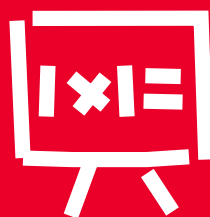


Council Tax Guide

2019/2020





Our council delivers services that we know you rely on, from bin collections to children's services, and from libraries to parks to care for the elderly.

This year's budget commits us to spending £241million. We will invest an additional £250,000 into our youth services program to support our young people and the budget has also acknowledged the on-going pressures facing Children's and Adult's and the importance of these core services. Even though the council has had its resources reduced, it is still providing for growth of £7.6million and £7million respectively in these services before applying the budget reduction proposals.

We are starting to implement our Borough Plan and intend to deliver new council homes and support local businesses. Alongside this we will launch a free school meals pilot, and continue to protect both the environment and the services that underpin our borough.

Nine years of austerity have hit Haringey Council's finances hard. Our core spending power has been reduced by £122million in real terms – that's 59% less coming into our council, equivalent to £405 per resident.

We remain committed to funding key services across Haringey, and have had to increase the non-Adult Social Care element of Haringey's council tax this

year by 2.99% - the first such increase in nine years. This will add 74p each week to the average Council Tax bill. However, we also believe in fair taxation, and feel that the greatest weight should be carried by those with the broadest shoulders and hence we're also ensuring our least well-off families with children are eligible for up to 100% relief through our Council Tax Reduction Scheme.

Your council is doing all it can to make Haringey a cleaner, greener, safer and fairer borough, whilst protecting the qualities of our neighbourhoods that we value most.

Finally, I want to thank you for the vital contributions you make. Your council tax genuinely makes a difference to our borough and our neighbours – some of whom we may never meet.

A stylized, handwritten signature in black ink, appearing to read 'J. Ejiofor'.

**Cllr Joseph Ejiofor
Leader, Haringey
Council**

Policy and achievements

In February the council published its 2019-20 Budget and Borough Plan for 2019-2023, following consultation and engagement with residents (visit www.haringey.gov.uk). The Borough Plan sets out Haringey Council's priorities for the borough for the next four years, and our strategy for achieving them. The Budget has been prepared in parallel, to support the delivery of the Borough Plan.

Our priorities for the borough for the next 4 years include

- working with our partners to deliver the new homes Haringey needs
- building and retaining wealth in our community
- tackling serious violent crime
- reducing inequality and making Haringey a fairer place
- reducing and preventing homelessness.

The biggest challenge we face is delivering genuinely affordable housing, and we are committed to delivering 1,000 additional council homes over the next four years. We have already secured £62million of funding from the Mayor of London for new council housing, and our planning committee has approved a major housing development at Tottenham Hale that includes over 130 council homes.

We are undertaking a service redesign of adult social care, to ensure we are delivering the best care we possibly can. We are proud that almost 90% of those

using our adult social care services say they have made them feel safe and secure, a significantly higher proportion than the London and comparable borough averages of 82%. A dedicated adult social care redesign group will look to continue delivering this quality of service while making our funding go further.

As well as looking after our adult population, in Haringey we strive to give our children the best possible start in life. Seventy six per cent of pupils who attend a Haringey Early Years provision achieve a good level of development, ranking us 16th best in the country. Almost all our schools are rated outstanding or good, and we celebrated some of their best ever exam results in 2018, with the borough ranking above the national average in both A-Level and GCSE results. Outside of the classroom, the summer saw an extended and improved summer holiday activity programme, with thousands of local children and young people participating.

Our new Young People at Risk Strategy sets out our strategy to prevent serious youth violence and improve outcomes for all young people. This will be supported by a £1.5million grant from the Mayor's Young Londoners Fund, awarded to the council and local community organisations to run the Haringey Community Gold scheme, supporting a network of programmes to help young people at risk of exclusion from school to fulfil their potential.

In Haringey we celebrate the diversity of our population, and we welcome all who want to live here. In autumn 2018 we launched our Connected Communities programme, helping migrants settle into life in the borough through support in areas such as language and housing. In the face of uncertainty over Brexit, we are working with partners both in and out of Haringey to ensure the rights of our 42,000 EU residents are protected.

We are committed to making the borough fairer for all who live and work here. The Haringey Fairness Commission launched in autumn 2018, hearing evidence from residents about their experiences of inequality, and identifying areas they think should be addressed as a priority. A year-long programme, the Fairness Commission will submit its recommendations to the council later this year.

We are acutely aware of the financial pressures on many residents, on families and on businesses. We are proud to have become a fully accredited London Living Wage borough in the last year, and are committed to working with suppliers and partners to encourage them to pay the London Living Wage too. In order to further support our least well-off residents, we are launching our new Council Tax Reduction Scheme in April 2019, extending eligibility for Council Tax relief to 100% for people of working age who have children and are entitled to benefits. We are also developing a strategy to build community wealth, working with local partners to enhance the spending power of the public sector within the borough, supporting local businesses and ensuring public money spent in Haringey delivers the maximum public benefit.

This year's budget

This year, from April 2019 to March 2020, we have budgeted £497.5m (£241.2m 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. The levying body may be a Government agency

(such as the Environment Agency), a regional body (such as the Lee Valley Regional Park) or a local body (such as the North London Waste Authority). 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. The main difference between a levy and a precept is that a precept (such as the GLA precept) will be stated as a separate item on the Council Tax bill.

Our Contributions to the GLA

	2018/19 £'m	% of Revenue Bill	2019/20 £'m	% of Revenue Bill
Council Tax	22.7	18.7%	24.8	19.5%
Business Rates	25.6	35.6%	18.5	35.6%
Total	48.3		43.3	

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

Contributions to Other Organisations

Other Organisation	Amount Paid 2018/19	Amount Due 2019/20
	£'000	£'000
Environment Agency	174	176
Lee Valley Regional Park Authority	186	184
London Borough Grants Scheme	211	205
London Pensions Fund Authority	270	265
North London Waste Authority (NLWA)	5,755	8,020
Total Paid/ Due	6,597	8,849

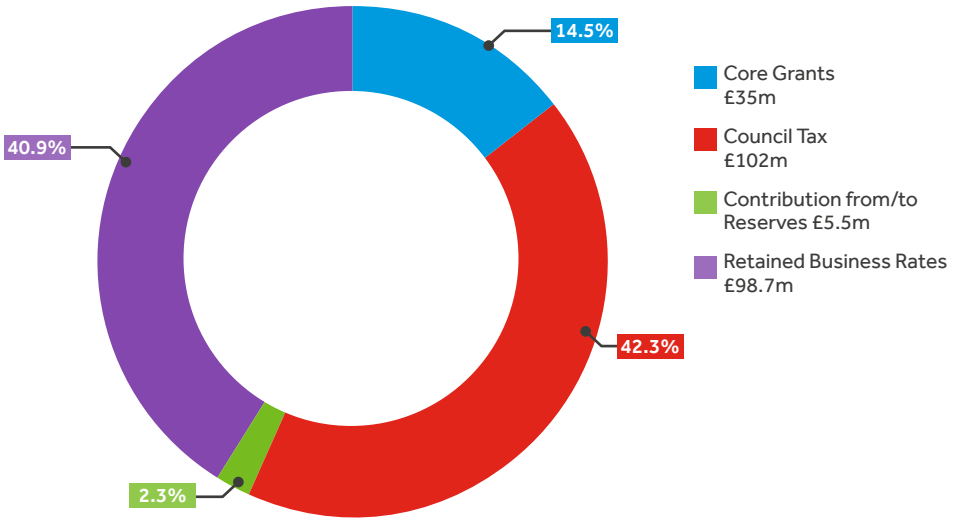
Total Funding for Council Services 2019/20

	£'000	% split
Core Grants	35,034	14.5%
Council Tax	101,981	42.3%
Contribution from/(to) Reserves	5,487	2.3%
Retained Business Rates	98,680	40.9%
	241,182	100.0%

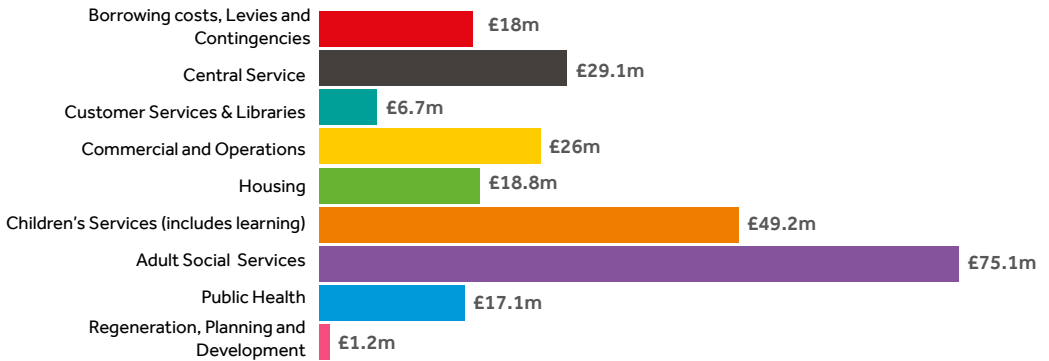
Total Funding Requirement for Services 2019/20

	£'000	% split
Central Services	29,110	12.07%
Customer Services & Libraries	6,695	2.78%
Commercial and Operations	26,012	10.79%
Housing	18,768	7.78%
Children's Services (includes Schools & Learning)	49,176	20.39%
Adult Services	75,120	31.15%
Public Health	17,087	7.08%
Regeneration, Planning and Development	1,173	0.49%
Borrowing costs, Levies, Contingencies	18,040	7.48%
Total funding requirement	241,182	100%

Funding for Council Services 2019/20



Service Budgets (excluding schools) 2019/20



Total £241.2m

Cost of Services

2018-19 Net £'m	Services	2019-20 Net £'m
971.2	Gross Expenditure	964.3
-721.1	Income	-723.1
250.1	Total Funding Requirement	241.2
108.4	Business Rates	98.7
0	Revenue Support Grant	0
39.8	Other Funding Sources	40.5
101.9	Council Tax Requirement	102.0
77,093	Number of Households (Band D equivalents)	77,265
£1,184.32	Band 'D' Council Tax for Haringey	£1,222.64
£97.25	Band 'D' Adult Social Care nil increase in 2019/20	£97.25
£294.23	Band 'D' Council Tax for Greater London Authority	£320.51
£1,575.80	Total Band 'D' Council Tax	£1,640.40

2019/20 Council Tax

For 2019/20, the Secretary of State has determined (and the House of Commons has approved) a referendum principle of 5.99% (comprising 3% for expenditure on adult social care and 2.99% for other expenditure) for adult social care authorities. These authorities may therefore set Council Tax up to this percentage in 2019 without holding a referendum.

Haringey Council, on 25 February 2019, agreed to increase Council Tax by 2.99% for 2019/20.

The Adult Social Care precept

The Secretary of State 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.

As part of the Council Tax legislation for 2017/18, government announced that local authorities can charge 6% in adult social care precept over three financial years (2017/18 - 2019/20) without having to call a referendum. Haringey opted to charge 3% in 2017/18 and another 3% in 2018/19, therefore no additional ASC precept will be charged in 2019/20.

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 partners 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/council-tax-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

2019/20 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	213.67	64.83	815.10	1,093.60
B	£40,001 - £52,000	249.29	75.64	950.94	1,275.87
C	£52,001 - £68,000	284.90	86.45	1086.78	1,458.13
D	£68,001 - £88,000	320.51	97.25	1222.64	1,640.40
E	£88,001 - £120,000	391.73	118.87	1494.33	2,004.93
F	£120,001 - £160,000	462.96	140.48	1766.03	2,369.47
G	£160,001 - £320,000	534.18	162.09	2037.72	2,733.99
H	Over £320,000	641.02	194.51	2445.27	3,280.80

Appealing against your banding

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

www.gov.uk/topic/local-government/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 2019/20 until March 2020 please telephone **020 8489 3557**. You will need to pay the April instalment as stated on your bill, and we will issue a new bill showing your remaining instalments.

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

Paying by debit or credit card

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

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

Telephone and PC banking

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

Post office and PayPoint



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

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

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

Help with paying your council tax

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

- exemptions
- discounts
- disabled relief
- council tax reduction

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

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

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

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

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

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

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

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

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

Empty properties

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

From April 2019 there are no discounts available for empty properties. The full Council Tax is payable. Properties that have been empty and unfurnished for two or more years will attract an empty homes premium of an additional 100%. 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 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 Lemon 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, jobseeker's allowance or Universal Credit 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 pension age and apply for or get a council tax reduction, you are awarded the maximum level of help depending on your income and savings.

If you are of working age and receive a specified disability benefit or have one or more children living with you, you are awarded the maximum level of help depending on your income and savings.

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 or have one or more children living with you.

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 have a combined weekly income before tax of less than £266

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. Haringey became a Universal Credit full service area from 24 October 2018. It is designed to 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. If you get into difficulties, please get help and advice as soon as possible.

What does it mean for me?

Universal Credit depends 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 are already claiming benefits you will carry on

getting your benefits as usual. Your benefits will end when you make a new claim for Housing Benefit, Tax Credits, Universal Credit or when the Department for Work and Pensions contact to you to advise you to move to Universal Credit.

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?

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

Sadiq Khan will not tolerate any waste of public money, particularly against a background of tightening resources from the Government over the last decade. This year's budget has required some tough choices. It will improve the key services Londoners need. That means ensuring transport fares are more affordable and building more homes. The budget provides resources to support jobs and growth, tackle rough sleeping and make London a fairer and cleaner place to live too. It also provides extra resources from council tax and business rates for the Metropolitan Police and London Fire Brigade to keep Londoners safe. This will help offset the ongoing impact of real terms cuts in government grant since 2010.

Council tax for GLA Services

The GLA's share of the council tax for a typical Band D property has been increased by £26.28 (or 50p per week) to £320.51. The additional income raised will fund the Metropolitan Police

and the London Fire Brigade. Council taxpayers in the City of London, which has its own police force, will pay £78.38.

Council Tax (£)	2018-19	Change	2019-20
MOPAC (Met Police)	218.13	24.00	242.13
LFEPA (Fire Brigade)	50.22	2.78	53.00
GLA and Olympics	23.84	-0.46	23.38
TfL (Transport)	2.04	-0.04	2.00
Total (£)	294.23	26.28	320.51

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 2019-20. This has allowed him to release resources to help meet his key priorities. This includes plans to invest £4.8 billion to support starts of 116,000 new affordable homes in London by 2022. He will also continue to provide extra funding to support disadvantaged young Londoners and increase investment in green spaces. In addition, he is taking steps to improve air quality in London by introducing a new Ultra Low Emission Zone in central London from April 2019. He is setting up a £48 million fund for small businesses and Londoners on low incomes to encourage them to scrap polluting diesel vehicles.

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 in light of the uncertainty arising from the UK's expected departure from the European Union. He will provide funding for new projects to bring communities together, tackle social inequality and boost London's economy.

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

The Mayor's Police and Crime Plan – a Safer City for Londoners 2017-21 - sets out his strategy for policing over the next three years. His key priorities include improving the Metropolitan Police Service (MPS), providing a better criminal justice service in London and keeping children and young people safe. He will also tackle domestic violence which particularly affects women and girls and stand up against hate crime, intolerance and extremism.

The MPS has to rise to meet these challenges at a time of acute financial pressure. As a result of the reductions in Home Office grant for policing over the last decade, it has had to close more than 100 police stations and remove 2,800 police support staff and Police Community Support Officer roles in order to protect officer numbers.

To keep Londoners safe, the Mayor is raising the police element of his council tax precept by £24 for a typical Band D property. He will also maintain an additional £59 million of funding through business rates. This will fund an additional 1,300 police officers but will not compensate for the government's cuts to police funding since 2010.

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 2019-20;
- the introduction of the new Bus and Tram one-hour Hopper fare and investing to improve journey times and reliability on the bus network;
- working with London boroughs to maintain existing concessionary travel and assisted door to door transport schemes. This includes providing free 24-hour travel for the over 60s, the disabled, armed forces personnel in uniform and eligible war veterans and protecting the Taxicard and Dial a Ride schemes. Discounts on travelcards are also available for apprentices;
- increasing capacity on the London Underground and rail services and maintaining the Night Tube and Night Overground services;
- extending the Barking Gospel Oak line to Barking Riverside and expanding capacity on the DLR and tram network;
- planning for the Bakerloo line extension to south east London and new river crossings in east London;
- completing the Elizabeth line (formerly Crossrail) - which will increase central

London's rail capacity by ten per cent - and the Northern line extension to Nine Elms and Battersea Power station as soon as possible;

- continuing work to develop Crossrail 2 and working towards the release of more TfL land to provide new affordable workspaces and homes across London;
- introducing an Ultra Low Emission Zone in central London from April 2019 to tackle local air pollution and adopting a Vision Zero plan which will help to eliminate deaths and serious injuries on London's roads;
- making public transport more accessible for everyone. Step-free access is planned to be introduced at a further 15 suburban tube stations by Spring 2020. All Elizabeth line stations will also be step free; and
- investing a record £2.3 billion by 2024 through his Healthy Streets scheme to fund a range of schemes designed to make walking, cycling and public transport safer, cleaner and more appealing. This includes funding for major new high-quality cycle routes between Brentford and Olympia, Tower Bridge and Woolwich, Tottenham and Camden and Hackney and the Isle of Dogs.

London Fire Commissioner (LFC)

The Mayor ensures that the London Fire Brigade's first and second fire engines attending an emergency incident arrive within six and eight minutes respectively. He is also supporting the Brigade's investment in new vehicles and

equipment, and the continued promotion of community safety and fire prevention across London.

London Legacy Development Corporation (LLDC)

The LLDC was set up to ensure that the city benefits from a long-term legacy from the London 2012 Olympic and Paralympic Games. The Mayor's 2019-20 budget provides funding for the development of a world class cultural and education district, East Bank, in Queen Elizabeth Olympic Park. This is expected to create 3,000 new jobs, attract 1.5 million additional visitors and bring £2.8 billion of economic value to east London.

Old Oak and Park Royal Development Corporation (OPDC)

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

Summary of GLA Group budget

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

How the GLA budget is funded (£m)	2019-20
Gross expenditure	12,232.6
Government grants and retained business rates	-4,754.5
Fares, charges and other income	-6,522.1
Use of reserves	4.6
Amount met by council tax payers	960.6

Changes in spending (£m)	2019-20
2016-17 council tax requirement	865.7
Inflation	235.9
Efficiencies and other savings	-243.2
New initiatives	641.1
Other changes (for example fares revenue and government grants)	-538.9
2017-18 council tax requirement	960.6

Detailed budget by service area

The table below compares the GLA Group's expenditure on policing, fire and other services (including transport) in 2019-20 with 2018-19.

The GLA's gross expenditure is higher this year. This is mainly due to the impact of extra investment planned by the Mayor in transport, policing and the fire service. Overall the council tax requirement has increased because of the extra funding for the Metropolitan Police and the London Fire Brigade. There has also been a 1.9 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).

Summary of Spending and Income (£m)	Police (MOPAC)		Fire (LFEPa)		Other Services (incl. GLA, TfL, LLDC and OPDC)		GLA Group Total	
(figures may not sum exactly due to rounding)	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
Gross expenditure	3,331.5	3,556.7	435.8	450.3	8,411.1	8,225.6	12,178.4	12,232.6
Government grants and business rates	-2,397.3	-2,656.4	-250.9	-245.7	-1,990.1	-1,852.4	-4,638.3	-4,754.5
Other income (incl. fares and charges)	-263.8	-278.5	-36.9	-38.3	-5,863.3	-6,205.3	-6,163.9	-6,522.1
Net expenditure	670.4	621.8	148.0	166.3	557.8	167.9	1,376.2	956.0
Change to level of reserves	-29.0	103.4	0.0	-7.1	-481.5	-91.7	-510.5	4.6
Council tax requirement (income)	641.4	725.2	148.0	159.2	76.3	76.2	865.7	960.6

Haringey Council Online

www.haringey.gov.uk

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



Popular links

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

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

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

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

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

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

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

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

Call Haringey Council



Customer Services

020 8489 1000

9am - 5pm Monday to Friday

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

Refuse, recycling and street cleansing

020 8885 7700

Veolia contact centre

Homes for Haringey repairs and tenancy issues

020 8489 5611

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

24 hour payment line

0845 070 1414

Out of hours (emergencies only)

020 8489 0000

5pm - 9am week nights and all weekend

Haringey
LONDON