

Council Tax Guide

2015/2016

Haringey council tax frozen for
a **sixth consecutive year**





2015/16 will be the sixth consecutive year of council tax freeze in Haringey, saving the average local family around £24 per year against an inflation-

level increase.

With council budgets being squeezed harder than ever by government funding cuts, some councils – including many in London – have opted to increase council tax this year.

But we know that thousands of Haringey families have been hit by rising living costs and we are determined to play our part in easing the pressure on local people. Holding the council's element of the council tax at 2010 levels is one way we can help.

The money we receive from your council tax helps to pay for the hundreds of local services we deliver – from street cleaning and recycling, to maintaining Haringey's nine excellent libraries and looking after the borough's most vulnerable children and adults.

This short guide gives you an overview of the council's budget for the coming year and shows where both your money and the funding we receive from grants and other income will be spent to make Haringey a better borough.

We'll continue to invest in regeneration programmes to help Haringey grow so that we can create the kind of neighbourhoods that local people have

told us they want – with quality housing, great local services and facilities, fantastic employment prospects and access to the best opportunities the borough has to offer.

We'll be focusing on how we can ensure every child in Haringey has the best start in life, with excellent education and support for local families. At the heart of our support for older people will be a commitment to helping people enjoy greater independence and less reliance on institutional care.

And we'll also be working closely with partners – from the police to friends of parks groups – to improve Haringey's environment and further reduce crime, helping you to feel safer and more proud of where you live.

On top of this, our commitment to keeping each of Haringey's nine libraries open continues and we will also be improving our customer services so that we'll be better placed to deal with your concerns.

There's also a part for you to play – whether by recycling your rubbish, being a good neighbour or getting involved with community-led projects such as residents' associations – in building a stronger Haringey together.

Cllr Claire Kober
Leader of Haringey Council

Delivering for you: Haringey's progress and plans for the future

Haringey's Corporate Plan sets out the five key priorities that are central to making Haringey a better and more equal borough on behalf of all residents.

Progress has already been made, and there are plans for further improvements during 2015/16 and beyond.

Highlights of the past year in Haringey include:

- Record exam results at GCSE and A-level, which saw the borough bucking a national trend of declining results
- All of Haringey's secondary schools, and most primary schools, now rated as "outstanding" or "good" by Ofsted
- 21 Green Flag award-winning parks and open spaces
- Launch of the Operation Clean Streets campaign to clean-up Haringey and clamp down on environmental crime
- 10% reduction in council carbon emissions
- Increased recycling rates, with more residents than ever making use of kerbside collections
- Success in our Supported Living and Shared Lives schemes, giving vulnerable adults greater independence and community-based support
- Launch of the Credit Union School Savers Accounts – offering every secondary school starter a £20 savings account
- Refurbishment of Tottenham Green to create a stunning green space at the cultural heart of Tottenham
- The second Outstanding for All Awards, celebrating the best in education in the borough
- Approval of ambitious restoration plans for Alexandra Palace, including refurbishing dilapidated parts of the building

Building a stronger Haringey together: Haringey's priorities

Enable every child to have the best start in life, with high quality education

- Working together with families to ensure the best for every child and young person
- Working with health and education providers to ensure access to excellent health care
- Ensuring all schools are good or outstanding, with results in line with the best in the country
- Partnership working to ensure excellent training opportunities for young people
- Ensuring parents can access the right information and that children's centres support the whole family
- Help for families to find their own solutions, and support for those in greatest need

Empower all adults to live healthy, long and fulfilling lives, with control over what it is important to them

- Working with communities to encourage healthy living
- Building community capacity and placing residents at the heart of designing support
- Working with partners to offer advice and support to help people live independently
- Working with health partners to

deliver joined-up services

- Raising awareness and protecting adults in vulnerable situations

Create a clean and safe borough where people are proud to live, with stronger communities and partnerships

- Working with communities to identify and tackle local concerns, including more locally based action plans
- Promoting cycling and walking, with more cycle lanes and safer roads
- Campaigning with partners to raise awareness and reduce prevalence of violence against women and girls
- Working with police, probation and other partners to reduce re-offending and engage with those at risk of criminal behaviour

Drive growth and employment to create a more equal borough from which everyone can benefit

- Lobbying government, the Mayor of London and others to invest in transport, health and education facilities
- Promoting Haringey to attract investment and jobs
- Improving people's skills to enable them to make the most of opportunities
- Taking steps to reduce carbon emissions and support green businesses

- Ensuring that people and businesses in regeneration areas benefit from change, with improved education, employment, housing and health

Create homes and communities where people choose to live, are able to thrive and lead happy and fulfilling lives

- Building more council-owned homes and working with partners to bring more affordable housing and support people into home ownership and secure tenancies
- Working with partners and landlords to secure quality accommodation at reasonable prices and reduce homelessness
- Completing work to bring council homes up to the Decent Homes standard

Our commitment to excellent libraries remains, with each of the borough's nine libraries staying open and measures to improve and extend the services on offer – allowing libraries to adapt to meet residents' changing needs and expectations.

We will also be investing in improving Haringey's customer services, so that you can access the services you need in the way that suits you best and enjoy seamless fuss-free transactions with the council, no matter what service you need.

This year's budget

This year's budget

This year, from April 2015 to March 2016, we have budgeted £514.1m (£277.6m 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.

Contributions to other organisations

Other Organisation	Amount Paid 2014/15 £'000	Amount Due 2015/16 £'000
Environment Agency	155	162
Lee Valley Regional Park Authority	211	213
London Boroughs Grants Scheme	280	282
Financial Reporting Council Preparers	2	2
London Pensions Fund Authority	263	269
North London Waste Authority (NLWA)	7,375	7,182
Total Paid/ Due	8,286	8,110

Our contributions to the GLA

	14/15 £m	% of bill	15/16 £m	% of bill
Council Tax	20.1	20.2%	20.9	19.9%
Business Rates	13.0	20.0%	12.6	20.0%
Total	33.1		33.5	

See pages 23 to 26 for information on services provided by the GLA.

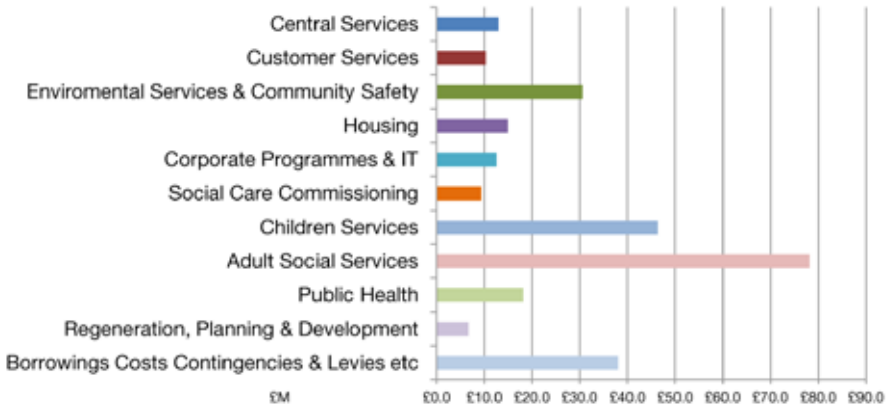
Total Funding Requirement for Services 2015/16

	£'m	
Central Services	12.8	4.6%
Customer Services	10.3	3.7%
Environmental Services & Community Safety	30.6	11.0%
Housing	14.9	5.3%
Corporate Programmes & IT	12.5	4.5%
Social Care Commissioning	9.3	3.4%
Children's Services (including Learning)	46.3	16.7%
Adult Social Services	78.2	28.2%
Public Health	18.1	6.5%
Regeneration, Planning and Development	6.6	2.4%
Borrowing Costs, Contingencies and Levies etc.	38.0	13.7%
	277.6	100.0%

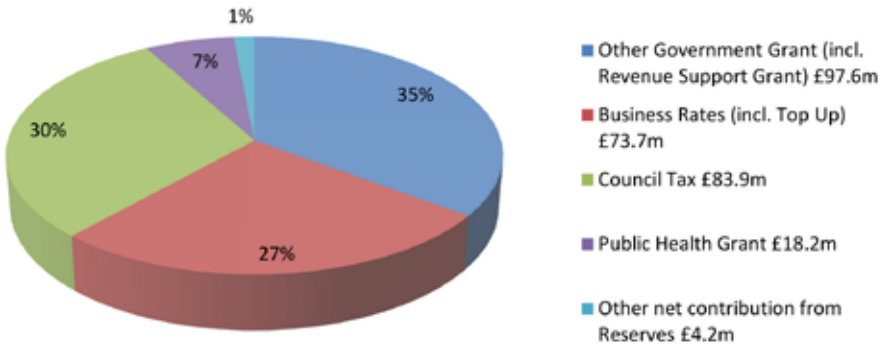
Total Funding for Council Services 2015/16

	£'000	
Other Government Grant (incl. Revenue Support Grant)	97,603	35.2%
Business Rates	73,731	26.6%
Council Tax	83,862	30.2%
Public Health Grant	18,189	6.5%
Other net contributions from Reserves	4,220	1.5%
	277,605	100.0%

Service Budgets (excluding schools) 2015/16



Funding for Council Services (excluding schools) 2015/16



Cost of Services

2014/15 Net £'m	Services	2015/16 Net £'m
929.1	Gross expenditure	931.8
(647.4)	Income	(654.1)
281.7	Total Funding Requirement	277.6
73.3	Business Rates	73.7
87.9	Revenue Support Grant	64.1
18.2	Public Health Grant	18.2
22.8	Other funding sources	37.8
79.5	Council Tax Requirement	83.9
67,091	Number of Households (Band D equivalents)	70,810
£1,184.32	Band 'D' Council Tax for Haringey	£1,184.32
£299.00	Band 'D' Council Tax for Greater London Authority	£295.00
£1,483.32	Total Band 'D' Council Tax	£1,479.32

Key budget differences between 2014/15 and 2015/16

The 2015/16 budget continues to reflect reforms to the system of local government finance first implemented in 2013/14. Councils now retain a share of local business rates (30%), although central government still retains 50% of the revenue generated with the remaining 20% passing to the GLA.

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 2015/16 budget continues to reflect the need for the council to respond to reductions in the overall level of funding for local government; in particular savings of around £20m are included as part of the budget package. Despite these funding reductions, the council has frozen its element of the council tax.

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 12. 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**

2015/16 council tax charges by valuation band

Valuation Band

	Value of Home	GLA	Haringey	Full Council Tax Charge
		£	£	£
A	£40,000 or less	196.67	789.56	986.23
B	£40,001 to £52,000	229.44	921.14	1,150.58
C	£52,001 to £68,000	262.22	1,052.73	1,314.95
D	£68,001 to £88,000	295.00	1,184.32	1,479.32
E	£88,001 to £120,000	360.56	1,447.39	1,807.95
F	£120,001 to £160,000	426.11	1,710.70	2,136.81
G	£160,001 to £320,000	491.67	1,973.87	2,465.54
H	Over £320,000	590.00	2,368.65	2,958.65

Appealing against your banding

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

www.voa.gov.uk

or telephone 03000 051 051 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 1000.

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 1000 and have your bank account details ready. Alternatively, download a direct debit instruction via www.haringey.gov.uk/dd. 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.

If you sign up to pay by direct debit before 28 June 2015 you will automatically be entered into our prize draw and could win £25,000. Existing direct debit payers will be included in the

draw.

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 2015/16 until March 2016 please complete the online form via www.haringey.gov.uk/dd before 17 March 2015. Alternatively, telephone 020 8489 1000 before 14 March 2015. Contacting us by this date allows us time to adjust your instalment for April. If you contact us after 14 March 2015, we will only be able to offer instalments that end in March 2016 and you will need to pay the April instalment as stated on the bill.

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 0845 070 1414. 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 20-98-21 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 have a swipe payment card you can continue to pay by this method, however replacement cards will no longer be issued.

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. Postal payments should be sent to Haringey Council, PO Box 55235, Wood Green, N22 9DF. Please make your cheque payable to Haringey Council and write your council tax account number and the address the payment is for on the reverse of the cheque. Please enclose a stamped addressed envelope if you require a receipt.

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/housing-ctaxdiscounts**. Alternatively, telephone 020 8489 1000 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/housing-ctaxdiscounts.

- Furnished lets that are unoccupied and those 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/ctaxreductions.

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/ctaxreductions for further details and to download an application form. Alternatively, telephone 020 8489 1000. 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 Leman Street
London E1 8EU

Tel: 0300 123 2035

Fax: 020 7481 4891

Email: vtwhitechapel@vts.gsi.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 £241 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 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 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 1000. You do not have to give your own details.

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 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.

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
just ring us on 020 8489 1000

or write to:

Council Tax

P.O. Box 10505

Wood Green London N22 7WJ

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 6FB

Turnpike Lane Citizens Advice Bureau
7 Willoughby Road
Hornsey
London N8 0HR

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.co.uk

Age UK Haringey

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

020 8801 2444

www.ageuk.org.uk/haringey

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/citizensaccount
- sign up for direct debit
www.haringey.gov.uk/dd

- find out about an exemption, discount, exemption, relief or reduction
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GREATER LONDON AUTHORITY

Introduction

The Mayor of London, Boris Johnson, is committed to achieving value for money for Londoners and delivering economic growth. This guide explains how your council tax pays for GLA services. His seventh budget continues to deliver on his promise to reduce council tax and invest in London's infrastructure. For the fourth year running the Mayor is cutting his part of the council tax. This means it has fallen by 28 per cent in real terms since 2008. He is also on course to meet his commitment to reduce it by ten per cent in cash terms during his second term.

The current financial climate means that the public sector must deliver improved public services with fewer resources. This year's budget has required some difficult choices to be made while at the same time seeking to protect the key services Londoners expect from the Mayor - safer streets, investment in transport infrastructure and affordable housing.

Council tax and budget information

The Greater London Authority's (GLA) share of the council tax for a typical band D property has been reduced by £4 to £295.00. The table below shows how this is allocated. A band D council taxpayer in the City of London, which has its own police force, will pay £86.13.

Council Tax (£)	2014-15	Change	2015-16
MOPAC (Met Police)	214.52	-5.65	208.87
LFEPA (Fire Brigade)	52.42	-1.57	50.85
GLA and Olympics	29.79	3.28	33.07
TfL (Transport)	2.27	-0.06	2.21
Total (£)	299.00	-4.00	295.00

Controlling costs at City Hall (Core GLA)

The Mayor has put value for money at the very heart of his administration and has controlled costs tightly and cut out waste. This is reflected in the savings and efficiencies of nearly £450 million which will be delivered across the GLA Group in 2015-16.

These savings have allowed the Mayor to reduce his precept for residents of the 32 London boroughs as well as releasing money to deliver his key priorities over his current Mayoral term. This includes supporting the delivery of Crossrail and the Northern Line Extension to Battersea; making London cleaner, greener and safer; the regeneration of Queen Elizabeth Olympic Park; the creation of up to 250,000 apprenticeships by 2016; and the delivery of around 100,000 affordable homes over his two terms.

Mayor's Office for Policing and Crime (Met Police)

The Mayor has set the Met Police a challenge to drive down crimes in key categories; boost public confidence by at least 20 per cent; reduce delays in the criminal justice system by 20 per cent; increase compliance with community sentences by 20 per cent; and reduce reoffending by young people by 20 per cent while delivering over £500 million of savings in its budget. He will continue to invest in frontline policing in order to maintain officer numbers at or around 32,000.

All 32 London boroughs have now moved to a local policing model which includes an additional 2,600 officers in Safer Neighbourhood Teams. The total number of offences has continued to fall with crime down overall by more than 6 percent in 2013-14.

In order to meet the financial challenges faced by the Metropolitan Police and protect resources for front line policing many of the under-used and outmoded buildings in its estate are being sold and its back office functions are being reconfigured. Every London borough continues to have at least one front counter open 24 hours a day 7 days a week. The Mayor is also seeking to make it easier and more convenient for Londoners to access the police in new ways while ensuring that more officers are out on the beat where Londoners want to see them.

Transport for London (TfL)

With London's population forecast to grow by one million in the next decade, the Mayor is investing in making the transport network more reliable. TfL's ten year investment plans will deliver major upgrades and improvements in day to day service reliability to support jobs, economic growth and prosperity. This investment includes:

- delivering a 30 per cent improvement in the Tube's reliability by the end of 2015 and upgrading key stations right across the network
- introducing a new 24-hour Tube service at weekends on key lines from September 2015
- completing Crossrail which will increase London's rail capacity by ten per cent and extending the Northern Line to Battersea and the London Overground to Barking Riverside
- increasing capacity on the London Overground and the Wimbledon to Croydon tram line
- investing £4 billion to improve the safety and quality of London's roads for all users
- delivering 800 New Bus for London vehicles by 2016
- investing £913 million to making cycling safer by creating safer junctions, segregated cycle routes and Quietways on less busy streets

London Fire and Emergency Planning Authority

LFEPA is driving improvements to operational efficiency and effectiveness which will not only balance the authority's budget but also seek to protect and, where possible, improve the London Fire Brigade's response times. LFEPA are promoting community safety and fire prevention as well as ensuring that buildings in London conform to fire safety standards in order to protect Londoners and visitors to the capital.

London Legacy Development Corporation (LLDC)

The LLDC was set up by the Mayor to ensure that London benefits from a lasting legacy from the 2012 Olympics. By 2030 Queen Elizabeth Olympic Park will have 10,000 new households and more than 20,000 jobs are forecast to be created there. The Park is also now open to the public and in 2015 the Olympic Stadium will host five Rugby World Cup matches before reopening permanently in summer 2016. This budget will also support the delivery of the Mayor's Olympicopolis project which will create a new world class education and cultural district in the Park.

Summary of GLA group budget

The tables below set out the GLA's funding sources and the reasons for the year on year change in the budget.

How the GLA budget is funded (£m)	2015-16
Gross Expenditure	11,451
Fares, charges and other income	-6,364
Government grants and busines rates	-4,226
Net transfer to/from reserves	-60
Amount met by Council Tax payers	801

Changes in Spending (£m)	2015-16
2014-15 council tax requirement	787
Inflation	241
Efficiencies and other savings	-446
New investment to improve services	604
Other changes	-385
2015-16 council tax requirement	801

Detailed budget by service area

The table below compares the GLA group's expenditure on policing, fire and other services (including transport) in 2015-16 with 2014-15. The increase in the council tax requirement arising from London's growing population is supporting investment in policing,

the Fire Brigade, regeneration and apprenticeships. The increase in gross expenditure reflects the additional investment in transport.

Find out more about the budget on our website: www.london.gov.uk (tel: 020 7983 4000).

Summary of Spending	Police (MOPAC)		Fire (LFEPa)		Other Services (including GLA, LLDC and TfL)		GLA Group Total	
	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15	2015-16
(Figures may not sum exactly due to rounding)								
Gross expenditure	3,253.0	3,166.6	431.6	423.7	7,352.3	7,860.5	11,036.9	11,450.8
Government grants and business rates	-2,359.1	-2,274.8	-264.9	-253.2	-1,837.1	-1,698.4	-4,461.1	-4,226.3
Other income (incl. fares and charges)	-272.6	-261.7	-30.7	-32.2	-5,553.2	-6,070.0	-5,856.5	-6,364.0
Net expenditure	621.3	630.1	136.0	138.3	-38.0	92.1	719.3	860.5
Change to Level of Reserves	-57.1	-63.6	2.2	-0.1	122.5	3.9	67.6	-59.8
Council tax requirement (income)	564.2	566.5	138.2	138.2	84.5	96.0	786.9	800.7

