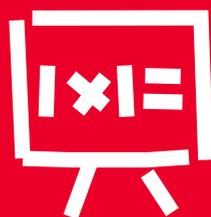


Council Tax Guide

2017/2018





You'll notice a change in your council tax bill this year, as we ask families in Haringey to make an additional contribution of just over £1 a week to help

support the most vulnerable people in our borough.

While we continue to freeze our standard council tax rate, which has been held at the same level for the past eight years, we are implementing the government's social care levy, which will bring in around £2.7million additional funding for adult social care.

With demand and costs continuing to rise, this extra money will make up just a small amount of the total cost of providing the care services needed in Haringey.

The council's budget continues to come under enormous pressure, with our funding from central government reduced by around 40% in real terms since 2010. On top of more than £140million we've already saved, we have to find a further £20million this year.

Although it's impossible to lose so much money from our budget without some impact on services, I'm clear that we're not in the business of managing decline. That means we're not prepared to chip away piece-by-piece at the services you rely on. Instead, we are making "back office" savings wherever possible; looking at how we might redesign services to make them more cost effective, and making difficult

decisions about which services we can still offer.

We will continue to do all we can to minimise the impact on residents, and we will continue to talk to those affected by any specific changes to key services.

Thank you for your council tax contribution, which is absolutely essential in helping us deliver a huge range of services in Haringey – from books and bins to roads and recycling. This year, your money will support investment in the borough's libraries; improvements to roads and pavements; aids and adaptations to elderly and disabled residents' homes, and outdoor exercise equipment to help people to keep fit for free.

We will also continue to prioritise growth and regeneration – including ambitious schemes in Hornsey, Tottenham and Wood Green – so that we can bring investment to the borough and deliver the new homes and facilities that are needed.

This booklet sets out in more detail how your money will be spent to help make your borough an even better place to live and work.

You can find out more about Haringey's budget on our website at www.haringey.gov.uk/budget

Cllr Claire Kober
Leader, Haringey Council

Policy and achievements

Haringey Council's priorities for the borough, and approach to achieving these, are outlined in our Corporate Plan 2015-18: Building a Stronger Haringey Together.

We want Haringey to be a borough where every child, young person and adult can thrive and achieve their full potential. During the past year we have seen a 10 percent increase in the number of students gaining five or more GCSEs at grades A*-C, including English and Maths, bringing the figure to 64.6 percent. Haringey schools are scoring 14 percent above the provisional national average in English, and nine percent above it in maths. Education is key to giving young people the best opportunities, and we're proud that the vast majority of Haringey's schools are rated as 'outstanding' or 'good' by Ofsted.

In Adults Services, we have refocused our services on trying to prevent problems developing, rather than concentrating solely on expensive and less effective late-stage solutions to residents in crisis. This year, we have invested £12m in opening supported living accommodation at Lorenzo House and Protheroe House in Tottenham – developments that are helping 100 older residents with care needs to lead independent lives.

Our vision is for Haringey to be a place that is clean, well maintained and safe, and where residents are proud to live

and work. In the last year, we have reopened Marcus Garvey Library following a £3million refurbishment with an improved book collection, better IT and user facilities, and access to a range of customer services.

Haringey is one of London's greenest boroughs, and we're proud that Woodside Park and Tottenham Green were this year awarded Green Flag status, bringing the total number of Green Flag parks in the borough to 25. Our commitment to the environment has also seen us cut carbon emissions in the borough by 27% over the past ten years, and we are working on a number of ambitious programmes to further reduce Haringey's carbon footprint.

Growth is the only option for a borough like Haringey. Growth will enable us to control our own destiny and do right by local residents – it's the route to better housing, more jobs, and increased opportunities for our residents. That's why we're working hard to attract outside investment into the borough and build partnerships across and outside the borough.

During the past year our commitment to growth has seen us:

- Assisting Ada National College for Digital Skills set up in Tottenham
- Refurbishing Holcombe Road Market
- Selecting a development partner for an ambitious joint venture to transform the borough through a £2bn programme that will bring town centre

regeneration to Wood Green and thousands more homes across the borough

- Securing the future of Hornsey Town Hall, through a multi-million pound restoration project
- Shortlisting bidders for the £1bn High Road West development in Tottenham, that will deliver a further 1,400 new homes, a new library and learning centre, a new public square and community park and new retail, restaurants and business space
- Completing the first new council homes in the borough for at least 30 years

We are also changing how we engage with residents to make this more convenient for you and more cost-effective. This year we started sharing our ICT Digital Services with Camden and Islington councils, bringing down back office costs, and we have expanded online functions so that residents can access services more conveniently. Forty thousand residents have already taken up My Account, allowing you to manage your council contacts, such as paying council tax, reporting fly tipping and using the library, all in one place.

We are open about which ambitions we have achieved and which we are still working towards. As part of our commitment to keeping you to-to-date, we publish our progress against our corporate plan priorities on our website. To find out more, go to www.haringey.gov.uk/our-priorities

This year's budget

This year, from April 2017 to March 2018, we have budgeted £506.1m (£255.8m excluding schools) for providing council services. The tables and charts in this section analyse this across services and set out the main sources of funding.

Precepts and levies

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

Our Contributions to the GLA

	2016/17 £'m	% of Revenue Bill	2017/18 £'m	% of Revenue Bill
Council Tax	19.9	18.6%	21.1	18.4%
Business Rates	13.2	20.0%	27.0	37.0%
Total	33.1		48.1	

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

Contributions to Other Organisations

Other Organisation	Amount Paid 2016/17	Amount Due 2017/18
Levying bodies	£'000	£'000
Environment Agency	164	171
Lee Valley Regional Park Authority	206	198
London Borough Grants Scheme	267	241
London Pensions Fund Authority	265	270
North London Waste Authority (NLWA)	6,870	7,875
Total Paid/ Due	7,772	8,755

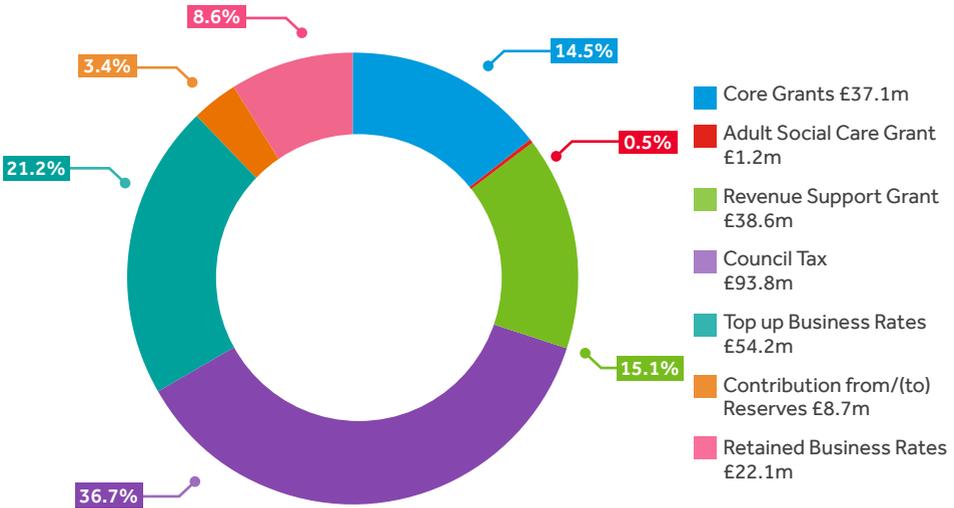
Total Funding for Council Services 2017/18

	£'000	% split
Core Grants £37.1m	37,107	14.5%
Adult Social Care Grant £1.2m	1,195	0.5%
Revenue Support Grant £38m	38,590	15.1%
Council Tax £93.7m	93,773	36.7%
Top up Business Rates £54.2m	54,232	21.2%
Contribution from/(to) Reserves £8.8m	8,782	3.4%
Retained Business Rates £22m	22,084	8.6%
	255,762	100%

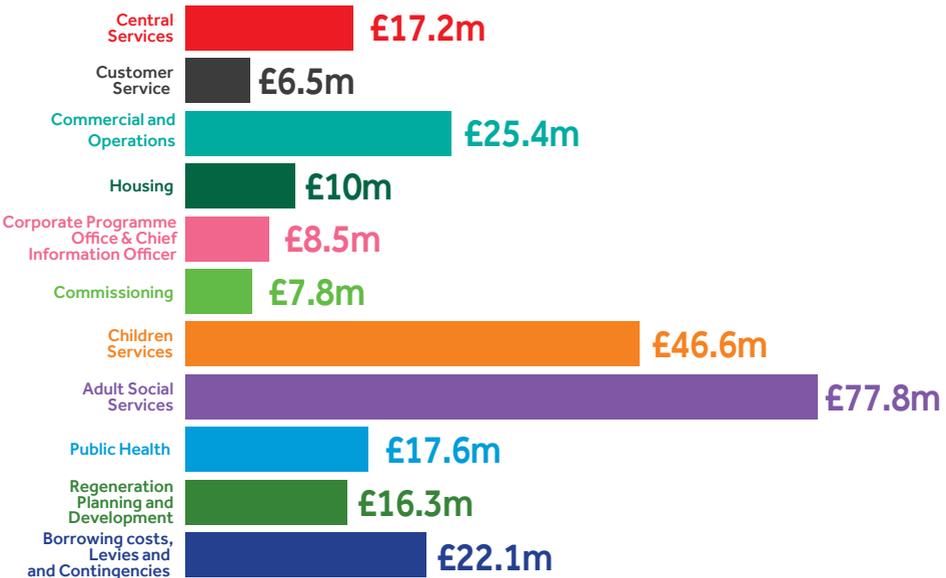
Total Funding Requirement for Services 2017/18

	£'000	% split
Central Services	17,203	6.72%
Customer Service	6,520	2.55%
Commercial and Operations	25,391	9.93%
Housing	9,970	3.90%
Corporate Programme Office & Chief Information Officer	8,483	3.32%
Commissioning	7,799	3.05%
Children Services (includes Learning)	46,565	18.21%
Adult Social Services	77,853	30.44%
Public Health	17,633	6.89%
Regeneration Planning and Development	16,297	6.37%
Borrowing costs, Levies and Contingencies	22,048	8.62%
Total funding requirement	255,762	100%

Funding for Council Services 2017/18



Service Budgets (excluding schools) 2017/18



Cost of Services

2016-17 Net £'m	Services	2017-18 Net £'m
881.5	Gross Expenditure	984.3
(625.9)	Income	(728.5)
255.6	Total Funding Requirement	255.8
75.0	Business Rates	76.3
51.0	Revenue Support Grant	38.6
42.4	Other Funding sources	47.1
87.2	Council Tax Requirement	93.8
72,175	Number of Households (Band D equivalents)	75,365
£1,184.32	Band 'D' Council Tax for Haringey	£1,184.32
£23.69	Band 'D' Adult Social Care 3%	£59.93
£276.00	Band 'D' Council Tax for Greater London Authority	£280.02
£1,484.01	Total Band 'D' Council Tax	£1,524.27

Key budget differences between 2016/17 and 2017/18

The 2017/18 budget continues to reflect the need for the council to respond to reductions in the overall level of funding for local government; in particular additional savings of around £10.2m are included as part of the budget package.

The Business Rate Retention Scheme

The 2017/18 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%), central government retains 33% of the revenue generated with the remaining 37% 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 government has also announced that councils will retain 100% of business rates income from 2020.

The Adult Social Care precept.

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

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

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

2018/19 with no charge anticipated for 2019/20. Subject to the annual approval of the House of Commons, the Secretary of State intends to offer the option of charging this "precept" in relation to each financial year up to and including the financial year 2019-20.

In relation to the financial year beginning in 2017 the Secretary of State has determined (and the House of Commons has approved) a referendum principle of 4.99% (comprising 3% for expenditure on adult social care and 1.99% for other expenditure), for adult social care authorities. These authorities may therefore set council tax up to this percentage in 2017 without holding a referendum."

Haringey Council, on 27th February 2017, approved the proposal to apply only the Adult Social Care precept at 3% and maintain the council tax for its other expenditure at the same level as in 2015/16. This is illustrated in the table on page 8.

Council Tax

What is council tax?

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

Who pays council tax?

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

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

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

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

How much do I pay?

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

2017/18 Council Tax Charges by Valuation Band

Valuation Band	Value of Home	GLA	Adult Social Care Precept	Haringey Council Other Expenditure	Full Council Tax Charge
		£	£	£	£
A	£40,000 or less	186.68	39.95	789.56	1,016.19
B	£40,001 - £52,000	217.79	46.61	921.14	1,185.54
C	£52,001 - £68,000	248.91	53.26	1052.73	1,354.90
D	£68,001 - £88,000	280.02	59.93	1184.32	1,524.27
E	£88,001 - £120,000	342.25	73.24	1447.39	1,832.88
F	£120,001 - £160,000	404.47	86.56	1710.70	2,201.73
G	£160,001 - £320,000	466.70	99.88	1973.87	2,540.45
H	Over £320,000	560.04	119.85	2368.65	3,048.54

Appealing against your banding

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

www.voa.gov.uk/council-tax

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

The Listing Officer

Council Tax South

Valuation Office Agency

Second Floor, 1 Francis Grove

Wimbledon SW19 4DT

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

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

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

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

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

Scams

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

How to pay council tax

What do you need to do?

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

Paying by direct debit



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

Other ways to pay

Council tax is usually paid in ten instalments from April to January. If you wish to extend your instalment plan for 2017/18 until March 2018 please telephone **020 8489 3557**. You will need to pay the April instalment as stated on your bill, and we will issue a new bill showing your remaining instalments.

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

Paying by debit or credit card

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

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

Telephone and PC banking

Most banks and building societies offer telephone and online banking. To make a payment contact your bank or building society and quote **Haringey's bank account number 43399710, sort code 20-98-21** 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 pay by cash or by cheque through a bank or post office you must allow five working days for the payment to reach your council tax account.

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

Help with paying your council tax

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

- exemptions
- discounts
- disabled relief
- council tax reduction

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

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

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

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

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

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

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

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

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

Empty properties

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

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

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

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

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

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

People with disabilities

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

Appeals

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

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

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

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

Tel: **0300 123 2035**

Fax: **020 7481 4891**

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

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

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

Empty homes

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

Council tax reduction

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

How much you get will depend on:

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

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

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

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

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

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

If you live in a student house but cannot

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

For more information on council tax reduction

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

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

Reporting changes in your circumstances

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

Things you must tell us about:

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

family's savings change

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

Help us reduce fraud

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

What is Universal Credit?

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

What does it mean for me?

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

What happens if I don't pay?

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

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

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

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

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

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

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

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

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

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

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

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

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

or write to:

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

What if you can't pay your council tax?

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

Priority debts

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

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

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

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

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

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

For opening times please go to:

www.adviceguide.org.uk

or phone **0844 826 9715**.

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

National Debtline

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

080 8808 4000

www.nationaldebtline.org

Age UK

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

0800 169 2081

www.ageuk.org.uk

The Money Advice Service

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

030 0500 5000

www.moneyadviceservice.org.uk

How to contact us

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

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

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

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

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

GREATER LONDON AUTHORITY

Introduction

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

Sadiq Khan will not tolerate any waste of public money, particularly with ever tightening resources from the Government. This year's budget has therefore required some tough choices. It will improve the key services Londoners need. That means making transport fares more affordable and building more affordable homes. The budget also provides resources to support jobs and growth, improve neighbourhood policing, tackle homelessness and make London a fairer and cleaner place to live.

Council tax for GLA Services

The GLA's share of the council tax for a typical Band D property has been increased by £4.02 (or 8p per week) to £280.02. This will allow the Mayor to help maintain police officer numbers across London and keep Londoners safe. A Band D council taxpayer in the City of London, which has its own police force, will still pay £73.89.

Council Tax (£)	2016-17	Change	2017-18
MOPAC (Met Police)	202.11	4.02	206.13
LFEPA (Fire Brigade)	47.04	0.97	48.01
GLA and Olympics	24.72	-0.92	22.80
TfL (Transport)	2.13	-0.05	2.08
Total (£)	276.00	4.02	280.02

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

The Mayor's budget includes significant efficiency savings across the GLA Group in 2017-18. This has allowed him to release resources to meet his key priorities. This includes plans to invest £3.15 billion to support 90,000 new affordable homes in the capital. He will also tackle London's filthy air by doubling the amount spent on improving air quality to £875 million up to 2021-22.

The Mayor will also work with London's business community and key investors to ensure London's interests are protected. He will put Londoners' economic opportunities centre stage during the Government's negotiations to leave the European Union. He will also provide funding for new projects to bring communities together, tackle social inequality, improve the environment and boost London's economy.

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

The Mayor is determined to invest in front line policing with a strategic target of 32,000 police officers across London. He has therefore taken the decision to raise the police element of the council tax precept by 8p per week for a typical Band D property. This will provide resources to keep officer numbers as high as possible.

The Mayor's draft Police and Crime Plan sets out his strategy for policing over the next four years. His aim is to improve neighbourhood policing and make London a safer city for all. His budget provides resources to restore real neighbourhood policing by giving every ward in London at least one additional dedicated police officer. This will ensure local policing priorities reflect local issues.

The Mayor is also committed to protecting women and girls at risk of sexual and domestic abuse and vulnerable children. He is also committed to standing up against hate crime, intolerance and extremism. The Metropolitan Police Service (MPS) will also crack down on knife crime and improve services to victims of crime.

Transport for London (TfL)

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

- making transport more affordable. Single bus fares, single pay as you

go fares on the Tube and DLR and the charges for the Santander cycle hire scheme will be frozen until at least 2020. This will save travellers an estimated £40 million in 2017-18;

- extending the new Bus and Tram one hour Hopper fare over the next four years and improving journey times and reliability on the Bus network;
- working with London boroughs to maintain existing concessionary travel schemes. This includes free 24 hour travel for the over 60s, the disabled, armed forces personnel in uniform and eligible war veterans. Discounts on travelcards are also available for apprentices;
- increasing capacity on the London Underground and Rail services, extending the London Overground to Barking Riverside and expanding the DLR and tram network;
- planning for the Bakerloo Line extension to south east London and new river crossings in east London;
- making London's transport infrastructure more accessible. Work will be undertaken in 2017 to make Bond Street, Finsbury Park, Tottenham Court Road, Victoria, Harrow on the Hill and Newbury Park stations step free;
- completing Crossrail by 2019 which will increase London's rail capacity by 10% and continuing work on the Northern Line extension to Nine Elms and Battersea Power station;
- working to release 300 acres of TfL land for up to 10,000 homes, half of which will be affordable, while providing new

workspaces and offices;

- investing in cleaning up air quality by launching the world's first ultra low emission zone; and
- increasing investment in cycling as part of a shift towards more active and healthier travel for Londoners.

London Fire and Emergency Planning Authority (LFEPA)

LFEPA is working to become a more efficient and effective organisation. The Mayor aims to balance the authority's budget and improve the London Fire Brigade's response times to ensure that a fire engine arrives within 10 minutes of any incident being reported at least 90% of the time. LFEPA will also promote community safety and fire prevention and ensure that buildings in the capital conform to fire safety standards to protect both Londoners and visitors.

London Legacy Development Corporation (LLDC)

The LLDC was set up to ensure that London benefits from a lasting legacy from the 2012 Olympic and Paralympic Games. The Mayor's 2017-18 budget provides funding for the development of a world class cultural and education district in Queen Elizabeth Olympic Park. This is expected to create 3,000 new jobs, attract 1.5 million additional visitors and bring £2.8 billion of economic value to east London. In the summer of 2017 the Olympic Stadium will also host the IAAF World Athletics Championships and the World ParaAthletics Championships.

Old Oak and Park Royal Development Corporation (OPDC)

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

Summary of GLA Group budget

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

How the GLA budget is funded (£m)	2017-18
Gross expenditure	11,758.4
Government grants and retained business rates	-4,670.3
Fares, charges and other income	-6,282.3
Use of reserves	-1.0
Amount met by council tax payers	804.8

Changes in spending (£m)	2017-18
2016-17 council tax requirement	774.3
Inflation	183.3
Efficiencies and other savings	-317.8
New initiatives	42.9
Other changes (for example fares revenue and government grants)	122.1
2017-18 council tax requirement	804.8

The GLA's gross expenditure is higher this year primarily as a result of the impact of the 2017 business rates revaluation which has increased the share of London's revenues the Mayor has to pay over to the Government to support local services elsewhere in England alongside additional investment in transport. Overall the council tax requirement has increased because of the additional funding provided for policing alongside a 2.4 per cent increase in London's residential property taxbase.

Find out more about our budget at: **www.london.gov.uk/budget** (tel: 020 7983 4000).

Detailed budget by service area

The table below compares the GLA Group's expenditure on policing, fire and other services (including transport) in 2017-18 with 2016-17.

Summary of Spending and Income (£m)	Police (MOPAC)		Fire (LFEPa)		Other Services (incl. GLA, TfL, LLDC and OPDC)		GLA Group Total	
	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17	2017-18
(figures may not sum exactly due to rounding)								
Gross expenditure	3,263.5	3,269.1	425.2	426.8	7,792.1	8,062.5	11,480.8	11,758.4
Government grants and business rates	-2,316.8	-2,331.7	-257.0	-256.4	-1,769.3	-2,082.2	-4,343.1	-4,670.3
Other income (incl. fares and charges)	-257.7	-263.6	-32.6	-34.9	-5,929.4	-5,983.8	-6,219.7	-6,282.3
Net expenditure	689.0	673.8	135.6	135.5	93.5	-3.5	918.0	805.8
Change to level of reserves	-122.3	-81.8	2.7	2.8	-24.1	78.0	-143.7	-1.0
Council tax requirement (income)	566.7	592.0	138.2	138.2	69.4	74.6	774.3	804.8

Haringey Council Online

www.haringey.gov.uk

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



Popular links

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

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

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

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

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

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

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

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

Call Haringey Council



Customer Services

020 8489 1000

9am - 5pm Monday to Friday

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

Refuse, recycling and street cleansing

020 8885 7700

Veolia contact centre

Homes for Haringey repairs and tenancy issues

0800 195 3404

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

24 hour payment line

0845 070 1414

Out of hours (emergencies only)

020 8489 0000

5pm - 9am week nights and all weekend

Haringey
LONDON