

Council Guide

including your A-Z of council
services and council tax 2011-12

www.haringey.gov.uk



Haringey Council



This year, we face our greatest ever challenge to deliver services and maintain quality against a backdrop of unprecedented funding cuts by central government.

Haringey Council faces a three year funding settlement which will mean a budget reduction of more than £83 million. In the coming year alone, we have to find more than £40 million of savings. While we remain committed to making back office savings where possible, the scale of the cuts will clearly affect a number of services which residents rely on.

Despite the enforced cuts, we remain committed to improving the services we can provide to deliver high quality services to all residents right across the borough.

Our clear priority is to continue to help and support the most vulnerable in our communities, including looked after children and adults with learning disabilities.

Your council tax is vital in helping us to cover some of the costs of the services we provide, and we are grateful for your contribution to making Haringey a better place to live, work, study and play.

These are hard financial times for the council and for local people, and we hope that by freezing council tax rates for 2011/12 we have helped to ease some of the pressure on residents.

Due to higher demand we will be increasing primary school place provision and also improving secondary school facilities through the ongoing Building Schools for the Future project.

In order to meet our ambitious targets to reduce carbon emissions we will invest in projects which will make both economic and environmental sense.

This A to Z guide includes information about all the services we offer, so that you can find the help you need when you need it.

It also outlines how we will be spending your council tax money over this coming year, and spells out where to turn if you need help paying bills.

You can do most business with the council online at www.haringey.gov.uk and many services are available through our call centre on 020 8489 1000.

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

Claire Kober
Leader

How to use this guide

The letters represent the first letter of a Haringey service. For example - if you want to contact our Call Centre you will find this listed under the letter 'C'.

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How to contact your local council

Do it online

For the latest information visit

www.haringey.gov.uk

There are 180 public computers located in our libraries that you may use free of charge to surf the net, create documents and access your email.

All Haringey Libraries are also free WiFi hotspots which enables users to bring in their own laptop and surf the internet free of charge.

For a full list of our online services visit www.haringey.gov.uk/do_it_online

Report a problem with a council service

www.haringey.gov.uk/report_a_problem

Make a payment

www.haringey.gov.uk/payments

Make complaints, compliments and suggestions

www.haringey.gov.uk/complaints

Tell us about a change of address

www.haringey.gov.uk/change_address

Telephone

Customer Services Call Centre

020 8489 1000 (9am to 5pm Mon to Fri)

General enquiries switchboard

020 8489 0000 (8.45am until 5pm Mon to Fri)

Emergency service telephone number

020 8348 3148

This number is for emergency use only between 5pm in the evening until 9am in the morning and throughout the weekend.

All other calls (including parking fine payments, and benefits calls) should be made to 020 8489 1000, Monday to Friday between 9am and 5pm

Emergency and non-emergency repairs calls to Homes for Haringey should be made on 0800 195 3404 - the line is open 24hrs

Write to

**Haringey Council
Civic Centre
Wood Green
N22 8LE**

In person

Visit one of our Customer Service Centres

Hornsey Customer Service Centre (closing 31 May 2011)

Broadway Annex
Hornsey Town Hall
Crouch End
N8 9JJ

Opening times: Monday - Friday
8.45am - 5.00pm

North Tottenham Customer Service Centre (closing 31 May 2011)

639 High Road
Tottenham
N17 8BD

Opening times: Monday - Friday
8.45am - 5.00pm

South Tottenham Customer Service Centre

Apex House
820 Seven Sisters Road
Tottenham
N15 5PQ

Opening times: Monday - Friday
8.45am - 5.00pm

Wood Green Customer Service Centre

Ground Floor
48 Station Road
Wood Green
N22 7TY

Opening times: Monday - Friday 8.45am - 5.00pm.

Broadwater Farm Surgeries

Broadwater Farm Neighbourhood Office
108c Gloucester Road
Tottenham
N17 6GZ

Opening times: Tuesdays and Thursdays
2.00pm - 4.45pm (by appointment only - call
020 8489 8650 for an appointment)

A-Z of Services provided by the Council

A

Abandoned Vehicles

T 020 8489 1000

www.haringey.gov.uk/abandonedvehicles

Accident Claims

T 020 8489 3710/3812

Adaptations to Homes

T 020 8489 1400

www.haringey.gov.uk/equipment_and_adaptations

Adoption

T 020 8489 4610

www.haringey.gov.uk/adoption

Adult Education

T 020 8489 2500

www.haringey.gov.uk/hals

Adult Placement Scheme

T 020 8489 1668

www.haringey.gov.uk/adult_placement_scheme

Adult Protection Team (Deprivation of Liberty & Safeguarding)

T 020 8489 3106

T 020 8489 1400 Adult Protection Alerts

www.haringey.gov.uk/adult_placement_scheme

After School Clubs

T 020 8489 1000

www.fisd.haringey.gov.uk

Age Discrimination

T 020 8489 2574/2580

www.haringey.gov.uk/equalities

AIDS Support and advice

T 020 8489 1400

www.haringey.gov.uk/hiv_aids

Alarm System (Safe and Sound)

T 020 8489 2365

www.haringey.gov.uk/safe_sound_alarm

Alcohol Addiction

T 020 8489 6909

www.haringey.gov.uk/drugs_and_alcohol_action_team

Alexandra Palace and Park

T 020 8365 2121

www.alexandrapalace.com

Allotments

T 020 8489 1000

www.haringey.gov.uk/allotments

Animal Health and Welfare

T 020 8489 1000

www.haringey.gov.uk/animal_welfare_and_control

Ants

T 020 8489 1000

www.haringey.gov.uk/pestcontrol

Archives

T 020 8808 8772

www.haringey.gov.uk/archives

Asbestos

T 020 8489 1000

www.haringey.gov.uk/asbestos

Asylum Seekers and Refugees

T 020 8489 5980

www.haringey.gov.uk/asylum

Athletics

T 020 8881 2323

www.haringey.gov.uk/whitehartlane_facilities



Basketball Courts

T 020 8489 1000

www.haringey.gov.uk/a-z_of_facilities

Bed Bugs

T 020 8489 1000

www.haringey.gov.uk/bed_bugs

Bees and Wasps Nest Removal

T 020 8489 1000

www.haringey.gov.uk/wasps_and_bees

Benefits

T 020 8489 1000

www.haringey.gov.uk/benefits_and_advice

Bins

- see Refuse and Recycling

Births, Deaths and Marriages

T 020 8489 2605

www.haringey.gov.uk/bdm

Blind and Partially Sighted Supported

T 020 8489 1637

www.haringey.gov.uk/poor_eyesight

Blocked Drains

T 020 8489 1000

www.haringey.gov.uk/block_drained_to_private_properties

Blocked Road Gullies and Public Sewers

T 0845 9200 888 (Thames Water)

Blue Badge Scheme

T 020 8489 1865 or 020 8489 1878

www.haringey.gov.uk/blue_badge_scheme

Bruce Castle Museum

T 020 8808 8772

www.haringey.gov.uk/brucecastlemuseum

BT TextDirect

For the benefit of deaf, hard of hearing, speech-impaired and deaf blind people, all our telephones accept calls made using the Typetalk and TextDirect Replay Service. To call a service from a text phone dial 18001 followed by the number of the person you want to call (including the dialling code)

Building Control

T 020 8489 1000

www.haringey.gov.uk/buildingcontrol

Bus Passes and concessions

T 020 8489 1865 or 020 8489 1878

www.haringey.gov.uk/passes_and_concessions

Business Advice

T 020 8376 6262 (London Business Development Corporation)

www.haringey.gov.uk/business_advice

Business Rate

T 020 8489 3551

www.haringey.gov.uk/non_domestic_rates

Buying your Council Home

T 020 8489 3231/3357

www.haringey.gov.uk/right_to_buy



Cabinet (The)

T 020 8489 2790

www.haringey.gov.uk/executive

Call Centre

Open Monday to Friday: 8am-6pm

T 020 8489 1000

- Abandoned Vehicles
- Allotments
- Animal Warden
- Anti-Social Behaviour
- Benefits (council tax and housing benefit)
- Building control
- Commercial Health & Safety
- Complaints, compliments and suggestions
- Council Tax
- Electoral services
- Family Information Service
- Food safety
- Free school meals
- Graffiti and fly posting
- Homelessness and housing advice
- Licencing
- Members' services
- Noise nuisance
- Parking, including fines payment and CPZ permit applications
- Pest control
- Planning
- Recreation (trees, parks, sports courts etc)
- School admissions
- School clothing grants
- Street enforcement
- Student finance grants
- Trading standards

www.haringey.gov.uk/do_it_online

Car Parks

T 020 8489 1000

www.haringey.gov.uk/carparks

Carers

T 020 8489 3420

www.haringey.gov.uk/carers

Careers Information Service

T 020 8489 5200 (Connexions for 13-19 years and up to 25 years if you have a learning difficulty or disability)

www.haringey.gov.uk/connexions-3

Cemeteries and Crematoriums (Enfield, Tottenham and Wood Green)

T 020 8363 8324

www.haringey.gov.uk/crematorium_and_cemetery_sites

Chief Executive's Office

T 020 8489 2648

www.haringey.gov.uk/chiefexecutive

Child Protection

To report abuse or neglect

T 020 8489 4592 / 4582 / 4470 during office hours (Monday to Thursday 8.45am to 5pm; Friday 8.45am to 4.45pm)

T 020 8348 3148 out of office hours (including weekends)

www.haringey.gov.uk/protectingvulnerablechildren

Children and Families

T 020 489 1000

www.haringey.gov.uk/children_and_families

Children's Centres

T 020 8489 1000

www.haringey.gov.uk/childrenscentres

Children with Disabilities and Special Needs

T 020 8489 3947 / 3655

T 020 8348 3148 (Emergencies out of hours)

Children's Activities and Play

T 020 8489 1000

www.haringey.gov.uk/fisd

Children's Homes

- see Children and Families

Clinical Waste Collection

T 020 8885 7700

www.haringey.gov.uk/clinical_waste_disposal

Clothing Grants

T 020 8489 1000

www.haringey.gov.uk/freeschoolmeals.htm#clothinggrant

Cockroaches

T 020 8489 1000

www.haringey.gov.uk/cockroaches

Commercial Premises available

T 020 8489 2197

www.haringey.gov.uk/commercialproperties

Communications and Consultation Services

T 020 8489 2997

Community Good Neighbour

Schemes (Supported housing for older people)

T 020 8489 2367

www.haringey.gov.uk/supportedhousing

Complaints, Compliments and Suggestions

T 020 8489 1000

www.haringey.gov.uk/complaints

Homes for Haringey complaints

020 8489 4337 / 4321 / 4235

www.homesforharingey.org/feedback

Connexions

T 020 8489 5200

www.haringey.gov.uk/connexions-3

Conservation Areas

T 020 8489 5275

www.haringey.gov.uk/conservation_areas

Consumer Advice

T 020 8489 1000

www.haringey.gov.uk/trading_standards

Controlled Parking Zone (CPZ)

T 020 8489 1000

www.haringey.gov.uk/controlled_parking_zone

Council Housing

T 0800 195 3404 or 020 8489 5611

Homes for Haringey

www.homesforharingey.org

Also see Housing Advice.

Council Meetings and Committees

T 020 8489 1770

www.haringey.gov.uk/meetings

Council Switchboard

8.45am to 5.00pm Monday to Friday.

T 020 8489 0000

Council Tax

T 020 8489 1000

www.haringey.gov.uk/counciltax

Council Tax Benefit

T 020 8489 1000

www.haringey.gov.uk/benefits

Councillors

T 020 8489 1000

www.haringey.gov.uk/decision-making

Crematorium (Enfield)

T 020 8363 8324

www.haringey.gov.uk/crematorium_and_cemetery_sites

Crime Prevention

T 020 8489 2977

www.haringey.gov.uk/communitysafety

Customer Services

- see Call Centre and Customer Service Centres

Customer Service Centres

Services provided through Customer Service Centres currently include:

- Abandoned Vehicle reporting
- Allotments
- Animal Warden
- Anti-Social Behaviour
- Benefits (council tax and housing benefits)
- Building control
- Commercial Health & Safety
- Complaints, compliments and suggestions
- Concessionary travel
- Council Tax
- Electoral services
- Family Information Service
- Food safety
- Free school meals
- Graffiti and fly-posting
- Homelessness and housing advice
- Homes for Haringey (housing repairs, housing management, anti-social behaviour and estate parking)
- Licensing
- Members' services

- Noise nuisance
- Parking – fines payment and CPZ permit applications
- Pest control
- Planning
- Recreation (trees, parks, sports courts etc)
- School admissions
- School clothing grants
- Street enforcement
- Student finance grants
- Trading standards

All centres open Monday to Friday 8.45am to 5pm.

Pay your council bills at the Handy tills installed in all Customer Service Centres (cash and cheque payments only).

Hornsey (closing 31 May 2011)

A Broadway Annex
Hornsey Town Hall
Crouch End N8 9JJ

North Tottenham (closing 31 May 2011)

A 639 High Road
Tottenham N17 8BD

South Tottenham

A Apex House
820 Seven Sisters Road
Tottenham N15 5PQ

Wood Green

A 48 Station Road
Wood Green N22 7TY

Online

www.haringey.gov.uk/do_it_online

Cycle Routes

T 020 8489 5575

www.haringey.gov.uk/cycling



Data Protection

T 020 8489 2547

www.haringey.gov.uk/data_protection_act_1998

Dangerous Structures Building Control

T 020 8489 1000 office hours

T 020 8348 3148 outside office hours

www.haringey.gov.uk/dangerous_structures

Deaths (Registration)

T 020 8489 2605 during office hours

T 020 8348 3148 outside office hours when the office is closed to meet religious burial requirements.

www.haringey.gov.uk/bdm

Debt Advice

T 0808 808 4000 (National debt helpline)

www.haringey.gov.uk/debt_advice

Decent Homes

T 020 8489 1778

www.homesforharingey.org/decent_homes

Demolitions

T 020 8489 1000

www.haringey.gov.uk/demolition_notices

Disabilities

www.haringey.gov.uk/disability

Disabled Facilities Grant

T 020 8489 1400

www.haringey.gov.uk/disabled_facilities_grants

Disabled Parking Bays

T 020 8489 1225

www.haringey.gov.uk/disabled_persons_parking_bay

Discrimination

T 020 8489 2574

www.haringey.gov.uk/equalities

Domestic Violence Advice

T 020 8888 5362 (Hearthstone Domestic Violence Centre)

In emergencies, call 999

www.haringey.gov.uk/domestic_violence

Dumped Rubbish

T 020 8885 7700 (on the streets)

T 0800 195 3404 (on Homes for Haringey estates)

T 020 8489 1000 (on private property)

www.haringey.gov.uk/report_a_problem



Education and Schools

T 020 8489 1000

www.haringey.gov.uk/education

Education Clothing Grants

T 020 8489 1000

www.haringey.gov.uk/freeschoolmeals.htm#clothinggrant

Education Welfare Service

T 020 8489 3866

www.haringey.gov.uk/ews

Electoral Registration and Elections

T 020 8489 1000

www.haringey.gov.uk/voting

Emergency Number

T 020 8348 3148 out-of-hours number to report emergencies only.

Employment

www.haringey.gov.uk/jobs_and_training

English Language Classes

T 020 8489 2500

www.haringey.gov.uk/skillsforlife

Entertainment Licences

T 020 8489 8232

www.haringey.gov.uk/licensing

Equalities Team

T 020 8489 2580

www.haringey.gov.uk/equalities

Eviction

T 020 8489 1000

www.haringey.gov.uk/housing-eviction_threat

Exchanges (Mutual Exchange Scheme)

T 0800 195 3404 or 020 8489 5611

www.homesforharingey.org/exchange

Extensions to Buildings

T 020 8489 1000

www.haringey.gov.uk/buildingcontrol



Fair Trading / Trading Standards

T 020 8489 1000

www.haringey.gov.uk/trading_standards

Family Information Service

T 020 8489 1000

www.fisd.haringey.gov.uk

Family Link Short Break Service

T 020 8489 3787

www.haringey.gov.uk/familylink

Film Office

T 020 8489 6903

www.haringey.gov.uk/film

Fitness

- see Sports Centres and Swimming Pools

Flats and Bedsits

T 020 8489 1000

www.haringey.gov.uk/housing

Fleas

T 020 8489 1000

www.haringey.gov.uk/fleas

Flooding

T 08708 506 506

(main rivers- Environment Agency)

Also see blocked Drains and Gullies

www.haringey.gov.uk/drains_flooding

Fly-tipping

- see Dumped Rubbish

Food Health and Safety

T 020 8489 1000

www.haringey.gov.uk/foodhealthsafety

Footpath Maintenance

T 020 8489 1335

www.haringey.gov.uk/roadsandpavements

Fostering

T 020 8489 3754

www.haringey.gov.uk/fostering

Freedom of Information

T 020 8489 2550

www.haringey.gov.uk/freedomofinformation

Freedom Pass

T 020 8489 1878 or 020 8489 1865

www.haringey.gov.uk/older_persons_freedom_pass



Gas Heating Repairs

Council tenants in Broadwater Farm, Hornsey, South Tottenham and Wood Green – contact Oakray:

T 0800 056 4495 / 020 8370 4500

Council tenants in North Tottenham, Supported Housing and Garton Housing contact Kinetics:

T 020 8251 3094 / 0845 521 1423

Council tenants in Northolt and Kenley blocks, Broadwater Farm contact Switch2 0844 477 2010

Gay and Lesbian Issues

T 020 8489 2574

www.haringey.gov.uk/equalities

General Enquiries

T 020 8489 0000

www.haringey.gov.uk

Governors (school)

see School Governors

Graffiti

T 020 8489 1335

www.haringey.gov.uk/vandalism

Green Flag award winning parks

T 020 8489 1000

www.haringey.gov.uk/greenflag

Gutters (blocked)

- see Blocked drains and gullies

Gyms

- see Sports Centres and Swimming Pools



Halls for Hire

T 020 8489 2611

www.haringey.gov.uk/venues_for_hire

Harassment

T 020 8489 1000

www.haringey.gov.uk/hate_crime

Haringey Adult Learning Service (HALS)

T 020 8489 2500

www.haringey.gov.uk/halsprogramme

Haringey Payment Service

T 020 8489 1000

www.haringey.gov.uk/payments

Haringey People Magazine

T 020 8489 2993

www.haringey.gov.uk/haringeypeople

Health and Safety

T 020 8489 1000 (at work)

T 020 8489 1000 (Food health and safety)

www.haringey.gov.uk/healthandsafety

HIV/AIDS

- see AIDS

Hoarding and Scaffolding Licences

T 020 8489 1300

www.haringey.gov.uk/scaffold_licence

Holiday Play Schemes

- see Family Information Service and Sports Centres and Swimming Pools

Home Care

T 020 8489 4800

www.haringey.gov.uk/homecare

Home Exchanges

- see Exchanges

Home Ownership

For leasehold enquiries about homes in Hornsey, Broadwater Farm and North Tottenham:

T 020 8489 3048/5994

For leasehold enquiries about homes in South Tottenham and Wood Green:

T 020 8489 3313/5976

Home Sales

T 020 8489 3357/3231

(buying your council home)

www.haringey.gov.uk/home_ownership_options

Homes Zone (quarterly magazine for council tenants and leaseholders)

T 020 8489 1582

www.homesforharingey.org/homes_zone

Homes for Haringey

Responsible for the day-to-day management of Haringey's homes. Homes for Haringey Ltd is a company wholly owned by the London Borough of Haringey. Registered in England 5749092.

T 0800 195 3404 / 020 8489 5611

www.homesforharingey.org

Homelessness

- see Housing Advice and Options Service

Housing Advice and Options Service

T 020 8489 1000

www.haringey.gov.uk/housingadvice

Housing and Council Tax Benefits

T 020 8489 1000

www.haringey.gov.uk/benefits

Housing Renewal Team

T 020 8489 5521



Infectious Diseases

T 020 8489 1000

www.haringey.gov.uk/animal-infectious_diseases

Information (General)

T 020 8489 0000

www.haringey.gov.uk

Integrated Access Team

T 020 8489 1400

First point of contact for new users of Adult Social Care services, their carers and families

Haringey Directory of Services for Adults

www.haringey.gov.uk/haricare



Jobs with Haringey Council

www.haringey.gov.uk/jobs

K

Keep Fit

- see Sports Centres and Swimming Pools

L

Leader of the council

T 020 8489 2964

www.haringey.gov.uk/leader_of_the_council

Leasing your property to the council (Private Sector Leasing)

T 020 8489 4248

www.haringey.gov.uk/privatesectorleasing

Lee Valley Technopark (units to let and space to hire)

T 020 8880 3636

www.haringey.gov.uk/technopark

Leisure Centres

- see Sports Centres and Swimming Pools

Lesbian Gay Bisexual Transgender (LGBT)

T 020 8489 2583

www.haringey.gov.uk/lgbt

Libraries

Alexandra Park Library

T 020 8489 8770

Coombes Croft Library

T 020 8489 8771

Highgate Library

T 020 8489 8772

Hornsey Library

T 020 8489 1118

Marcus Garvey Library

T 020 8489 5309

Muswell Hill Library

T 020 8489 8773

Muswell Hill Children's Library

T 020 8489 8774

St. Ann's Library

T 020 8489 8775

Stroud Green Library

T 020 8489 8776

Wood Green Central Library

T 020 8489 2780

Mobile and Housebound Library Service

T 020 8489 1425

www.haringey.gov.uk/libraries

Licences

T 020 8489 1000

www.haringey.gov.uk/licensing

Listed Buildings

T 020 8489 5275

www.haringey.gov.uk/listed_buildings

Loft Conversions

- see Building Control

Luncheon Clubs and Drop in Centres

www.haringey.gov.uk/opguide-activevretirement.htm#lunch

M

Market Stalls

T 020 8489 1000

www.haringey.gov.uk/street_trading-stalls

Marriages and Civil Partnerships

T 020 8489 2605

www.haringey.gov.uk/marriage_civilpartnerships

Mayor's Office

T 020 8489 2962

www.haringey.gov.uk/mayor

Meals on Wheels

T 020 8489 1400

www.haringey.gov.uk/mealsonwheels

Meeting Rooms

- see Halls for Hire

Mental Health Service (referral by doctor only)

For urgent mental health needs only contact the Emergency Reception Centre (ERC)

T 020 8442 6706

www.haringey.gov.uk/mental_health

Mice and Rats

T 020 8489 1000

www.haringey.gov.uk/pestcontrol

Money Advice and Debt Problems Council tenants

- see Homes for Haringey

Private tenants and home owners

- see Housing Advice and Options Service for advice about mortgage arrears, rent problems and debt counselling
- see Debt Advice

Mortuary

T 020 8880 3987

www.haringey.gov.uk/publicmortuary

Museum

- see Bruce Castle

Music Tuition (School Children)

T 020 8489 8960

www.haringey.gov.uk/mpac



National Non-Domestic Rate

- see Business Rate

Nature Conservation

www.haringey.gov.uk/leisure_nature_and_conservation

Neighbour Nuisance

T 020 8489 1000

www.haringey.gov.uk/anti-socialbehaviour

Noise Nuisance

T 020 8489 1000 (office hours)

T 020 8348 3148 emergency help line 5pm to 8.45am, Monday to Friday and all weekend.

www.haringey.gov.uk/noise

Nurseries

T 020 8489 1000

www.haringey.gov.uk/nursery_centres_and_classes



Occupational Therapy

T 020 8489 1400

T 020 8489 1613 – existing users of services

www.haringey.gov.uk/occupational_therapy

Older People's Duty Team

Help for existing users of services

T 020 8489 1400

www.haringey.gov.uk/olderpeople



Paddling Pools (Summer months only)

T 020 8489 1000

www.haringey.gov.uk/a-z_of_facilities

Parent and Toddler Groups

T 020 8489 1000

www.fisd.haringey.gov.uk

Parking (including Permits)

T 020 8489 1000

www.haringey.gov.uk/parking

Parking and Enforcement

To report illegal parking, overnight lorry parking and obstructions by builders, etc.

T 020 8489 2107/2108/2104/2102

Open 7am-11pm Monday to Saturday and
9am-10pm Sunday

Parks and Open Spaces

T 020 8489 1000

www.haringey.gov.uk/greenspaces

Pavements (reporting uneven or obstructions)

T 020 8489 1335

www.haringey.gov.uk/roadsandpavements

Payments

- see Haringey Payment Service

Pedestrian Crossings

T 020 8489 1335

www.haringey.gov.uk/pedestrian_crossings

Pensioners

- see Older People's Duty Team

Pest Control

T 020 8489 1000

www.haringey.gov.uk/pestcontrol

Physical Disabilities Duty Team

Help for existing users of services with physical disabilities:

T 020 8489 5982

Planning Service

T 020 8489 1000

www.haringey.gov.uk/planning-mainpage

Playgrounds

T 020 8489 1000

www.haringey.gov.uk/a-z_of_facilities

Play Groups

T 020 8489 1000

www.fisd.haringey.gov.uk

Pollution

T 020 8489 1000

www.haringey.gov.uk/pollutioncontrol

Potholes

T 020 8489 1335

www.haringey.gov.uk/is_potholes

Primary Schools

T 020 8489 1000 (Admissions)

www.haringey.gov.uk/primaryschools

Public Halls

- see Halls for Hire

Public Relations

- see Communications and Consultation

R

Rates

- see Business Rates

Recycling

- see Refuse and Recycling, and Reuse and Recycling Centres

Refugees

- see Asylum Seekers and Refugees

Refuse and Recycling

T 020 8885 7700

www.haringey.gov.uk/refuseandrecycling

Registering to Vote

T 020 8489 1000

www.haringey.gov.uk/voting

Registrar of Births, Marriages and Deaths

T 020 8489 2605

www.haringey.gov.uk/bdm

Repairs (Council Housing tenants)

T 0800 195 3404 (Freephone)

T 020 8489 5611

www.homesforharingey.org/repair

Report a problem

www.haringey.gov.uk/fault_reporting

Residential Care

T 020 8489 3655/3947 (Children)

T 020 8489 1400 (Adults)

Residential Homes

T 020 8489 1400

www.haringey.gov.uk/residentialcare

Respite Care Scheme

T 020 8489 1400

Reuse & Recycling Centres

www.haringey.gov.uk/reuse_recycling

Right to Buy

T 020 8489 3231 / 3357

www.haringey.gov.uk/right_to_buy

Roads

Report a problem

T 020 8489 1335

www.haringey.gov.uk/roadsandpavements

Temporary road closure

T 020 8489 1300

www.haringey.gov.uk/closures_and_diversions

Kerb Lowering for Disabled Access

T 020 8489 1335

www.haringey.gov.uk/crossover2

Rubbish

- see Refuse and Recycling

Running Tracks

- see Sports Centres and Swimming Pools

S

Safe and Sound alarm service

T 020 8489 2365

www.haringey.gov.uk/safe_sound_alarm

Satellite Dishes

- see Planning Service

Safer Communities

T 020 8489 2977

www.haringey.gov.uk/communitysafety

Scaffolding Licences

- see Licences

School Admissions Primary and Secondary Schools

T 020 8489 1000

www.haringey.gov.uk/schooladmissions

School Governors (how to apply and support services)

T 020 8489 5029/5030/ 5031

www.haringey.gov.uk/beinggovernor

School Meals

T 020 8489 1000

www.haringey.gov.uk/freeschoolmeals

Schools

T 020 8489 1000

www.haringey.gov.uk/education

School Library Service

T 020 8489 5043

www.haringey.gov.uk/sls

Schools Music Service

T 020 8489 8960

www.haringey.gov.uk/mpac

Secondary Schools

T 020 8489 1000 (admissions)

www.haringey.gov.uk/secondaryschools

Senior Citizens

- see Older People's Duty Team

Sheltered /Supported Housing (for older people or those with disability)

T 020 8489 2367

www.haringey.gov.uk/supportedhousing

Shops to Let

T 020 8489 2197

www.haringey.gov.uk/commercialproperties

Sixth Form Centre

T 020 8376 6000

www.haringey6.ac.uk

Skips – Licences

- see Licences

Special Educational Needs

T 020 8489 1913

www.haringey.gov.uk/specialneeds

Special Educational Needs Schools

T 020 8489 1000

www.haringey.gov.uk/special_needs_list_schools

Sponsorship

T 020 8489 1000

www.haringey.gov.uk/sponsorship

Sport and Leisure Centres and Swimming Pools

Events, Functions, Business Support and Service Administration

T 020 8489 5315

Broadwater Farm Community Centre

T 020 8885 7771

Finsbury Park Track and Gym

T 020 8802 9139

Park Road Leisure Centre

T 020 8341 3567

Tottenham Green Leisure Centre

T 020 8489 5322

White Hart Lane Community Sports Centre

T 020 8881 2323

www.haringey.gov.uk/leisure-centres

Statistics

T 020 8489 6954

www.haringey.gov.uk/statistics

Street Cleansing

T 020 8885 7700

www.haringey.gov.uk/streetsweeping

Street Lighting

T 0500 236 458

www.haringey.gov.uk/is_street_lighting

Street Markets

T 020 8489 1000

www.haringey.gov.uk/open_air_markets_and_car_boot_sales

Street Parties

T 020 8489 1300

www.haringey.gov.uk/closures_and_diversions

Street Signs

T 020 8489 5573

www.haringey.gov.uk/street_and_building_naming_and_numbering

Street Trading – Licensing

T 020 8489 1000

www.haringey.gov.uk/street_trading

Supporting People in Haringey

T 020 8489 3344

www.haringey.gov.uk/supporting_people1



Taxicard

T 020 8489 1878

www.haringey.gov.uk/taxicard

Tennis Courts

www.haringey.gov.uk/tennis_courts_in_haringey

Tip

- see Refuse and Recycling Centre

Toilets

T 020 8489 1335 (Report a problem)

www.haringey.gov.uk/is_public_toilets

Town Twinning

T 020 8489 2962 (Mayor's Office)

www.haringey.gov.uk/mayor

Toxic & Hazardous Substances removal advice

T 020 7332 3433

www.haringey.gov.uk/hazardous_waste

Trading Standards

T 020 8489 1000

www.haringey.gov.uk/trading_standards

Traffic Lights

T 0845 305 1234

(Transport for London 24hr line)

www.haringey.gov.uk/traffic_lights

Traffic Signs

T 020 8489 1335

www.haringey.gov.uk/road_signs_and_markings

Travel Permits

T 020 8489 1865/1878

www.haringey.gov.uk/passes_and_concessions

Trees

T 020 8489 1000

www.haringey.gov.uk/nature_and_conservation_trees



Vacant Premises

T 020 8489 2197

www.haringey.gov.uk/commercialproperties

Voluntary Sector Team

T 020 8489 6905

www.haringey.gov.uk/voluntary_sector

Voting

T 0845 055 1000

www.haringey.gov.uk/voting



Walking

T 020 8489 5574

www.haringey.gov.uk/walking

Wasps

T 020 8489 1000

www.haringey.gov.uk/wasps_and_bees

Waste

- see Refuse and Recycling

Weddings

T 020 8489 2605

www.haringey.gov.uk/marriage_civilpartnerships

Winkfield Resource Centre (variety of social care and health services)

T 020 8489 8200

www.haringey.gov.uk/winkfield



Young Carers' Project

T 020 8489 4895 / 4894

www.haringey.gov.uk/youngcarers

Youth Centre

T 020 8493 1012

Youth Service

T 020 8493 1000/1016

www.haringey.gov.uk/youthservices

Youth Offending Service

T 020 8489 1522/1508

www.haringey.gov.uk/youth_offending



Zebra Crossings

- See Pedestrian Crossings



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Progress in achieving the council's priorities

A Greener Haringey

Haringey Council was the first to sign up to the ambitious 40:20 commitment to reduce CO₂ emissions by 40 per cent by 2020 and has launched the 40:20 Taskforce to help achieve that aim.

We have already taken strides to reduce the borough's carbon footprint and are committed to leading by example through our Annual Carbon Report, carbon reduction investment, the Muswell Hill Low Carbon Zone, and the work of the council's Energy and Sustainability Team.

We've invested more than £10million in sustainable transport including street lighting, footways, road maintenance, bus priority schemes, local road safety schemes, cycling, walking and car club schemes, and school travel plans.

Haringey Car Club has doubled in size, with 76 streetcar vehicles and more than 3,600 Streetcar members. The scheme has removed the equivalent of 800 private cars from Haringey's roads.

Recycling rates are above average and we are continuing to increase recycling.

A Better Haringey

Street cleanliness continues to improve with targets exceeded for litter, graffiti and fly posting. Nineteen of Haringey's parks have green flag status, and six community gardens carry the green pennant.

The Playbuilder programme has delivered natural play spaces, sports areas and refurbishment of play equipment at playgrounds across Haringey, and partnership work between the council and community groups won a £4million Heritage Lottery Fund grant to help regenerate Lordship Recreation Ground.

A new Inclusive Learning Campus is bringing together William C Harvey and Moselle (now The Brook) Special Schools and Broadwater Farm Primary School in a unique learning environment.

Haringey is getting safer. Gun crime and residential burglary have fallen and there is a continuing year-on-year reduction in incidents of most serious violence, helped by the Gang Action group and Tackling Knives Action Plan.

The number of first time entrants to the youth justice system fell following the launch of the Triage system to divert young people arrested for low level offences.

The council, local businesses and police won the MJ Public Protection Achievement Award for their efforts to tackle organised crime and antisocial behaviour in Green Lanes.

Ofsted inspectors found children's services are improving well and an unannounced inspection of child protection services praised Haringey's performance management, the commitment of its leadership and the accuracy and quality of assessments.

An extra 32 roads were added to the priority list for gritting during the snow. Roads and pavements around schools, transport hubs, hospitals, town centres and residential care home took precedence, and an extra 44 grit bins were installed.

The Audit Commission rated the housing service 'fair' with 'excellent' prospects for improvement. The number of people in temporary accommodation has fallen by 40 per cent over the last four years and we have taken tough action on homelessness.

A Thriving Haringey

Educational attainment is increasing. 2010 results were the best ever with continued improvements at Key Stages 2 and 4. The number of young people not in education, employment or training (NEETs) has fallen.

Brand new facilities are available for students thanks to the modernisation of the Octagon Centre which boasts new computers, a food technology space, art and design area, a music technology area with a recording studio, and design technology areas.

The £214million Building Schools for the

Future (BSF) programme has brought improvements to all secondary schools – enhancing ICT equipment, sports facilities, classrooms, performance space and other facilities. BSF has also delivered Haringey's newest secondary school, Heartlands High.

Haringey Youth Council (HYC) has made significant progress, with HYC councillors appearing on BBC Breakfast and being finalists for the Philip Lawrence and Sheila McKechnie Awards. More than 20 young people received Young Haringey Heroes Awards.

Haringey's libraries are the third most popular in London and offer the best value for money. The launch of the ebook service, means books and audio books can now be downloaded and borrowed free. We recognise the importance of libraries to our residents and are committed to keeping all nine of Haringey's libraries open.

Bruce Castle Museum won the Sandford Heritage Award, being praised as "an excellent resource for schools and families to engage with their local heritage".

The Haringey Guarantee scheme. Future Jobs Fund and Families Into Work projects have helped hundreds of people into employment, work placements and skills qualifications.

The Decent Homes programme has improved housing and paved the way for apprenticeships. Although the government has cut much of the

funding for the scheme, we will use what resources we have left to enhance people's homes.

A Caring Haringey

Children and young people's health and sexual health are improving. Activities delivered under the Communities for Health programme include tackling obesity; improving sexual health, and improving mental health and tackling stigma.

The Care Quality Commission praised adult social care services and support for vulnerable people. The council is the best in London for placing people in good or excellent residential care homes, and care and support for people who have suffered strokes in Haringey is among the best in the country.

The launch of the Integrated Access Team makes it easier for people to access adult social care services while the Haricare e-directory helps those as needing or wanting a personal budget.

The Neighbourhood Wellbeing Network pilot in Bounds Green, Harringay, Noel Park and Woodside promotes services to residents over 75 years who are not already known to adult social care or the community, using social media to connect with vulnerable people.

The Dignity in Care programme is increasingly embedded in residential care/nursing home services, with a 'Charter of Rights' in place and all care home managers becoming Dignity Champions.

We have continued to promote healthy living through the Libraries for Life programme, the Lifestyle Behaviour project; Skilled for Health; Active for Life; Health in Mind, and the council's Walk, Jog, Cycle project.

The Hariactive 'Make a Change' project, part funded by Sport England, promotes sport and physical activity across the borough, including 'Get Moving' weeks; netball; tennis and football.

We introduced the Family Information Services Directory with facts about services, support and activities to help parents, carers and families. The directory won a National Customer Service Award.

The 'My Service @ 18' partnership provides a smoother transition from children's to adults' services for those with learning disabilities.

We have set up patient panels to help people get involved with the running of their GP practice and share views to improve services. We have opened Hornsey Neighbourhood Health Centre, bringing together 18 services under one roof.

Haringey Adult Learning Service ended the academic year with almost 5,000 enrolments on 525 courses. More learners completed their courses and more also achieved their learning goals.

Driving Change, Improving Quality

Our approach to community engagement has been strengthened, with residents offered greater opportunities to have their say.

The council was awarded the Families First Quality Award by the National Association of Family Information Services for ensuring information is accessible to parents.

Groundbreaking services run by the Council and Tottenham Hotspur Foundation, for local young people, were praised in the national Children and Young People Now awards and the 'To Care is to Do' awards saw 150 12-16 year-olds honoured for achievements at school or contributions to their local community.

Community websites Haringay Online (www.haringayonline.com) and Bowes and Bounds Connected (www.bowesandbounds.org) are offering a platform for older people to find out more about support services, set up friends' networks and encourage people to help older neighbours.

Our new adult social care contracting framework offers users maximum choice and control of a range of services that are accredited to the council.

This year's budget

This year, from April 2011 to March 2012, we plan to have a net budget of £495.2m for providing council services. The tables and charts in this section show how this spend is analysed.

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 police, fire brigade and transport. It also includes the fourth contribution agreed with Government towards delivering a successful 2012 Olympic and Paralympics Games in London.

Our contributions to the GLA

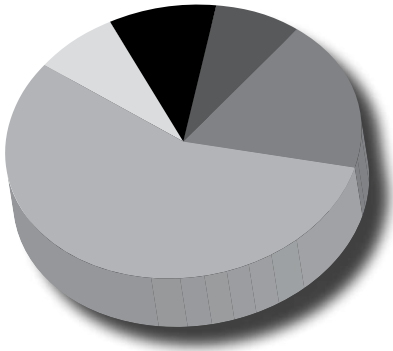
10/11 £m	% of Council Tax	11/12 £m	% of Council Tax
26.4	20.7	26.8	20.7






See pages 41 to 43 for information on services provided by the GLA.

Contributions to other organisations

Other organisations	Amount paid 2010/11 £'000	Amount due 2011/12 £'000
Environment Agency	170	170
Lee Valley Regional Park Authority	260	256
London Boroughs Grant Scheme	782	385
London Pensions Fund Authority	328	296
North London Waste Authority (NLWA)	6,577	6,800
Total paid/due	8,117	7,907

Total funding requirement for services 2011/12

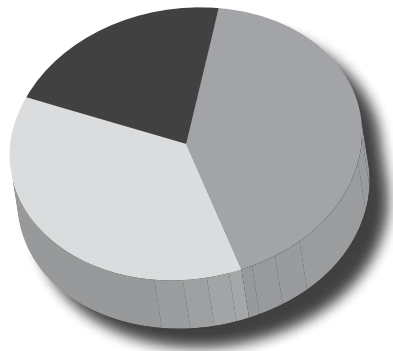





-  Corporate Services **8.2%**
-  Adults Culture & Community Services (inc. Recreation & Adult Social Care) **18.2%**
-  Children & Young People (inc. schools) **56.4%**
-  Urban Environment (inc. Highways, Housing, Refuse Collection, Planning & Economic Development) **7.7%**
-  Capital Financing and other Non Service Revenue **9.5%**

Total funding requirement for services 2011/12

£495.2m*

Funding for Council services 2011/12



-  Dedicated Schools Grant (inc. Pupil Premium) **42%**
-  Other Government Grant (inc. Formula Grant) **37%**
-  Council Tax **21%**

* The scale of budget reduction as a result of the cut in government grant funding will require a re-configuration of services from those shown above during the financial year.

2010/11 Net £m*	Services	2011/12 Net £m
279.1	Children & Young People (including Schools)	279.5
95.1	Adults Culture & Community Services	90.0
46.6	Urban Environment	38.2
51.9	Corporate Services	40.7
40.3	Capital Financing and other Non Service Revenue	46.8
513.0	Total Funding Requirement	495.2
205.2	Dedicated Schools Grant (including Pupil Premium)	209.0
34.1	Other Core/Specific Grants	30.5
273.7	Net Budget Requirement	255.7
	Financed by:	
172.7	Formula Grant	153.2
101.0	Council Tax	102.5
273.7	Total Formula Grant and Council Tax Funding	255.7
85,256	Number of households in the borough (band D equivalent)	86,567
£1,184.32	Band D Council Tax for Haringey	£1,184.32
£309.82	Band D Council Tax for Greater London Authority	£309.82
£1,494.14	Total Band D Council Tax	£1,494.14

* Budgets and financing restated to enable like for like comparison

Key budget differences between 2010/11 and 2011/12

This year's budget for council services is £18m less than 2010/11. The reduction is a result of the significant cut in government funding. Whilst the Council has aimed to minimise the impact on frontline services through efficiency savings and a reduction in back office costs, both the scale and speed of these cuts have meant that some reductions in service are inevitable.

Reductions of this scale will also result in a high number of staff redundancies which will be funded from council reserves.

The capital programme for non-housing investment has also had to be reduced from £96m to £43m. The reduced programme will mostly be paid for by grants and the sale of surplus assets.

Page 32 gives a breakdown of the 2011/12 Council Tax by valuation band.

For more information on budget issues, please either email:

budgets@haringey.gov.uk

Or telephone the Budget Team on 020 8489 3758.

What is Council Tax?

Council Tax pays for about a quarter of the cost of our services to the borough. The rest comes from Government grants and Business Rates.

Who pays Council Tax?

Council Tax is paid by home-owners or tenants. We charge full Council Tax if there are at least two adults aged 18 or over living in a property. However, Council Tax can be reduced in certain circumstances (see pages 33 to 35).

If you do not live in your home, but own it, or have a tenancy of six months or more, you must still pay Council Tax if your home is:

- empty
- a second home
- a care home, nursing home or hostel
- lived in by more than one household (known as 'houses in multiple occupation')
- lived in by a minister of religion or a religious community, or
- sometimes used by an employer whose staff live at the property.

Joint Liability

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

If you own or rent your home jointly, each of you may be jointly and severally responsible for payment of the bill. This means that the Council can require all or anyone of you to make payment of the Council Tax. Make sure you have clear arrangements with the other owners or tenants.

How much do I pay?

The Council Tax you pay depends on the value of your home in April 1991, as set by the Government's Valuation Office Agency (not the council).

Every home is 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 32. The total band D rate is worked out by dividing the money to be raised by Council Tax £102.5m by the number of band D equivalent homes in the Borough 86,567.

Appealing against your banding

You can appeal if:

- you have made major structural changes to your home, or there are physical changes in the local area that change the sale value

- you have become the Council Tax payer in the last six months (there are some restrictions – if you need more information contact the Valuation Office Agency at the address shown below)
- the Valuation Office has changed your band in the last six months
- a Valuation Tribunal has changed the band of a similar home in the last six months.

If you think you have reason to appeal, please contact the Listing Officer at:

The Valuation Office Agency

Chase House

305 Chase Road

Southgate N14 6LZ

Phone: 020 8276 2700

www.voa.gov.uk

The council cannot deal with any appeals. If you appeal, the law says you must continue to pay your current bill until the appeal is settled. Some households have received telephone calls claiming to be from the Valuation Office Agency or council officials asking for credit card or bank details so that 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 1000.

You can also appeal against certain decisions made by the council, for example if we have refused to grant a

discount or exemption 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.

The Council Tax section 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

Black Lion House

45 Whitechapel Road

London E1 1DU

Tel: 020 7426 3939

Fax: 020 7247 6598

Email:

vtwhitechapel@vto.gsx.gov.uk

Check your account on line

You can now check your Council Tax account details online. For further information or to register, please visit our website at: www.haringey.gov.uk/citizensaccount. You can also pay your council tax on line by debit or credit card by visiting www.haringey.gov.uk or by using our 24 hour payment line 0845 070 1414 selecting option 1.

2011/12 Council Tax charges by valuation band

Valuation Band

	Value of Home	% of Band D homes	GLA	Haringey	Full Council Tax Charge	10 Monthly Instalments	Weekly Charge
			£	£	£	£	£
A	£40,000 or less	67	206.55	789.56	996.11	99.61	19.16
B	£40,001 to £52,000	78	240.97	921.14	1,162.11	116.21	22.35
C	£52,001 to £68,000	89	275.40	1,052.73	1,328.13	132.81	25.54
D	£68,001 to £88,000	100	309.82	1,184.32	1,494.14	149.41	28.73
E	£88,001 to £120,000	122	378.67	1,447.39	1,826.06	182.61	35.12
F	£120,001 to £160,000	144	447.52	1,710.70	2,158.22	215.82	41.50
G	£160,001 to £320,000	167	516.37	1,973.87	2,490.24	249.02	47.89
H	over £320,000	200	619.64	2,368.65	2,988.29	298.83	57.47

Help with paying Council Tax

There are several ways we may be able to reduce your Council Tax bill.

These include:

- discounts
- disability relief
- exemptions
- council tax benefit

There is a summary of each of these below. If you think you are entitled to a reduction you can download an application form direct from our website (www.haringey.gov.uk) which will advise you on any supporting evidence you need to supply. Alternatively, you can ring us on 020 8489 1000 for further details and an application form.

Your bill will show you if we have already given you any reductions. If your circumstances change during the year this may affect your entitlement to a discount or exemption. You must notify us 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 or exemption is due to end we will send you a revised council tax bill nearer the time, telling you the revised amount to pay.

Discounts

If you are the only adult aged 18 or over in your home, we will usually reduce your bill by 25%. This is called the Single Occupier's Discount.

You can also qualify for a 25% discount if all the other adults in your home are:

- full-time students or student nurses
- 18 to 19 year-olds who are at school or who have just left school
- severely mentally disabled
- caring for someone with a disability (other than a husband, wife, partner or child under 18)
- care workers on low pay (usually working for a charity)
- long-term hospital patients in care homes
- in prison (except those in prison for not paying Council Tax or a fine)
- staying in some hostels or night shelters
- members of religious communities, for example, monks or nuns
- apprentices or people on a Youth Training Scheme
- diplomats

You may also qualify for a discount of 10% if your property is unoccupied but furnished or used as a second home, or a 50% discount if you are required to live in job-related accommodation.

If you already receive a discount and the reason no longer applies, you must tell us straight away. Contact details are shown on your bill. Haringey Council is under a duty to protect the public funds which it administers, and to this end may use information held about you for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds in order to prevent and detect fraud.

People with disabilities

People with disabilities whose homes have been adapted for their use may be entitled to a disabled band reduction. This means that their council tax will be calculated as if their property is one band lower than it would normally be.

The property must have a least one of the following features:

- a room (not a bathroom, kitchen or toilet) which is mainly used by them e.g. a downstairs bedroom,
- a room used to store therapy equipment, dialysis equipment, Braille machine or oxygen cylinder.
- an additional bathroom or kitchen which has been adapted to meet their needs (a sole bathroom or kitchen even if adapted would not qualify).

If you think that you may be entitled to receive a reduction, you can download an application form direct from our website, www.haringey.gov.uk or telephone 020 8489 1000 for a form.

Help us nail the cheats

If for any reason you have information about someone you think is claiming a council tax discount or exemption in Haringey that they are not entitled to please contact us immediately on 020 8489 1000. You do not have to give your own details.

Homes exempt from Council Tax

You don't have to pay any Council Tax at all on the following homes – they are 'exempt':

Homes with nobody living in them which are

- unfurnished (exempt for up to six months)
- owned by a charity (exempt for up to six months) or having structural changes or major repairs so they can't be lived in (exempt for up to a year).

Homes which have been left empty because someone

- is in prison, hospital (long-term) or a care home
- has moved to care for another person or moved to receive care or
- has died and no grant of probate or letter of administration has been made (also exempt for six months after probate, as long as the property stays empty).

Homes lived in only by people who are

- under 18
- full-time students or
- severely mentally disabled (although the owner may still have to pay).

Homes which

- have been reposessed
- have nobody living in them and the last owner is bankrupt
- are waiting to be lived in by a minister of religion
- are empty but form part of another home and cannot be rented separately from it or are 'granny' flats.

To qualify as a 'granny flat', a person aged 65 or over or a disabled person must live in it. The person must also be a dependent relative of the person who lives in the rest of the property.

This is only a guide. Please visit our website at www.haringey.gov.uk or ring 020 8489 1000 for more information. Your bill will show you if your home has already been treated as exempt.

If you already receive an exemption and the reason no longer applies, you must tell us straight away. Contact details are shown below and on your bill.

If you move

If you are moving, please let us know as soon as possible, including the names of the people moving into your old address, so that we can change your account quickly.

Just click on www.haringey.gov.uk/change_address, ring us on 020 8489 1000 or write to us at:

Benefits and Local Taxation Division
P.O. Box 10505
Wood Green
London N22 7WJ
Email: council.tax@haringey.gov.uk

Empty homes

The council helps empty property owners by offering several services for long term vacant properties. This includes letting schemes and grants may also be available. For more information, please call the Empty Property Hot Line on 020 8489 4214.

Council Tax Benefit

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 Council Tax Benefit. There are two types of Council Tax Benefit: Main Council Tax Benefit and Second Adult Rebate.

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 and
- the number of children living with you.

If you have savings of £16,000 or more, you cannot get Main Council Tax Benefit unless you get Guarantee Credit from the Pension Service. People with disabilities can have income higher than the usual limit and still claim benefit.

If your income or savings are too high for Main Council Tax Benefit, you may be able to get a Second Adult Rebate. You can claim up to 25% if you are the only person responsible for paying Council Tax but share your home with one or more adults who:

- don't pay rent; and
- aren't your husband, wife or partner, and
- have a combined weekly income before tax of less than £231.00

If you are a student who is liable to pay Council Tax because you share with one or more adults who are not students, you can get 100% Second Adult Rebate if, apart from other students, everyone else sharing your home:

- doesn't pay rent, and
- gets Income Support, income-related Employment and Support Allowance, Pension Credit or income-based Jobseeker's Allowance.

For more Council Tax Benefit information

Call Customer Services on 020 8489 1000. You can also visit our Customer Service Centres.

Or you can go to:

www.haringey.gov.uk/benefits

If your questions are about any other reduction, please call the phone number on the front of your bill.

You must continue paying your Council Tax while your application for benefit is being considered.

Reporting changes in your circumstances

If we can pay you Council Tax Benefit, it is your responsibility to inform us of any changes that may affect the amount of money credited to your Council Tax account. Unreported changes can lead to benefit 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 people whom 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 Pension Service should do this for you.

How to Pay Council Tax

Paying by Direct Debit



If you chose to pay by direct debit you can get up to 12 months to pay your council tax rather than 10 (available from April to March only) If you change to direct debit we will also give you a choice of two payment dates, either the 1st or 15th of each month. If you would like to pay by this method, please fill in the instruction on page 44 and return it to us as soon as possible.

Why choose Direct Debit?

Direct debit is a simple and convenient way of paying and is by far the cheapest for you and the council as long as you have a bank or building society account. It helps lower the cost of collection which makes more money available for the services we all need and gives you a choice of payment dates. Once set up, payments are made automatically so you don't have to worry. Please see page 44 for a Direct debit instruction.

No bank account?

Why it could pay you to have one:

The Financial Services Authority (FSA) can offer you independent advice on how to open and use a basic bank account. Please call 0845 606 1234 for an information booklet.

Receive your Council Tax bill by e-mail

You can now receive your council tax bill via by e-mail. Using this method is quicker, cheaper and better for the environment as it saves on the use of paper.

If you register for this service, your council tax bills will be produced online. An e-mail will be sent to you telling you that your bill is available to view.

You can also view a full statement of your account from 1 April 2007 onwards. You can see details of all payments, any discount, exemption, relief or Council Tax Benefit as well as your current instalment plan.

If you are interested in receiving your bill by e-mail and gaining access to your Council Tax details online, visit:

www.haringey.gov.uk/citizensaccount to see details of the scheme and how you can sign up.

Other ways to pay

Your council tax instalments are due on the **first** of every month from April 2011 to January 2012 if you pay by debit or credit card, over the internet, via the automated telephone payment service or by cash, cheque or standing order. Haringey Payment Service at 247 High Road, Wood Green N22 8HF will be closed from 3 June 2011. Please ensure your payments reach us prior to the due date. This will help to avoid you falling into arrears and losing the right to pay by instalments.

Payment by direct debit can be made on the **1st** or **15th** of each month. Please refer to your bill and check the dates to see when your instalments are due.

Paying by credit and debit card

You can use your credit or debit card to pay your Council Tax.

Payment by credit and debit card can be made:

- Over the internet
www.haringey.gov.uk/epaymentintro
- Or by phone

Using the automated telephone payment service on 0845 070 1414. Select option 1 for Council Tax. You will be asked to quote your council tax account number shown on the front of your bill.

You can also call Customer Services during office hours on 020 8489 1000.

Telephone and PC banking

Most banks and building societies offer telephone and on-line banking services. To make a payment, contact your bank or building society and quote Haringey's bank account number 90662997 sort code 60-24-23 for Council Tax and your full Council Tax account number.

Other Payment Services



Haringey Payment Service, 247 High Road, Wood Green N22 8HF will be closed from 3 June 2011.

If you currently pay your council tax by cash or cheque you will no longer receive monthly instalment slips and will not be able to pay at the above office. If you do not wish to pay by direct debit or one of the other methods listed you can pay by swipe payment card. This free to use card will allow you to pay your council tax locally where you see one of the signs above. If you do not have a payment card please e mail council.tax@haringey.gov.uk and quote your council tax account number. Alternatively, contact Customer Services.

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

Recovery action may be taken against you if your payment is late.

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 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.

Firstly, we'll send you a reminder notice which must be paid within seven days. A maximum of two reminders will be sent to you in any one year. If you do not pay within seven days, we will send you a court summons. If it is necessary to issue a summons for late or non payment, you will incur costs of £125.00.

It is important that you contact us as soon as possible on 0208 489 1000 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 of £125.00 to you.

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)
- send bailiffs to take away goods to the value of the money you owe
- get your employer to take the money from your earnings
- deduct amounts from your benefits in respect of Council Tax arrears
- 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.

Do not ignore the letter!

We can also offer the option to pay by direct debit to people with arrears. Please contact us straight away to arrange this.

Just ring us on **020 8489 1000**
(Council Tax)

or write to:

**Benefits and Local Taxation Division
P.O. Box 10505**

Wood Green London N22 7WJ

Email: council.tax@haringey.gov.uk

If you can't pay your Council Tax

The council recognises that 2011/12 is going to be difficult for many households. 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.

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

Hornsey Citizens Advice Bureau

Hornsey Library
Haringey Park
London N8 9JJ

Tottenham Citizens Advice Bureau

551B High Road
London N17 6FB

Turnpike Lane Citizens Advice Bureau

14A Willoughby Road
Hornsey
London N8 0JJ

To check opening times please phone
0844 826 9715 or go to:
www.adviceguide.org.uk



GREATER LONDON AUTHORITY

Boris Johnson's third budget continues to deliver on his priority to provide taxpayer value and protect front line services. For three years running he has frozen the GLA's element of the Council Tax for residents of the 32 London boroughs, as well as fulfilling his manifesto commitment that Band D households would continue to pay only 38p a week for the 2012 Olympic and Paralympic Games.

In the current economic climate the public sector must do more with less, delivering improved public services for no extra cost. The Mayor will continue to invest in his priorities by increasing front-line policing levels, improving public transport, investing in new local green spaces to make our city cleaner and greener, working to increase young people's opportunities and ensuring the 2012 Games leave a lasting legacy to lengthen London's lead as the World's Best Big City.

Council Tax and Budget Information

The GLA Group's take of the Council Tax (for a typical Band D property) will remain at £309.82 or £5.96 a week. The table below shows how the Council tax (at Band D) is allocated.

Council Tax (Band D)	2010-11	Change	2011-12
MPA (Police)	216.83	11.12	227.95
LFEPa (Fire)	59.57	-7.37	52.20
GLA	30.91	-0.58	30.33
TfL (Transport)	4.02	-2.03	1.99
Collection Funds	-1.51	-1.14	-2.65
Total (£)	309.82	0.00	309.82

A Band D Council Tax payer in the City of London, which has its own police force, will pay £81.87.

Restructuring City Hall and Controlling Costs

The Mayor has put value for money at the very heart of his administration and has controlled costs tightly as well as ruthlessly cutting out waste. City Hall has been streamlined to deliver his priorities to Londoners more efficiently and effectively.

These back office savings have released money which is being used to deliver the Mayor's key priorities including: supporting three new Rape Crisis Centres; delivering 50,000 more affordable homes by 2012 - the largest number in a single Mayoral term, upgrading 50 sporting facilities prior to the 2012 Games to increase participation in sports and improving 11 rundown parks alongside planting 10,000 street trees to enhance London's public realm.

Policing

The Mayor's first priority is to make London safer. This budget enables the Metropolitan Police Authority (MPA) to continue to focus resources on preventing violence against women and young people and reducing the levels of gang, knife and gun crime.

Support for local policing through the Safer Neighbourhood Teams will be maintained in order to boost confidence in the Police Service. The Metropolitan Police will have the resources to recruit more warranted officers, putting an extra 400 uniformed

police onto London's public transport network. Police officer numbers will be maintained at higher levels in 2011-12 than when the current Mayor came into office.

London's Transport System

In the face of a challenging public spending round, fare rises have remained as modest as possible in order to give TfL a predictable and steady funding stream to maintain the investment needed to improve London's transport system. All existing free and concessionary travel schemes, including the 24 hour Freedom Pass for older and disabled Londoners, free bus travel for those under 16 and half price bus travel for Londoners who are on income related benefits have been protected.

The Mayor has fought for and secured a four year funding settlement from the Government which maintains investment in London's transport infrastructure including:

- The financing of the main construction works for the Crossrail project, which will increase London's rail capacity by over 10%;
- The completion of the upgrade of the Tube network and completing the delivery of new air conditioned trains for the District, Circle, Hammersmith & City and Metropolitan Lines;
- Completing the planned extensions of the DLR to Stratford International and the East London line to Clapham Junction and Highbury & Islington;

- Maintaining bus mileage at current levels and tackling overcrowding on the Croydon Tramlink;
- Making London a genuinely cycle-friendly city including extending the Barclays Cycle Hire Scheme before the 2012 Games and delivering 12 cycle superhighways by 2015.

The Mayor has listened to the wishes of local residents and businesses and abolished the Western Extension to the Congestion Charge zone. He is also working with London boroughs to improve road safety and deliver improvements to London's road network.

2012 Olympics and Paralympics

The amount to be raised through the Council Tax for the Games remains at £20 – or 38p a week - for a Band D household. This delivers on the Mayor's commitment that it would not increase. The GLA will seek to ensure the benefits of the Games are seen London-wide and leave a lasting legacy.

London Fire Brigade

The budget for the London Fire and Emergency Planning Authority (LFEPA) will protect front line services in the London Fire Brigade.

Summary of Spending and Income

£m
Gross expenditure
Specific government grants
Other income (incl. fares and charges)
Net expenditure
Change to Level of Reserves
Budget requirement

The Authority is building on its recent successes in reducing fires, fire deaths, arson attacks and hoax calls.

Summary of GLA Group Budget

The tables below provide information on the key funding sources for the GLA, including Council Tax and the reasons for the changes in the overall budget since last year.

How the budget is funded	£m
Gross Expenditure	13,101
Fares, charges and other income	-5,945
Government grants for specific purposes	-4,053
General Government grants	-2,341
Use of reserves	181
Surplus in council tax collection funds	-8
Amount met by council tax payers	935

Changes in spending	£m
2010-11 Budget requirement	3,263
Inflation	124
Efficiencies and other savings	-419
Investment in new and existing services	395
Other changes (including income growth)	-80
2011-12 Budget requirement	3,283

The table below compares the GLA group's expenditure for the MPA, LFEPA and for Other Services in 2011-12 with the previous year. Overall the budget requirement (funded from general grants and council tax) will increase by 0.4% - a reduction in real terms of around 3% based on expected retail price inflation levels in 2011-12.

More information on the budget is available on the GLA website at www.london.gov.uk.
(tel: 020 7983 4000).

	Police (MPA)		Fire (LFEPA)		Other Services (including GLA and TfL)		Total	
	2010-11	2011-12	2010-11	2011-12	2010-11	2011-12	2010-11	2011-12
	3,645.0	3,572.3	469.2	459.6	9,854.7	9,068.6	13,968.9	13,100.5
	-606.6	-516.7	-10.8	-11.7	-4,030.7	-3,524.9	-4,648.1	-4,053.3
	-360.9	-307.8	-21.1	-19.2	-5,175.5	-5,618.1	-5,557.5	-5,945.1
	2,677.5	2,747.8	437.3	428.7	648.5	-74.4	3,763.3	3,102.1
	-4.2	-34.8	0.0	-19.3	-496.1	235.5	-500.3	181.4
	2,673.3	2,713.0	437.3	409.4	152.4	161.1	3,263.0	3,283.5

Instruction to your Bank or Building Society to pay by Direct Debit



Haringey Council

Name _____

Account Reference Number _____

Address _____

Postcode _____

Please tick relevant box

Council Tax

Tick choice of payment date

1st of month

15th of month

If neither of the above boxes are ticked, payment will be 1st of month

Please fill this in and send it in an envelope to: Haringey Council, Benefits and Local Taxation Division, P.O. Box 10505, Wood Green London N22 7WJ

Name and full postal address of your Bank or Building Society

To: The Manager

Bank/Building Society

Address _____

Postcode _____

Names of bank or building society holders _____

Bank or building society account No.

--	--	--	--	--	--	--	--	--	--

Branch sort code

--	--	--	--	--	--

Instructions to your Bank or Building Society

Please pay London Borough of Haringey Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Haringey Council and, if so, details will be passed electronically to my bank or building society.

Your signature _____

Date _____

Banks or building societies may not accept Direct Debit instructions for some types of account.

Originator's identification No.

9	9	2	3	5	7
---	---	---	---	---	---



This guarantee should be detached and retained by the Payer

The Direct Debit Guarantee

- This guarantee is offered by all banks and building societies that take part in the Direct Debit Scheme. The efficiency and security of the scheme is monitored and protected by your own bank or building society.
- If the amounts to be paid or the payment dates change Haringey Council will notify you at least 14 days in advance of your account being debited or as otherwise agreed.
- If an error is made by Haringey Council or your bank or building society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your bank or building society. Please also send a copy of your letter to Haringey Council.



feedbackform

For all answers please tick one circle ONLY
2011 - 2012

How easy did you find this booklet to understand?

- Always find what I want
- Usually find what I want
- Sometimes find what I want
- Quite hard to find what I want
- Very hard to find what I want

After reading this booklet, how well informed do you feel about the range of services provided by Haringey Council?

- Very informed
- Quite well informed
- Informed
- Not very well informed
- Badly informed

Please use the space below for any further comments about this booklet:

.....

.....

.....

.....



2



Freeport RLXU-ETCB-SRAR
Haringey Council
Communications Unit
8th Floor
River Park House
225 High Road
LONDON
N22 8HQ

Albanian

Për një kopje në gjuhën tuaj të seksionit të Taksave të Këshillit nga ky Doracak i Këshillit, ju lutem plotësoni formularin dhe dërgojeni tek adresa e mëposhtme me postim falas.

Bengali

এই 'কাউন্সিল গাইড' বা কাউন্সিল-এর বিভিন্ন সেবার নির্দেশিকার কাউন্সিল ট্যাক্স অংশের কপি আপনার নিজের ভাষায় পাওয়ার জন্য, ফর্ম পূরণ করুন এবং নিচে দেওয়া ফ্রীপোস্ট বা বিনা ডাকমাংশের ঠিকানায় উত্তর দিন।

Greek

Για αντίγραφο του μέρους του Δημοτικού Φόρου του του Οδηγού του Συμβουλίου στη γλώσσα σας, παρακαλώ συμπληρώστε το έντυπο, και απαντήστε δωρεάν στη διεύθυνση freepost κατωτέρω.

Polish

Niniejszy Przewodnik po Gminie zawiera rozdział dotyczący lokalnego podatku od nieruchomości (Council Tax). Osoby, które chciałyby otrzymać ten rozdział w wersji polskiej proszone są o wypełnienie formularza i odesłanie go bezpłatnie na podany poniżej adres.

Somali

Si aad u hesho koobbi ah qaybta cashuuraha degmada ee tusmada kawnsalkan oo luqaddaada ku qoran, fadlan buuxi foomka, oo ku soo celi cinwaanka boostiisu lacag la'aanta yahay ee hoose.

Arabic

للحصول على نسخة من الدليل حول ضرائب البلدية في لغتك الخاصة يرجى ملء الاستمارة، ثم أرسلها على البريد المجاني في العنوان التالي.
.freepost

French

Pour obtenir un exemplaire de la rubrique Impôts locaux de ce Guide du Conseil municipal dans votre langue, veuillez compléter le formulaire, et le renvoyer à l'adresse en port payé ci-dessous.

Kurdish

Heke hun kopîyeye beşa Baca Şaredariyê ya vê Rêbera Şaredariyê bi zimanê xwe dixwazin, ji kerema xwe formê tije bikin. Û ji navnîşana posta bêpere ya jêrîn te bişinin.

Portuguese

Para uma cópia da seção do Imposto Municipal (Council Tax) desse Guia do Concelho (Council Guide) em sua própria língua, por favor, complete o formulário, e responda para o endereço postal gratuito (freepost) abaixo.

Turkish

Belediye Rehberinin, Belediye Vergisi ile ilgili bu bölümünün Türkçe kopyasını istiyorsanız, lütfen formu doldurup aşağıdaki ücretsiz posta adresine gönderin.

Please tell us if you would like a copy of this booklet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

In large print

On audio tape

In Braille



In another language, please state: _____

Name: _____

Tel: _____

Address: _____

_____ Email: _____

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council,

Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

Haringey Council offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY.

Council Tax 2011/12



When you have finished with it please recycle and help the environment.

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