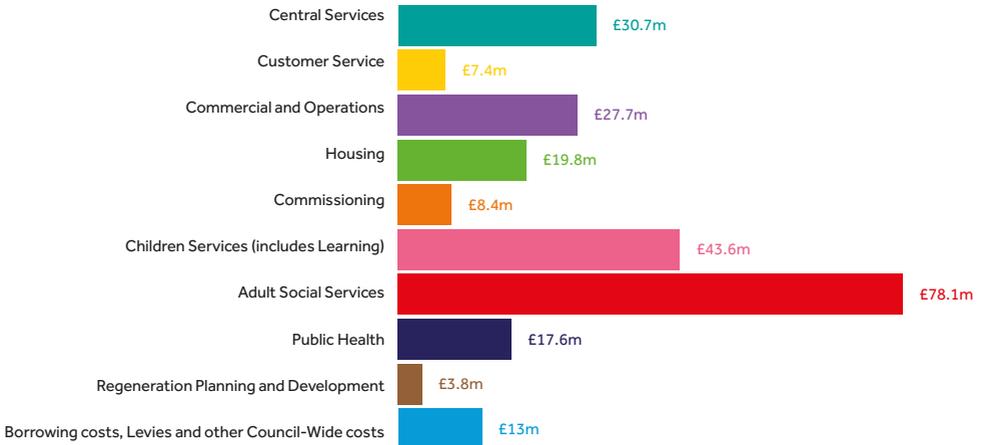
Total Funding Requirement for Services 2018/19

	£'000	% split
Central Services £30.7m	30,698	12.27%
Customer Service £7.4m (2.95%)	7,371	2.95%
Commercial and Operations £27.7m	27,723	11.08%
Housing £19.8m	19,833	7.93%
Commissioning £8.4m	8,353	3.34%
Children Services (includes Learning) £43.6m	43,571	17.42%
Adult Social Services £78.1m	78,110	31.23%
Public Health £17.6m	17,605	7.04%
Regeneration Planning and Development £3.8m	3,822	1.53%
Borrowing costs, Levies and other Council- Wide costs £13.0m	13,026	5.21%
Total funding requirement	250,110	100%

Funding for Council Services 2018/19



Service Budgets (excluding schools) 2018/19



Cost of Services

2017-18 Net £'m	Services	2018-19 Net £'m
984.3	Gross Expenditure	971.2
(728.5)	Income	(721.1)
255.8	Total Funding Requirement	250.1
76.3	Business Rates	108.4
38.6	Revenue Support Grant	0.0
47.1	Other Funding sources	39.8
93.8	Council Tax Requirement	101.9
75,365	Number of Households (Band D equivalents)	77,093
£1,184.32	Band 'D' Council Tax for Haringey	£1,184.32
£59.93	Band 'D' Adult Social Care 3%	£97.25
£280.02	Band 'D' Council Tax for Greater London Authority	£294.23
£1,524.27	Total Band 'D' Council Tax	£1,575.80

Key budget differences between 2017/18 and 2018/19

The 2018/19 budget continues to reflect the need for the council to respond to reductions in the overall level of funding for local government; in particular, additional savings of around £6.5m are included as part of the budget package, which partly explains the reduction in the net budget required to deliver council services to £250.1m (£255.8m in 2017/18).

The Business Rate Retention Scheme

The Council along with all other London Boroughs, the City of London Corporation and the GLA will pilot a 100% Business Rates Retention pool for London in 2018/19. The Pool will retain 100% of all business rates in London with the revenue split as follows: London Boroughs and City of London Corporation receive 64% of

London business rates revenue; and the GLA receives 36%.

When the system was set up in 2013/14, Haringey was calculated as receiving less in business rates than a needs-based analysis, and is therefore subject to a top-up payment from central government. The Council's top element of the business rates will be funded from the London Business Rates Retention pilot in 2018/19.

The Adult Social Care precept.

The secretary of state requires all authorities with Adult Social Care responsibilities to publish the following additional information in relation to the precept:

The Secretary of State for Communities and Local Government introduced a new precept to assist local authorities with the funding of adult social care budget pressures. This precept can only be charged by adult social care authorities. ("Adult social care authorities" are local authorities which have functions under Part 1 of the Care Act 2014, namely county councils in England, district councils for an area in England for which there is no county council, London borough councils, the Common Council of the City of London and the Council of the Isles of Scilly.)

As part of the council tax legislation for 2017/18, government announced that local authorities are able to charge 6% in adult social care precept over three financial years (2018/19 -2019/20) without having to call a referendum. Haringey has opted to charge 3% in

2017/18 and a further 3% charge in 2018/19 with no adult social care precept charge in 2019/20.

In relation to the financial year beginning in 2018 the Secretary of State has determined (and the House of Commons has approved) a referendum principle of 5.99% (comprising 3% for expenditure on adult social care and 2.99% for other expenditure), for adult social care authorities. These authorities may therefore set council tax up to this percentage in 2018 without holding a referendum." Haringey Council, on 26th February 2018, approved the proposal to apply only the Adult Social Care precept at 3% and maintain the council tax for its other expenditure at the same level as in 2010/11. This is illustrated in the table on page 8.

Council Tax

What is council tax?

Council tax is a locally set tax that is payable on all domestic properties, whether owned or rented. The tax is a contribution towards the total cost of providing services to all of the residents who live in Haringey. It is not a payment for services actually received or used by the individual resident or household. The money collected pays for about a third of the cost of services to the borough, such as education, libraries and refuse collection. The rest comes from government grants and business rates.

Who pays council tax?

Council tax is paid by home owners or tenants aged 18 or over. Where there is more than one person aged 18 or over resident in the property, the one nearest the top of the following list will be responsible for paying council tax:

- resident freeholder
- resident leaseholder
- resident tenant
- resident licensee
- other resident
- the owner, where there are no occupants

A resident is someone aged 18 years or older who has their only or main home at the property. If two residents meet the same description i.e. joint tenants,

they will be jointly and severally liable for payment of the bill. This means that the council can require all or any one of them to pay. Married couples and those living together as husband and wife or civil partners are jointly liable for payment, whether or not they have an equal interest in the property. You should inform us if your bill does not include your partner's name. For more details visit www.haringey.gov.uk/counciltax-faqs.

How much do I pay?

The council tax you pay depends on the value of your home as at April 1991, as determined by the Government's Valuation Office Agency, which is part of HMRC (Her Majesty's Revenue and Customs). Every home is placed in one of eight valuation bands (A to H). Your bill shows which band your property is in. Your council tax charges are worked out as a percentage of the band D rate, as shown in the table on page 11. The total band D rate is worked out by dividing the money to be raised by council tax by the number of band D equivalent homes in the borough. Details can also be viewed at www.haringey.gov.uk/bands_and_charges.

2018-19 Council Tax Charges by Valuation Band

Valuation Band	Value of Home	GLA	Adult Social Care Precept	Haringey Council Other Expenditure	Full Council Tax Charge
		£	£	£	£
A	£40,000 or less	196.15	64.83	789.55	1,050.53
B	£40,001 - £52,000	228.85	75.64	921.14	1,225.63
C	£52,001 - £68,000	261.54	86.45	1052.73	1,400.72
D	£68,001 - £88,000	294.23	97.25	1184.32	1,575.80
E	£88,001 - £120,000	359.61	118.87	1447.50	1,925.98
F	£120,001 - £160,000	425.00	140.48	1710.68	2,276.16
G	£160,001 - £320,000	490.38	162.09	1973.87	2,626.34
H	Over £320,000	588.46	194.51	2368.64	3,151.61

Appealing against your banding

If you believe that the band for your home is wrong please visit:

www.voa.gov.uk/council-tax

or telephone **0300 0501 501** or write to

The Listing Officer
Council Tax South
Valuation Office Agency
Second Floor, 1 Francis Grove
Wimbledon SW19 4DT

The council cannot deal with banding appeals. If you appeal, the law states that you must continue to pay your current bill until your appeal is settled.

Existing occupiers may need to show there have been major structural changes, or there are physical changes in the local area that change the sale value.

New occupiers have six months to appeal from the date they receive their first council tax bill and there are some restrictions. More information is available at www.voa.gov.uk.

We are aware of a company canvassing taxpayers in the area offering to appeal the banding of your property on a 'no win, no fee' basis. However, if they are successful in reducing your council tax band they receive around 30% of any refund you may be due. Please be aware that if a valid appeal is made and the Valuation Office Agency investigates the band of your property, there are three possible outcomes:

- the band of your property is deemed too high and is reduced retrospectively to the date you became liable for council tax
- the band of your property is deemed correct and remains the same
- the band of your property is deemed too low and will be increased

Scams

Some households have received telephone calls from people claiming to be from the Valuation Office Agency or council officials asking for credit card or bank details – so they can refund money to you or take a one-off administration fee. The Valuation Office Agency will never ask for your financial details. If you have any doubt about a call from the council tax office, please call us directly on **020 8489 3557**.

How to pay council tax

What do you need to do?

Make sure you look at your council tax bill carefully so you know exactly how much you need to pay and how to pay it. Check that any discounts, exemptions, reliefs or council tax reduction have been awarded correctly and inform us immediately if you are no longer entitled or if the bill is incorrect.

Paying by direct debit



If you choose to pay by direct debit we will give you a choice of three payment dates, either the 1st, 15th or 25th of each month. Just telephone **020 8489 3557** and have your bank account details ready. Alternatively you can set up a direct debit online at www.haringey.gov.uk/myaccount. Once set up, payments are taken automatically and you will be given at least 14 days' notice of the first payment date. Your direct debit will continue from year to year so there is no need for you to contact your bank at the beginning and end of your instalment plan.

Other ways to pay

Council tax is usually paid in ten instalments from April to January. If you wish to extend your instalment plan for 2018/19 until March 2019 please telephone **020 8489 3557**. You will need to pay the April instalment as stated on your bill, and we will issue a new bill showing your remaining instalments.

If you do not wish to pay by direct debit we can offer the following payment options:

Paying by debit or credit card

You can use your debit or credit card to pay your council tax:

- over the internet at **www.haringey.gov.uk/payments**.
- by telephone using the 24-hour automated telephone payment service on **0300 456 0520**. You will be asked to quote your council tax account number, which is shown on the front of your bill.

Telephone and PC banking

Most banks and building societies offer telephone and online banking. To make a payment contact your bank or building society and quote **Haringey's bank account number 43399710**, sort code **20-98-47** and your full council tax account number, which is shown on the front of your bill.

Post office and PayPoint



You can also pay by cash, debit or credit card or by cheque at any post office or by cash at any outlet displaying the PayPoint logo using the barcode on the reverse of your bill. To find your nearest PayPoint outlet visit **www.paypoint.co.uk/locator**.

If you pay by cash or by cheque through a bank or post office you must allow five working days for the payment to reach your council tax account.

Recovery action may be taken against you if payments are not received in accordance with the instalment plan set.

Help with paying your council tax

There are several ways you may be able to reduce your council tax bill. These include:

- exemptions
- discounts
- disabled relief
- council tax reduction

Full council tax is charged if there are two or more adults aged 18 years or over living in a property. If you are the only adult aged 18 or over in the property we will usually reduce your bill by 25%. This is called the single occupier's discount.

Some other groups of people such as full time students, people who have severe mental health needs and 18 and 19-year-olds still at school or who have recently left school are not counted when we work out how many adults there are in a property. So even if there are two or more adults resident you may still be able to get a discount.

For a full list of the discounts available and evidence required visit www.haringey.gov.uk/discounts.

Alternatively, telephone **020 8489 3557** for further information and an application form. You may need to provide evidence to support your application. Without this your application may be refused.

You must continue to pay your council tax as demanded until your request has been dealt with. An outstanding request

for a discount, exemption, relief or reduction is not grounds for not paying your council tax.

Haringey Council is under a duty to protect the public funds which it administers and from time to time we will check claims for reductions with third party records to make sure that claims are accurate. We may share personal information you have supplied for council tax with other departments, the police and other public bodies if this relates to the prevention of crime, fraud or the collection of taxes.

If your circumstances change during the year this may affect your entitlement to a discount, exemption, relief or reduction. You must notify us promptly of any changes within 21 days of the change to allow the council to independently verify the position. If this does not happen any claim may not be dealt with retrospectively.

If we know that your discount, exemption, relief or reduction is due to end we will send you a revised council tax bill nearer the time telling you the revised amount to pay. Failure to notify us without reasonable excuse of any matter that affects your entitlement to a discount, exemption, relief or reduction may result in a financial penalty being imposed.

Empty properties

Council tax is payable on most empty properties whether they are furnished or unfurnished.

Properties that are unfurnished may receive a 100% discount for one calendar month from the date the property first became empty. Thereafter the full charge will be payable. The discount does not restart if there is a change of ownership.

Properties that have been empty and unfurnished for two or more years will attract an empty homes premium of an additional 50%. Some properties will be exempt from the empty homes premium. For further details visit www.haringey.gov.uk/discounts.

- Furnished lets that are unoccupied and properties used as second homes will be charged the full amount of council tax
- Properties undergoing major structural changes or repair may be entitled to a discount of 50% for up to one year. You are required to provide a schedule of works being undertaken to support your application
- Properties owned by charities will receive a 100% discount for up to six months

Discounts are also available for other types of empty property such as those left empty following the death of the resident or where the resident is receiving long term hospital care or has moved into a care home. For a full list

and further information visit www.haringey.gov.uk/discounts

People with disabilities

If your home has been adapted for someone with a disability who is resident we may be able to reduce the amount you have to pay. This means that your council tax will be calculated as if the property is one band lower than it would normally be. If you think that you should be receiving this reduction, visit www.haringey.gov.uk/reductions for further details and to download an application form. Alternatively, telephone **020 8489 3557**. An officer from the council will visit the property to ensure that the relevant adaptations have been made prior to the reduction being awarded.

Appeals

You can appeal against certain decisions made by the council, for example if we have refused to grant a discount, exemption or relief and you believe you meet the requirements. In such circumstances you should write to us, heading your letter 'Council Tax Appeal' and send any supporting documents you believe will support your case. You must also state why you disagree with our decision.

An officer of the council will review your case and provide you with a response within two months. If you remain unhappy with the decision you can

appeal to the Valuation Tribunal Service within two months of the council's notification of the decision. Their address is:

Valuation Tribunal Service
Second Floor
120 Leaman Street
London E1 8EU

Tel: **0300 123 2035**

Fax: **020 7481 4891**

Email: **vtwhitechapel@vts.gsi.gov.uk**

Web: **www.valuationtribunal.gov.uk**

You must continue to pay your council tax as billed whilst your appeal is being considered.

Empty homes

The council is committed to getting empty homes back into use and uses compulsory purchase and enforced sale if necessary to achieve this. Grants are sometimes available to help with renovation costs on long term empties. For more information email **empty.properties@haringey.gov.uk**

Council tax reduction

All working households in Haringey have to pay something towards their council tax. If you are on a low income, or getting income support, employment and support allowance, pension credit or jobseeker's allowance, you may be entitled to a council tax reduction. There are two types of reduction: council tax reduction and alternative maximum council tax reduction.

How much you get will depend on:

- the amount of your council tax bill
- your weekly income and any savings that you have
- the number of people living with you and their incomes
- the number of children living with you.

If you are of qualifying pension credit age and applying for the first time for an award of council tax reduction, you will be protected from the reduction and awarded the maximum level of help depending on your income and savings.

If you are in receipt of specified disability benefits you will be protected from the reduction.

If you or your partner are of working age and have savings of £10,000 or more, you cannot get council tax reduction even if you are in receipt of specified disability benefits.

If your income or savings are too high for council tax reduction, you may be able to get a reduction based on the second adult in the property. This is called alternative maximum council tax reduction. You can claim up to 25% if you are the only person responsible for paying the council tax but share your home with one or more adults who:

- don't pay rent and
- are not your husband, wife or partner, and
- have a combined weekly income before tax of less than £239 if they are of working age or £250 for pensioners

If you live in a student house but cannot

get a student exemption because one or more people who are not students live in the property, and the people who are not students receive income support, job seeker's allowance (income based), employment support allowance (income related) or pension credit and nobody pays rent to the taxpayer, you may be entitled to apply for a reduction of up to 100% of the council tax charge.

For more information on council tax reduction

- Visit: **www.haringey.gov.uk/benefits**
- Call Customer Services on **020 8489 1000**.

You must continue paying your council tax while your application for council tax reduction is being considered.

Reporting changes in your circumstances

If you qualify for council tax reduction or alternative maximum council tax reduction, it is your responsibility to inform us of any changes that may affect the amount of money credited to your council tax account within 21 days of the change taking place. Unreported changes can lead to a reduction being overpaid, which we can ask you to repay.

Things you must tell us about:

- if you or your partner's income or benefits go up or down
- if you, your partner or other household member stop or start working
- if your savings or your

family's savings change

- if the people who you live with move in or out
- if you change your address
- if you are in receipt of pension credit you do not need to tell us about changes in your income as the Department for Work and Pensions should do this for you

Help us reduce fraud

If for any reason you have information about someone you think is claiming a council tax discount, exemption, relief or reduction in Haringey that they are not entitled to, please contact us immediately by emailing **fraudcall@haringey.gov.uk** or by telephone on **020 8489 3557**. You do not have to give your own details.

What is Universal Credit?

Universal Credit is a new benefit for people living on a low income, or who are out of work. It starts for Haringey residents on 14th March 2016. It will make it easier to start a new job or work more hours, so you will be better off in a job than you will be on benefits. Universal Credit replaces six other benefits with a simpler, single monthly payment. It includes help with the costs of housing, children, childcare and other living expenses. It will also give financial support to disabled people and carers, and people who are too sick to work. You will be expected to make your Universal Credit claim online.

What does it mean for me?

Universal Credit is being introduced in stages. Whether you can claim it will depend on where you live and your personal circumstances. You can check if you can get Universal Credit by going to www.gov.uk/universalcredit, or talk to someone at your jobcentre. If you aren't eligible for Universal Credit now you may still be able to claim other benefits such as Jobseeker's Allowance. If you are already claiming benefits you will not be able to claim Universal Credit yet. You will carry on claiming your benefits as usual.

What happens if I don't pay?

We take late and non-payment very seriously. If you do not pay your instalments on or before the due date shown on your council tax bill, you run the risk of falling into arrears and losing the right to pay by instalments. We will take action to recover the amount you owe.

If an instalment is overdue, a reminder notice is issued for the amount of the arrears. If payment of this amount is made within seven days, your instalments can continue. If you can't pay the amount of the arrears within seven days and fail to contact us to make a payment arrangement, you will lose the right to pay by instalments and the whole balance on your council tax will be due in full. Please be aware that a reminder notice is not sent every month.

A maximum of two reminders will be sent to you in any one year. If you do not pay the reminder notice within a further seven days you will lose the right to pay by instalments and we will send you a summons. If it is necessary to issue a summons for late or non payment, you will incur costs.

It is important that you contact us as soon as possible on **020 8489 3557** or via **council.tax@haringey.gov.uk** if you are having difficulties in meeting your monthly instalments. We will review your circumstances and advise you how to repay the amount owed. We will also look at ways to reduce the amount payable by way of reductions. If you fail to do so it is likely that recovery action will be taken against you and this will include additional costs.

If it is necessary for us to issue a summons against you for late or non payment, we will apply for a liability order against you. This hearing takes place in a Magistrates' Court.

If this happens you must pay the full amount due, plus costs. You will no longer be entitled to pay by instalments.

Once a liability order is granted we can take further recovery action against you such as:

- declare you bankrupt in court (this will mean you won't be able to get a loan, a mortgage or a bank account)
- put a charge on your property and consider forcing its sale
- send enforcement agents to take away goods to the value of the money you owe (plus additional fees)

- get your employer to take the money from your earnings
- deduct an amount directly from benefit paid to you by the Department for Work and Pensions
- ask the Magistrates' Court to consider sending you to prison.

Please remember that we will take action against those who wilfully withhold or avoid payment of council tax, the results of which can include the loss of your home.

To avoid unnecessary action being taken against you, you must pay your council tax on time. If you get a letter from us but can't pay, contact us as soon as you can and we'll do our best to help you.

We can also offer the option to pay by direct debit on either the 1st, 15th or 25th of the month to people with arrears. Please contact us straight away to arrange this.

Email: council.tax@haringey.gov.uk
Call us on: **020 8489 3557**

or write to:

Shared Service Centre | Revenues
PO Box 10505
Wood Green London N22 7WJ

What if you can't pay your council tax?

Lots of people are in debt for all sorts of reasons and it is important that we are kept informed of changes that impact your ability to pay. If your circumstances change, for example if you lose your job, please contact us straight away if you cannot pay or are falling behind with your payments. We will do all we can to help you. The sooner you get in touch, the more help and advice we will be able to offer.

Priority debts

Some debts are more important than others. Council tax and rent arrears are examples of priority debts. The law gives different creditors (the people you owe money to) different ways of getting their money back. With priority debts, some creditors could take your home away (repossession or eviction) or send out enforcement agents to take items from your home to sell, it is therefore important to sort out your priority debts first.

Don't ignore the problem, it won't go away and the longer you leave it the worse it will get. Contact us straight away.

Confidential debt counselling is available from a Citizens Advice Bureau. There are two in Haringey.

Tottenham Citizens Advice Bureau
551B High Road
London N17 6SB

Waltheof Gardens Citizens Advice
20E Waltheof Gardens
London N17 7DN

Call the Citizens Advice Bureau advice line on **03444 889 626**.

For opening times please go to:

www.adviceguide.org.uk
or phone **0844 826 9715**.

There are a number of other organisations that can provide you with help and advice.

National Debtline

A helpline providing free confidential and independent advice on how to deal with debt.

080 8808 4000
www.nationaldebtline.org

Age UK

Provides an advocacy service for vulnerable older people to get help and assistance with asking for services they are entitled to.

0800 169 2081
www.ageuk.org.uk

The Money Advice Service

Offers free, impartial advice and tools which can help you get your money into shape.

030 0500 5000
www.moneyadviceservice.org.uk

How to contact us

We are continually making improvements to our website to make it easier for you to access our services at a time that suits you.

The council website is available 24 hours a day, seven days a week and is the quickest way to find out how to pay your council tax and download information and application forms about discounts, exemptions, reliefs and reductions.

We aim to do our best to deal with all queries as quickly as possible, however our telephone call centre and customer service centres are very busy and on occasion you may have to wait for your query to be dealt with.

Before telephoning or writing to us, why not use the website to:

- pay your council tax
www.haringey.gov.uk/payments
- check your account balance
www.haringey.gov.uk/myaccount
- sign up for direct debit
www.haringey.gov.uk/dd
- find out about an exemption, discount, exemption, relief or reduction
www.haringey.gov.uk/discounts
- notify us of a change of address
www.haringey.gov.uk/myaccount

GREATER LONDON AUTHORITY

Introduction

This is Sadiq Khan's second budget as the Mayor of London. It is built around his vision of a London where nobody feels left behind and where everyone has the opportunities they need to fulfil their potential. It supports London's future growth and economic success, building on our City's thriving economy, extraordinary creativity, tolerance, diversity and openness to the world.

Sadiq Khan will not tolerate any waste of public money, particularly against a background of ever tightening resources from the Government. This year's budget has required some tough choices. It will improve the key services Londoners need. That means ensuring transport fares are more affordable and building more affordable homes. The budget also provides resources to support jobs and growth, tackle rough sleeping and make London a fairer and cleaner place to live. The Mayor will also provide extra resources from council tax and business rates for the Metropolitan Police and London Fire Brigade to keep Londoners safe. This will help offset the impact of continuing real terms cuts in government grant.

Council tax for GLA Services

The GLA's share of the council tax for a typical Band D property has been increased by £14.21 (or 27p per week) to £294.23. The additional income raised is being applied to fund the Metropolitan Police and London Fire

Brigade. A Band D council taxpayer in the City of London, which has its own police force, will pay £76.10.

Council Tax (£)	2017-18	Change	2018-19
MOPAC (Metropolitan Police)	206.13	12.00	218.13
LFC (London Fire Brigade)	48.01	2.21	50.22
GLA	23.80	0.04	23.84
TfL (Transport)	2.08	-0.04	2.04
Total (£)	280.02	14.21	294.23

Controlling costs at City Hall and delivering the Mayor's key priorities

The Mayor's budget includes significant efficiency savings across the GLA Group in 2018-19. This has allowed him to release resources to meet his key priorities. This includes plans to invest £3.15 billion to support 90,000 new affordable homes in the capital by 2021. He will also provide additional funding to support disadvantaged young Londoners and increase investment in green spaces, improving air quality and reducing the usage of single-use plastics.

The Mayor will also work with London's business community and key investors to ensure London's interests are protected. He will put Londoners' economic opportunities centre stage as the Government's negotiations to leave the European Union reach their conclusion. He

will also provide funding for new projects to bring communities together, tackle social inequality and boost London's economy.

The Mayor's Office for Policing and Crime (MOPAC)

The Mayor's Police and Crime Plan – A Safer City for All Londoners 2017-21 – sets out his strategy for policing over the next four years. His five key priorities are to improve the Metropolitan Police Service (MPS), provide a better criminal justice service in London, keep children and young people safe, tackle domestic violence which particularly affects women and girls and stand up against hate crime, intolerance and extremism.

The MPS has to rise to meet these challenges at a time of acute financial pressure. As a result of the reductions in Government grant for policing, in the past four years the MPS has had to close more than 100 police stations and remove 2,800 police staff and PCSOs roles in order to protect officer numbers.

To keep Londoners safe, the Mayor has decided to raise the police element of his council tax precept by £12 for a typical Band D property. This will help to keep officer numbers as high as possible within the resources the Mayor has at his disposal.

Transport for London (TfL)

London's population is forecast to grow by one million in the next decade. TfL is investing to make the transport network more reliable and accessible. The Mayor's priorities for TfL in his current term include:

- making transport more affordable. Single bus fares, single pay as you go fares on the Tube and DLR and the charges for the Santander cycle hire scheme will be frozen until at least 2020. This will save travellers an estimated £40 million in 2018-19
- introducing a new Bus and Tram one-hour Hopper fare which is now in place and investing to improve journey times and reliability on the bus network
- working with London boroughs to maintain existing concessionary travel and assisted door to door transport schemes. This includes providing free 24-hour travel for the over 60s, the disabled, armed forces personnel in uniform and eligible war veterans and protecting the Taxicard and Dial a Ride schemes. Discounts on travelcards are also available for apprentices
- increasing capacity on the London Underground and rail services including his introduction of the Night Tube and Night Overground services
- extending the Barking Gospel Oak line to Barking Riverside and expanding the DLR and tram network
- planning for the Bakerloo line extension to south east London and new river crossings in east London
- completing the Elizabeth line (formerly Crossrail) by the end of 2019 which will increase London's rail capacity by ten per cent and continuing work on the Northern line extension to Nine Elms and Battersea Power station which is due to be completed in 2020
- developing Crossrail 2 and the Silvertown tunnel and working towards

the release of more TfL land to provide new affordable workspaces and homes across London

- making public transport more accessible for everyone. Step-free access is planned to be introduced at five more London Underground stations in 2018-19 and funding has been secured for a further 13. All Elizabeth line stations will also be step free and
- investing a record £2.2 billion in street schemes and initiatives designed to make walking, cycling and public transport safer, cleaner and more appealing, including funding eight new Cycle Superhighways and transforming major transport junctions.

London Fire Commissioner (LFC)

The Mayor aims to balance the London Fire Brigade’s budget and improve its response times to ensure that the first and second fire engines attending an emergency incident arrive within six and eight minutes respectively. The LFC will also promote community safety and fire prevention and ensure that buildings in the capital conform to fire safety standards to protect both Londoners and visitors.

London Legacy Development Corporation (LLDC)

The LLDC was set up to ensure that the city benefits from a long-term legacy from the London 2012 Olympic and Paralympic Games. The Mayor’s 2018-

19 budget provides funding for the development of a world class cultural and education district in Queen Elizabeth Olympic Park. This is expected to create 3,000 new jobs, attract 1.5 million additional visitors and bring £2.8 billion of economic value to east London.

Old Oak and Park Royal Development Corporation (OPDC)

The OPDC will help create 65,000 new jobs and at least 24,000 new homes in west London over the next 20 years. It will build on the regeneration that the new High Speed 2 (HS2), Crossrail and Great Western Mainline stations at Old Oak Common will bring to the area.

Summary of GLA Group budget

The tables below show where the GLA’s funding comes from and the reasons for the year on year budget change. It also explains how the GLA has calculated the sum to be collected from the council tax (the council tax requirement).

How the GLA budget is funded (£m)	2018-19
Gross expenditure	12,178.4
Government grants and retained business rates	-4,638.3
Fares, charges and other income	-6,163.9
Use of reserves	-510.5
Amount met by council tax payers	865.7

Changes in spending (£m)	2018-19
2017-18 council tax requirement	804.8
Inflation	227.3
Efficiencies and other savings	-324.2
New initiatives	296.2
Other changes (for example fares revenue and government grants)	-138.4
2018-19 council tax requirement	865.7

The GLA's gross expenditure is higher this year. This is mainly due to the impact of additional investment planned by the Mayor in transport, policing and the fire service. Overall the council tax requirement has increased because of the extra funding for the Metropolitan Police and the London Fire Brigade. There has also been a 2.4 per cent increase in London's residential property taxbase. Find out more about our budget at:

www.london.gov.uk/budget
tel: 020 7983 4000

Detailed budget by service area

The table below compares the GLA Group's expenditure on policing, fire and other services (including transport) in 2018-19 with 2017-18.

Summary of Spending and Income (£m)	Police (MOPAC)		Fire (LFC)		Other Services (incl. GLA, TfL, LLDC and OPDC)		GLA Group Total	
	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19
(figures may not sum exactly due to rounding)								
Gross expenditure	3,269.1	3,331.5	426.8	435.8	8,062.5	8,411.1	11,758.4	12,178.4
Government grants and business rates	-2,331.7	-2,397.3	-256.4	-250.9	-2,082.2	-1,990.2	-4,670.3	-4,638.3
Other income (incl. fares and charges)	-263.6	-263.8	-34.9	-36.9	-5,983.8	-5,863.3	-6,282.3	-6,163.9
Net expenditure	673.8	670.4	135.5	148.0	-3.5	557.8	805.8	1,376.2
Change to level of reserves	-81.8	-29.0	2.8	0.0	78.0	-481.5	-1.0	-510.5
Council tax requirement (income)	592.0	641.4	138.2	148.0	74.6	76.3	804.8	865.7

Haringey Council Online

www.haringey.gov.uk

Make payments, report problems, apply for services and access information 24/7



Popular links

haringey.gov.uk/refuse-recycling - find bin collection times and report missed collections or dumped rubbish

haringey.gov.uk/parking - pay fines, apply for permits, buy visitor vouchers

haringey.gov.uk/benefits - benefits and welfare reform

haringey.gov.uk/counciltax - view and pay council tax

haringey.gov.uk/education - apply for a school place

haringey.gov.uk/libraries - search, renew and reserve items

haringey.gov.uk/planning - make and view planning applications

You can also find the latest news and events, search for jobs and get information about the full range of council services. You can get online for free at Haringey's nine public libraries. All libraries also have free WiFi.

Call Haringey Council



Customer Services

020 8489 1000

9am - 5pm Monday to Friday

Benefits, council tax, parking, housing, school admissions advice and more - also access to 24 hour information service

Refuse, recycling and street cleansing

020 8885 7700

Veolia contact centre

Homes for Haringey repairs and tenancy issues

020 8489 5611

Council tenants can also use this number to report emergency repairs out of hours

Out of hours (emergencies only)

020 8489 0000

5pm - 9am week nights and all weekend

24 hour payment line

0845 070 1414

Haringey
LONDON