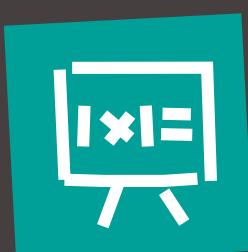


Council Tax Guide

2020/2021



haringey.gov.uk

Haringey
LONDON



Haringey is an amazing borough, with almost 283,000 residents from diverse ethnic and social backgrounds and communities.

Whether it's cleaning our streets, protecting our parks, or boosting our high streets, the council tax you pay helps us to deliver the services our communities need.

It's no secret that Haringey, like most councils, has seen huge cuts in funding since 2010. Government grant funding has reduced by £124million, a cut of 62%, while our population and our communities' needs continue to grow. We have to save £28.4million over the next five years. But that has not, and will not, stop the council working hard to deliver on our priorities.

This year's budget commits us to spending £242.29million. We are committed to delivering the best possible services to Haringey residents. We will use this to fight housing injustice, tackle the climate emergency, provide opportunities for our children and young people and move ahead with our Community Wealth Building plans to ensure that every penny we spend supports the local economy.

I want to say how pleased I am with the progress we have made as we work to deliver 1,000 new council

homes at council rents by 2022. We are creating a new generation of council homes for our residents for years to come.

As well as that we are investing in other things you care about; our libraries, our high streets, our school buildings. We have also committed to ensuring that, like other council staff, all council contracted carers receive the London Living Wage.

To help us deliver all of this we have increased council tax by 1.99%, plus a 2% precept to help fund adult social care. This will create an extra £4million to deliver local services. We will also continue to provide up to 100% council tax discount for our least well-off residents with dependent children. All of this is underpinned by our belief that we need to make Haringey a fairer and more equal borough.

Finally, whether it is through council tax contributions, or through roles you play in our community, I want to thank every one of you for helping us to make Haringey great.

A handwritten signature in black ink, appearing to read "J.E".

**Cllr Joseph Ejiofor
Leader, Haringey
Council**

Policy and achievements

This year Haringey Council has made real progress on its key priorities: fighting housing injustice, building a fairer economy, investing in a bright future for children and young people in Haringey, and making Haringey a cleaner, greener place.

We have done so while continuing to fund the vital work that councils are responsible for, from safeguarding children and vulnerable adults and preventing homelessness to maintaining our parks and running our libraries.

Fighting Housing Injustice

Haringey Council is taking a bold stand to help ease the housing crisis. Our priority is to deliver 1,000 new council homes by 2022 and we have begun building council homes on council-owned land across the borough. We began work last autumn at Templeton Road in Seven Sisters to deliver 11 new council homes and we have reached an agreement to deliver at least 200 new homes on the Selby Centre site in North Tottenham, of which half will be council homes.

For residents living in private rented properties we have introduced licensing schemes to improve the quality of homes and protect tenants. Last year we also opened Mulberry Junction, a centre for single adults who are homeless or sleeping rough that offers housing, health and skills support

as well as help to access supported accommodation.

Community Wealth-Building

We are laying the foundations for a strong local economy. Haringey is now a 'community wealth-building' council that tries to make sure that every pound we spend recycles around the local economy. This year we have delivered on a commitment to expand the London Living Wage to key care workers. That helps workers earn enough for a decent quality of life, boosts staff retention so those being cared-for keep the same carer, and it puts more money into the Haringey economy, boosting sales and helping businesses. We are also bringing down the number of services contracted-out to private companies. This will create jobs for local people, create opportunities for local businesses and save taxpayers' money.

Youth Services

We are continuing our urgent work to ensure that children in Haringey have a bright future. We are putting more money into services for young people. This year we ran a really successful (and much bigger) Summer Programme that gave thousands of young people in Haringey activities to do during the summer holidays. We've hired a team of new youth workers who are now out in the community (as part of the Haringey

Community Gold scheme), we're funding Bruce Grove Youth Space and we are building partnerships between community groups and the police to help keep young people safe.

Climate Emergency

Haringey declared a climate emergency in March 2019, and we are preparing to publish one of the first costed and measurable Climate Action Plans in London. Haringey has committed to becoming a carbon-neutral council by 2027. We have an ambitious Air Quality Action Plan in place to cut air pollution in the borough. This also includes a major tree planting programme – prioritising streets that don't have many trees at the moment; dozens of new electric vehicle charging points; changes to parking permit charges to incentivise people to buy less polluting cars; energy efficiency measures for the council's own buildings and vehicles; and a school streets programme to protect young people from pollution. These initiatives will be rolled out this year.

There is no escaping the fact that our circumstances are challenging. Austerity has reduced the council's spending power by 24% per person since 2010, while the need for council

services has increased. Only three of the 31 other London boroughs have had a bigger cut. But we are determined to keep the services we know you rely on running, and to continue to meet the needs of the most vulnerable in our borough. To ensure we can do this well council tax will be increased this year by 1.99%, plus the 2% precept allowed by national government to fund adult social care. For nine years Haringey's council tax was frozen.

We understand that council tax disproportionately affects those with the lowest income, so to address this the council has continued the Council Tax Relief Scheme to 100% for our least well-off families with children.

We might have less than we used to, but this administration is ambitious about what a council can do to create a fairer, more equal borough. We're making good progress, but we are in no doubt that there is plenty more to do – and that we need to bring people with us to do it.

This year's budget

This year, from April 2020 to March 2021, we have budgeted £242.292m 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

	2019/20 £'m	% of Revenue Bill	2020/21 £'m	% of Revenue Bill
Council Tax	24.8	19.5%	26.1	19.5%
Business Rates	18.5	35.6%	27.0	37.0%

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

Contributions to Other Organisations

	Amount Due 2019/20 £'000	Amount Due 2020/21 £'000
Environment Agency	176	180
Lee Valley Regional Park Authority	184	184
London Borough Grants Scheme	205	203
London Pensions Fund Authority	265	266
North London Waste Authority (NLWA)	8,020	8,007
Total Paid/ Due	8,849	8,840

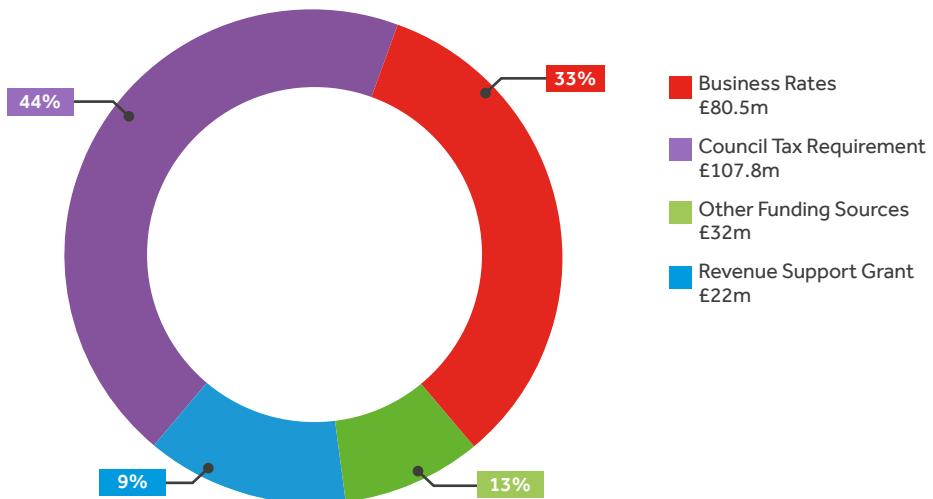
Total Funding for Council Services 2020/21

	£m	% split
Business Rates	80.5	33
Revenue Support Grant	22.0	9
Other Funding Sources	32.0	13
Council Tax Requirement	107.8	44
	242.3	100

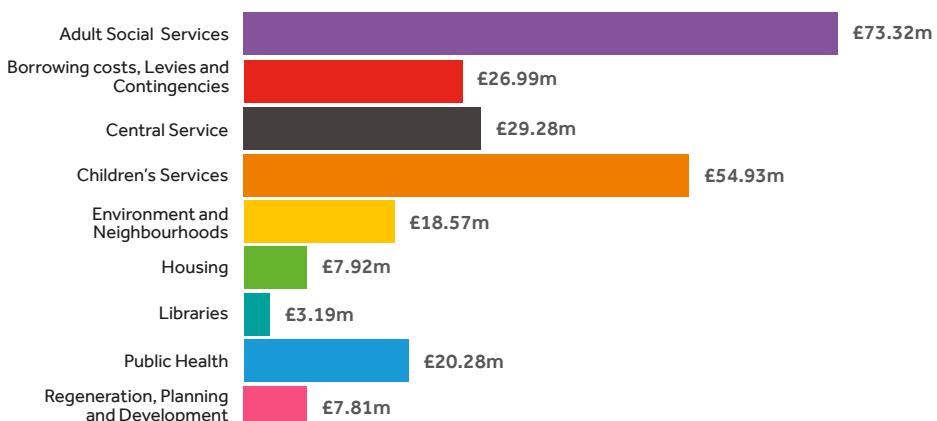
Total Funding Requirement for Services 2020/21

	£'000	% split
Central Services	29.28	12.08
Borrowing Costs, Levies and Contingencies	26.99	11.14
Environment and Neighbourhoods	18.57	7.66
Adult Social Services	73.32	30.26
Public Health	20.28	8.37
Children's Services	54.93	22.67
Regeneration, Planning and Development	7.81	3.22
Housing	7.92	3.27
Libraries	3.19	1.32
Total funding requirement	242,290	

Funding for Council Services 2020/21



Service Budgets (excluding schools) 2020/21



Total £242.29m

Cost of Services

2019-20 Net £'m	Services	2020-21 Net £'m
964.3	Gross Expenditure	949.6
-723.1	Income	-707.3
241.2	Total Funding Requirement	242.3
101.7	Business Rates	80.5
0	Revenue Support Grant	22.0
37.5	Other Funding sources	32.0
102.0	Council Tax Requirement	107.8
77,265	Number of Households (Band D equivalents)	78,543
£1,222.64	Band 'D' Council Tax for Haringey	£1,248.91
£97.25	Band 'D' Adult Social Care 2% increase in 2020/21	£123.65
£320.51	Band 'D' Council Tax for Greater London Authority	£332.07
£1,640.40	Total Band 'D' Council Tax	£1,704.63

2020/21 Council Tax

For 2020/21, the Secretary of State has determined (and the House of Commons has approved) a referendum principle of 3.99% (comprising 2% 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 2020/21 without holding a referendum.

Haringey Council, on 24 February 2020, agreed to increase Council Tax by 1.99% and the Adult Social Care Precept by 2% for 2020/21.

The Adult Social Care precept

The Adult Social Care Precept was introduced as part of Council Tax legislation in 2016/17, allowing local authorities to charge an additional 2% in that financial year in order to fund Adult Social Care Expenditure – a measure also adopted by Haringey. This was extended in 2017/18, Local Authorities being permitted to 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 was charged in 2019/20. An additional 2% will be charged in 2020/21.

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/understanding-your-council-tax-bill

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

2020/21 Council Tax Charges by Valuation Band

Valuation Band	Value of Home	GLA	Adult Social Care Precept	Haringey Council Other Expenditure	Total Haringey Charge	Full Council Tax Charge
		£	£	£	£	£
A	£40,000 or less	221.38	82.43	832.61	915.04	1,136.42
B	£40,001 - £52,000	258.28	96.17	971.37	1067.54	1,325.82
C	£52,001 - £68,000	295.17	109.91	1110.14	1220.05	1,515.22
D	£68,001 - £88,000	332.07	123.65	£1,248.91	1372.56	1704.63
E	£88,001 - £120,000	405.86	151.13	1526.45	1677.58	2083.44
F	£120,001 - £160,000	479.66	178.60	1803.98	1982.58	2,462.24
G	£160,001 - £320,000	553.45	206.08	2081.52	2287.60	2,841.05
H	Over £320,000	664.14	247.30	2497.82	2745.12	3,409.26

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 1000**.

How to pay council tax

What do you need to do?

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

Paying by direct debit



If you choose to pay by direct debit we will give you a choice of three payment dates, either the 1st, 15th or 25th of each month. Just telephone **020 8489 1000** and have your bank account details ready. Alternatively 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 2020/21 until March 2021 please telephone **020 8489 1000**. 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 <https://consumer.paypoint.com>

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 1000** for further information and an application form. You may need to provide evidence to support your application. Without this your application may be refused.

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

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

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

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

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

Empty properties

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

There are no discounts available for empty properties. The full Council Tax is payable. From 1 April 2020, those properties which have been empty and unfurnished for between two to five years will continue to attract an empty property premium of an additional 100%. However, if a property has remained empty for more than five years, a premium of 200% will be charged. 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 1000**. Confirmation of any adaptations to the property will be required prior to the reduction being awarded.

Appeals

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

An officer of the council will review your case and provide you with a response within two months. If you remain unhappy with the decision you can appeal to the Valuation Tribunal Service within two months of the council's notification of the decision. Their address is:

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

Tel: **0300 123 2035**

Fax: **020 7481 4891**

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

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 1000**. 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 1000** or via **council.tax@haringey.gov.uk** if you are having difficulties in meeting your monthly instalments. We will review your circumstances and advise you how to repay the amount owed. We will also look at ways to reduce the amount payable by way of reductions. If you fail to do so it is likely that recovery action will be taken against you and this will include additional costs.

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

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

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

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

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

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

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

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

Email: council.tax@haringey.gov.uk

Call us on: **020 8489 1000**

or write to:

Corporate and Customer Services |
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

The Mayor of London's budget for the 2020-21 financial year is built around his vision of a city where nobody is left behind, and opportunities are open to all. 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.

This year's budget will provide resources to improve the key services Londoners need. This includes delivering more genuinely affordable homes, keeping transport fares as low as possible and tackling toxic air pollution and the climate emergency. The budget also provides resources to support jobs and growth, help rough sleepers, invest in youth services and make London a fairer and cleaner place to live. Moreover, it provides extra resources from council tax and business rates for the Metropolitan Police and London Fire Brigade to keep Londoners safe. Over £100 million in additional funding is being provided by the Mayor to the police, for violence reduction initiatives and to improve opportunities for young Londoners. This will help offset the ongoing impact of the reductions in government funding over the last decade.

Council tax for GLA Services

The GLA's share of the council tax for a typical Band D property has been increased by £11.56 (or 22p per week)

to £332.07. 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 £79.94.

Council Tax (£)	2019-20	Change	2019-20
MOPAC (Met Police)	242.13	10.00	252.13
LFEPA (Fire Brigade)	53.00	2.28	55.28
GLA and Olympics	23.38	-0.69	22.69
TfL (Transport)	2.00	-0.03	1.97
Total (£)	320.51	11.56	332.07

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

The Mayor's budget includes significant savings across the GLA Group in 2020-21. 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 and extra resources to tackle homelessness and reduce rough sleeping. The Mayor will also increase investment in green spaces and provide £25 million of extra funding to support constructive activities for disadvantaged young Londoners. He has taken steps to improve air quality in London by introducing the Ultra Low Emission Zone in central London which will be expanded to the North and South Circular roads in

autumn 2021. An additional £50 million has also been allocated to fund a Green New Deal for London to address the climate change emergency. The Mayor is also providing funding for around 1,000 cultural and community events across London and for the planting of thousands more street trees over the next year.

The Mayor will also work with London's business community and key investors to ensure London's interests are protected following the UK's departure from the European Union. He will provide funding for new projects to bring communities together, tackle social inequality and boost London's economy including supporting projects to help over 6,400 small and medium sized businesses.

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 and community safety in the city. 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 provide resources to tackle domestic violence which particularly affects women and invest an extra £34 million on violence reduction initiatives.

The MPS must rise to meet these challenges at a time of acute financial pressure. As a result of the reductions in government resources for policing over the last decade, officer numbers fell to the lowest levels in fifteen years, and the MPS 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.

The Mayor is raising the police element of his council tax precept by £10 for a typical Band D property. He will also maintain an additional £59 million of funding through business rates. In all, through his decisions in this and previous budgets, the Mayor has funded an additional 1,300 officer posts from locally raised revenues.

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 have been frozen again in 2020. This will save travellers an estimated £40 million a year;
- maintaining the 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;
 - working to complete 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;
 - developing plans and securing funding to deliver refurbished trains on the Central Line and deliver a new spacious state of the art fleet on the Piccadilly line;
 - introducing an Ultra Low Emission Zone in central London to tackle local air pollution which will be extended to the North and South Circular roads by autumn 2021;
 - making public transport more accessible for everyone. By 2024 nearly 40 per cent of tube stations are expected to be step free. All new 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 in partnership with London boroughs.

London Fire Commissioner (LFC)

The Mayor's funding ensures that the London Fire Brigade's first and second fire engines attending an emergency incident arrive, on average, within six and eight minutes respectively. The Mayor is also providing resources to roll out a transformation programme so that the LFB can implement the recommendations of the Grenfell fire inquiry. This includes investing in the new vehicles and equipment required.

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 2020-21 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 has been established to support the creation of 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 benefits which High Speed 2 (HS2), the Elizabeth line and the Great Western Mainline stations at Old Oak Common are expected to 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).

Detailed budget by service area

The table below compares the GLA Group's expenditure on policing, fire and other services (including transport) in 2020-21 with 2019-20.

How the GLA budget is funded (£m)	2020-21
Gross expenditure	13,365.9
Government grants and retained business rates	-5,486.6
Fares, charges and other income	-6,787.3
Use of reserves	-81.1
Amount met by council tax payers	1,010.9

Changes in spending (£m)	2020-21
2019-20 council tax requirement	960.6
Inflation	244.8
Efficiencies and other savings	-150.8
New initiatives	512.1
Other changes (for example fares revenue and government grants)	-555.8
Amount met by council tax payers	1,010.9

Summary of Spending and Income (£m)	Police (MOPAC)		Fire (LFC)		Other Services (incl. GLA, TfL, LLDC and OPDC)		GLA Group Total	
(figures may not sum exactly due to rounding)	2019-20	2020-21	2019-20	2020-21	2019-20	2020-21	2019-20	2020-21
Gross expenditure	3,556.7	3,885.3	450.3	489.5	8,225.6	8,991.1	12,232.6	13,365.9
Government grants and business rates	-2,656.4	-2,786.3	-245.7	-266.1	-1,852.4	-2,434.1	-4,754.5	-5,486.6
Other income (incl. fares and charges)	-278.5	-280.0	-38.3	-39.8	-6,205.3	-6,467.5	-6,522.1	-6,787.3
Net expenditure	621.8	819.0	166.3	183.6	167.9	89.5	956.0	1092.0
Change to level of reserves	103.4	51.9	-7.1	-15.0	-91.7	-14.2	4.6	-81.1
Council tax requirement (income)	725.2	767.1	159.2	168.6	76.2	75.2	960.6	1010.9

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

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www.haringey.gov.uk/extra

Haringey
LONDON