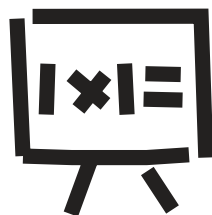
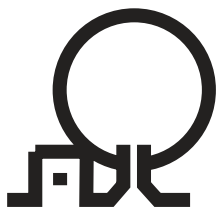
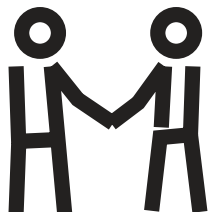


Council Tax Guide

2016/2017





Local government budgets across the country continue to fall, and Haringey is no exception. While demand for services in our borough is rising, the money available to us is reducing.

We've seen significant cuts to the grant funding we receive from central government, and we've made millions of pounds of "back-office savings". But the scale of the funding reductions now leaves us with little choice but to seriously rethink and redesign how we deliver services. Some services are changing, and others are now being stopped entirely.

We don't take these decisions lightly and we continue to place the needs of residents – and in particular of those in the borough who are most vulnerable – first.

As grants are cut, the payments you make through your council tax are more important than ever. Thank you for the contribution you make to your borough.

We're proud to have held your council tax down year-on-year, with no increase since 2010. This year, while holding standard council tax at its previous rate, we are implementing the Government's 2% precept, ring-fenced specifically for adult social care.

Adult social care currently accounts for about £1 in every £3 we spend in Haringey. This extra money from the precept – which will add around 46 pence per week to the amount paid

by the average Haringey family – will raise around £1.7million each year. That will not be enough to save some services from closure, but we hope that it will help us to manage rising demand in the short term while we introduce new measures that will enable us to give people the support they need in the future.

Despite the scale of the cuts facing Haringey, we've been clear that we're not prepared to manage decline. That's why, in addition to making savings where we can, we'll be investing in ambitious schemes – such as our regeneration plans in Tottenham and Wood Green and our skills and employment programmes – that can bring inward investment to the borough and make us more self-sufficient and less reliant on grant funding in the future.

We also continue to focus on spending our budget in areas that can make a real difference to local people's lives: supporting schools, skills and education; empowering older people to live independently; improving our local streets and environment; regenerating our borough, and improving and building housing.

This booklet shows in more detail how your money is spent, and you can find out more about Haringey's budget challenge on our website at www.haringey.gov.uk/budget

Cllr Claire Kober
Leader, Haringey Council

Our vision: To make Haringey an even better place to live

Our approach: To encourage investment and create opportunities for all to share in



Haringey is a great place to live. We have fantastic schools, great parks and sport and culture that is the envy of London. We are already home to institutions of national and international significance, including Tottenham Hotspur and Alexandra Palace. There are many great businesses, and fast transport links into central London and to the M11 corridor.

We want to make the most of this by attracting new investment to the borough which would enable us to help businesses grow, create more jobs and build more homes.

We are already home to some of London's most desirable neighbourhoods and have a range of housing options available to all. This means that more and more families across London are moving to the borough.

That doesn't mean to say we do not have some challenges. Despite £70m of improvements in our social housing stock, more needs to be done and we want to encourage fresh investment to the borough to help us improve housing conditions in some of our neighbourhoods.

We also know that there is too much inequality between the richest and poorest areas. Many residents have good, sustainable employment but there are still too many employed in insecure, short-term jobs that don't pay well enough for a decent standard of living. Too many children still live in poverty. Our education system has improved faster than any else in the country but we still need to do more to ensure our young people receive world class education and have access to the right opportunities when they leave school.

That is why we have a three-year plan called **Building a Stronger Haringey Together** to help realise our ambitions.

Over the last year, we have made good progress against the priorities set out in our 2015-2018 Corporate Plan. Highlights include:

- Every nursery, primary and secondary school is now rated "outstanding" or "good" by Ofsted;
- Record exam results at A-level, with 83% of students achieving grades A*- C compared to the national average of 77%;

- More than half of Haringey's schools have been awarded Healthy School status;
- 88% of people using adult social care services feel safe and secure as a result of using our services- higher than the London average of 81%;
- A record 20 Green Flag award-winning parks and open spaces;
- The launch the UK's first Fashion Technology Academy, which will give thousands of local residents the skills and experience needed to break into the UK fashion industry over the coming years;
- Securing £19 million in funding from the Heritage Lottery Fund to deliver our ambitious restoration plans for Alexandra Palace by 2018.

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

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

You can find out more and how we are doing at www.haringey.gov.uk/strongerharingey

This year's budget

This year, from April 2016 to March 2017, we have budgeted £498.3m (£255.6m excluding schools) for providing council services. The tables and charts in this section analyse this across services and set out the main sources of funding.

Precepts and levies

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

Our Contributions to the GLA

	2015/16 £'m	% of Revenue Bill	2016/17 £'m	% of Revenue Bill
Council Tax	20.9	19.9%	19.9	18.6%
Business Rates	12.6	20.0%	13.2	20.0%
Total	33.5		33.1	

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

Contributions to Other Organisations

Other Organisation	Amount Paid 2015/16	Amount Due 2016/17
	£'000	£'000
Environment Agency	162	164
Lee Valley Regional Park Authority	213	206
London Borough Grants Scheme	282	267
London Pensions Fund Authority	269	265
North London Waste Authority (NLWA)	7,182	6,871
Total Paid/ Due	8,108	7,773

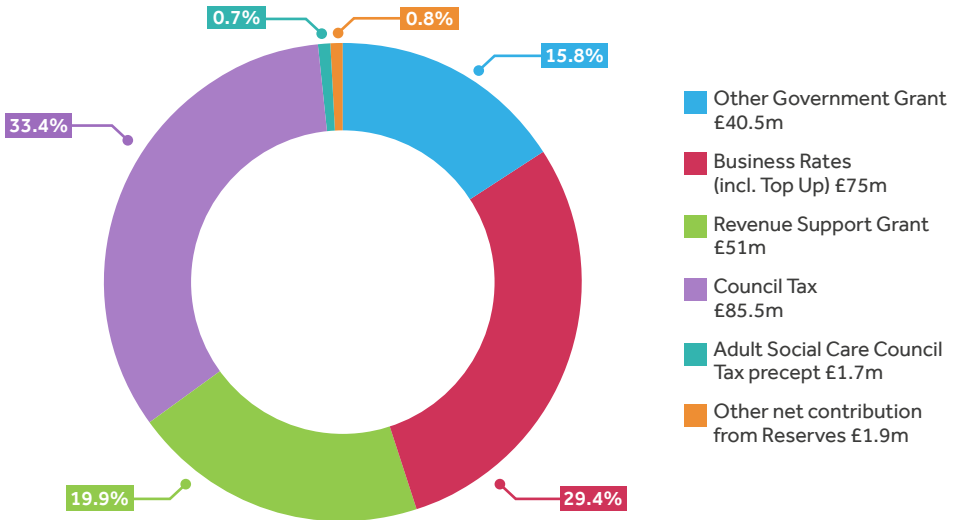
Total Funding for Council Services 2016/17

	£'m	% split
Council Tax	85.477	33.4%
Adult Social Care council tax precept	1.710	0.7%
Business Rates (incl. Top Up)	75.048	29.4%
Revenue Support Grant	50.988	19.9%
Other Government Grants	40.491	15.8%
Other net contribution from Reserves	1.913	0.8%
	255.627	100.0%

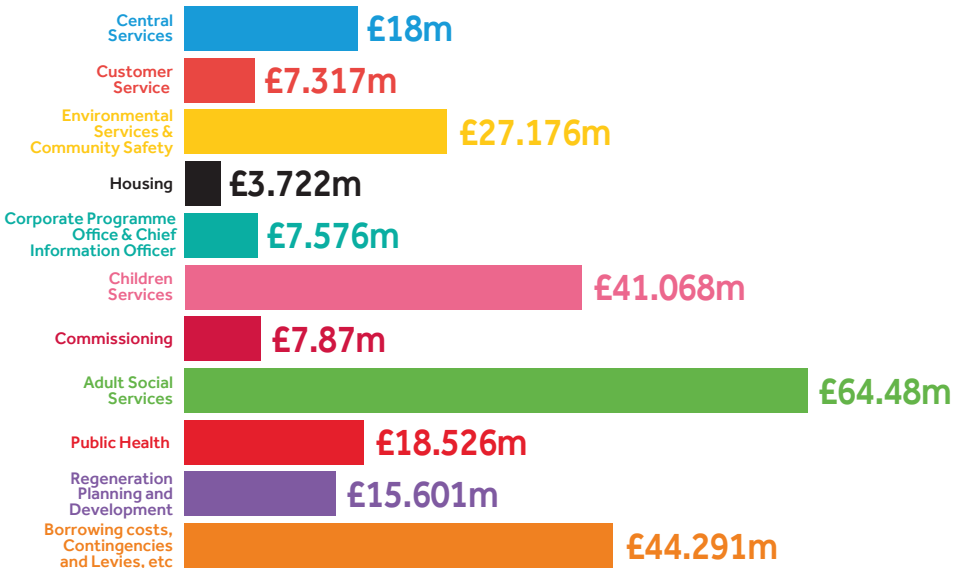
Total funding requirement for services

	£'m	
Central Services	£18.000	7.04%
Customer Service	£7.317	2.86%
Environmental Services & Community Safety	£27.176	10.63%
Housing	£3.722	1.46%
Corporate Programme Office & Chief Information Officer	£7.576	2.96%
Commissioning	£7.870	3.08%
Children Services (includes Learning)	£41.068	16.07%
Adult Social Services	£64.480	25.22%
Public Health	£18.526	7.25%
Regeneration Planning and Deveopment	£15.601	6.10%
Borrowing costs, Contingencies and Levies etc	£44.291	17.33%
TOTAL FUNDING REQUIREMENT	£255.627	100%

Funding for Council Services excluding schools 2016/17



Service Budgets (excluding schools) 2016/17



Cost of Services

2015-16 Net £'m	Services	2016-17 Net £'m
931.6	Gross Expenditure	881.5
(654.0)	Income	(625.9)
277.6	Total Funding Requirement	255.6
73.7	Business Rates	75.0
64.1	Revenue Support Grant	51.0
55.9	Other Funding sources	42.4
83.9	Council Tax Requirement	87.2
70,810	Number of Households (Band D equivalents)	72,175
£1,184.32	Band 'D' Council Tax for Haringey	£1,184.32
	Band 'D' Adult Social Care 2%	£23.69
£295.00	Band 'D' Council Tax for Greater London Authority	£276.00
£1,479.32	Total Band 'D' Council Tax	£1,484.01

Key budget differences between 2015/16 and 2016/17

The 2016/17 budget continues to reflect the need for the council to respond to reductions in the overall level of funding for local government; in particular savings of around £24.7m are included as part of the budget package.

The Business Rate retention Scheme

The 2016/17 budget continues to reflect reforms to the system of local government finance first implemented in 2013/14. Councils now retain a share of local business rates (30%), although central government still retains 50% of the revenue generated with the remaining 20% passing to the GLA.

When the system was set up in 2013/14, Haringey was calculated as receiving less in business rates than a needs-based analysis, and is therefore subject to a top-up payment from central government.

The government has also indicated that it will be consulting, during 2016, on proposals to allow councils to retain 100% of business rates by 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 has made an offer to 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.)

The offer is the option of an adult social care authority being able to charge a "precept" of up to 2% on its council tax for the financial year beginning in 2016 without holding a referendum, to assist the authority in meeting expenditure on adult social care. 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 2016 the Secretary of State has determined (and the House of Commons has approved) a referendum principle of 4% (comprising 2% for expenditure on adult social care and 2% for other expenditure), for adult social care authorities. These authorities may therefore set council tax up to this percentage in 2016 without holding a referendum."

Haringey Council approved on 22 February 2016 the proposal to apply only the Adult Social Care precept at 2% 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 11.

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

2016/17 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	184.00	15.79	789.56	989.35
B	£40,001 - £52,000	214.67	18.42	921.14	1,154.23
C	£52,001 - £68,000	245.33	21.05	1,052.73	1,319.11
D	£68,001 - £88,000	276.00	23.69	1,184.32	1,484.01
E	£88,001 - £120,000	337.33	28.95	1,447.39	1,813.67
F	£120,001 - £160,000	398.67	34.21	1,710.70	2,143.58
G	£160,001 - £320,000	460.00	39.48	1,973.87	2,473.35
H	Over £320,000	552.00	47.37	2,368.65	2,968.02

Appealing against your banding

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

www.voa.gov.uk/contact

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, download a direct debit instruction via www.haringey.gov.uk/dd. Once set up, payments are taken automatically and you will be given at least 14 days' notice of the first payment date. Your direct debit will continue from year to year so there is no need for you to contact your bank at the beginning and end of your instalment plan.

If you sign up to pay by direct debit before 30 September 2016 you will automatically be entered into our prize draw and could win £5,000. Existing direct debit payers will be included in the draw.

Other ways to pay

Council tax is usually paid in ten instalments from April to January. If you wish to extend your instalment plan for 2016/17 until March 2017 please complete the online form via **www.haringey.gov.uk/council-tax-payments**. Alternatively, 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.

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

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

Help with paying your council tax

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

- exemptions
- discounts
- disabled relief
- council tax reduction

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

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

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

People with disabilities

If your home has been adapted for someone with a disability who is resident we may be able to reduce the amount you have to pay. This means that your council tax will be calculated as if the property is one band lower than it would normally be. If you think that you should be receiving this reduction, visit www.haringey.gov.uk/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 2800**.

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 6 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

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

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 Haringey

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

020 8801 2444

www.ageuk.org.uk/haringey

The Money Advice Service

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

030 0500 5000

www.moneyadvice.service.org.uk

How to contact us

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

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

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

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

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

You may use one of our online forms to inform us of a change or apply for a reduction.

GREATER LONDON AUTHORITY

Introduction

The Mayor of London is committed to achieving value for money for Londoners and supporting London's economic growth. This guide explains how your council tax pays for Greater London Authority (GLA) services. **For the fifth year running the Mayor is cutting his part of the council tax.** This means that he has reduced it by ten per cent in cash terms during his second term.

The current financial climate means the public sector must provide better public services with fewer resources. This year's budget has required some tough choices to be made. Within this context it seeks to protect the key services Londoners expect from the Mayor - safer streets, investment in transport infrastructure and more affordable housing.

Council tax and budget information

The GLA's share of the council tax for a typical Band D property has been reduced by £19 to £276. The table below shows how this is allocated. A B and D council taxpayer in the City of London, which has its own police force, will pay £73.89.

Council Tax (£)	2015-16	Change	2016-17
MOPAC (Met Police)	208.87	-6.76	202.11
LFEPA (Fire Brigade)	50.85	-3.81	47.04
GLA and Olympics	33.07	-8.35	24.72
TfL (Transport)	2.21	-0.08	2.13
Total (£)	295.00	-19.00	276.00

Controlling costs at City Hall (core GLA)

The Mayor's budget includes large savings and efficiencies across the GLA group in 2016-17. These savings have allowed the Mayor to reduce his precept on London council taxpayers and release resources to meet his key priorities.

The Mayor is increasing the supply of affordable homes, over and above the 100,000 new homes he has already provided since 2008. This is being done through new approaches, like creating over 20 new Housing Zones. He also uses his budget to help make London a cleaner, greener and safer city. Other investment helps to regenerate town centres across London. Through the GLA group's work, he also creates over 200,000 new jobs and apprenticeship opportunities for young Londoners.

The Mayor's Policing and Crime Plan has set the Metropolitan Police Service

(MPS) a challenge to cut high impact, high volume neighbourhood crimes by 20 per cent and increase public confidence by at least 20 per cent. At the same time, the MPS has been provided with the resources to maintain police officer numbers at around 32,000.

The Mayor's Office for Policing and Crime (MOPAC) is also changing the MPS. It has:

- increased the percentage of frontline officers, up from 42.3 per cent in March 2013 to 54.1 per cent in September 2015;
- put 2,600 extra officers into local neighbourhoods;
- launched the largest rollout of body-worn video technology in any city in the world, with 22,000 cameras being provided for police officers; and
- made the MPS more diverse than at any other time in its history.

Transport for London (TfL)

With London's population forecast to grow by one million in the next decade, TfL is investing in making the transport network more reliable and accessible. Planned investment by TfL over this period includes:

- new signalling on the Circle, District, Metropolitan and Hammersmith & City lines, to help increase capacity and reliability;
- upgrading Victoria, Bond Street, Bank, Tottenham Court Road and Finsbury Park stations;
- introducing a new 24-hour Tube service at weekends on key lines during 2016;
- 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 with discounts on travelcards available for apprentices;
- completing Crossrail by 2019 which will increase London's rail capacity by ten per cent and extending the Northern Line to Nine Elms and Battersea;
- increasing capacity by 50 per cent on the Wimbledon to Croydon tram service;
- investing £250 million to help meet the Mayor's target of over 50 per cent of Rail and Underground stations being step-free by 2018;
- electrifying the Gospel Oak to Barking London Overground line and extending this to Barking Riverside;
- investing £4 billion to improve the safety and quality of London's roads for all users by 2022; and
- investing £913 million over the next decade to make cycling safer by creating safer junctions, segregated cycle routes and Quietways on less busy streets with a further £200 million on bus priority schemes.

London Fire and Emergency Planning Authority (LFEPA)

LFEPA is working to become a more efficient and effective organisation. The aim is to balance the authority's budget while seeking to protect, and where possible, improve the London Fire Brigade's response times. LFEPA also promotes community safety and fire prevention. It ensures that buildings in London conform to fire safety standards in order to protect both Londoners and visitors to the capital.

London Legacy Development Corporation (LLDC)

The LLDC was set up by the Mayor to ensure that London benefits from a lasting legacy from the 2012 Olympic and Paralympic Games. The Olympic Stadium will reopen permanently this summer before the start of the 2016-17 football season, while by 2030, there will be over 10,000 new homes in Stratford's Queen Elizabeth Olympic Park. The Mayor's budget will also support his £1.3 billion Olympicopolis project which will see a new world class education and cultural district created in the park.

Old Oak and Park Royal Development Corporation (OPDC)

The OPDC will help create 65,000 new jobs and over 25,000 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 West Mainline stations at Old Oak Common.

Summary of GLA group budget

The tables below set out the GLA's funding sources, the reasons for the year on year budget change and how we calculate the sum to be collected from the council tax (the council tax requirement).

How the GLA budget is funded (£m)	2016-17
Gross expenditure	11,481
Government grants and retained business rates	-3,985
Fares, charges and other income	-6,578
Use of reserves	-144
Amount met by council tax payers	774

Changes in spending (£m)	2016-17
2015-16 council tax requirement	801
Inflation	193
Efficiencies and other savings	-304
New investment to improve services	164
Other changes (for example fares revenue)	-80
2016-17 council tax requirement	774

Detailed budget by service area

The table below compares the GLA group's expenditure on policing, fire and other services (including transport) in 2016-17 with 2015-16.

The reduction in gross expenditure reflects the impact of the phased ending of the contribution of London council taxpayers to fund the 2012 Games and the assumed profiling of

transport investment. This is offset by an increase of nearly £50 million in the police budget. Overall the council tax requirement has fallen mainly because of the £19 drop in the Mayor's precept per Band D property.

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	
	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16	2016-17
(Figures may not sum exactly due to rounding)								
Gross expenditure	3,166.6	3,263.5	423.7	425.2	7,860.5	7,792.1	11,450.8	11,480.8
Government grants and business rates	-2,274.8	-2,316.8	-253.2	-257.0	-1,698.4	-1,410.7	-4,226.3	-3,984.5
Other income (incl. fares and charges)	-261.7	-257.7	-32.2	-32.6	-6,070.0	-6,288.0	-6,364.0	-6,578.3
Net expenditure	630.1	689.0	138.3	135.6	92.1	93.5	860.5	918.0
Change to level of reserves	-63.6	-122.3	-0.1	2.7	3.9	-24.1	-59.8	-143.7
Council tax requirement (income)	566.5	566.7	138.2	138.2	96.0	69.4	800.7	774.3

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