

# CABINET MEMBER SIGNING

Tuesday, 7th December, 2021, 2.00 pm

**Members:** Councillor John Bevan

## 1. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

## 2. DECLARATIONS OF INTEREST

A member with a disclosable pecuniary interest or a prejudicial interest in a matter who attends a meeting of the authority at which the matter is considered:

- (i) must disclose the interest at the start of the meeting or when the interest becomes apparent, and
- (ii) may not participate in any discussion or vote on the matter and must withdraw from the meeting room.

A member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Register of Members' Interests or the subject of a pending notification must notify the Monitoring Officer of the interest within 28 days of the disclosure.

Disclosable pecuniary interests, personal interests and prejudicial interests are defined at Paragraphs 5-7 and Appendix A of the Members' Code of Conduct

## 3. AWARD OF HOUSING RELATED SUPPORT CONTRACTS - SINGLE HOMELESS PATHWAY SHORT TERM SUPPORTED ACCOMMODATION (PAGES 1 - 34)

## 4. EXCLUSION OF THE PRESS AND PUBLIC

Item 5 is likely to be subject to a motion to exclude the press and public from the meeting as it contains exempt information as defined in Section 100a of the Local Government Act 1972 (as amended by Section 12A of the Local Government Act 1985); paras 3 and 5, namely information relating to the financial or business affairs of any particular person (including the authority holding that information) and information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.

**5. EXEMPT - AWARD OF HOUSING RELATED SUPPORT CONTRACTS -  
SINGLE HOMELESS PATHWAY SHORT TERM SUPPORTED  
ACCOMMODATION (PAGES 35 - 38)**

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Monday, 29 November 2021

**Report for:** Cabinet Member Signing – 7 December 2021

**Title:** Award of Housing Related Support Contracts - Single Homeless Pathway - Short Term Supported Accommodation

**Report**

**authorised by:** Charlotte Pomery, Assistant Director for Commissioning

**Lead Officer:** Gill Taylor, Strategic Lead – Single Homelessness & Vulnerable Adults, [Gill1.Taylor@haringey.gov.uk](mailto:Gill1.Taylor@haringey.gov.uk)

**Ward(s) affected:** All

**Report for Key/**

**Non-Key Decision:** Key Decision

**1. Describe the issue under consideration**

- 1.1. This report details the outcome of an open tender process and seeks approval to award four (4) contracts to the successful tenderers for the Provision of Housing Related Support (HRS) Single Homeless Pathway Services in accordance with Contract Standing Order (CSO) 9.07.1 (d).
- 1.2. Subject to approval, the contracts shall be awarded for a period of four (4) years commencing from 12th March 2022 to 11th March 2026 with an option to extend for a further period, or periods, of up to a total of three (3) years.

**2. Cabinet Member Introduction**

- 2.1. We know that people experiencing homelessness have some of the poorest outcomes of all our residents. They are more likely to be unemployed, have unmet physical and mental health needs, and are at risk of a preventable early death. Housing-related support services are a valuable resource in the borough, which enable and empower people to rebuild the confidence and skills needed to live independently.
- 2.2. The Council and its statutory partners are committed to ending street homelessness and to ensuring that vulnerable people have access to high quality supported accommodation that helps them rebuild their lives after homelessness. These Single Homeless Pathway contracts are therefore strategically important in delivering our commitments, as set out in the Borough Plan (2019-23). I welcome the outcome of this procurement exercise, which has identified organisations with the expertise and commitment required to support vulnerable Haringey residents. Strong contract monitoring practice will help to ensure that the services delivered are

of a high quality, in keeping with the Council's values and achieving excellent outcomes for our residents.

### **3. Recommendations**

3.1. The Cabinet Member is asked:

3.1.1. To approve the award of contracts for the provision of HRS – Single Homeless Pathway Services to the successful tenderers (identified in Appendix 3 - Part B (exempt information) of this report), for a period of 4 years commencing from 12th March 2022 to 11th March 2026 with an option to extend for a further period, or periods, of up to 3 years, in accordance with CSO 9.07.1(d).

3.1.2. To approve the aggregated cost of the contracts for the initial period of 4 years will be £4,276,297 inclusive of London Living Wage (LLW). For a duration of 7 years (if the extensions are invoked) would be £7,593,503, inclusive of annual inflationary increases for contractual years 5, 6 and 7.

3.2. That Cabinet Member is also asked:

3.2.1. To note that insufficient tenders were received for two (2) Lots, please see Appendix 3 - Part B (exempt information) referenced later in this report at paragraph 6.7.8 in this report.

3.2.2. To note that a further procurement process will be undertaken as a matter of priority to commission the remaining units. Prior to this, feedback will be sought from bidders and partners to ensure retendering is effective and the new service model is fully in place by March 2022.

### **4. Reasons for decision**

4.1. There is clearly evidenced demand for services that support residents around the wide-ranging needs and circumstances that contribute to, and cause, homelessness. Dedicated supported housing services provide a flexible and person-centred service approach to resident helping people maintain and establish sustainable housing, overcome health inequalities, and recover from other experiences that contributed to their homelessness.

4.2. The Single Homeless Pathway operates to prevent homelessness, facilitate rapid hospital discharge, and smooth prison releases for people with ongoing support needs. The pathway supports residents to develop and strengthen the skills required to sustain independence. There is a continuous and high demand for supported housing, with residents referred via London Probation Service, Barnet, Haringey, and Enfield Mental Health Trust (BEHMHT) and

Homes for Haringey's Housing Needs Service. These services make a key contribution to the health and wellbeing of local residents and there is both a strategic need and evidence base to support the award of these contracts.

- 4.3. The Homelessness Reduction Act (2018) brought about a range of changes to the way that local authorities respond to households who are homeless or at risk of homelessness. A key element of the new legislation is an extended duty, for the Council and its partners, to prevent homelessness at the earliest possible stage. This focus on early prevention will be a key element of these services and will therefore support the Council in meeting its statutory duties under the Act.
- 4.4. The Single Homeless Supported Housing Pathway will also contribute to delivery of the Council's Borough Plan (2019-2023) objectives and will play an integral role in the delivery of Haringey's Homelessness and Rough Sleeping Strategies, by supporting single adults with support needs to secure positive housing, health, and community outcomes.
- 4.5. An open tender process was carried out in accordance with Council's contract standing orders. The recommendation to award contracts to successful bidders is made following completion of tender evaluations based on criteria set out within the tender documents.

## **5. Alternative options considered**

- 5.1. Do nothing – The Council could elect not to recommission the Single Homeless Pathway services. There is only a statutory requirement to provide accommodation for single homeless people where they are identified as vulnerable and in priority need under Section 189 of the Housing Act (1996 amended 2002). However, failing to provide support and accommodation to vulnerable single people result in increases in the number of people placed into temporary accommodation and in acute hospital admissions. This would not only have a significant detrimental impact on the residents affected but also on the Council and its partners. The option to do nothing was considered and rejected.
- 5.2. Extend existing contracts – Extension periods available within the existing contracts have been exhausted.
- 5.3. Deliver the services in-house – Extensive consideration was given to the possibility of in-house delivery for these services. However, the investment required to develop and manage the properties and teams required was found to be significantly greater than the resources currently available to the Council. In particular, sourcing and managing the required properties for these contracts was not considered feasible at the present time. The

successful tenderers have an extensive track record in delivering these services and have committed the properties required to do so as part of their bids.

## **6. Background information**

6.1. The Housing Related Support (HRS) programme currently funds 7 contracts in the Single Homeless Pathway for homeless and vulnerably housed people in Haringey. Services provide specialist, flexible and responsive supported accommodation to a wide range of client groups including:

- those at risk of homelessness and those rough sleeping
- those with substance misuse needs – including alcohol, legal and illegal substances
- those with mental and physical health needs
- people with histories of criminal justice involvement and imprisonment
- victims and survivors of gender-based violence

6.2. The provision of this type of supported accommodation not only enables vulnerable adults to achieve their personal goals. It is a preventative response to health and care needs which significantly reduces acute and reactive spend on social care placements, hospital admissions and prisons stays as well significantly reducing rough sleeping.

6.3. The existing services consist of 24-hour support, medium and low support services, and a women's only service. A profile of the current services can be seen in Appendix 5. The current contracts for these services expire on 11<sup>th</sup> March 2022.

6.4. The Council's Housing Related Support Team have reviewed and modernised the service delivery model for the Single Homeless Pathway. Service users and partners have been involved in reshaping the model to ensure a flexible mix of accommodation and support options is available to people who need them. The landscape for homeless services is complex and the Council and partners are keen to ensure an approach which offers greater simplicity and coherence. The refreshed Pathway consists of a variety of Housing Related Support services described in Appendix 4.

6.5. Consultation was carried out with existing providers and stakeholders. It was felt that services needed to be more flexible, by limiting the number of moves made by service users within the pathway and by moving away from previously used definitions and eligibility criterion. There was also evidence of demand for supported housing for LGBTQ+ people over 25 years of age.

All involved opted to continue with the existing women-only service, which has produced positive outcomes during its pilot years.

### **6.6. Procurement Process**

- 6.6.1. An open tender process was carried out in accordance with the Public Contracts Regulations 2015 and the Council's Contract Standing Orders.
- 6.6.2. A Market Engagement event was held on 29th April 2021. This event was intended to communicate and share information with potential providers to help them understand the commissioning intentions and offer potential suppliers the opportunity to raise any questions and present their views. This event also included a presentation by an ex-service user to explain how an existing service had made a positive impact on his life, enabling substance misuse recovery and tenancy sustainment.
- 6.6.3. As required a Contract Notice was placed on Find a Tender Service (FTS) and Contracts Finder websites on 14<sup>th</sup> June 2021.
- 6.6.4. The Invitation to Tender (ITT) and supporting documents were published via the Council's e-sourcing portal, Haringey Procurement and Contract System (HPCS) to enable potential tenderers to access the tender and submit documents electronically.
- 6.6.5. The service was tendered in six (6) Lots:
  - Lot 1 Intensive & Long-Term Support
  - Lot 2 Intensive Support
  - Lot 3 Women's Intensive Support
  - Lot 4 Flexible Support
  - Lot 5 LGBTQ+ Transitional Support Service
  - Lot 6 Transitional Support & Move Through Service
- 6.6.6. Tenderers were permitted to submit tenders for one, some, or all Lots, however, the award of contracts was restricted to maximum of three (3) Lots to any single organisation.
- 6.6.7. Thirteen (13) organisations registered their interest on the portal and accessed the tender documents, a number of clarifications were raised during the tender process. Three (3) organisations declined to submit tenders citing inability to submit a competitive tender.

- 6.6.8. By the closing deadline of 2<sup>nd</sup> August 2021, 9 tenders were submitted across 5 lots. Details of the submitted bids are included under Appendix 3 (Part B- Exempt information) of this report.
- 6.6.9. All tenders were checked for compliance with minimum requirements including mandatory and discretionary exclusion criteria before quality and price evaluations.
- 6.6.10. All the tenders passed the compliance checks and their tenders evaluated using the Most Economically Advantageous Tender (MEAT) with a split of 60% quality and 40% price. The tender evaluation criteria and weighting were set out in the tender documents and clarified during the tendering process.
- 6.6.11. In order to ensure all tenders met an acceptable quality standard, tenderers were required to score a minimum of 420 points (70% of the total scores allocated to Quality). For combined services, tenderers were required to achieve a minimum score of 3 out of 5 or above in order to achieve a pass for their combined services offer.
- 6.6.12. Tenders were evaluated by a panel comprising of officers from Commissioning and Public health as well as a service user peer. Quality and Price scores were added together to determine the Most Economically Advantageous Tender(s) for each Lot.
- 6.6.13. The outcome of the tender evaluation and breakdown of quality and price scores achieved by each tenderer for each lot is set out in Appendix 1 (Procurement Outcome) of this Report. Also, further information about the tender evaluation is contained in Appendix 3 (Part B - Exempt Information) of this report.

### **6.7. Transition and Contract Management**

- 6.7.1. In order for the new service to commence delivery to the public on 12<sup>th</sup> March 2022, the Commissioners have allocated three months for transition and mobilisation of the contracts.
- 6.7.2. Contract management will be incorporated into the contracts. Key Performance Indicators and methods of measurement are integrated within the service specification and will be monitored through contract monitoring meetings and reports.
- 6.7.3. Contract monitoring meetings will be held monthly for the first six months and quarterly thereafter. The purpose of monthly monitoring meetings will be to examine the implementation of the service, monitor delivery of the service at



an operational level and to foster partnership working to facilitate early resolution.

## **7. Contribution to strategic outcomes**

7.1. The provision of the Single Homeless Pathway contributes significantly to the Council's strategic outcomes under the Housing Priority of the Borough Plan 2019 – 2023, in particular:

‘Work together to prevent people becoming homeless and to reduce existing homelessness’ and,

‘Ensure access to high quality housing support that prevents or relieves homelessness for people with additional needs’.

7.2. Pathway services will contribute to the strategic objectives of Adult Social Care and their partners to offer preventative interventions at individual and community levels, decreasing demand on supported housing, preventing escalation of need and offering viable options to residential care.

7.3. The services will contribute to the Haringey Safeguarding Adults Board strategic priorities by ensuring that people with identified care and support needs are able to access appropriate and timely support that is relevant to their circumstances, capabilities and personal goals.

## **8. Statutory Officers comments (Chief Finance Officer (including procurement), Assistant Director of Corporate Governance, Equalities)**

### **8.1. Finance**

8.1.1 The contracts for the successful tenders are estimated to cost £4,276,297 over the 4-year term from 12th March 2022 to 11th March 2026 and up to £7,593,503 if extension of 3 years is invoked.

8.1.2 The costs of the contract will be approximately £57,000 in the 2021/22 financial year and, on average, £1.1m each subsequent financial year for the remainder of the contract. This cost will be funded from the approved general fund budgets for Housing Related Support services.

### **8.2. Procurement**

8.2.1 As required for health and social care services that fall within the remit of Schedule 3 of the Public Contracts Regulations 2015 a contract notice was duly published and an appropriate compliant tender process undertaken as

outlined at 6.7 above in line the Regulations and Contract Standing Orders 9.01.

- 8.2.2 The tender returned best value for the Council, as all successful bids were within the budget envelope and also returned a saving of some 1.85%. Some lots, however, were not let during the tender process and will necessitate a further procurement process.
- 8.2.3 Sufficient time has been created for transition and contract mobilisation to mitigate against the risk of delayed contract start dates to enable seamless and successful service deliveries.
- 8.2.4 Commissioning will regularly monitor the contract in line with key performance indicators and other requirements set out in the service specification to ensure service user outcomes are met

### **8.3. Legal**

- 8.3.1. The Head of Legal and Governance notes the contents of the report.
- 8.3.2. The report confirmed that the open tender procedure was followed during the tender process and as such the procurement was in line with the provisions of the Council's Contract Standing Order (CSO) 9.01.1 and CSO 9.01.2(a) and it is therefore compliant with the provisions of the Public Contracts Regulations 2015.
- 8.3.3. In accordance with the provisions of CSO 9.07.1(d), Cabinet may approve the award of a contract if the value of the contract is £500,000 or more and as such Cabinet has power to approve the award of the contract in the Report.
- 8.3.4. The Head of Legal and Governance sees no legal reasons preventing the approval of the recommendations in the report.

### **8.4. Equalities and Diversity Officer**

- 8.4.1. The Council has a public sector equality duty under the Equalities Act (2010) to have due regard to:
- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
  - Advance equality of opportunity between people who share those protected characteristics and people who do not;
  - Foster good relations between people who share those characteristics and people who do not.

- 8.4.2. The three parts of the duty apply to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.
- 8.4.3. The proposed decision is to award contracts for the Provision of Housing Related Single Homeless Pathway Support Services to the successful tenderers for 4 years. The primary beneficiaries of the decision are individuals with experiencing homeless with multiple and complex needs. The decision represents a measure to meet the needs of this group where they differ from the needs of others, and therefore advances equality of opportunity. Among whom those from Black and Asian Minority and LGTBQ+ communities are overrepresented and possess the protected characteristics of race and sexual orientation.
- 8.4.4. Those most likely to be affected by the decision are single homeless adults and those at risk of homelessness aged 18+ in the borough. This cohort of people is broadly made up of men aged between 25-50 years old, with over-representation of people from BAME backgrounds, people with long-term mental health conditions, substance use needs, and physical health concerns related to prolonged periods of rough sleeping, drug use and self-neglect. Women represent around 23% of the cohort but are often disproportionately affected by issues of previous trauma and violence, as well as substance use and lack of engagement with services.
- 8.4.5. This measure aims to eliminate discrimination and advances equality of opportunity for the named above groups as well as for the wider community. This will lead to better recovery, tenancy sustainment and better outcomes for the future including job opportunities and education. This will also support people from the LGTBQ+ community who are overrepresented as service users.
- 8.4.6. The organisations for these contracts will be carrying out a public function on behalf of a public body and will be obliged to have due regard for the need to achieve the three aims of the Public Sector Equality Duty as stated above. Appropriate contract management arrangements will be established to ensure that the delivery of the Single Homeless Pathway services does not result in any preventable or disproportionate inequality. The Council will take steps to collect demographic data on service users to identify any inequalities in service provision that may arise and to inform future equalities analysis.
- 8.4.7. An Equality Impact Assessment has been completed for the proposed, Award of contracts for the Provision of Housing Related Single Homeless Pathway Support Services and is included as Appendix 2 to this report.

**9. Use of Appendices**

- 9.1. Appendix 1 – Procurement Outcome
- 9.2. Appendix 2 – Equalities Impact Assessment
- 9.3. Appendix 3 – Part B of the report - Exempt Information
- 9.4. Appendix 4 – Proposed Services
- 9.5. Appendix 5 – Profile of Existing Services

**10. Local Government (Access to Information) Act 1985**

- 10.1. This report contains exempt and non-exempt information. Exempt information is contained in the exempt report and is not for publication. The exempt information is under the following category: (identified in the amended schedule 12 A of the Local Government Act 1972 (3)) information in relation to financial or the business affairs of any particular person (including the authority holding that information).

## Appendix 1 – Procurement Outcome

### Provision of Housing Related Support - Single Homeless Pathway Services

This section of the report outlines the outcome of the tender evaluation and breakdown of quality and price scores achieved by each provider for each Lot. Further information about the tender evaluation is contained in Appendix 3 (Part B - Exempt Information) of the report.

There were no bids received for Lot 3

One bid for Lot 4 was found to be non-compliant with instructions to tender, therefore not evaluated.

One bid for Lot 6 was found to be non-compliant with instructions to tender, therefore not evaluated.

#### Lot 1 - Intensive and Long-Term Support Service

| Bidder                                      | Quality Scores<br>(out of 600 points)  | Price Scores<br>(out of 400 points) | Total Scores<br>(out of 1000 points) |
|---|--|-------------------------------------|--------------------------------------|
| Successful Bidder A                         | 503                                    | 400                                 | 903                                  |
| Bidder A<br>(Combined services Lot 1 and 4) | Quality threshold not met - Eliminated |                                     |                                      |

#### Lot 2 – Intensive Support Service

| Bidder              | Quality Scores<br>(out of 600 points) | Price Scores<br>(out of 400 points) | Total Scores<br>(out of 1000 points) |
|---------------------|---------------------------------------|-------------------------------------|--------------------------------------|
| Successful Bidder A | 580                                   | 400                                 | 980                                  |

#### Lot 4 – Flexible Support Service

| Bidder                                      | Quality Scores<br>(out of 600 points)  | Price Scores<br>(out of 400 points) | Total Scores<br>(out of 1000 points) |
|---|--|-------------------------------------|--------------------------------------|
| Successful Bidder A                         | 569                                    | 386                                 | 955                                  |
| Bidder B                                    | 449                                    | 400                                 | 849                                  |
| Bidder B<br>(Combined Services Lot 1 and 4) | Quality threshold not met - Eliminated |                                     |                                      |

**Lot 5 – LGBTQ+ Transitional Support**

| <b>Bidder</b>       | <b>Quality Scores<br/>(out of 600 points)</b> | <b>Price Scores<br/>(out of 400 points)</b> | <b>Total Scores<br/>(out of 1000 points)</b> |
|---------------------|---|---|--|
| Successful Bidder A | 534   | 400   | 934  |
| Bidder B            | Quality threshold not met - Eliminated        |   |  |

## EQUALITY IMPACT ASSESSMENT

The **Equality Act 2010** places a '**General Duty**' on all public bodies to have '**due regard**' to the need to:

- Eliminating discrimination, harassment and victimisation and any other conduct prohibited under the Act
- Advancing equality of opportunity for those with 'protected characteristics' and those without them
- Fostering good relations between those with 'protected characteristics' and those without them.

In addition, the Council complies with the Marriage (same sex couples) Act 2013.

### Stage 1 – Screening

Please complete the equalities screening form. If screening identifies that your proposal is likely to impact on protected characteristics, please proceed to stage 2 and complete a full Equality Impact Assessment (EqIA).

### Stage 2 – Full Equality Impact Assessment

An EqIA provides evidence for meeting the Council's commitment to equality and the responsibilities under the Public Sector Equality Duty.

**When an EqIA has been undertaken, it should be submitted as an attachment/appendix to the final decision-making report. This is so the decision maker (e.g. Cabinet, Committee, senior leader) can use the EqIA to help inform their final decision. The EqIA once submitted will become a public document, published alongside the minutes and record of the decision.**

Please read the Council's Equality Impact Assessment Guidance before beginning the EqIA process.

#### 1. Responsibility for the Equality Impact Assessment

|   |                         |
|---|-------------------------|
| <b>Name of proposal</b>                     | Single Homeless Pathway |
| <b>Service area</b>                         | Commissioning           |
| <b>Officer completing assessment</b>        | Zahra Maye              |
| <b>Equalities/ HR Advisor</b>               | Fatimah Basama          |
| <b>Cabinet meeting date (if applicable)</b> | December 2021           |
| <b>Director/Assistant Director</b>          | Charlotte Pomery        |

#### 2. Summary of the proposal

*Please outline in no more than 3 paragraphs*

- *The proposal which is being assessed*
- *The key stakeholders who may be affected by the policy or proposal*
- *The decision-making route being taken*

The Haringey Single Homeless Supported Housing Pathway is commissioned by the Housing-Related Support Commissioning Team. It is underpinned by a range of local and national policy objectives for example, a commitment to tackle street homelessness, socio-economic deprivation and health inequality, as well related strategies around substance use, mental health, social isolation, and co-production.

The proposal is to recommission the Single Homeless Pathway consisting of 24 hour supported housing and visiting support services for 4 years plus a 3-year extension. The Single Homeless Pathway is accommodation services for homeless adults with complex and multiple needs supporting vulnerable people to live or rebuild lives.

The services due to be commissioned include supported housing – Intensive Support (high needs support), Flexible Support (Medium to low needs support) including a long stay, transitional (low support move on) women’s only (24 hours) and LGBTQ+ visiting support service.

All services will offer housing-related support, with the intention of preventing homelessness for vulnerable adults, by supporting them to develop or strengthen the skills and knowledge required to live a good life.

The key stakeholders affected are single homeless adults and those at risk of homelessness aged 18+ in the borough. This cohort of people is broadly made up of men aged between 25-50 years old, with over-representation of people from BAME backgrounds, people with long-term mental health conditions, substance use needs, and physical health concerns related to prolonged periods of rough sleeping, drug use and self-neglect. Women represent around 27% of the cohort but are often disproportionately affected by issues of previous trauma and violence, as well as substance use and mental health needs.

The recommissioning will take place through a competitive tender process and the results will be presented at a Cabinet meeting in December 2021.


**3. What data will you use to inform your assessment of the impact of the proposal on protected groups of service users and/or staff?**

*Identify the main sources of evidence, both quantitative and qualitative, that supports your analysis. Please include any gaps and how you will address these*

*This could include, for example, data on the Council’s workforce, equalities profile of service users, recent surveys, research, results of relevant consultations, Haringey Borough Profile, Haringey Joint Strategic Needs Assessment and any other sources of relevant information, local, regional or national. For restructures, please complete the restructure EqIA which is available on the HR pages.*

| Protected group | Service users | Staff |
|-----------------|---------------|-------|
|-----------------|---------------|-------|



|                                   |  |   |
|-----------------------------------|--|---|
| Sex                               | Annual review of single homelessness support in England<br><a href="https://www.homeless.org.uk/sites/default/files/site-attachments/Single%20Homelessness%20Support%20in%20England%20-%20Annual%20Review%202019.pdf">https://www.homeless.org.uk/sites/default/files/site-attachments/Single%20Homelessness%20Support%20in%20England%20-%20Annual%20Review%202019.pdf</a> | This service does not affect any council staff. |
| Gender Reassignment               | Domestic Abuse, Homelessness and Insecure Housing: AVA: A report for the Women's Voices project in Haringey 2021.<br><br>MHCLG Statutory homelessness in England: financial year 2020-21 <a href="https://www.gov.uk/government/collections/homelessness-statistics#live-tables">https://www.gov.uk/government/collections/homelessness-statistics#live-tables</a>         |   |
| Age                               | Official Statistics Rough sleeping snapshot in England: autumn 2020 <a href="https://www.gov.uk/government/statistics/rough-sleeping-snapshot-in-england-autumn-2020/rough-sleeping-snapshot-in-england-autumn-2020">https://www.gov.uk/government/statistics/rough-sleeping-snapshot-in-england-autumn-2020/rough-sleeping-snapshot-in-england-autumn-2020</a>            |   |
| Disability                        | Haringey Housing Strategy 2017-2022<br>[(Public Pack)Agenda Document for Cabinet, 18/10/2016 18:30 ( <a href="http://haringey.gov.uk">haringey.gov.uk</a> )]   |   |
| Race & Ethnicity                  | Haringey JSNA data – Adult Mental Health April 2019<br><a href="#">PowerPoint Presentation (haringey.gov.uk)</a><br><br>Haringey Homelessness Strategy (2018)<br><a href="http://www.minutes.haringey.gov.uk/documents/s100152/Appendix1HomelessnessStrategyv24.pdf">http://www.minutes.haringey.gov.uk/documents/s100152/Appendix1HomelessnessStrategyv24.pdf</a>         |   |
| Sexual Orientation                | Haringey Rough Sleeping Strategy (2018)<br><a href="http://www.minutes.haringey.gov.uk/documents/s100015/Appendix%201%20Draft%20Rough%20Sleeping%20Strategy%20v23.pdf">http://www.minutes.haringey.gov.uk/documents/s100015/Appendix%201%20Draft%20Rough%20Sleeping%20Strategy%20v23.pdf</a>   |   |
| Religion or Belief (or No Belief) | The Haringey Borough Plan 2019-23 Equality Impact Assessment<br><a href="#">PowerPoint Presentation (haringey.gov.uk)</a>  |   |
| Pregnancy & Maternity             | Rethink Mental Illness, transgender Single Homeless study 2017<br><a href="https://www.rethink.org/advice-and-information/living-with-mental-illness/wellbeing-physical-health/lgbtplus-mental-health/">https://www.rethink.org/advice-and-information/living-with-mental-illness/wellbeing-physical-health/lgbtplus-mental-health/</a>                                    |   |
| Marriage and Civil Partnership    | LGBTQI+ Need's assessment and methodology. Healthwatch<br><br><br>LGBT Health Needs Assessment-LRandMe<br><br>LGBTQI+ and Healthwatch assessment September 2019 and March 2020.   |   |

Annual CHAIN report for Haringey  
<https://data.london.gov.uk/dataset/chain-reports>



HOMELESS HEALTH  
NEEDS ASSESSMENT;

Homeless Health Needs Assessment June 2020

Single homelessness needs analysis (Based on single homeless approaches between April 2018 and December 2020)



Single  
homelessness\_needs\_

**Outline the key findings of your data analysis. Which groups are disproportionately affected by the proposal? How does this compare with the impact on wider service users and/or the borough's demographic profile? Have any inequalities been identified?**

*Explain how you will overcome this within the proposal.*

*Further information on how to do data analysis can be found in the guidance.*

Key data findings:

Data limitations: The analysis considers data from 2017 to date and is considered the most relevant and recent data set used to inform our understanding of the current picture of homelessness in the borough and nationally. Furthermore, accurately estimating the number of women, LGBTQ+ people sleeping rough or homeless within a local authority is inherently difficult given the hidden nature of their homelessness, so they are often underrepresented in the statistics.

### Age

Statutory homelessness assessments and activities in England between 1 April 2020 and 31 March 2021 found that:

- In 2020-21, the most common age group of lead applicants in households owed a prevention or relief duty were aged between 25 and 34 years old, making up 85,920 households or 32.0% of the total.
- Households with a lead applicant aged between 18 and 24 was the only age group to increase, up 1.5% from 2019-20, despite the overall decrease in duties owed. There was an overall shift in the proportion of lead applicants towards those aged 18 to 34 years old, with lower proportions in the older age groups.
- 1.2% of households owed a duty were care leavers aged 18-20, equating to 3,130 care leavers assessed as owed a duty in 2019-20. This is similar in proportion to

2018-19, and represents an absolute increase of 25.7% from 2,490 care leavers aged 18-20 in 2018-19

Rough sleeping snapshot in England: autumn 2020 estimates:

- Most people sleeping rough on a single night in autumn 2020 were aged over 26 years old, which was similar to previous years. There was 1 person under the age of 18 found sleeping rough in this year's snapshot. (Under 18s who are homeless should be provided with accommodation by Children's Services in their local authority).
- In 2020, there were 2,349 people (87 % of the total) sleeping rough on a single night in autumn who were aged 26 years or over and 138 people (5 % of the total) who were aged between 18 and 25 years. The age of people sleeping rough was 'Not known' for 200 people, or 7 % of the total.

Local Picture: based on single homeless approaches to Homes for Haringey between April 2018 and December 2020:

- Compared to the population distribution of Haringey as a whole, 18–30-year-olds disproportionately present to Homes for Haringey as singles (1 out of every 60 in this age group across Haringey present each year).
- There are correspondingly fewer people in the 40-50 and 65+ age groups.
- April to December 2020 saw an increase in the number of single approaches by 18–45-year-olds compared to the same period in 2019.
- This is likely related to the significant increase in unemployment – and other financial pressures - as a consequence of the pandemic.

### **Sex**

- Nationally, CHAIN reports in the year 2020/21 16% (1699) of people seen sleeping rough in London were women and 84% (9217) were men. The Haringey rough sleeping figures broadly mirror the London-wide picture.
- Homeless Link found 28% of women were accessing accommodation projects compared to 64% of men.
- The outcomes data for Supported Accommodation with new admissions in 2020/21 is as follows: 67% males and 29% females and 3% trans-female. This is similar to data in 18/19 where 70% of new admissions were male. This pattern is not reflective of the demographics of the borough whereby 50.4% of residents are male and 49.6% are female, indicating an underrepresentation of women among people who are homeless. This is likely due to under-reporting and the nature of women's homelessness differing to that of men's, for example women seek out quieter more sheltered places in order to hide themselves from potential attackers and the general public and less likely be picked up by rough sleeping teams, counted in official statistics and supported into housing.
- This also highlights the need for women only provision that respond appropriately to homelessness as experienced by women. We know that women are often less

likely to access support services due to fear of violence or stigma and this has been considered in the recommissioning of the Single Homeless Pathway through the inclusion of women's only services to allow women to access support and accommodation safely.

### **Sexual Orientation**

- ONS data estimates that 3.2% of London's population identifies as lesbian, gay or bi-sexual.
- In 2020-21 6% of residents accessing Single Homeless services in Haringey identified as lesbian, gay, or bi-sexual. This shows that lesbian, gay and bi-sexual residents are disproportionately represented in this cohort of service users with Single Homeless needs. This correspondence with Homeless Link Data which found only 4% were accessing accommodation. The seemingly low proportion of people who identify as lesbian, gay, bisexual and transgender plus (LGBT+) should be treated with caution as previous research suggests that LGBT+ people are over-represented in the UK homelessness population, and accurate recording of sexual identity may not be common practice within services.
- In the LGBTQI+ Healthwatch assessment 18% of participants mentioned mental health issues and chronic health problems, which was carried out in 2019 and 2020.
- The LGBTQI+ Healthwatch survey found the majority (85%) had sleeping problems in the last twelve months, 26% had suicidal thoughts and 20% did self-harm. Also 54% reported feeling depressed and 46% suffered with anxiety. Also 15% had Personality Disorder and 15% had Post Traumatic Stress Disorder.
- Alcohol and substance misuse also found to be 1.5 times higher amongst LGBTQ+ people compared with heterosexual people (EHRC Sexual Orientation Research Review) (16% of LGBT drank alcohol almost every day in the last year and 13% LGBTQ+ aged 18-24 took drugs at least once a month identified in The Stonewall report).
- The recommissioning of the Single Homeless Pathway includes a specific LGBTQ+ service designed to ensure that the housing and wellbeing needs of LGBTQ+ people are fully understood and catered for within the supported housing pathway. Staff will receive specialist training about sexuality, including how to create safe environments for LGBTQ+ people, how to have supportive conversations, and build knowledge about specialist LGBTQ+ support services. The service will have distinct policies around challenging stigma, harassment and abuse and discrimination that will be rigorously monitored.

### **Race and Ethnicity**

- Statutory homelessness assessments and activities in England between 1 April 2020 and 31 March 2021 found that during 2020-21 69.6% of homeless households had a White lead applicant, while 84.9% of individuals in England are White, suggesting White households are less likely to be homeless. This

correspondence with Haringey's supported housing data (2018) whereby 34% of clients accommodated in the single homeless pathway were White British, this matches with the ethnic profile of residents of Haringey which was 34.7%.

- Lead applicants of Black, Mixed and Other ethnicities are overrepresented in homeless households owed a prevention or relief duty across England (16.1% households owed a duty).
- BAME residents account for 38% of Haringey's population. In 2020 48% of new admissions into Supported Accommodation were from the BAME Community. Whereas in 2018-19 40% of new admissions were Black and minority ethnic (BAME) people. This highlights that the BAME community is disproportionately impacted by homelessness.
- Based on single homeless approaches between April 2018 and December 2020 Black/Black British residents approaching as homeless were generally younger than those identifying as White. For instance, residents identifying as Black/Black British aged 25-35 were around 11 times as likely to present as single homeless compared to their White counterparts.
- Furthermore, data collated by Shelter highlighted that people of ethnic minority backgrounds are around three times more likely to become statutorily homeless than are the majority White population. In the last five years, there was a 22% increase in statutory homelessness. Among white households it rose 9%, whereas homelessness amongst BAME households rose 48%. This difference is also seen in Haringey in both the 'priority' and 'non-priority' homeless cohorts.
- Services will have distinct policies around challenging stigma, harassment and abuse and discrimination that will be rigorously monitored as part of contract monitoring.

#### **Religion or belief (or no belief)**

- We do not currently have any reliable data on the religion and beliefs of the homelessness population. The development of the service will include data collection improvements which will give us better information about this characteristic for future commissioning.

#### **Gender reassignment**

- The 'Borough Plan EQIA 2019-23' estimates that there is between 200,000 to 500,000 people who identify as trans in the UK and therefore, this proposal will support those within this population, living in Haringey with support needs.
- The Scottish Evidence Review revealed that 88% of transgender respondents had suffered from depression, 80% from stress and 75% from anxiety at some time; and EHRC Transgender Research Review reported rates of self-harm and attempted suicide were high.
- The proposed LGBTQ+ service will provide dedicated safe space and support for transgender residents or for those who are in the process of transitioning.

#### **Disability & Mental Health**

- Mental health issues are the most commonly reported support need experienced by people accessing accommodation providers reflecting earlier studies showing that mental health problems are particularly prevalent among people experiencing homelessness.
- Based on single homeless approaches to Homes for Haringey between April 2018 and December 2020; 21% of residents approaching as homeless were assessed to have (previously) had issues with their mental health between April 2018 and December 2020. Although high, this is consistent with some estimates for the percentage of people living with a common mental illness in Haringey.
- 2% of residents approaching had a learning disability – broadly consistent with the proportion of this group of residents in Haringey as a whole.
- Healthwatch Haringey found that 60% of respondents from a survey experienced depression, 43% had anxiety and 48% used alcohol and drugs whilst in a hostel. Whereas in comparison those rough sleeping 28% had depression, 7% experienced anxiety and 21% used drugs and alcohol.
- Death by suicide is 35 times more likely amongst the rough sleeping population. Also, death by unnatural causes is 4 times greater in the homeless population.
- People experiencing homelessness have significantly higher mental health diagnosis than the general population, 44% homeless compared to 23% general population.
- The data also demonstrates intersection between disability and other protected characteristics. In Haringey, 3% of people of Black or Black British ethnicity have a diagnosis of serious mental illness, higher than other ethnic groups. BAME groups are also more likely to be diagnosed with a psychotic disorder. (Haringey JSNA data – Adult Mental Health April 2019).
- Rethink Mental Illness' 2017 transgender Single Homeless study showed that 88% of transgender people had experienced depression and 84% had thought of ending their life.
- In terms of physical disability, 18% (16% of people aged 16-64) had a physical illness or disability. This is higher than the estimated proportion for Haringey as a whole (Census data indicating that 14% of Haringey residents report they have a condition limiting their day to day activities, in line with the London average).
- The data strongly demonstrates issues of poor mental health, substance misuse, and poor physical health due to prolonged self-neglect as a result of homelessness among cohorts accessing homelessness services, indicating that services will need to be targeted at addressing health issues to improve the experiences of homeless individuals suffering from poor mental health or disability.

### **Pregnancy and maternity**

- There is no service level data about residents referred to the supported housing pathway in 2020 and 2018-19, who were pregnant or had recently given birth.
- The Supported housing pathway is specifically for single people; however, clients may become pregnant whilst in the service or may have nondependent children.

- Women who are pregnant whilst living in supported housing will be supported to present to Homes for Haringey for a Housing Assessment.
- The St Mungo's Rebuilding Shattered Lives report found that over half their female clients are mothers, and 79% of these women have had their children taken into care. In Haringey's single's homeless pathway, approximately 23% have had children taken into care but this figure is likely to be higher as 35% of providers returned 'unknown' classifications. In itself the 'unknown' classification being so high identifies that this is an area where data is not universally collected or prioritised by supported housing providers.
- Relationships with families, and in particular children, are often essential to the lives of women who are homeless. The effect of children being taken into care or otherwise separated from mothers can be enormously traumatic for women. The Single Homeless Pathway will be gender and trauma informed, recognising the impact of children being taken into care as part of clients' support plans.
- For those who want and are able to live with their children, there is provision to support them to find suitable accommodation together in the community.

#### **Marriage and civil partnership**

- The service will not discriminate between married people and those in civil partnerships.
- There is no service level data about referrals to both services in 2020 and in 2018-19, who were married or in a civil partnership. The 'Borough Plan EQIA 2019-23' states that a third of Haringey residents are married. The support housing pathway will be available for all Haringey residents regardless of whether they are married or in a civil partnership. Therefore, no inequalities related to this protected characteristic can be identified.

#### **Intersectionality**

Common explanations for why people experience homelessness includes poverty, substance abuse, mental illness, and lack of affordable housing. These risks intersect, though, with protected characteristics, such sexual orientation, gender, race, disability, and age, to create unique systems of discrimination.

From the use of official statistics and people sharing their lived experiences we know people who experience homelessness and rough sleeping are likely to belong to more than one protected group and that it is therefore crucial to assess vulnerability through an intersectional lens to better account for the multiple positions of disadvantage faced by people who experience homelessness.

Against Violence and Abuse (AVA) in their evaluation of women's homelessness found LGBTQ+ women, Black and minoritised women, migrant women and women living with disability/ies face additional barriers to support and access to housing. They are also likely to face greater disadvantage in the labour market which might leave them more vulnerable to financial instability and homelessness.

The new pathway should have a positive impact on these client groups by enabling easier access, targeting support to those in need, providing specialist services and by addressing the inequality experienced through an intersectional lens.

The breadth of the provision we are seeking to commission goes to ensuring that the needs of individuals across the spectrum of protected groups will be catered for.

**4. a) How will consultation and/or engagement inform your assessment of the impact of the proposal on protected groups of residents, service users and/or staff?**

*Please outline which groups you may target and how you will have targeted them*

Further information on consultation is contained within accompanying EqIA guidance

The commissioning process reflects our commitment to co-production, involving people with lived experience of homelessness at all stages, including defining the brief and specification, participating in tender evaluations, conducting interviews, and visiting services.

A consultation was carried out in March 2021 with existing service users to inform them of the development of the services as well as asking them about their current service. A consultation exercise also took place with the existing providers of the services to identify how the services could be improved to be more effective. This also included input from other stakeholders including Public Health and the Clinical Commissioning Group, HAGA, The Grove.

Furthermore AVA (Against Violence and Abuse) were commissioned to deliver co-produced evaluation of domestic abuse, homelessness, and insecure housing in Haringey with peer researchers. A workshop was conducted with women with lived experience of both domestic abuse and homelessness to explore the following themes:

- Experiences of housing instability and/or homelessness
- what barriers they experienced in accessing support
- what is the best practice in service provision, outreach, and support
- how peer support played a role in their recovery, if any.

Quarterly key performance indicators are submitted by providers, and performance review meetings take place to examine outcomes and identify issues with the service.

**4. b) Outline the key findings of your consultation / engagement activities once completed, particularly in terms of how this relates to groups that share the protected characteristics**



**Explain how will the consultation's findings will shape and inform your proposal and the decision making process, and any modifications made?**

The consultations with the service users were through an online survey and some service users gave their providers handwritten responses. 21 current Pathway residents responded. Due to Covid-19 precautions, only limited face to face consultation has been possible for this process, but we used a survey, online/telephone meetings and 1:1 face to face meetings to maximise the number of people who could engage with the process.

As well as co-production with people with lived experience of homelessness and multiple disadvantages, we have delivered a number of multi-agency design sessions with our frontline and strategic stakeholders and partners.

Generally, the response was positive about the current service provision. 90% of Supported Accommodation clients who responded were satisfied with the support they were receiving and where there was dissatisfaction it was usually related to neighbour complaints and repairs and maintenance issues.

In Accommodation services scores of high performances included the Keyworker understands the client's strengths, recovery with Single Homeless, ability to learn new things and share skills. Whereas perceived areas of lower performance included connecting with new people and places and things to do, feeling safe and secure and plans to move on. Also, it should be noted that this survey was carried out during the pandemic which could have influenced the service users' perceptions.

The consultation with the providers and key stakeholders took place using Teams. The focus of the workshops was to gain feedback and suggestions from front line staff on what works and what needs improving in services through a trauma and gender informed lens. It also identified the current provision created lots of moves within the service and for this to be reduced to enable effective transitions and flexibility. It did recognise to formally set up provision for more long stay clients, to continue with the women's only provision and to set up specific service for LGBTQ+ clients. It also identified that due to Covid more provision should be put in place for digitalisation and addressing social isolation. Partnership working was also seen as an important element of the services particularly with other providers and statutory agencies such as Adult social care.

The regular outcomes meetings had identified that some service users were not moving on and this is an area to focus on for the future. This is being specified by ability of providers to access the private rented sector or by developing relationships with Housing Associations to support move on.

**5. What is the likely impact of the proposal on groups of service users and/or staff that share the protected characteristics?**

Please explain the likely differential impact on each of the 9 equality strands, whether positive or negative. Where it is anticipated there will be no impact from the proposal, please outline the evidence that supports this conclusion.

Further information on assessing impact on different groups is contained within accompanying EqIA guidance

**1. Sex** (Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)

Considering the high prevalence of domestic, sexual and physical violence; there are clear opportunities to align VAWG and housing service priorities, share good practice and deliver a personalised offer for women experiencing multiple disadvantage and homelessness. The redesigned pathway will have a positive impact and increase the number of services offering gender and trauma-informed support to women and safe accommodation.

|          |   |          |  |                |  |                |  |
|----------|---|----------|--|----------------|--|----------------|--|
| Positive | X | Negative |  | Neutral Impact |  | Unknown Impact |  |
|----------|---|----------|--|----------------|--|----------------|--|

**2. Gender reassignment** (Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)

We do not have sufficient local data regarding this protected characteristic. However, wider data shows that the experiences of homeless transgender people are overwhelmingly negative. Recommissioning of this Single Homeless Pathway service is anticipated to have a positive impact on a large proportion of transgender residents. In addition to this, the service will have distinct policies around challenging stigma, harassment, abuse, and discrimination as well as training on gender identity and gender diversity: what it means to be trans or gender diverse empowering professionals, through increased knowledge and resources, to create a LGBTQ+ inclusive services.

|          |   |          |  |                |  |                |  |
|----------|---|----------|--|----------------|--|----------------|--|
| Positive | X | Negative |  | Neutral impact |  | Unknown Impact |  |
|----------|---|----------|--|----------------|--|----------------|--|

**3. Age** (Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)

The services will be available to adults aged over 18 years. The services will not discriminate by age.

For those under 18 years of age, there is a statutory duty to provide accommodation and child in need assessments via Children’s services. For those aged between 18 and 25 there is a dedicated Young People’s supported housing Pathway tailored to the needs of young people who are homeless or at risk of homelessness.

For those aged over 50, as well as the supported housing pathway then can also access sheltered housing schemes delivered by Homes for Haringey. All age groups will be supported to access appropriate housing and won't be negatively impacted by these proposals.

|          |   |          |  |                |  |                |  |
|----------|---|----------|--|----------------|--|----------------|--|
| Positive | X | Negative |  | Neutral impact |  | Unknown Impact |  |
|----------|---|----------|--|----------------|--|----------------|--|

**4. Disability** *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

The Single Homeless Pathway will be trauma-informed and aims to create a psychologically informed environment that recognises the impact of trauma on long-term health, challenging behaviour, and reactions to certain triggers. The needs of people with long-term mental health and Physical health needs will be taken into specific consideration due to the prevalence of this need within the homeless population with the service aiming to have a positive impact on residents with disabilities, as it is specifically designed to support people with complex needs.

The service will have distinct policies around challenging stigma, harassment, abuse and discrimination that will be rigorously monitored.

|          |   |          |  |                |  |                |  |
|----------|---|----------|--|----------------|--|----------------|--|
| Positive | X | Negative |  | Neutral impact |  | Unknown Impact |  |
|----------|---|----------|--|----------------|--|----------------|--|

**5. Race and ethnicity** *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

BAME residents are disproportionately represented in the homeless population. This proposal will ensure that the service users receive a better-quality service which is responsive to their needs. The service will therefore advance equality of opportunity, by ensuring services recognise the specific and intersectional vulnerabilities experienced by the BAME community, in particular the compounding impact of mental health issues. Therefore the Single Homeless Pathway recommissioning will have a positive impact on BAME residents.

|          |   |          |  |                |  |                |  |
|----------|---|----------|--|----------------|--|----------------|--|
| Positive | X | Negative |  | Neutral impact |  | Unknown Impact |  |
|----------|---|----------|--|----------------|--|----------------|--|

**6. Sexual orientation** *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

LGBTQ+ residents are disproportionately represented in the group of clients that the Single Homeless service's works with. Therefore, the new LGBTQ+ service will positively impact LGBTQ+ residents. The services will create a safe space for the community and will have distinct policies around challenging stigma, harassment and abuse and discrimination that will be rigorously monitored.

|          |   |          |  |                |  |                |  |
|----------|---|----------|--|----------------|--|----------------|--|
| Positive | X | Negative |  | Neutral impact |  | Unknown Impact |  |
|----------|---|----------|--|----------------|--|----------------|--|

**7. Religion or belief (or no belief)** *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

Residents of all religions and beliefs will be able to access the services. However, we do not currently hold reliable data on the religion or beliefs of the homeless population. While it is currently an unknown impact, we recognise there is an intersection between religion and ethnicity that will require monitoring.

The service will have distinct policies around challenging stigma, harassment, abuse, and discrimination that will be rigorously monitored.

|          |  |          |  |                |  |                |   |
|----------|--|----------|--|----------------|--|----------------|---|
| Positive |  | Negative |  | Neutral impact |  | Unknown Impact | x |
|----------|--|----------|--|----------------|--|----------------|---|

**8. Pregnancy and maternity** *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

While the pathway is for single adults, there is provision to support women who are pregnant into suitable accommodation outside of the pathway via Homes for Haringey.

Pregnant women will therefore not be negatively affected by this proposal.

|          |  |          |  |                |   |                |  |
|----------|--|----------|--|----------------|---|----------------|--|
| Positive |  | Negative |  | Neutral impact | x | Unknown Impact |  |
|----------|--|----------|--|----------------|---|----------------|--|

**9. Marriage and Civil Partnership** *(Consideration is only needed to ensure there is no discrimination between people in a marriage and people in a civil partnership)*

There will be no discrimination between people in a marriage and a civil partnership when accessing the services. All residents will, regardless of their marital or civil partnership status, be able to access the services.

|          |  |          |  |                |   |                |  |
|----------|--|----------|--|----------------|---|----------------|--|
| Positive |  | Negative |  | Neutral impact | X | Unknown Impact |  |
|----------|--|----------|--|----------------|---|----------------|--|

**10. Groups that cross two or more equality strands e.g., young black women**

Some residents accessing this service may have two or more protected characteristics, and the service will be equipped to support, the following groups (amongst others):

- People from BAME backgrounds with multiple and complex mental health needs

- Women with complex mental health conditions related to surviving trauma, including abuse and violence
- Older people with health and social care needs
- LGBTQ+ people with mental health needs

|          |   |          |  |                |  |                |  |
|----------|---|----------|--|----------------|--|----------------|--|
| Positive | X | Negative |  | Neutral impact |  | Unknown Impact |  |
|----------|---|----------|--|----------------|--|----------------|--|

**Outline the overall impact of the policy for the Public Sector Equality Duty:**

- **Could the proposal result in any direct/indirect discrimination for any group that shares the protected characteristics?**
- **Will the proposal help to advance equality of opportunity between groups who share a protected characteristic and those who do not?**

**This includes:**

- a) **Remove or minimise disadvantage suffered by persons protected under the Equality Act**
- b) **Take steps to meet the needs of persons protected under the Equality Act that are different from the needs of other groups**
- c) **Encourage persons protected under the Equality Act to participate in public life or in any other activity in which participation by such persons is disproportionately low**
- **Will the proposal help to foster good relations between groups who share a protected characteristic and those who do not?**

The recommissioning and retendering of the Single Homeless pathway will enable a flexible and early intervention service for users, ensuring they are supported quickly, efficiently and with a trauma informed approach. The proposal would not result in direct/indirect discrimination for any group that shares the protected characteristics.

The proposal will help to advance equality of opportunity between groups who share protected characteristics and those who do not by creating a service that minimises known inequalities, meets the specific needs of people with protected characteristics and encourages participation of vulnerable people within the services.

The proposal will also help to foster good relations between groups who share and do not share protected characteristics by having specific and tailored policies and procedures around discrimination, bullying and abuse as well as delivering supportive interventions and activities for service users around violence and abuse, hate crime, consent, and personal boundaries.

**6. a) What changes if any do you plan to make to your proposal as a result of the Equality Impact Assessment?**

| Further information on responding to identified impacts is contained within accompanying EqIA guidance  |  |              |           |
|---|--|--------------|-----------|
| Outcome   |  |              | Y/N       |
| <p><b>No major change to the proposal:</b> the EqIA demonstrates the proposal is robust and there is no potential for discrimination or adverse impact. All opportunities to promote equality have been taken. <u>If you have found any inequalities or negative impacts that you are unable to mitigate, please provide a compelling reason below why you are unable to mitigate them.</u></p> |  |              | Y         |
| <p><b>Adjust the proposal:</b> the EqIA identifies potential problems or missed opportunities. Adjust the proposal to remove barriers or better promote equality. Clearly <u>set out below</u> the key adjustments you plan to make to the policy. If there are any adverse impacts you cannot mitigate, please provide a compelling reason below</p>   |  |              |           |
| <p><b>Stop and remove the proposal:</b> the proposal shows actual or potential avoidable adverse impacts on different protected characteristics. The decision maker must not make this decision.</p>  |  |              |           |
| 6 b) Summarise the specific actions you plan to take to remove or mitigate any actual or potential negative impact and to further the aims of the Equality Duty   |  |              |           |
| Impact and which protected characteristics are impacted?  | Action   | Lead officer | Timescale |
| All – ensure the voices, insights and experiences of people with protected characteristics are central to the design and delivery of services   | A wide range of engagement and co-design activities with current and former service users, with a focus on those with protected characteristics. |              | Ongoing   |
|   |  |              |           |
|   |  |              |           |
| <p><b>Please outline any areas you have identified where negative impacts will happen as a result of the proposal, but it is not possible to mitigate them. Please provide a complete and honest justification on why it is not possible to mitigate them.</b></p>  |  |              |           |
| Not applicable.   |  |              |           |
| 6 c) Summarise the measures you intend to put in place to monitor the equalities impact of the proposal as it is implemented:   |  |              |           |
| <p>Once the service is commissioned, it will be evaluated on a quarterly basis using the key performance indicators. Monitoring will also include compliance with the service specification and implementation plan as submitted by the providers. The overall monitoring will be carried out by the Housing Related Support Commissioning team.</p>  |  |              |           |

The type of information collected using the key performance indicators will include personal characteristic details of new admissions to the service. Also, outcomes achieved while in the service including ability to be financially independent, improvement with health needs, ability to take part in employment, education, or volunteering. Positive planned moves from the service will also be monitored, as well as unplanned moves. The aim of the service is to enable and empower service users to be independent and move on from the service.

Incidents, safeguarding concerns and fatalities within the service will also be monitored as and when they occur. This will include the reasons for these occurring and particularly those which contain hate crime elements.

The outcomes will be monitored and evaluated through quarterly performance meetings. This will include who is accessing the service, the outcomes they achieve, the number of incidents and safeguarding's occurring that contain hate crime elements.

The services will be reviewed on a continual basis and any concerns will be discussed with providers at quarterly review meetings or as and when they occur where there is a significant concern.

Service user feedback was used to inform the recommissioning process and it will be also used within the life of the contract to determine how the contract is progressing and to monitor the impact of equalities.

We will also be engaging with a range of stakeholders and clients in the further development and implementation of the service to ensure that it meets a wide range of needs, including for those of protected groups, through the creation of co-design implementation and monitoring groups.

We will also continue to promote individual resident wellbeing and ensure their needs are safely met, and goals accomplished.

**7. Authorisation**

|  |               |
|--|---------------|
| EqlA approved by .....<br>(Assistant Director/ Director) | Date<br>..... |
|--|---------------|

**8. Publication**

*Please ensure the completed EqlA is published in accordance with the Council's policy.*

Please contact the Policy & Strategy Team for any feedback on the EqlA process.

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## Appendix 4 – Proposed Services

- **Lot 1 Intensive & Long-Term Support** - High needs support with staff on site 24 hours a day. An average of 8 hours of support per service user per week and night security to be provided.
- **Lot 2 Intensive Support** - High needs support, Staff on site 24 hours a day. 23 units of self-contained accommodation. An average of 8 hours of support per service user per week and night security to be provided.
- **Lot 3 Women’s Intensive Support** - High needs support with staff on site 24 hours a day. 13 units of self-contained accommodation. An average of 8 hours of support per service user per week and night security to be provided.
- **Lot 4 Flexible support** - Medium needs support with a mix of on-site and visiting support. An average of 5 hours of support per service user per week. Flexible support based on service users’ needs and normally up to 12/18 months.
- **Lot 5 LGBTQ+ Transitional Support Service** – specialist LGBTQ+ supported accommodation providing an average of 3 hours of visiting support per service user per week. Flexible support based on service users’ needs and normally up to 12/18 months.
- **Lot 6 Transitional Support & Move Through Service** - 100 units of Low-level visiting support, providing 3 hours of support per service user per week.

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## Appendix 5 – Profile of Existing Support Services

### Accommodation services.

| Information                                      | Facts   |
|--|---|
| Contracts  | 5 current contracts   |
| Providers  | 2 current providers   |
| Types of accommodation- Shared Vs Self-contained | Varies from shared houses to 23 self-contained flats. 232 units of accommodation in 35 properties in total.   |
| Split in support hours provided                  | Support ranges from 24-hour on-site staff support with double staff cover, to 3 hours visiting support on weekdays.<br><br>70 units- High needs (24hr services 7-9 hours per week)<br>57 units- Medium Needs (5 hours per week on site or visiting support)<br>107 units- Low needs (3 hours visiting support)  |
| Split of locations within Haringey               | The majority of accommodation is located in Tottenham; 44% of services are in the Northeast of the borough (44%), and a further 28% are located in the Southeast.   |
| Demand for services                              | Consistent demand with priority from prison, hospital, housing needs.   |
| Moves within the Pathway                         | Numerous moves within the pathway to obtain the appropriate level of support for the person's needs.  |
| Admissions into the service 2020-21              | 67 new entrants in 20-21<br>67% of admissions were male. 29% female and 3% trans-female.<br>The largest cohort (31%) are aged 25 to 34.<br>48% of entrants are from minoritised backgrounds<br>6% of new entrants identified as LGBTQ+  |
| Move on from the service 2020-21                 | 82% of move on's were positive with moves to the private rented sector, sheltered housing, requiring lower or higher levels of support.   |
| Positive outcomes from the services              | 93 clients achieved an improvement in their health and wellbeing on departure from the single homeless Pathway<br><br>78 clients achieved an improvement in their financial resilience.<br><br>87% (77 clients) achieved an improvement in their relationship with peers, family, and the community.<br><br>58 clients achieved an improvement in their employment and skills |

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By virtue of paragraph(s) 3, 5 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is exempt

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