

# NOTICE OF MEETING

## CABINET

**Tuesday, 20th January, 2026, 6.30 pm - George Meehan House, 294 High Road, Wood Green, N22 8JZ (watch the [live meeting](#) or watch the recording [here](#))**

**Councillors:** Ajda Ovat, Peray Ahmet (Chair), Emily Arkell, Zena Brabazon, Dana Carlin, Seema Chandwani, Lucia das Neves, Ruth Gordon and Sarah Williams

**Quorum:** 4

### 1. FILMING AT MEETINGS

Please note that this meeting may be filmed or recorded by the Council for live or subsequent broadcast via the Council's internet site or by anyone attending the meeting using any communication method. Although we ask members of the public recording, filming or reporting on the meeting not to include the public seating areas, members of the public attending the meeting should be aware that we cannot guarantee that they will not be filmed or recorded by others attending the meeting. Members of the public participating in the meeting (e.g. making deputations, asking questions, making oral protests) should be aware that they are likely to be filmed, recorded or reported on.

By entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings.

The chair of the meeting has the discretion to terminate or suspend filming or recording, if in his or her opinion continuation of the filming, recording or reporting would disrupt or prejudice the proceedings, infringe the rights of any individual or may lead to the breach of a legal obligation by the Council.

### 2. APOLOGIES

To receive any apologies for absence.

### 3. URGENT BUSINESS

The Chair will consider the admission of any late items of Urgent Business. (Late items of Urgent Business will be considered under the agenda item where they appear. New items of Urgent Business will be dealt with under Item 15 below. New items of exempt business will be dealt with at Item 19 below).

#### **4. 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.

#### **5. NOTICE OF INTENTION TO CONDUCT BUSINESS IN PRIVATE, ANY REPRESENTATIONS RECEIVED AND THE RESPONSE TO ANY SUCH REPRESENTATIONS**

On occasions part of the Cabinet meeting will be held in private and will not be open to the public if an item is being considered that is likely to lead to the disclosure of exempt or confidential information. In accordance with the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 (the "Regulations"), members of the public can make representations about why that part of the meeting should be open to the public.

This agenda contains exempt items as set out at Item x: Exclusion of the Press and Public. No representations with regard to these have been received.

This is the formal five clear day notice under the Regulations to confirm that this Cabinet meeting will be partly held in private for the reasons set out in this Agenda.

#### **6. MINUTES (PAGES 1 - 30)**

To confirm and sign the minutes of the meeting held on 9 December 2025 as a correct record.

#### **7. DEPUTATIONS/PETITIONS/QUESTIONS**

To consider any requests received in accordance with Standing Orders.

**8. MATTERS REFERRED TO CABINET BY THE OVERVIEW AND SCRUTINY COMMITTEE**

For Cabinet to note (if any).

**9. ACQUISITION OF 12 COUNCIL HOMES AT 67 LAWRENCE ROAD, LONDON N15 4GL (PAGES 31 - 54)**

Report of the Corporate Director of Finance and Resources (S151 Officer). To be presented by the Cabinet Member for Housing & Planning (Deputy Leader).

**10. ADOPTING AN UPDATED DAMP AND MOULD POLICY (PAGES 55 - 98)**

Report of the Corporate Director of Adults, Housing and Health. To be presented by the Cabinet Member for Housing & Planning (Deputy Leader);

**11. APPROVAL OF HARINGEY LIBRARY STRATEGY 2026-30 (PAGES 99 - 210)**

Report of the Corporate Director of Culture, Strategy and Communities. To be presented by the Cabinet Member for Culture and Leisure.

**12. SINGLE USE PLASTICS POLICY AND ACTION PLAN (PAGES 211 - 230)**

Report of the Corporate Director of Environment and Resident Experience. To be presented by the Leader of the Council.

**13. MINUTES OF OTHER BODIES (PAGES 231 - 268)**

To note the minutes of the following:

Cabinet Member Signing

- 27 November 2025, 11.30am - Chettle Court, Cordell House, Edgecot Grove Structural Remediation Works/ Extension of Contract for Mobile Workforce Management Technology
- 1 December 2025 10.30 am - Park View Secondary School Block A Roof Replacement - Award of Contract for Construction Related Consultancy Services
- 4 December 2025 11.45 am - Variation of contracts for the delivery of fire safety works.
- 4 Dec 2025 1.00 pm - Broadwater Farm Fire Risk Assessment & Award of Construction Contract

- 8 December 2025 1.00 pm - Variation of Libraries Operating Hours – Confirmation
- 18 December 2025 11.30 am - Coleridge Primary School - Condition Works - Permission to initiate tender action for a Construction Works Contract
- 18 December 2025 1.00 pm - Award print/post services contract to support Revenues and Benefits, Housing, Planning and Pensions
- 5 January 2026 3.00 pm - Kenneth Robbins House - Correction of Contractor's Name/ Kenneth Robbins House - Correction of Contractor's Name/ To award a new asbestos contract and appoint a UKAS accredited asbestos contractor

**14. SIGNIFICANT AND DELEGATED ACTIONS (PAGES 269 - 270)**

To note the delegated decisions taken by Directors.

**15. NEW ITEMS OF URGENT BUSINESS**

As per item 3.

**16. EXCLUSION OF THE PRESS AND PUBLIC**

Note from the Committees Manager

Item 17 allows for consideration of exempt information in relation to item 9.

TO RESOLVE

That the press and public be excluded from the remainder of the meeting as items 17, 18, 19 contains exempt information as defined under paragraphs 3 and 5, Part 1, Schedule 12A of the Local Government Act 1972:

Information relating to the financial or business affairs of any particular person (including the authority holding that information).

Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.

**17. EXEMPT - ACQUISITION OF 12 COUNCIL HOMES AT 67 LAWRENCE ROAD, LONDON N15 4GL (PAGES 271 - 282)**

Exempt reports relating to item 9.

**18. EXEMPT - MINUTES (PAGES 283 - 284)**

To confirm and sign the exempt minutes of the meeting held on 9 December 2025 as a correct record.

## **19. NEW ITEMS OF EXEMPT URGENT BUSINESS**

As per item 3.

Richard Plummer, Committees Manager

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Fiona Alderman

Director of Legal & Governance (Monitoring Officer)

George Meehan House, 294 High Road, Wood Green, N22 8JZ

Monday, 12 January 2026

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**MINUTES OF THE Cabinet HELD ON Tuesday, 9th December, 2025, 6.30 - 7.43 pm****PRESENT:**

**Councillors: Ajda Ovat, Peray Ahmet (Chair), Mike Hakata, Emily Arkell, Zena Brabazon, Dana Carlin, Seema Chandwani, Lucia das Neves and Ruth Gordon**

**ALSO ATTENDING:****342. FILMING AT MEETINGS****RESOLVED:**

The filming at meetings notice was noted.

**343. APOLOGIES**

Apologies were received from Councillor Williams.

**344. URGENT BUSINESS**

There was none.

**345. DECLARATIONS OF INTEREST**

There were none.

**346. NOTICE OF INTENTION TO CONDUCT BUSINESS IN PRIVATE, ANY REPRESENTATIONS RECEIVED AND THE RESPONSE TO ANY SUCH REPRESENTATIONS**

There was none.

**347. MINUTES**

The minutes of the meeting, 11 November 2025, were discussed.

**RESOLVED:**

The minutes of the meeting, 11 November 2025, were agreed as a true and accurate record.

**348. DEPUTATIONS/PETITIONS/QUESTIONS**

There were none received.

**349. MATTERS REFERRED TO CABINET BY THE OVERVIEW AND SCRUTINY COMMITTEE**

There was none.

**350. 2025/26 FINANCE UPDATE QUARTER 2**

The Cabinet Member for Finance and Corporate Services introduced the report.

The Cabinet Member provided an update on the Council's financial position for Quarter 2 of 2025/26. It was explained that there was an overspend on the general fund of £23.4m, but it was noted that it was encouraging that this had reduced since the Quarter 1. Additionally it was noted was that there was an improved position in both Adult Social Care and Temporary Accommodation: the two services with the greatest pressure.

It was explained that officers were working across the Council to examine and reduce the amount spent. While the measures in place had reduced spend, the definition of what was essential might have needed to be revised going forward.

The Cabinet Member noted that the Housing Revenue Account (HRA) was affected by the rising cost of repairs and associated works, including damp and mould and disrepair cases. The increased investment was necessary to bring homes up to standard so that all our tenants and leaseholders lived in homes that were well maintained and comfortable.

It was additionally noted that the capital programme was under constant review to reduce the revenue costs of borrowing, and a number of projects had been paused. It was stressed by the Cabinet Member that priority capital investments were continuing, especially where they saved revenue costs in the long run. We continued to build new council homes, creating affordable homes that our residents needed and reducing the costs that unaffordable housing caused for other public services.

Despite all the measures we had put in place, the level of need did not match the funding we had and that the Council would continue to lobby and make the case for fair funding.

Following questions from Councillor Connor, the following information was shared:

- It was explained that officers had worked to determine the current status of the commercial property estate. It was additionally explained that the Council was undertaking some rent reviews, and that the Council was doing more work to ensure that the Council was collecting rents due as a priority.

- It was explained that the Safety Valve agreement was being well project managed and that the budgets for the Safety Valve agreement were being dealt with separately and that these were reported back to the Department for Education (DfE). It was explained that the Council was £2-3 million over the target, and that the Council had submitted a report to the DfE to explain this.
- It was explained by officers that the Council was working with enforcement agencies to chase bad parking debts as much as possible. It was also noted that the Council was looking at prevention and making it easy for residents to pay off potential penalty charge notices as easily as possible. It was also noted that the Council was working to identify persistent evaders.

**RESOLVED:**

That Cabinet:

1. Noted the forecast total revenue outturn variance for the General Fund of £23.4m, comprising £14.72m base budget pressures and £8.7m non-delivery of savings.
2. Noted the net DSG forecast of £3.1m overspend.
3. Noted the net Housing Revenue Account (HRA) forecast underspend of £514,000.
4. Noted the forecast General Fund and HRA Capital expenditure of £441.4m, which equated to 85% of the total 2025/26 quarter two revised budget position.
5. Approved the revenue budget virements and receipt of grants as set out in Appendix 8.
6. Approved the proposed budget adjustments and virements to the capital programme as set out in Table 5 and Appendix 8.
7. Noted the debt write-offs approved in Quarter 2 2025/26, which had been approved by the Corporate Director of Finance and Resources under delegated authority, or for those above £50,000, by the Cabinet Member for Finance as set out in the Constitution.
8. Noted the Finance Response and Recovery Plans and progress against actions as at Quarter 2.~
9. Noted the decision not to participate in the 8 Authority Pool during the 2026/27 financial year, taken by the Director of Finance and Corporate Resources following consultation with the Lead Member for Finance and Corporate Services.

**Reason for Decision**

A strong financial management framework, including oversight by Members and

senior management, was an essential part of delivering the council's priorities as set out in the Corporate Delivery Plan and meeting its statutory duties. This was made more critically important than ever because of the uncertainties surrounding the Council's challenging financial position, which was being impacted by Government funding, high demand for services—particularly for the most vulnerable—and the wider economic outlook. This created an ongoing reliance on Exceptional Financial Support.

### **Alternative Options Considered**

The report on the management of the Council's financial resources was a key part of the role of the Corporate Director of Finance and Resources (Section 151 Officer) in helping members exercise their role, and no other options were therefore considered. The remainder of this report and the accompanying appendices set out the current forecast budget position in more detail.

## **351. FEES AND CHARGES - 2026/27**

The Cabinet Member for Finance and Corporate Services introduced the report.

It was explained that the Council's ambition was for a fairer and greener Haringey and that the fees and charges that collected were needed to support and maintain local public services. It was explained that the Council considered affordability alongside the need for investment when setting fees and charges and that, most fees did not rise above inflation. It was noted that there were some increases where the Council had brought the price towards the cost of delivering the services to protect the service in the longer term. It was explained that the Council had also compared the proposed fees and charges to those charged by other similar boroughs. It was additionally noted that, in some cases, the Council had lowered fees.

Following questions from Councillor Connor, the following information was shared:

- It was explained that the Council considered fees and charge rises in terms of service utilisation. It was noted by the Cabinet Member that, where it was expected that any increase would deter use of a service, that the fees were not increased. It was additionally explained that any fees and charge rises considered a multitude of factors, including the standard increase, service needs and cost of delivery, and benchmarks against other comparable authorities, to determine any increases.

### **RESOLVED:**

That Cabinet:

1. Agreed the proposed non-statutory fees and charges to be levied by the Council with effect from 1 April 2026, unless otherwise stated.
2. Noted the statutory fees and charges to be levied by the Council with effect from 1 April 2026.

3. Noted that the Council's draft 2026/27 Budget and Medium-Term Financial Strategy (MTFS) 2026/27–2030/31 assumed that the changes to Fees and Charges set out in this report were agreed.
4. Agreed that authority be delegated to the Director of Corporate Resources in consultation with the Member for Finance and Corporate Services to make any subsequent in-year changes or additions to the fees and charges proposed in this report.

Authority was delegated to the Head of Highways and Parking to:

1. Carry out all required statutory consultations regarding the proposed changes to charges and parking policy.
2. Make all necessary traffic management orders ("TMOs"), having considered any objections received in response to the statutory consultation, to implement the proposed changes, subject to key decisions being considered by Cabinet.
3. Where the Head of Highways and Parking considered appropriate, decide to either:
  - (i) not proceed with, or
  - (ii) modify one or more of the proposed TMOs to address any matters arising from the statutory consultation, or
  - (iii) refer the matter(s) to Cabinet for determination.

### **Reasons for Decision**

Under the Council's Income Policy, it was a requirement to review fees and charges as a minimum annually. Given the ongoing challenges facing the Council, this was even more appropriate.

### **Alternative Options Considered**

This report summarised the conclusions after consideration of a range of alternative approaches dependent on particular services and relevant factors. As such, a range of alternative options—ranging from no increase to differentiated rates of increases or decreases—had been considered and were reflected in this report.

## **352. HOUSING REVENUE ACCOUNT 2026/27**

The Cabinet Member for Finance and Corporate Services introduced the report.

It was explained that the Council had prioritised affordable housing, delivered thousands of new council homes at council rents, and renovated thousands more to ensure they were fit for the future. It was stressed that the Housing Revenue Account spend was directed towards these priorities of building affordable, high-quality homes for residents and investing in our communities.

However, it was stressed that the Housing Revenue Account faced significant pressure from inflation and high interest rates, which drove up the cost of building and repairs. It was explained that the Council had taken steps to ensure that the Council achieved its priorities while keeping the budget sustainable for the long term.

Following questions from Councillor Connor, the following information was shared:

- It was explained that the Council had a programme in place for heat pump replacement in Council owned housing, which was being funded through a combination of the Housing Revenue Account and through grant funding. It was explained that a combination of works was being undertaken to do this. It was explained that the Council had the aim to retrofit all Council housing to decency standards by 2027/28.

**RESOLVED:**

That Cabinet:

1. Noted the HRA's current financial position as set out in this report, which set the foundations for the full draft budget for 2026/27 and the 2026/27–2030/31 Business Plan.
2. Noted that the final HRA 2026/27 Budget and 2026/27–2030/31 Business Plan would be presented to Cabinet on 10 February 2026 to be recommended for approval to the Full Council meeting taking place on 2 March 2026.

**Reasons for Decision**

The Council was legally required to set a balanced HRA budget and have a sustainable HRA Business Plan to ensure that it was able to manage and maintain its homes, provide services to tenants and leaseholders, and build much-needed new Council homes.

**Alternative Options Considered**

No alternative options were considered.

**353. ADOPTING A NEW ANTI - SOCIAL BEHAVIOUR POLICY**

The Cabinet Member for Communities introduced the report.

It was stressed by the Cabinet Member that the Council had a commitment to creating a safer environment for all residents and visitors and that tackling Anti-Social Behaviour (ASB) was a key priority. and we were committed to working with partners to support those affected and to hold individuals accountable for unacceptable behaviour. We recognised that ASB could seriously impact the quality of life for residents, communities, and visitors.

This policy explained how the Council would address ASB in a fair, reasonable, proportionate, and transparent way. It was explained that the Council had designed it

to be read in conjunction with the Community Safety Strategy and the Tackling Hate Crime Strategy, following their approval in 2024. It was explained that the proposed policy would clarify ASB procedures and highlight the responsibility of each team in tackling it in the Council. It was also explained that the proposals would help the Council to meet the government's Social Housing Regulator's consumer standards by setting out how the Council worked with relevant organisations to deter and tackle ASB in the neighbourhoods where we provided social housing.

Following questions from Councillors Arkell and Connor, the following information was shared:

- It was stressed that the Council would utilise the policy to make it clear and easy to understand the definition of definition of Anti-Social Behaviour, as well the processes and procedures clear, to make reporting easier for residents to do.
- The Cabinet Member explained that the proposals included a multi-agency approach to tackling anti-social behaviour, which included the Partnership Problem Solving Group, which would enable the Council to work across agencies and aid where the Council and other organisations were stretched for resources to help handle anti-social behaviour.
- It was explained that the Council would maintain a suite of key performance indicators that the Council would monitor to ensure that it was tackling anti-social behaviour effectively across agency partners.

### **RESOLVED:**

That Cabinet:

1. Adopted the draft Anti-Social Behaviour (ASB) Policy to come into effect from 23 December 2025.
2. Delegated authority to the Director of Environment, in consultation with the relevant Cabinet member for Communities, to make any future modifications to this policy required by changes to legal or regulatory requirements or updates to the Council's ASB webpages arising in the three-year period before the policy was due for review.

### **Reasons for Decision**

This newly drafted, clear and accessible policy outlined the Council's approach to tackling Anti-Social Behaviour. It applied to all Haringey residents, businesses, and visitors in the borough. It reflected the Council's commitment to fostering safe, harmonious communities and helped the Council meet the Social Housing Regulator's consumer standards, specifically the Neighbourhood and Community Standard.

### **Alternative Options Considered**

The Council could have continued with an outdated ASB policy. This option was

rejected because it would not have met the Council's needs or those of its residents. Introducing this new policy assisted the Council in meeting the Social Housing Regulator's Neighbourhood and Community Standard to have a policy on how the Council worked with relevant organisations to deter and tackle ASB in the neighbourhoods where it provided social housing. This option would also not have met the Council's commitment to introduce updated policies in the Housing Strategy 2024–2029 and the Housing Improvement Plan 2023.

#### **354. ADOPTING A NEW GOOD NEIGHBOURHOOD MANAGEMENT POLICY**

The Cabinet Member for Communities introduced the report.

It was stressed by the Cabinet Member that the Council were committed to ensuring residents lived in safe, well-maintained homes where they could thrive and that the Good Neighbourhood Management policy was an important next step in the transformation of landlord services. It was explained that the proposal aligned with broader plans to enhance housing services for tenants and leaseholders and to improve the quality of Council homes, as outlined in the Housing Strategy 2024–2029 and the Housing Improvement Plan.

The proposed policy outlined how the Council would respond to behaviours that were not ASB or considered a breach of tenancy. These behaviours could still be impactful but required a different response, where residents were provided with access to the appropriate advice and tools so that, as neighbours, they could work together to resolve any differences. It was explained that the proposal would also help deliver a recommendation from the Housing Ombudsman to have a proactive Good Neighbourhood Management policy, distinct from the ASB policy, with a clear suite of options for maintaining good neighbourhood relationships.

Following questions from Councillor Connor, the following information was shared:

- It was explained by the Cabinet Member that there was a clear distinction between the Good Neighbourhood Management Policy and the Anti - Social Behaviour Policy, and that this would also be managed on a case-by-case basis, depending on the cases' need.
- It was explained by officers that resources to encourage behaviour change had been allocated as part of the Housing Improvement Plan, and this plan formed part of that.
- It was explained by officers that there was an anti-social behaviour strategic group which would be established to monitor work and improvement across the borough.

#### **RESOLVED:**

That Cabinet:

1. Adopted the draft Good Neighbourhood Management Policy to come into effect from 23 December 2025.
2. Delegated authority to the Director of Housing, in consultation with the relevant Cabinet member for Housing and Planning, to make any future modifications to this policy required by changes to legal or regulatory requirements arising in the three-year period before the policy was due for review.

### **Reasons for Decision**

This newly drafted, clear and accessible policy outlined the Council's approach to tenancy management for Council tenants and their wider households. It also helped the Council meet the Social Housing Regulator's consumer standards, specifically the Tenancy Standard and the Transparency, Influence and Accountability Standard.

### **Alternative Options Considered**

The Council could have continued without a policy on good neighbourhood management. This option was rejected because it would not have met the Council's needs or those of its tenants. Introducing this new policy assisted the Council in meeting the Social Housing Regulator's Transparency, Influence and Accountability Standard requirement to deliver fair, reasonable, accessible and transparent policies. Not introducing this policy would also not have met the Council's commitment to introduce updated policies in the Housing Strategy 2024 and the Housing Improvement Plan 2023.

## **355. DISREPAIR NEW CONTRACT PROCUREMENT**

The Cabinet Member for Finance and Corporate Services introduced the report.

It was explained that the Cabinet Member wanted to ensure that there was fairer housing across the borough. It was explained that the Council had retrofitted and refurbished Council homes all over Haringey and that the Estate Renovation Plan committed more than £500m to home improvements over the next ten years. It was explained that the plan aimed to bring 100% of council homes in Haringey to Decent Homes standard by 2028. It was explained that this would take the average Council home from a C-grade energy rating to B-grade, cutting bills for thousands of residents.

It was explained that the proposed new contract for disrepair cases would bring in additional contractors to deal with repair works for formal disrepair cases, helping the Council clear the backlog inherited from our outsourced service and build a high-performing repairs service for residents.

Following questions from Councillors Connor, the following information was shared:

- It was explained by officers that success in managing disrepair cases would be measured in number of cases closed satisfactorily, which officers noted had increased in comparison with benchmarking undertaken from two years ago.

- It was explained that success on disrepair cases were measured case by case basis, as each case was different in nature, however, it was noted that the service could undertake benchmarking with other authorities to measure comparability.

**RESOLVED:**

That Cabinet:

1. Approved, pursuant to Contract Standing Order 2.01(b), the commencement of a procurement exercise to procure two contracts for the provision of repair works in connection with legal disrepair claims for an initial period of 3 years, with up to two further one-year extensions totalling a maximum term of 5 years at a contract sum stated in the exempt portion of the report.

**Reasons for Decision**

It was essential to maintain continuity of high-frequency repairs completions in disrepair cases, as this was the main action by which legal costs were reduced. If the service had stopped work for any period of time, increased legal expenditure would have been incurred. It was therefore essential to have adequate contractual provision to service this demand at all times.

It was a strategic objective of the Council to ensure cases were managed within the required timescales and to reduce costs associated with this type of work. Previous work and investment had reduced case levels over previous years, and this procurement ensured Haringey Council could appropriately manage future caseloads.

Approximately 35% of the previous year's gross spend on works was attributed to capital works. Accordingly, this contract was conceived at a value which was expected to mitigate the disparity between required contract value and the budget position, by building in projected capital works values over the period.

Residents would otherwise have remained living in properties which were in a state of disrepair, presenting a risk to health and wellbeing to residents, in addition to financial and reputational damage to the Council, for want of appropriate contractor resources.

Further legal breaches would otherwise have arisen needlessly, attracting negative perception from the Courts and causing reputational damage to the Council.

**Alternative Options Considered**

**• Do nothing**

This option was rejected because it would have left ongoing legal cases without an appropriate facility to complete works in a compliant manner, at the required scale to meet the overarching strategic objectives to reduce claims and the costs associated with them.

**• Utilise the Direct Labour Organisation (DLO) to deliver works**

This option was rejected as the DLO was already under significant pressure to deliver the Responsive Repairs Service, which performed a vital responsive function for residents. The nature and scale of the work required in disrepair

claims was more appropriately delivered by contractors under existing operational practices. Accordingly, this option was not a viable proposition for either the short- or medium-term planning of the Council.

### **356. HARINGEY'S CLIMATE CHANGE ADAPTATION & RESILIENCE ACTION (CCARA) PLAN**

The Cabinet Member for Climate Action, Environment and Transport introduced the report.

It was stressed by the Cabinet Member that climate change was not a distant threat and that the 26 excess deaths in our borough during the 2022 heatwaves and the loss of life during Storm Eunice demonstrated that the impacts were being felt by residents. It was explained that the proposals were about strategic solutions meeting operational implementation.

It was explained by the Cabinet Member that the proposed approach was distinctive because it framed climate adaptation as a primary public health intervention. The plan was led and co-developed by Public Health professionals and drew on data from the Joint Strategic Needs Assessment (JSNA), and sat under the oversight of our Wellbeing & Climate Board.

It was explained that the Health in All Policies approach provided the operational framework for this plan and that Climate change was a threat that could not be solved by one department working in isolation. It was explained that the proposed plan involved actions across planning applications, housing retrofit programmes, procurement policies, community engagement, and public communications.

The Cabinet Member noted that the plan rested on four interconnected pillars that worked as a dynamic system rather than isolated projects. Intelligence gathered through risk audits provided the evidence base for targeted investment. Greener, cooler public spaces created through physical upgrades supported public health goals by providing safer, more habitable streets and safe refuges during heatwaves. Communication campaigns ensured that partners such as care homes were aware of risks and response protocols. Collaboration with partners like the NHS provided crucial health data that refined future risk assessments. This systemic approach created a holistic and resilient strategy.

It was noted that any successful adaptation required carefully integrated interventions. Physical changes to the environment had to be combined with changes in knowledge, behaviour, and social organisation. Creating neighbourhood emergency response networks had limited value if residents were not aware of who the vulnerable people in their street were or did not understand their role in checking on isolated neighbours during heatwaves or storms. An awareness campaign was ineffective if there were no physical safe spaces or protective infrastructure for people to utilise.

The Cabinet Member stressed that the proposal was designed as a live and iterative strategy, not a static document. Our robust governance and monitoring framework ensured that adaptation was a continuous process of action, evaluation, and improvement.

Following questions from Councillors Das Neves and Connor, the following information was shared:

- It was noted by Cabinet Members that the Council was ahead of its National Adaptation Programme targets for 2028, and it was noted that there was positive work with other boroughs to undertake a London-wide approach to climate change adaptation.
- It was explained that the plan was aimed to be public sector-wide, including within the Voluntary and Community Sector, to ensure that the plan would be borough-wide.
- It was explained by the Cabinet Member that the Council was looking to consolidate work across the Council in response to a wide-range of legislation, which all worked to mitigate climate change. It was stressed that this would work to consolidate and rationalise funding opportunities.
- It was noted by officers that the Council had other published plans, such as a Surface Water Management Plan and a Heatwave chapter in Haringey's Joint Strategic Needs Assessment, containing local heat and flood data, which informed the development of the CCARA. Future revisions to these would also support the monitoring of progress and impact of the CCARA.

**RESOLVED:**

That Cabinet:

1. Approved the draft 'Haringey Climate Change Adaptation and Resilience Action Plan' to come into effect from January 2026 (Appendix A), which would accompany Haringey's Climate Change Action Plan.
2. Noted the progress that Haringey had made in tackling the climate emergency, as detailed in the published Climate Change Action Plan and annual carbon reports.
3. Noted the Council's varied and collaborative work consolidated by this plan, driven by committed Council officers across departments, which was either already underway or would be implemented through the approval of this plan, aiming to deliver a borough that was more resilient to the worsening effects of climate change. There was, however, a need for further cross-sector collaboration moving forward to ensure accountability and commitment to delivering actions in the plan and to keep this issue a priority.
4. Noted that the current available and agreed funding for adaptation and retrofit projects to build the borough's future resilience came from a variety of funding streams/grants, including the Section 106 Carbon Offsetting Fund (Haringey Community Carbon Fund, Overheating), UK Shared Prosperity Funding, Major Works Fund, Capital Programme Fund, Rough Sleeping Prevention and

Recovery Grant, and Public Health Grant.

5. Noted the still significant cost of addressing climate change adaptation and resilience, the even bigger cost of inaction, and the current shortfall of available funding and resources to deliver climate adaptation measures to effectively protect the borough and its residents from climate-related impacts.

### **Reasons for Decision**

The National Adaptation Programme (NAP3), the London Climate Resilience Review, and other national/regional initiatives recommended that local authorities develop and implement adaptation plans to respond to current and future climate risks and enhance resilience.

Real and local events involving flash flooding in 2021 and the effects of Summer 2022, compiled in Haringey's Joint Strategic Needs Assessment chapter, highlighted the impact of a changing climate on residents and recommended actions for the Council to take forward. 'Flooding,' 'Drought,' and 'Heatwave' risks were rated "Very High" on the Haringey Borough Risk Register.

There were significant costs associated with inaction, specifically due to economic losses caused by extreme weather events. This included damage to infrastructure requiring repairs, increased health and care costs, and increased resources needed to respond to urgent events. Furthermore, lost output from heat-related reductions in productivity was already significant in London, valued at £577 million per year. Proactive investment in climate adaptation and resilience was significantly more cost-effective, with every pound spent saving between two and ten pounds compared to inaction.

The delivery of a borough action plan to manage overheating risk was an activity in Haringey's Corporate Delivery Plan 2024–2026, as part of the 'Responding to the Climate Emergency' theme. This report and plan sought to complete this activity.

During 'The Great Big Green Week UK' and London's Climate Week in 2024, the Carbon Management Team, with support from Public Health, the Greater London Authority (GLA), and Bloomberg Associates, organised a workshop focused on 'Adapting to a Changing Climate,' inviting local residents and activists to share concerns and recommendations. One key takeaway from this workshop was that residents recommended the Council have a plan focused on adaptation.

### **Alternative Options Considered**

The impacts of climate change were happening, demonstrated by the increased intensity and frequency of severe weather events. Therefore, the Council needed to ensure residents, partners, services, and staff were better prepared for and could respond effectively to future events, which were inevitable. Not having a dedicated plan would have put Haringey and its residents at further risk.

Adopting an overheating action plan, a required activity in the Council's Corporate Delivery Plan 2024–2026, would have supported improvements in the borough's preparedness and response to heat but would have lacked focus on other climate-

related impacts such as flooding, which was already causing local incidents and impacting infrastructure and residents' health and wellbeing.

### **357. HOUSING ASSET MANAGEMENT MULTI-DISCIPLINARY CONSULTANTS CONTRACTS**

The Cabinet Member for Placemaking and Local Economy introduced the report.

It was explained that the Council had plans for investing in its housing stock, committing £570m over the next 10 years. This ensured that the Council would achieve and maintain 100% Decent Homes from 2028 onwards and included supporting the delivery of Haringey's zero carbon targets by bringing the stock from an average Energy Performance Rating (EPC) C to B by 2035.

It was explained that the Asset Management Strategy approved by Cabinet in December 2023 set out a new approach to delivering capital works to the Council's housing stock. It was noted that this proposal contributed to the Corporate Delivery Plan 2024–26 objective to drive up the quality of homes for everyone. This included supporting Haringey's zero carbon targets through improving the energy efficiency of the housing stock.

The proposed Multi-Disciplinary Consultants (MDC) contracts supported the recently procured partnering contracts, where four long-term Partnering Contracts were awarded to four separate main contractors. The MDCs would support the delivery of the major works programme by enabling greater resident involvement in procurement and governance.

It was explained that a key element of the proposed MDC Contracts was maximising the Social Value benefits of the new contracts, which included: maximising the employment, training, social and environmental benefits to communities in Haringey from the £570m investment in the Council's housing stock; requiring that all consultants set out social value commitments and their approach to delivering these commitments; employing one apprentice per £1m expenditure as well as wider jobs and training initiatives for local people, supply chain activities and career support; and promoting the use of the local supply chain, recognising the Council's Borough Plan objectives for maximising use of, upskilling and enabling the local supply chain.

Following questions from Councillor Connor, the following information was shared:

- It was explained by officers that the proposed call-off contract would only be utilised when the service couldn't be delivered in house, which would ensure there would be no duplication of work.
- It was explained by officers that the proposal would reduce the need to procure on a partial basis, and therefore, reduce procurement costs through competition between contracts, as well as ensure that rates were set throughout the year.
- It was explained that the Council would be engaging with resident groups when undertaking any work in an individual area. It was also explained that the

Council could also utilise third party consultants to validate any variations and determine if those variations were reasonable and gain assurance that they remained value for money.

**RESOLVED:**

That Cabinet:

1. Approved the provisional award of MDC (Multi-Disciplinary Consultants) Contracts across four geographical lots to four separate successful bidders identified as Bidders 1, 2, 3, and 4 in the exempt portion of this report, in accordance with CSO2.01(C).
2. Noted that following this provisional award, the second stage of Section 20 consultation would take place by issue of a Notice of Proposal and that following the consultation, a report would be brought back to Cabinet for decision, taking account of any observations made in that consultation.
3. Noted that the award would be for a period of 12 years with a 5-year break clause. The 12-year period considered the recently procured 10-year partnering contracts and the time required to support the contract by completing and agreeing final accounts during the final years of the partnering contracts.
4. Noted that the approximate value of the contract award to the four selected bidders was determined based on a fee percentage, as outlined in Appendix A – Part A – Exempt Report, Sections 1.7.2 and 2.1.1.
5. Approved delegated authority for the Director of Housing, in consultation with the Corporate Director of Finance and Resources, to issue task orders under the contract in line with the annual Cabinet-approved Housing Revenue Account Housing Capital Programme.

**Reasons for Decision**

Haringey Council owned and managed approximately 20,500 properties within the London Borough of Haringey.

The award of the four MDC (Multi-Disciplinary Consultants) Contracts supported the strategy approved by Cabinet in July 2022, 'Partnering Contracts Strategy for Housing Major Works,' and established four long-term contracts identified as the best way to support the major works programme and address decency issues. This approach adopted a holistic method to refurbishing properties and blocks (both tenanted and leasehold) and maximized the social value benefits of the Council's investment. Key objectives of these contracts included:

- Ensuring that all stock met the Decent Homes Standard and that this was maintained going forward.
- Ensuring that all Council-owned homes had a minimum of an EPC B by 2035.
- Ensuring that statutory safety standards were maintained in all blocks.

- Providing employment and training opportunities; supporting and enabling SME supply chains in the borough to benefit from the investment; and involving residents at all stages in the procurement and delivery process.

In December 2023, Cabinet approved a new Housing Asset Management Strategy. This strategy established a clear process for prioritizing investment in the Council's housing stock, set a new Haringey Investment Standard, and defined the framework for the delivery of investment. This framework was created through the establishment of the long-term partnering contracts and the Cabinet-approved strategy (July 2022) and provided a robust, streamlined framework to enhance commissioning and delivery of housing investment, contract administration and management of contracts and contractors, and realization of value for money and social value.

The MDC (Multi-Disciplinary Consultants) Contracts supported the delivery of housing capital investment works to properties owned and managed by the Council, including but not restricted to:

- Decent Homes-related works
- Building safety and fire safety-related works
- Block refurbishment works
- Mechanical and electrical works
- Decarbonisation-related works
- Neighbourhood and estate improvement works
- Internal and external cyclical works

A procurement process was undertaken via Haringey's Dynamic Purchasing System (DPS) to find four suitably qualified Multi-Disciplinary Consultants to support the partnering contractors in delivering the Council's Housing Capital Investment Programme. A separate contractor for each of the four geographical lots was awarded for MDCs to provide professional services to draft specifications, compile scope of works, and administer the agreed contract for capital repairs and maintenance services to the Council's housing stock. It was recommended that four contracts be awarded, one to each of four separate recommended bidders identified through the tender evaluation process.

As part of the procurement, bidders could apply for multiple lots but be awarded a maximum of one lot and were required to set out their lot preferences in their tender submission.

### **Alternative Options Considered**

#### **Contractual Options**

##### **Continue with procuring MDC services individually**

This route did not support wider corporate objectives as it limited opportunities for co-production and delivery of social value. This approach was at risk of uncertain market conditions in the construction industry. When consultants had the certainty of longevity, it enabled them to invest in the contract, implement social value, and offer

competitive fees for their key services. This could not be achieved when contracts were let individually.

There was also the management cost of continuously producing scope of services for procuring consultants, and the time and costs associated with managing the tender period as well as running leaseholder consultation processes. The approach of procuring a long-term agreement allowed officers to concentrate resources on contract management, which in turn resulted in better value for the Council.

### **Retain the existing framework agreement**

The Council held a framework agreement with a single multi-disciplinary consultant, established to support the delivery of a broad range of services. This agreement was originally entered into following Cabinet approval on 13 February 2018 for an initial term of five years, with an option to extend for a further five years.

In line with this provision, the agreement was first extended for a period of two years from April 2023 to April 2025. Subsequently, on 03 March 2025, a further extension was approved via Delegated Authority for the remaining three years, bringing the total duration of the framework agreement to ten years, concluding in April 2028.

Although retaining the existing framework ensured continuity of service, preserved institutional knowledge, and maintained efficiency and value established through the long-standing relationship with the appointed consultant, the existing agreement would expire in 2028, and the Council would generally seek to procure these services via the wider open market. However, considering the £570m investment in the Council's housing stock and the procurement of four partnering contractors, this provided an opportunity to invite other consultants to tender for these services, which would not only ensure the Council was receiving best value for these services, but also provide an opportunity to procure a single consultant for each of the four lots, limiting the exposure to the risk of having one supplier for multi-disciplinary services across the borough.

Considering this paper sought approval to award a contract to four multi-disciplinary consultants, it was important to note that the existing framework agreement with the current multi-disciplinary consultant would be terminated upon the appointment of the new consultants. However, their contract would remain in effect until April 2028.

While no further commissions would be issued beyond the date the new consultants were in place, the incumbent consultant would be required to complete and hand over all ongoing projects.

### **Deliver the MDC services in-house**

The Asset Management team did not have the staffing structure or expertise to deliver the MDC services in-house. The capital programme had a significant level of complexity that was best managed by external partners. For example, the programme included works to high-risk buildings which required expertise in the design and delivery of these works to ensure compliance with current fire and building safety regulations.

Using multi-disciplinary consultants limited the Council's exposure to financial and operational risks. Also, had the Council opted for delivering the services in-house, it could have lost the competitive pressure and potential for innovation that came from market-driven competition. Outsourcing encouraged fresh thinking from experienced consultants who were tuned to changes in the industry.

It should also be noted that working with multi-disciplinary consultants in a partnering arrangement enabled staff to develop key skills, which, if at a future date it was seen as appropriate to move to an in-house delivery model, would have provided considerable learning from commercial partners in delivering services of this nature.

### **Partnering Approach**

#### **Period of the Contract**

The Council appointed four partnering contractors across four lots for a period of 10 years. This followed a review of recently awarded partnering contracts for several local authorities and registered social housing providers. It was noted that the 10-year term with a 5-year break clause was considered appropriate for Haringey's capital works programme.

To support the 10-year partnering contracts, it was noted that the Council required professional support to administer the partnering contracts and protect the interests of the Council. It was therefore agreed that the procurement of four independent multi-disciplinary consultants was necessary for a period of 12 years with a 5-year break clause. The 12-year period considered the time required to complete and agree final accounts during the final year of the partnering contracts.

#### **Number of Contracts**

To align with the partnering contractors, it was agreed that the Council would appoint four multi-disciplinary consultants—one for each of the four partnering contractor lots. Appointing one or two multi-disciplinary consultants was ruled out due to the capacity of one or two consultants to provide services across all four lots and the risks associated with working with fewer consultants, including poor performance and insolvency. Appointing more than four consultants was ruled out as it was felt that this would not align with the partnering contracts and could dilute the benefits of long-term agreements, particularly around social value benefits.

### **358. HOUSING RELATED SUPPORT DOMESTIC ABUSE AND VIOLENCE AGAINST WOMEN AND GIRLS (VAWG) PATHWAY**

The Cabinet Member for Health, Social Care and Wellbeing introduced the report.

It was explained by the Cabinet Member that the Council was focussed on ending violence against women and girls. It was stressed that the services were essential for Haringey Council to provide, giving women and children who experienced domestic abuse the best possible start to recovery and the opportunity to live a life where they could thrive. It was explained that the proposals were designed following significant engagement with residents with lived experience, and individuals and organisations supporting them.

It was explained that domestic abuse and broader violence against women and girls affected individuals in different ways depending on their intersectional needs. It was stressed that services were needed to meet the requirements reflecting the diversity of our residents, including race, ethnicity, age, LGBTQ+ identities and immigration status. The different components of the proposed tender addressed the range of

needs. It was stressed that the proposed services played a critical role in Haringey's Coordinated Community Response to VAWG, delivering high-quality support for victim/survivors and their children throughout their journey to safety and recovery. They reduced risk of harm through safety planning and empowered victim/survivors to achieve positive outcomes in their health and wellbeing, financial resilience, housing, and the criminal and civil justice systems.

Following questions from Councillors Ovat, Hakata and Connor, the following information was shared:

- It was noted by the Cabinet Member that there was opportunity to insource the Multi-Agency Risk Assessment Conference (MARAC) coordination and that other comparable local authorities did comparable work. It was additionally noted that there was little competition in this area, and that insourcing would give the Council the opportunity to gain best value for money.
- It was explained by the Cabinet Member that procurement work included social value, and that providers would, as part of their bids, would undertake work on focussing on local employment. It was stressed that all providers were required to give evidence of social value.
- It was explained by officers that the Council would ensure that there was adequate refuge provision, and that the Council worked with other neighbouring authorities to ensure this.
- It was explained that the Council had specific services which had dedicated support for some communities which had been identified as under-reporting. It was stressed that this targeted work had brought some good results across these under-represented communities.

**RESOLVED:**

That Cabinet:

1. Approved the award of contracts for the provision of Domestic Abuse and Violence Against Women and Girls (VAWG) support services to the successful tenderers (identified in Appendix 1 - Part B (exempt information) of this report) for a period of six years, commencing 1 April 2026 to 31 March 2032, in accordance with CSO 16.01 and CSO 2.01(c). The total maximum value of the contracts over their full duration was £3,029,958 across three separate contracts. A breakdown of costs for each contract was detailed in Appendix 1 - Part B (exempt information) of this report.
2. Delegated authority to the Corporate Director of Adults, Housing and Health to consider and approve inflationary increases to the contract for Years 4 to 6. Any such adjustments were capped at a level not exceeding the annual rate of increase in the London Living Wage.

3. Noted that contract pricing remained fixed for the initial three years of the contract term, with no provision for adjustment during this period.
4. Noted that the provision of Multi-Agency Risk Assessment Conference (MARAC) coordination was removed from the second tender process, as this function would be brought in-house. The anticipated commencement of in-house service delivery was April 2026.
5. Noted that no bids were received for Lot 3, which related to the LGBTQ+ Independent Domestic Violence and Advocacy (IDVA) Service. Additionally, tenders received for Lot 4 (Generalist Refuge Accommodation) and Lot 6 (Domestic and Gender-Based Abuse Prevention and Support for Children and Young People) did not meet the published evaluation criteria and were therefore disqualified from further consideration.

### **Reasons for Decision**

There was an identified need to support victim/survivors and their children who were at risk of or experiencing domestic abuse, with prevention and early intervention support as well as crisis response.

The Domestic Abuse and Violence Against Women and Girls (VAWG) Pathway of Support Services aimed to keep victim/survivors and their children safe by providing community-based, specialist Independent Domestic Violence Advocacy (IDVA) support for adults and children and young people, emergency accommodation via refuge accommodation, and education and prevention for children and young people. The recommendation to award contracts to the successful tenderers was based on the outcome of a competitive procurement process, during which all submitted tenders were evaluated against the published award criteria. In accordance with procurement regulations, the contracts were proposed to be awarded to the Most Advantageous Tenderers, as determined by the evaluation outcome.

The organisations recommended for contract award submitted robust proposals that demonstrated substantial expertise and a clear commitment to delivering high-quality, appropriate care and support to victim/survivors of DA and VAWG. The tenders also highlighted the providers' extensive local knowledge, well-established partnerships with both statutory and non-statutory organisations, and a proven track record in delivering relevant services. These attributes were deemed essential for the effective and sustainable delivery of services under the respective Lots.

Furthermore, the successful tenders submitted strong proposals demonstrating a clear commitment to Social Value by supporting employment pathways for ex-offenders and the unemployed, engaging with local schools and colleges through educational outreach, and strengthening the regional economy via local supply chain engagement. Health and wellbeing were promoted through initiatives such as smoking cessation, obesity, substance misuse, and physical activity, alongside support for older, disabled, and vulnerable individuals. Additionally, equality, diversity, and inclusion training would be delivered across staff and suppliers, with employees granted access to comprehensive wellbeing programmes.

## Alternative Options Considered

- **Deliver In-house** – This option was considered but ultimately rejected, as it was not viable for the following reasons:
  - A defining characteristic of IDVA services was their independence from the police and the local authority, particularly where victim/survivors had a mistrust and/or fear of the criminal justice system and Children's Social Care. Insourcing this provision could have jeopardised victim/survivor engagement with support services, thus potentially increasing their level of risk of harm and even death.
  - The Council did not have the infrastructure and expertise to deliver 'by and for' culturally appropriate services which met the needs of Haringey's communities, including ethnically minoritised women and LGBTQ+ communities. By and for organisations were defined as organisations designed and delivered by and for people who were minoritised (including race, sexual orientation, transgender identity, age, and religion). These services were rooted in the communities they served and could include wrap-around holistic recovery and support that addressed a victim/survivor's full range of intersecting needs, beyond purely domestic abuse support.
  - It should be noted that the decision was made to insource the Multi-Agency Risk Assessment Conference (MARAC) coordination, and in-house delivery was expected to commence April 2026. The decision to insource was based on the need for effective partnership working with the police, value for money for the Council, and to expand the remit of the MARAC Coordinator to also deliver a sexual exploitation and harms panel.
- **Do Nothing** – This option was discounted as the Council had a statutory duty to provide safe accommodation and support to survivors of domestic abuse; refuge provision was one of the key services that fulfilled this duty, and community-based services provided essential support to victim/survivors and their children on their journey to safety and recovery.
- **Hybrid Model** – A hybrid model with both directly delivered and commissioned domestic abuse and VAWG services supported a strong Coordinated Community Response where agencies and communities worked together to respond to violence against women and girls (priority one of the Council's 10-year Violence Against Women and Girls strategy 2016–2026). Delivering the MARAC in-house and continuing to deliver support via Hearthstone, alongside the commissioning of services from specialist and experienced organisations, benefited vulnerable residents, offering a range of expertise that was trauma-informed, person-centred, and culturally specific.

## 359. STAMFORD HILL PRIMARY SCHOOL ADDED TO THE NEW HOMES PROGRAMME

The Cabinet Member for Children, Schools and Families introduced the report.

It was explained by the Cabinet Member that the Council aimed to build a fairer and greener borough and alleviate the housing crisis in the borough. It was explained that the Council, with financial support from both the Mayor of London and the government, had committed to building at least 3,000 new council homes at council rents by 2031. It was explained that the Council planned to prioritise the newly freed-up public land for affordable housing at the old Stamford Hill school site. It was explained that the Council aimed to build at least 130–150 council homes on the site.

Following questions from Councillor Connor, the following information was shared:

- It was explained that the Council had spent £3 million on other primary schools in the local area, and that sufficient provision for children with Special Educational Needs and Disabilities was available on other sites.

**RESOLVED:**

That Cabinet:

1. Approved the addition of the former Stamford Hill Primary School site to the Council's Housing Delivery Programme.
2. Noted that approval of pre-contract budgets was within the delegated authority of the Delivery Director. The Pre-Contract Budget included all costs to take the project up to the award of a construction contract at Gateway 3.

**Reasons for Decision**

Delivering a new generation of genuinely affordable Council homes was an important corporate priority for Haringey Council. The Borough had committed to an ambitious Council home-building programme that would deliver 3,000 new homes by 2031. This was in direct response to the national housing crisis, which had left thousands of households in Haringey in need of a genuinely affordable home.

The Council was already making great strides towards this target: as of August 2025, 797 council homes had been completed as part of this ambitious programme, with around two-thirds of these new homes welcoming tenants and their families during the current calendar year. This new housing was changing the lives of residents, providing households with affordable, warm, and secure homes in their community.

In addition, the needs-led programme provided further benefits to the Borough's vulnerable residents and the wider community. Around 200 homes were "bespoke homes" co-designed with tenants with mobility or other welfare needs. These homes included adaptations designed to support tenants in their daily lives, for example, through the installation of height-adjustable worktops or specially designed bathrooms.

To help tackle the climate change emergency, homes were built to high sustainability standards, including green roofs, air source heat pumps, PV solar panels, and electric vehicle charging points. Wildlife planting, new trees, and landscaping were included as part of housing schemes. As part of the placemaking agenda, the programme

delivered additional infrastructure benefits to the existing community, including a new GP health centre, playgrounds for local children, new walkways and public bridges, and commercial spaces for local businesses.

This track record of delivery represented an outstanding achievement for Haringey Council given the difficult economic climate for the construction industry over the past few years.

The addition of this site outlined in section 1 of this report provided an opportunity for the Borough to continue its progress towards its 3,000 new homes target and provide much-needed affordable housing to residents on the housing waiting list. It also allowed the Council to explore the provision of more “bespoke homes” for some of the most vulnerable residents and to consider potential community-wide improvements that would benefit existing residents as well as new residents who might move into the new homes.

### **Alternative Options Considered**

#### **Not including this site in the Council’s Housing Delivery Programme**

This option was rejected because one of the Council’s top priorities was the delivery of a new era of council housebuilding. Excluding this site from the development programme would have undermined the Council’s capacity to deliver new Council homes.

#### **Disposing of the site**

This option was rejected because disposing of the site to a private developer could have reduced the number of affordable homes that could be built by the Council.

### **360. TOWER GARDENS - MAJOR WORKS**

The Cabinet Member for Placemaking and Local Economy introduced the report.

The Cabinet Member explained the proposed Major Works Programme for 77 properties on the Tower Gardens Estate. It was explained that this initiative represented a significant investment in tenanted housing stock, which was located within a designated conservation area in the White Hart Lane Ward. The project marked a vital step toward enhancing the long-term sustainability, safety, and quality of homes.

It was explained that the proposed works reflected the Council’s commitment to maintaining high-quality housing that met the needs of our residents. Planned improvements included roof and window replacements, structural repairs, health and safety improvements, external fabric repairs and redecorations, and energy efficiency upgrades.

It was explained that the proposed works aligned with broader priorities under the Haringey Deal, including co-production, fairness, and environmental responsibility. It was explained that the Council had engaged extensively with residents and

stakeholders to ensure the programme reflected local priorities and complied with the Council's planning policies for conservation areas. Feedback from the Council's conservation team was instrumental in shaping both the scope and sequencing of the works.

Following questions from Councillor Connor, the following information was shared:

- It was explained that, while designing the scheme, the Council had taken into account potential costs from the site being in a conservation area, and that these were factored into the overall cost of the scheme.

**RESOLVED:**

That Cabinet:

1. Approved, pursuant to Contract Standing Order (CSO) 2.01(c), the award of contract to Tenderer A as set out in Appendix A – Exempt Report. The contract sum had a total value of £3,399,871.00.
2. Approved the expenditure of sums as set out in Appendix A – Exempt Report.
3. In line with Contract Standing Orders (CSO 16.04), approved issuance of a letter of intent for the value of £339,987.00. The Letter of Intent allowed the contractor to commence the project by placing orders with their supply chain before agreeing a formal contract.

**Reasons for Decision**

The decision to award this contract was based on several critical factors:

**Feasibility and Condition Surveys**

The Council appointed a multi-disciplinary consultant in 2022 to conduct a feasibility study of the 77 tenanted properties included in the Tower Gardens Major Works Programme.

The study, which also incorporated detailed condition surveys, was conducted in two distinct phases. Inspections of the front elevations took place during the week commencing 31 January 2022, followed by assessments of the rear elevations starting the week of 21 February 2022. The findings revealed that all properties exhibited comparable defects, with structural movement identified as the predominant concern.

The scope of works, derived from the feasibility study and condition surveys, was outlined in Section 4.2.

In addition to the feasibility study and condition surveys, the appointed consultant was commissioned to deliver a range of specialist services, with associated fees detailed in the Exempt Report – Appendix A. These services included:

- Project and cost management
- Architectural design and technical support

- Building surveying
- Mechanical, electrical, structural, and civil engineering
- Principal Designer services in compliance with the Construction (Design and Management) Regulations

### **General Scope of Works**

The following works were identified by the consultant and recommended as part of the Tower Gardens Major Works Programme:

- Structural repairs
- Replacement of roof coverings to ensure weatherproofing and structural integrity
- Renewal of rainwater goods to improve drainage and prevent water damage
- Fabric repairs to masonry and brickwork to restore external surfaces and prevent deterioration
- Replacement of all windows and front entrance doors to enhance energy efficiency and security
- Renewal of fencing to improve boundary definition and aesthetics
- Levelling of pathways to eliminate trip hazards and improve accessibility

These works ensured that properties within the Tower Gardens Conservation Area were structurally sound, weatherproof, and compliant with current standards. This investment in the 77 properties helped prevent further deterioration, reduced repair costs, and enhanced the overall condition of the borough's housing stock.

### **Need for Fire Safety Upgrades**

As part of the programme, fire safety upgrades were incorporated where necessary. This included the replacement of components such as external doors with fire-rated units, installation of compliant fixtures, and improvements to compartmentation in roofs and other areas. These measures were essential to ensure that properties met current fire safety regulations and provided a safe environment for residents.

### **Energy Efficiency Improvements**

The programme supported the Council's commitment to becoming a net-zero carbon borough by 2041.

Current energy performance data for the 77 properties showed that the homes had an average Energy Performance Certificate (EPC) rating of 'D'. This indicated significant potential for improvement in insulation, heating, and windows to lower energy bills and carbon emissions.

The major works programme included replacement of windows and external doors and roof insulation, contributing to better thermal performance and reduced carbon emissions, which in turn lowered energy bills for residents. These improvements aligned with the Council's Climate Change Action Plan and Affordable Energy Strategy.

Upon completion of the works, the project team conducted post-installation Energy Performance Surveys to confirm that energy efficiency enhancements had been achieved. It was anticipated that these improvements would result in an upgrade of the EPC rating from 'D' to 'C'.

## **Minimising Future Costs**

This programme helped mitigate escalating repair costs and safeguarded the long-term value of the Council's housing stock. Delaying these essential works risked further deterioration of the properties, which could have compounded existing structural issues, increased reactive maintenance demands, and ultimately undermined the value of the properties and compromised the Conservation Area status of the Tower Gardens Estate. By investing now, the Council took proactive steps to ensure the housing stock remained in good condition for current and future residents.

## **Resident Engagement and Communication**

Although the works were external in nature, the Council engaged with residents and stakeholders across the Tower Gardens Estate. Communications were issued to affected households, and Resident Liaison Officers were appointed to support engagement, respond to queries, and ensure that disruption was minimised. This proactive approach reflected the Council's commitment to transparency and resident wellbeing.

## **Conservation Area Considerations**

As the properties were located within a designated Conservation Area, the Major Works Team, together with the multi-disciplinary consultant, engaged with the Planning Department through pre-application advice to ensure that all proposed interventions were sensitively designed to complement and preserve the architectural character of the Tower Gardens Estate.

## **Alignment with Strategic Goals**

This project aligned with the Council's wider strategic objectives, including the Housing Delivery Programme, the Housing Asset Management Strategy, and the Council Housing Energy Action Plan (HEAP). It supported the Council's ambition to provide high-quality, sustainable housing and to make best use of its existing stock.

## **Alternative Options Considered**

### **Do Nothing**

Haringey Council had a responsibility to maintain both the internal and external integrity of its housing stock. Opting not to proceed with the refurbishment of the 77 properties within the Tower Gardens Estate would have risked reputational damage, as it could have been perceived as neglecting its duty to uphold standards of repair—especially given the estate's designation as a Conservation Area.

Inaction also carried significant financial consequences. Failure to upgrade these properties would have led to continued reactive repairs and maintenance, placing a sustained burden on the Council's already limited financial resources. Timely investment not only fulfilled the Council's statutory obligations to ensure the properties

met the Decent Homes Standard but also delivered long-term cost-effectiveness and reinforced its commitment to providing safe, well-maintained housing for its residents.

### **Partnering Contract**

Haringey Council was procuring four long-term partnering contractors to deliver major works to its housing stock over a 10-year period. While it was initially considered to include the Tower Gardens Major Works Programme within the partnering contracts, several critical factors led to the option being ruled out.

Firstly, the Tower Gardens Major Works Programme refurbishment works were considered urgent, as the external repairs were required to address structural issues and upgrade poor-performing elements such as windows, doors, drainage, and other major components. Delaying the works until the partnering contractors mobilised in early 2026 would have risked further deterioration of these properties, leading to higher repair costs, which could in turn have led to claims for disrepair.

It should also be noted that the decision to exclude the Tower Gardens Major Works Programme from the partnering contract was because the project was first identified in 2022, meaning the works were overdue and any further delays would have compromised the Council's commitment to achieving its Decent Homes target for 2025/26 and 2026/27.

### **361. MINUTES OF OTHER BODIES**

The minutes of other bodies were discussed.

#### **RESOLVED:**

The minutes of other bodies were noted.

### **362. SIGNIFICANT AND DELEGATED ACTIONS**

The list of significant and delegated decisions were discussed.

#### **RESOLVED:**

The list of significant and delegated decisions were noted.

### **363. NEW ITEMS OF URGENT BUSINESS**

There were none.

### **364. EXCLUSION OF THE PRESS AND PUBLIC**

#### **RESOLVED:**

That the press and public be excluded from the remainder of the meeting as items contain exempt information as defined under paragraph 3, Part 1, Schedule 12A of the Local Government Act 1972

**365. EXEMPT - DISREPAIR NEW CONTRACT PROCUREMENT**

The exempt item was discussed.

**RESOLVED:**

The exempt recommendations were noted and agreed.

**366. EXEMPT - HOUSING ASSET MANAGEMENT MULTI-DISCIPLINARY CONSULTANTS CONTRACTS**

The exempt item was discussed.

**RESOLVED:**

The exempt recommendations were noted and agreed.

**367. EXEMPT - HOUSING RELATED SUPPORT DOMESTIC ABUSE AND VIOLENCE AGAINST WOMEN AND GIRLS (VAWG) PATHWAY**

The exempt item was discussed.

**RESOLVED:**

The exempt recommendations were noted and agreed.

**368. EXEMPT - TOWER GARDENS - MAJOR WORKS**

The exempt item was discussed.

**RESOLVED:**

The exempt recommendations were noted and agreed.

**369. EXEMPT - MINUTES**

The exempt minutes of the meeting, 11 November 2025, were discussed.

**RESOLVED:**

The exempt minutes of the meeting, 11 November 2025, were agreed as a true and accurate record.

**370. NEW ITEMS OF EXEMPT URGENT BUSINESS**

There was none.

CHAIR: Councillor Peray Ahmet

Signed by Chair .....

Date .....

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**Report for:** Cabinet - 20 January 2026

**Item number:** 9

**Title:** Acquisition of 12 council homes at 67 Lawrence Road N15

**Report**

**authorised by:** Taryn Eves, Corporate Director of Finance and Resources.

**Lead Officer:** Jonathan Kirby, Director of Capital Projects & Property.

**Ward(s) affected:** Tottenham Central.

**Report for Key/**

**Non Key Decision:** Key Decision.

**1. Describe the issue under consideration**

1.1 This report seeks approval for the acquisition of 12 Council homes for social rent which are to be delivered as part of the redevelopment of 67 Lawrence Road, London N15 (the property). This completed scheme has been undertaken by The Vabel (Lawrence) Limited (the Developer).

**2. Cabinet Member Introduction**

- 2.1 The driving mission of this council is to build a fairer and greener borough. London has a housing crisis – and we are seeing more and more local residents unable to afford rents, let alone afford to buy.
- 2.2 To do our part in addressing this situation we – with financial support from both the Mayor of London and the government – are building at least 3,000 new council homes at council rents by 2031. We are creating more genuinely affordable homes for local people.
- 2.3 Numbers are essential, but we're focused as much on quality as quantity. We're building homes that will last, with great insulation standards, great interior and exterior design standards and a strong mix of family and individual homes. We make sure homes are as well-insulated and energy efficient as possible because we want homes that aren't just affordable to rent but affordable to run.
- 2.4 We are also buying homes where we can and letting them out as Council homes at council rents. When we buy, we make sure that the purchase price works out in the round and that quality meets a minimum standard.
- 2.5 At 67 Lawrence Road, we're buying 12 homes to let at council rents. Almost half of the flats (5) are two-bedroom family homes. 4 of the homes are wheelchair

accessible. Every flat has its own private balcony or terrace and there's a shared communal garden too.

- 2.6 We are steadily expanding the supply of genuinely affordable housing in our borough – month on month, year on year – to help more and more residents get a home at a fair rent.

### **3. Recommendations**

- 3.1 It is recommended that Cabinet:
- 3.1.1 Approves the acquisition of the long leasehold interest in 12 flats at the property for housing purposes, for the purchase price as set out in the Part B (Exempt) report and based on the draft Heads of Terms contained in the Part B (Exempt) report.
- 3.1.2 Approves the total scheme cost for the acquisition as contained in the Part B (Exempt) report.
- 3.1.3 Approve the payment to Estate Office Investments Ltd (Estate Office) as contained in the Part B (Exempt) report.
- 3.1.4 To note it is proposed that grant funding from the Greater London Authority (GLA) will be used to part fund the acquisition with the option to use additional funding from the General Fund under an approved allocation for acquisitions through the CHAP programme. The amount of grant funding is contained in the Part B (Exempt) report.
- 3.1.5 In the event GLA funding is not available, Cabinet approval is sought for the use of right to buy (RTB) receipts. The amount of grant funding is contained in the Exempt Part B (Exempt) report.
- 3.1.6 Pursuant to Recommendation 3.1.5, where RTB funding is used, to approve the grant of leases of these homes for a term not exceeding 7 years to the Haringey Community Benefit Society (HCBS) who, in turn, will let these homes at Local Housing Allowance (LHA).
- 3.1.7 To approve that the lettings of these homes are made in accordance with the grant funding conditions, and that the Neighbourhood Moves Scheme will not apply to these homes.
- 3.1.8 Grant delegated authority to the Corporate Director of Finance and Resources following consultation with the Head of Legal and Lead Member for Housing to finalise the Heads of Terms, agree the purchase price, finalise legal documentation and complete the transactions.

### **4 Reasons for decision**

- 4.1 The acquisition of these properties will result in 12 additional new council homes helping the council make good on its pledge to acquire and build 3,000 council homes by 2031.
- 4.2 The homes are expected to be of a good standard and to accord with the GLA's design standards as set out in the London Plan.

### **5 Alternative options considered**

- 5.1 Not to acquire the homes. This option was rejected because it would be a missed opportunity for the Council to:

- Secure 12 new Council homes.
- Purchase homes at a commercially advantageous price and payment structure.
- Assist in maintaining momentum and progress in the overall aspiration to provide affordable housing in the borough.

## 5. **Background information**

- 5.1. The Vabel Lawrence development is a residential led mixed use scheme of 71 homes and 6 commercial units.
- 5.2. The planning application (HGY/2016/1212) was approved in January 2018 and construction completed 2024.
- 5.3. The development is situated on Lawrence Road, a broad tree-lined avenue within the lively and culturally diverse neighbourhood of Seven Sisters.
- 5.4. The 12 affordable homes within the scheme are currently designated as Shared Ownership.
- 5.5. The affordable homes identified in the S106 agreement are Apartments 1, 2, 4, 5, 7, 8, 9, 10, 11, 19, 20 & 21 Red House block at the Development. The apartments comprise a mix of 1 and 2 bedroom units including four suitable for wheelchair users and are interspersed between ground and 2nd floors.
- 5.6. It is expected the homes will be sold by way of a new long leasehold interest for a term of 999 years at a peppercorn ground rent.
- 5.7. Once acquired, these homes will be let to Haringey households at Social Rent.
- 5.8. As part of the acquisition terms, a deed of variation will be made to the S106 agreement to redesignate the tenure of the affordable units from Shared Ownership to Social Rent levels. The application has been made as sits with the planning team for a decision.
- 5.9. Tables 1 and 2 below set out the current and proposed affordable housing tenure and mix.

Table 1: Approved tenure and mix

Unit Type	Shared Ownership	TOTALS
1bed flat	7	7
2bed flat	5	5
TOTALS	12	12

Table 2: Proposed tenures and mix

Unit Type	Social Rent	TOTALS
1bed flat	7	7
2bed flat	5	5

TOTALS	12	12
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### **Description of the site and design matters**

- 5.10. The property is located on Lawrence Road, a treelined Avenue in the heart of Seven Sisters. A site location plan is contained at Appendix A.
- 5.11. The site has a PTAL of 5 and will be car free. There are excellent links to public transport being near both Seven Sisters underground and overground stations, Stansted Express services run direct from nearby Tottenham Hale and further links to East and West London from South Tottenham just 15 mins walk away.
- 5.12. All the homes to be acquired have been designed to comply with the standards set out in the London Plan.
- 5.13. All homes have private amenity space, plus there is a communal garden on the ground floor and a play space suitable for children under 12 years old.
- 5.14. Car parking spaces will be made available to the designated wheelchair accessible homes. It is proposed to enter into a separate parking deed to enable up to 4 spaces to be reserved for use by residents once an accessible parking permit holder becomes resident of one of the properties. These are the 4 spaces closest to the back door of Red House block for ease. These will remain in the ownership of the estate and under the management of the block manager.
- 5.15. Floor plans of the development are contained at Appendix B.

### **Draft Heads of Terms.**

- 5.16. Contained in the Part B (Exempt) report.

### **Sale contract and analysis of the total scheme cost and purchase price**

- 5.17. Contained in the Part B (Exempt) report.
- 5.18. Contained in the Part B (Exempt) report.
- 5.19. Contained in the Part B (Exempt) report.
- 5.20. Contained in the Part B (Exempt) report.
- 5.21. Contained in the Part B (Exempt) report.
- 5.22. Contained in the Part B (Exempt) report.
- 5.23. Contained in the Part B (Exempt) report.

### **Future housing management and estate service charges**

- 5.24. Given the Council will own a leasehold interest in the properties, there will be a responsibility to pay for block and estate repairs and services through a service charge. The building will be managed by a third-party managing agent appointed by the Freeholder.

- 5.25. As these are newly purchased properties, the initial let would normally be let under the Neighbourhood Moves Scheme which prioritises existing Council tenants living within 250 meters of the properties or on the same estate. However, the funding conditions requires the properties to be let to homeless families.
- 5.26. Cabinet has the power to exclude homes from the Neighbourhood Moves Scheme and it is thus recommended that these homes are excluded from the Scheme as failure to do so would breach the funding conditions.

### **Acquisitions and Disposal Policy**

- 5.27. The Acquisitions and Disposal policy is contained in the Asset Management Plan February 2020 which was updated and adopted by Cabinet in February 2021. Note that whilst the Land and Property Disposal Policy has been updated and adopted by Cabinet in June 25, the acquisitions part of the 2021 policy is still relevant. The policy sets out key 'Principles' and 'Tests' that determine alignment with the Borough Plan.
- 5.28. The policy also states that acquisitions will be considered to acquire completed new housing units being developed on private land, former Council and other private housing acquired individually or in groups, which will increase the council's stock of homes. The Council will aim to acquire via negotiation in the first instance having carried out a RICS valuation, and having assessed the business case for acquisition, including affordability.
- 5.29. A Red Book Valuation (RBV) has been commissioned for the purpose of supporting the Cabinet decision. The terms of reference for the RBV are governed by the RICS.
- 5.30. This proposed acquisition has followed the Council's internal governance process seeking noting and recommendation from the New Homes Board.
- 5.31. The basis for this acquisition will be assessed and shall meet key criteria as set out in the council's Disposal and Acquisitions Policy. This is summarised in the table below:

<b>Assessment Criteria:</b>	<b>Test</b>
Business Case	Approved by Finance Department.
Deliverability	Delivery by third party developer as part of Development Agreement.
Valuations/ Development appraisal supports	Red Book Valuation for Open Market Value
Affordability	Demonstrated within the Business Case.
Legal assessment	Approval of Heads of Terms leading to documentation of transaction.

Alternative options considered	Only alternative is not acquiring the homes.
Risk assessment	Council to ensure quality of workmanship and specification standards by appointing Project Monitoring Surveyor to ensure compliance with agreed specification.
Political	Transaction has been presented to The Leader and the Lead Cabinet Member.

## 6. Contribution to the Corporate Delivery Plan 2024-2026 High level Strategic outcomes

- 6.1. This acquisition, as part of the Council's broader Housing Delivery Programme will play a role in achieving the outcomes under the CDP theme: 'Homes for the Future.' In particular, the targeted outcomes to achieve 'an increase in the number and variety of high-quality and sustainable homes in the borough.'
- 6.2. The provision of these 12 homes, for letting at social rents, helps to support the council's Corporate Delivery Plan which sets out that a reduction in temporary accommodation is a key outcome within its vision to create a borough where everyone has a safe, sustainable, stable and affordable home (CDP p34, Homes for the Future).
- 6.3. The acquisition will support housing growth.

## 7. Carbon and Climate Change

- 7.1. The development was constructed in accordance with the sustainability assessment approved through the planning process. The proposals include the delivery of 825m<sup>2</sup> of green roof.

The specification of the homes includes.

- Extract ventilation system for overheating control, high performance double glazing with solar control, minimising heat loss, and control solar gain,
- Energy-efficient LED lighting, split circuit, dimmable lighting for greater lighting control and reduced usage,
- Underfloor heating for efficient and zone controlled space heating.
- The communal gas boiler system has been built for future upgrade / district heating connection.

- 8.1 As well as reducing the running costs for the tenants moving into these homes, the improvements will contribute to the council's net zero ambitions by improving the energy efficiency and sustainability of its stock.

## 9 Statutory Officers comments

### Finance

- 9.1 Finance confirms that the proposed acquisition of 12 homes at Lawrence Road can be contained within the approved Housing Revenue Account (HRA) capital programme.
- 9.2 The scheme aligns with the Council's housing delivery objectives and will contribute to reducing reliance on temporary accommodation.
- 9.3 Funding is expected to be supported by external grant receipts, with fallback options in place if grant funding is not secured.
- 9.4 Further financial details are provided in the exempt section of this report.

#### **Procurement**

- 9.5 Strategic Procurement note the contents of this report and confirm there are no procurement related matters preventing Cabinet approving the recommendations stated in paragraph 3 above.

#### **Director of Legal & Governance**

- 9.6 The Director of Legal & Governance has been consulted in preparation of this report. The acquisition of property valued at £500,000 or above is a key decision. The Council has the power to purchase land to be held in the General Fund Account under section 120 of the Local Government Act 1972. The Council has the power under section 120 (1) of the Local Government Act 1972 for the purposes of any of its functions under that Act or any other enactment, or the benefit, improvement or development of their area, to acquire by agreement any land, whether situated inside or outside its area.
- 9.7 The Council has the power to purchase land to be held in the Housing Revenue Account under section 9 and section 17 of the Housing Act 1985. Section 9 of the Housing Act 1985 grants the Council as a local housing authority the power to provide housing accommodation (a) by erecting houses or converting buildings into houses on land acquitted by them or (b) by acquiring houses. Under s17 of the Housing Act 1985 the Council as a local housing authority may for housing purposes acquire land as a site for the erection of houses, or acquire houses, or buildings which may be made suitable as houses, together with any land occupied with the houses or buildings
- 9.8 The proposed acquisition comprises 12 leasehold flats each for a term of 999 years at a peppercorn rent. The 12 flats (being part of the property) will be acquired for housing purposes and therefore will be held in the Housing Revenue Account. Therefore, the land will be acquired by the Council using its powers to acquire land under section 9 and 17 of the Housing Act 1985.
- 9.9 Recommendation 3.1.5 asks Cabinet to approve the use of Right to Buy (RTB) receipts in the event Greater London Authority (GLA) funding is not available to part fund the acquisition at Recommendation 3.1.1. The Secretary of State for Housing, Communities and Local Government confirmed in July 2024 that local authorities can use up to 100% of their retained receipts to fund replacement affordable housing for the financial year 2025-2026. Guidance published in July 2025 states it is for the local authorities to decide the percentage of retained RTB receipts they will use to fund purchases rather than new build, however local authorities are expected to "achieve the right balance between acquisitions and new builds".
- 9.10 Under section 32(2) of the Housing Act 1985 Secretary of State consent is required for disposal of land held for housing purposes except by a way of letting under a secure tenancy. General Housing Consent 2013 is available in certain circumstances to authorise the voluntary disposal of housing land and properties under section 32 of the Housing Act 2013.

9.11 Under paragraph A.3.1.1 of the General Housing Consent 2013 permits a Council subject to paragraph A.3.1.2 to dispose of land for consideration equivalent of market value. A3.1.2 states that Paragraph 3.1.1 does not apply to: (a) a disposal of land which is subject to a secure, introductory or demoted tenancy to occupy from the local authority to a landlord who is not another local authority; (b) a disposal of land that falls within Consent D (The General Consent for the Disposal of Reversionary Interests in Houses and Flats 2013); or (c) a disposal of land to a body in which the local authority owns an interest except - (i) where the local authority has no housing revenue account; or (ii) in the case of a local authority with a housing revenue account, the first 5 disposals in a financial year.

9.12 The Council will not require Secretary of State consent to dispose of 12 flats to a third party and can rely on the paragraph A3.1.1 of the General Housing Consent 2013 if it disposes of the land to the third party through one lease rather than as 12 separate units and as long as the disposal is at market value. Therefore none of the exceptions under A.3.1.2 (a), (b) and (c) will apply that would prohibit the Council using paragraph A.3.1.1.

- 9.13 Cabinet is being asked to approve the budget for this acquisition which must be within the budgetary framework as approved by full Council.
- 9.14 The main terms of the Council's proposed acquisition of the Property are set out in Part B of this report. This information is exempt as the information relates to the financial or business affairs of a particular person (including the authority holding that information) under Schedule 12A of the Local Government Act 1972, and in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information

### **Equality**

- 9.15 The Council has a Public Sector Equality Duty (PSED) under the Equality Act (2010) to have due regard to the need to:
- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act.
  - Advance equality of opportunity between people who share protected characteristics and people who do not.
  - Foster good relations between people who share those characteristics and people who do not.
- 9.16 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.
- 9.17 Marriage and civil partnership status applies to the first part of the duty. Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.
- 9.18 The decision in question is regarding the acquisition of 32 council homes to provide decent, safe, and well-built accommodation.
- 9.19 The scheme will increase the supply of council rented homes having a positive impact on individuals in housing need as well as those who are vulnerable to homelessness. Data held by the council suggests that women, young people, and people from ethnic minority backgrounds are over-represented among those living in temporary

accommodation. Furthermore, individuals with these protected characteristics, as well as those who identify as LGBTQ+ and disabled people are known to be vulnerable to homelessness.

- 9.20 The scheme is therefore likely to have a positive impact on equality by providing good quality rented accommodation for Haringey residents with a range of protected characteristics, including the locally adopted socio-economic characteristic.

**10. Appendices:**

Appendix A - Site location plan.

Appendix B – Schedule of Accommodation and Floor plans

Appendix C – Exempt

Appendix D – Exempt

**11. Background papers**

[Neighbourhood moves scheme](#)

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## Appendix A – Site location plan



### General Notes:

This drawing is to be read in conjunction with all other drawings, structural, mechanical & electrical engineer's drawings. Written dimensions take precedence over scaled. All dimensions to be confirmed on site. All areas shown are approximate. All areas are subject to change. All areas are indicative of design intent. Specialist design subcontractors are to develop and co-ordinate final details for the contract administrators comments. All recommendations, any discrepancy is to be notified to the contract administrator immediately. Kiran Curtis Associates accept no responsibility for the accuracy of the existing building survey upon which these drawings are based.

This drawing is protected by copyright and must not be copied or reproduced without the written consent of Kiran Curtis Associates.

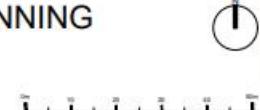
### Notable Hazards & Risks:

- Ownership of 67 Lawrence Road
- Ownership of 45-63 Lawrence Road

### Level:

### Notes:

PLANNING



### Rev.

### Date:

### Description / Comments

- 21.05.14 Issued for comment
- A 06.07.15 Issued for comment
- B 16.12.15 Issued for comment
- C 14.03.16 Issued for comment
- D 06.04.16 Issued for comment
- E 08.09.16 Issued for planning

### Dim.

### Chk.

### Project Name

Lawrence Road,  
Tottenham, N15 4EY

### Drawing Title

Proposed Site Plan

### Client

### Job No.

0427

### Drawing No.

PL\_1000

### Rev.

E

Kiran Curtis Associates  
100 Wharf Road, London N1 7EU  
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Scale  
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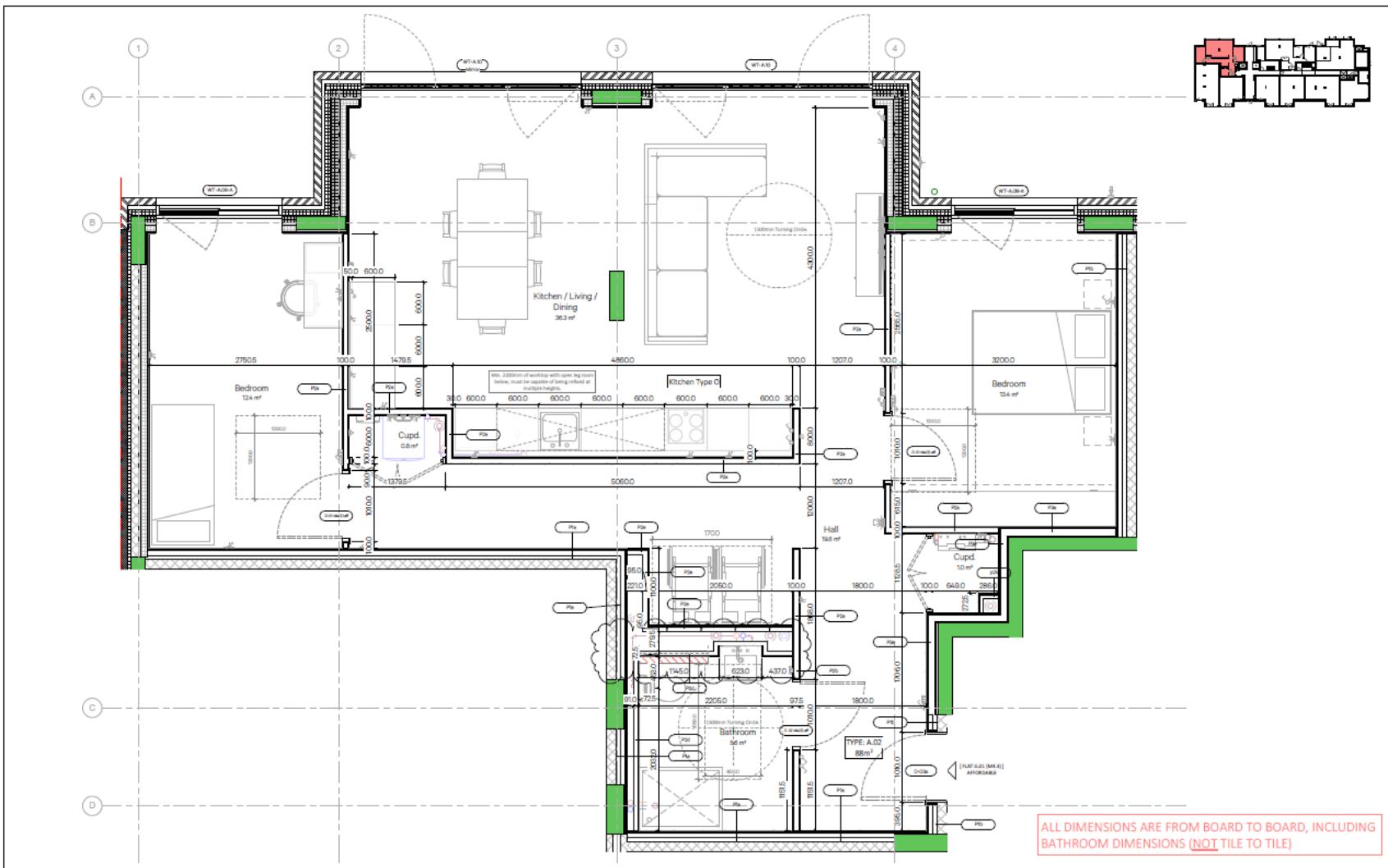
## Appendix B – Schedule of Accommodation and Floor plans

### Schedule of Accommodation

Apartment No.	Floor	Block	Beds	Bedspaces	Baths	GIA (Sq FT)	GIA (Sq M)
G.01*	Ground	A	2	3	1	1,024	95.1
G.02*	Ground	A	2	3	1	900	83.6
1.01	First	A	1	2	1	580	53.9
1.02	First	A	1	2	1	545	50.6
1.03	First	A	1	2	1	545	50.6
1.06	First	A	2	3	2	782	72.7
1.07	First	A	1	2	1	620	57.6
1.09*	First	A	2	3	1	802	74.5
1.10.	First	A	1	2	1	580	53.9
2.01	Second	A	1	2	1	545	50.6
2.02	Second	A	1	2	1	545	50.6
2.11*	Second	A	2	3	1	802	74.5

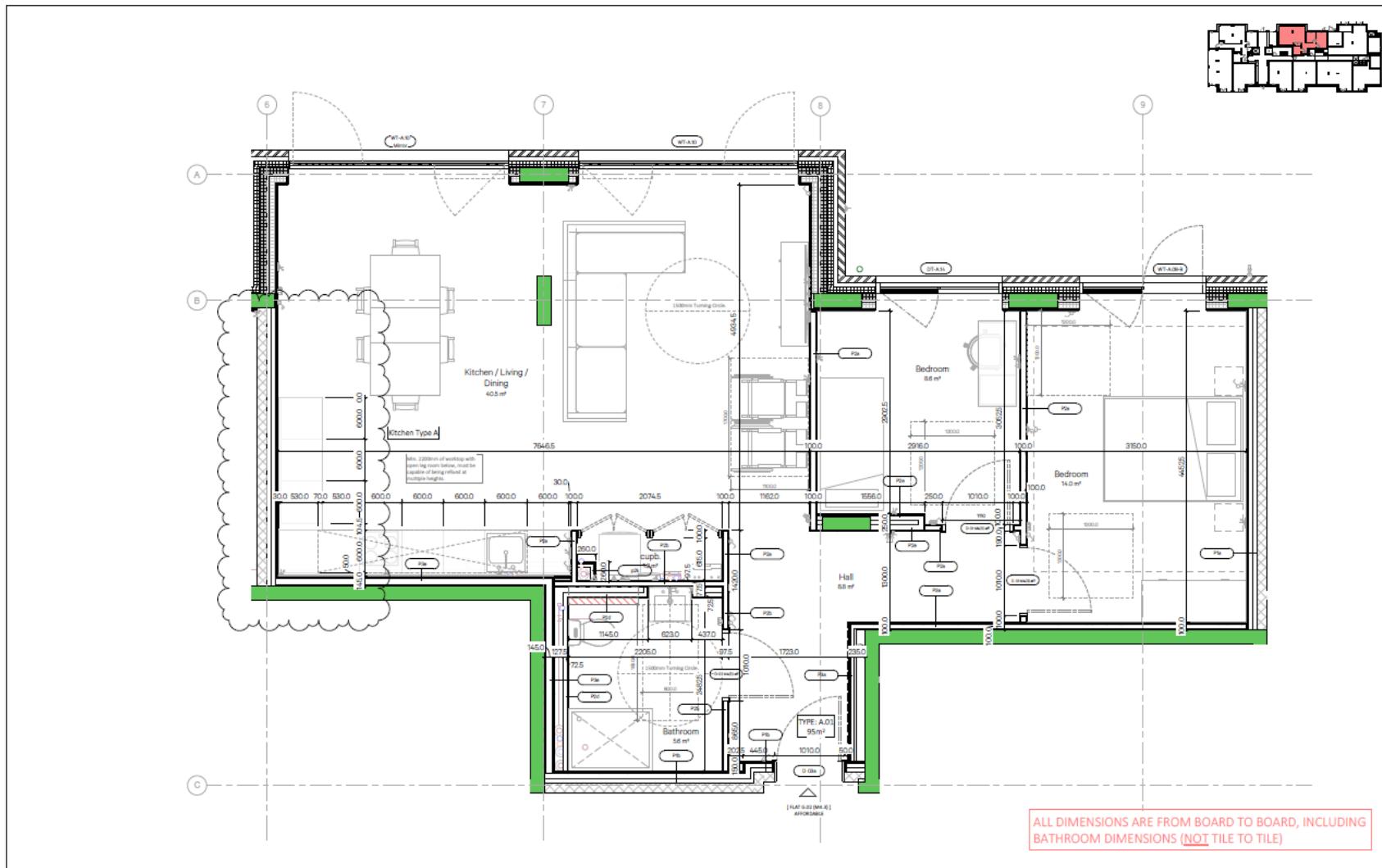
(\* denotes Wheelchair Adapted homes)

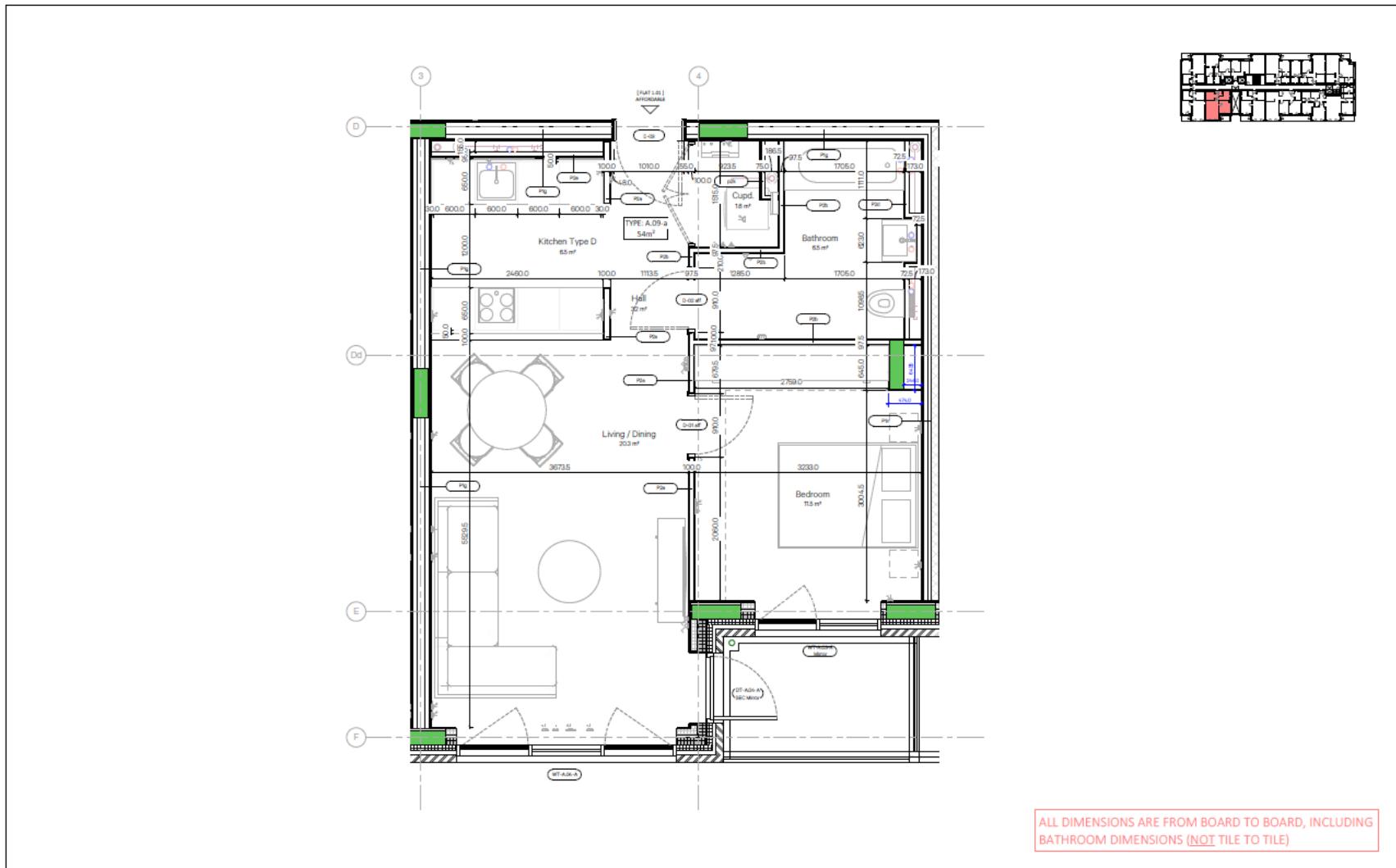
## G.01 (WCH)



Ref	Description	Date	Notes
T1	Issued for Header	14.06.2022	
T2	Issued for Header	16.06.2022	
C1	Issued for Construction - including wall type tags	08.01.2022	
C2	Issued for Construction - updates to bathroom listing	11.01.2022	

		Client: VIMAS, LONDON Project: 60, ST. GEORGE'S ROAD Drawing: Ref Type: A3			
Scale: (Date) 1:500 (04/07/2013)		Drawn: 04 Checked: A3			
Project & Drawing No: L10-WL-A1-22-A-0502		Revised: C2			
<small>ALL DRAWINGS ARE THE PROPERTY OF THE DRAWING CONTRACTOR. THE CONTRACTOR AGREES THAT ALL DRAWINGS AND SPECIFICATIONS ARE THE PROPERTY OF THE ARCHITECTS TO WHOM IT IS SUBMITTED BY THE CONTRACTOR AND THE DRAWINGS ARE NOT TO BE COPIED OR USED BY ANYONE OTHER THAN THE CONTRACTOR UNLESS AUTHORIZED IN WRITING BY THE ARCHITECTS. THE CONTRACTOR AGREES THAT IT IS NOT TO REPRODUCE OR PUBLISH ANY DRAWING OR SPECIFICATION WITHOUT THE WRITTEN CONSENT OF THE ARCHITECTS.</small>					



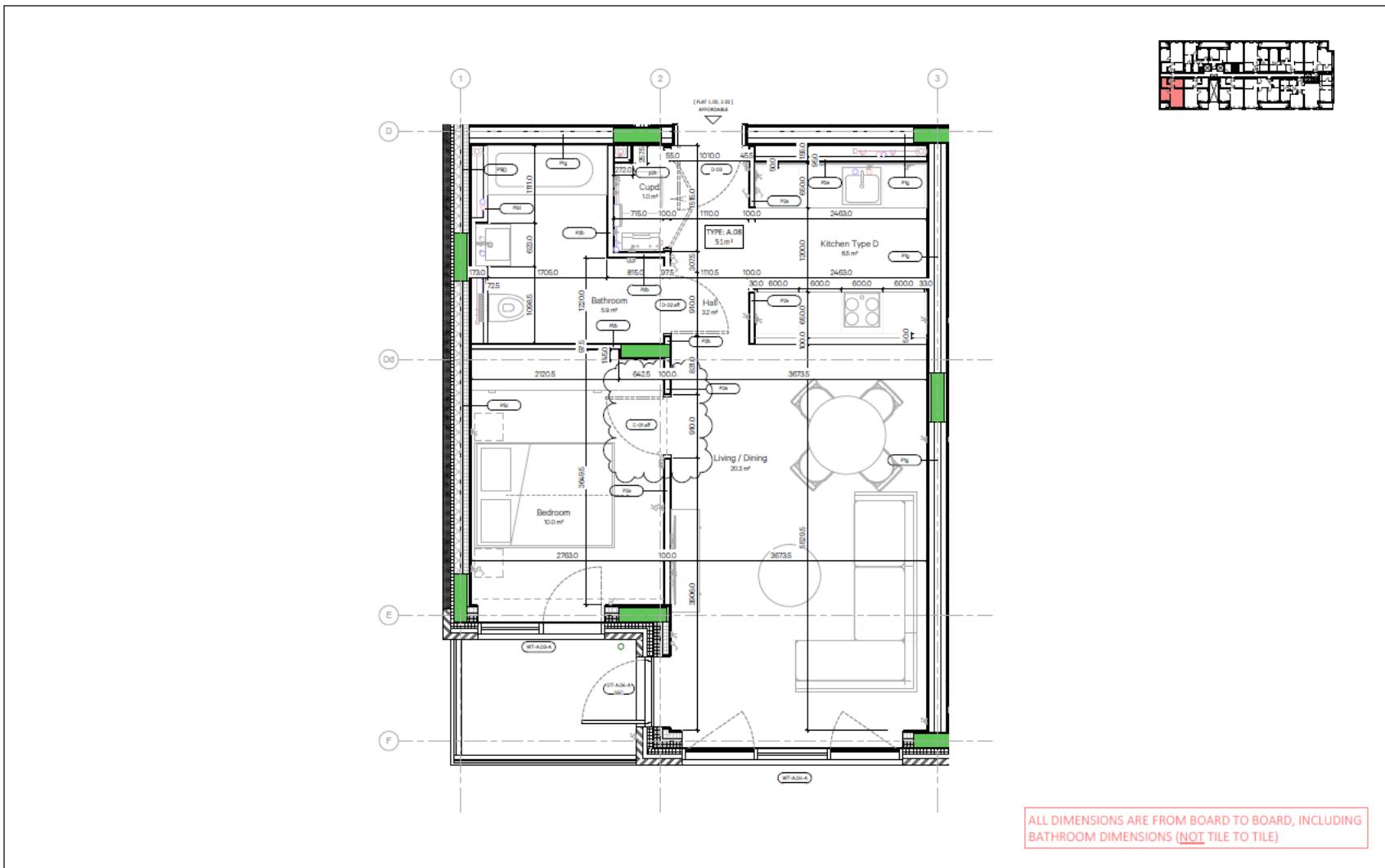


Key	Description	Date	Notes	Client	Project	Drawing	Architect
T1	Issued for Tender	14.08.2022		VINCI LONDON	87 LAWRENCE ROAD		
T2	Issued for Tender	14.08.2022				Rev Type A02-e	
C1	Issued for Construction - including wall type tags	08.10.2022					

Scale 1:500 As indicated Date 30/08/22 Drawn Checked AS

Project & Drawing No: L10-A02- A1-22-04-a-0009 Revision C1

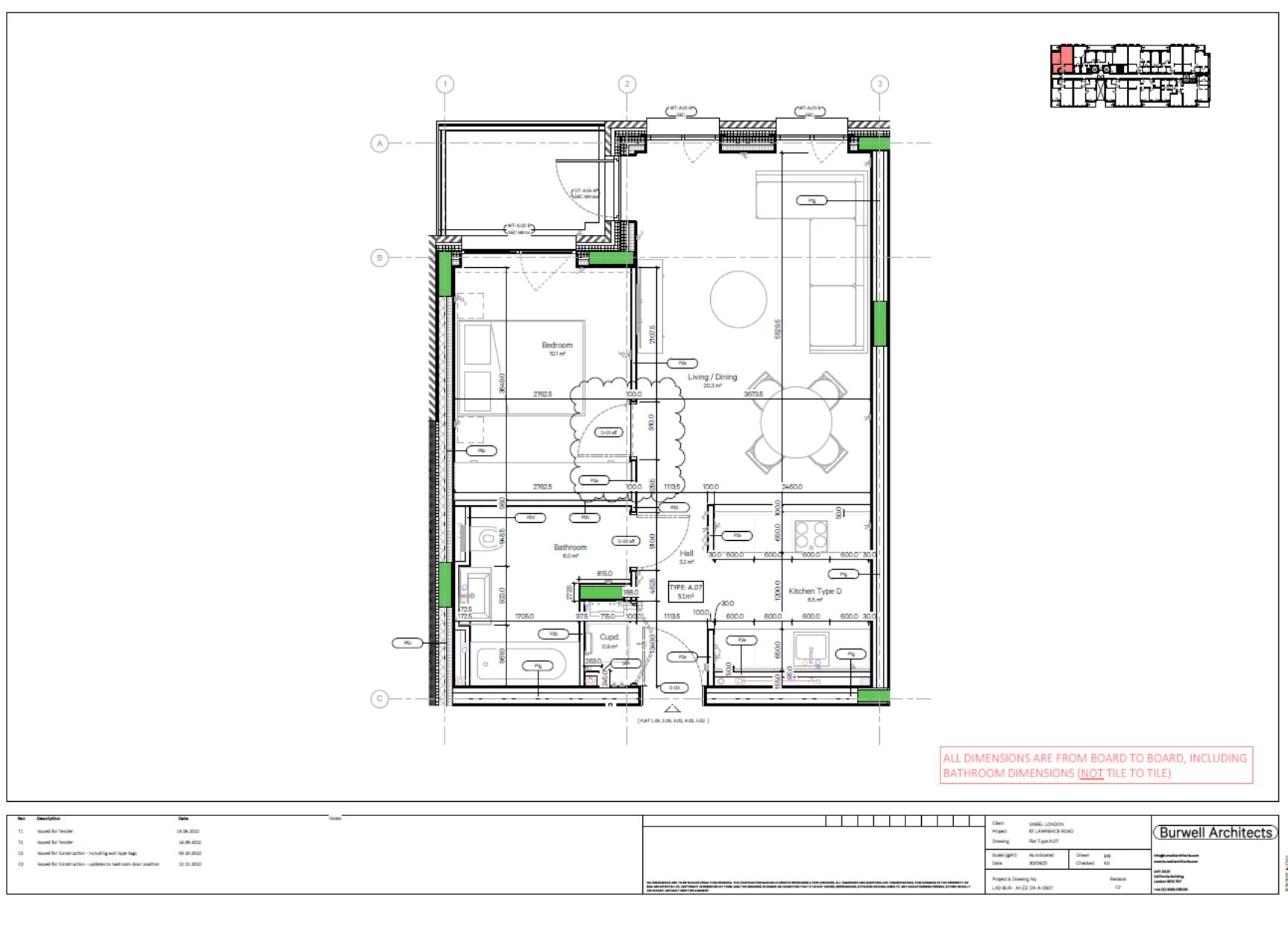
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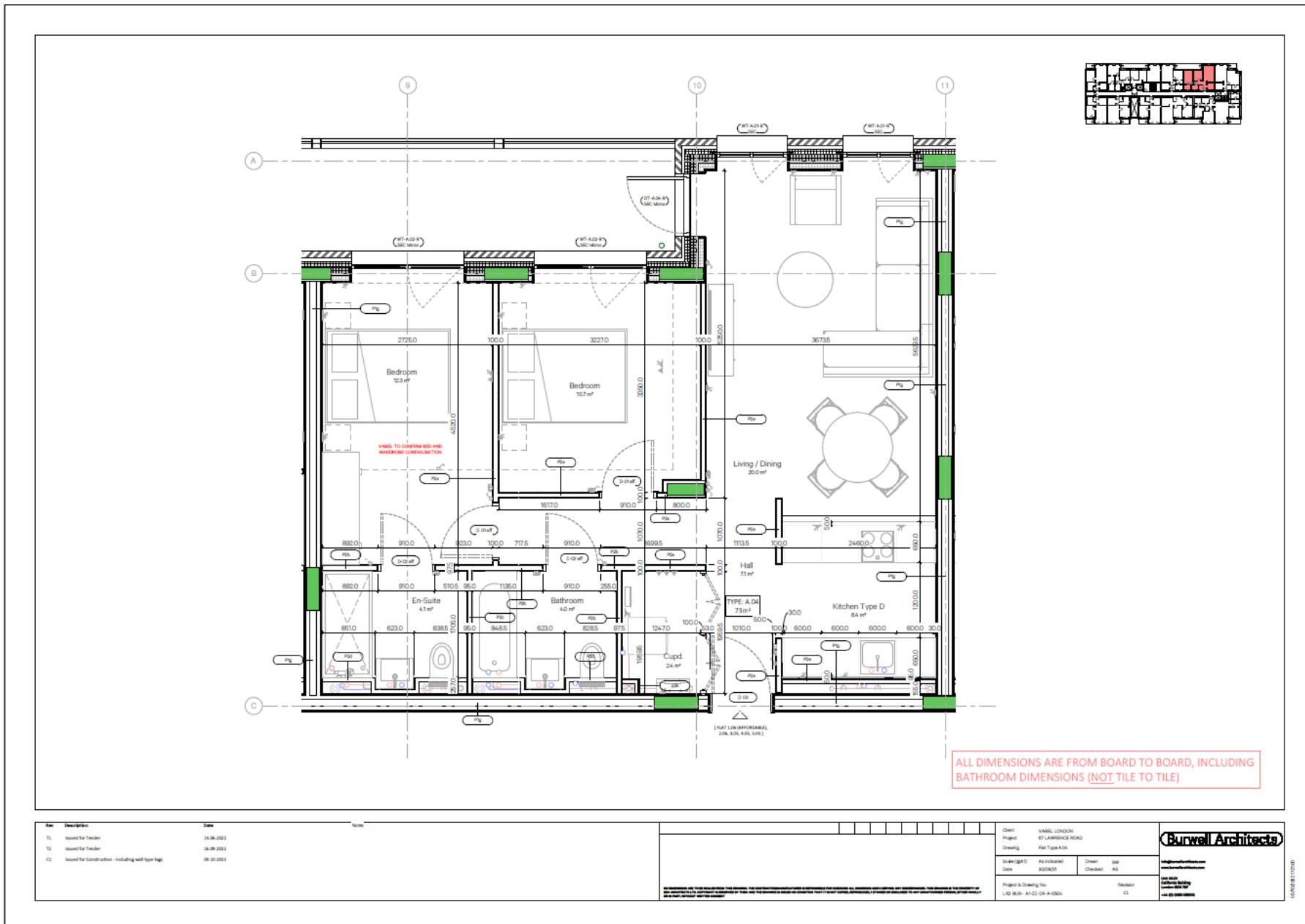


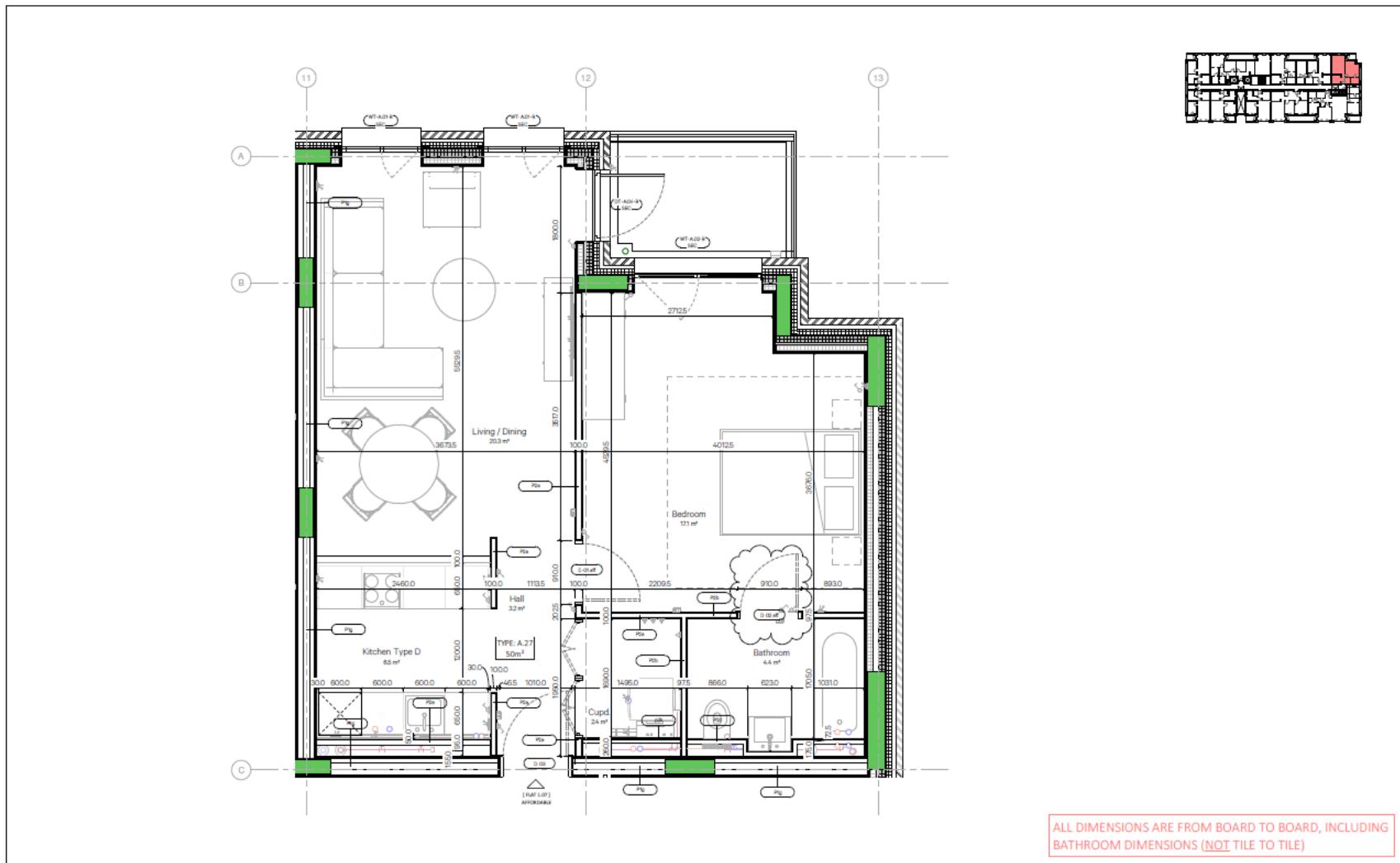
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T1	Issued for tender	14.06.2022
T2	Issued for tender	14.06.2022
C3	Issued for construction - including wall type tags	08.07.2022
C2	Issued for construction - updates to bed room door position	13.11.2022

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		<p>Client: VARIOUS LONDON Project: 10 LAWRENCE ROAD Drawing: Ref Type A3/A4</p>	<p><b>Burwell Architects</b></p>
		<p>Scale (A3/A4): As indicated Date: 03/08/2011</p>	<p>Drawn: 8/8 Checked: AS</p>
		<p>Project &amp; Drawing No: Revision: LIC-Mul-A122 (24-A-0508)</p>	
		<p>08/08/2011 C2 08/08/2011 California Building Regulation 16400 8th Street Torrance, CA 90504</p>	





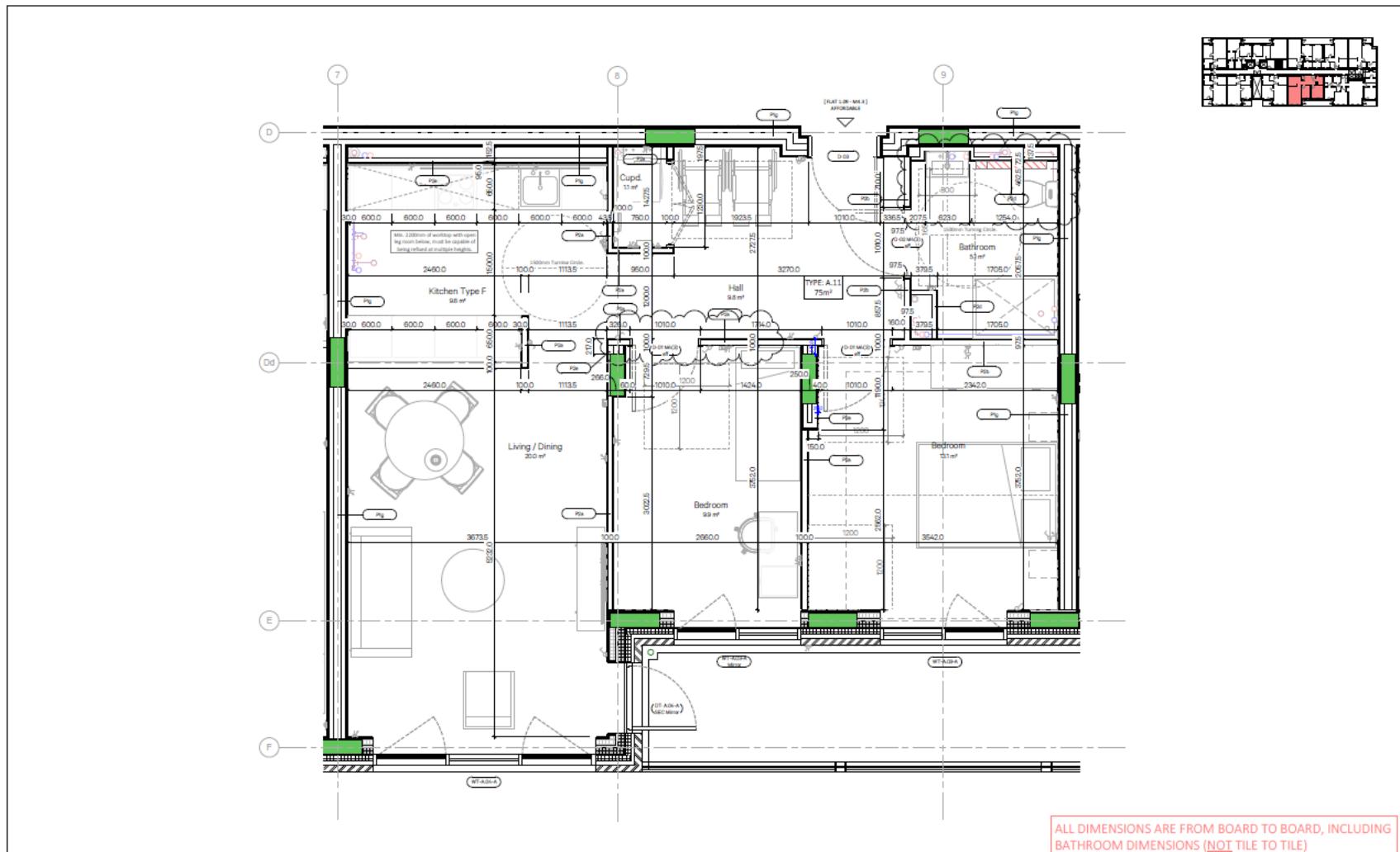


ALL DIMENSIONS ARE FROM BOARD TO BOARD, INCLUDING BATHROOM DIMENSIONS (NOT TILE TO TILE)

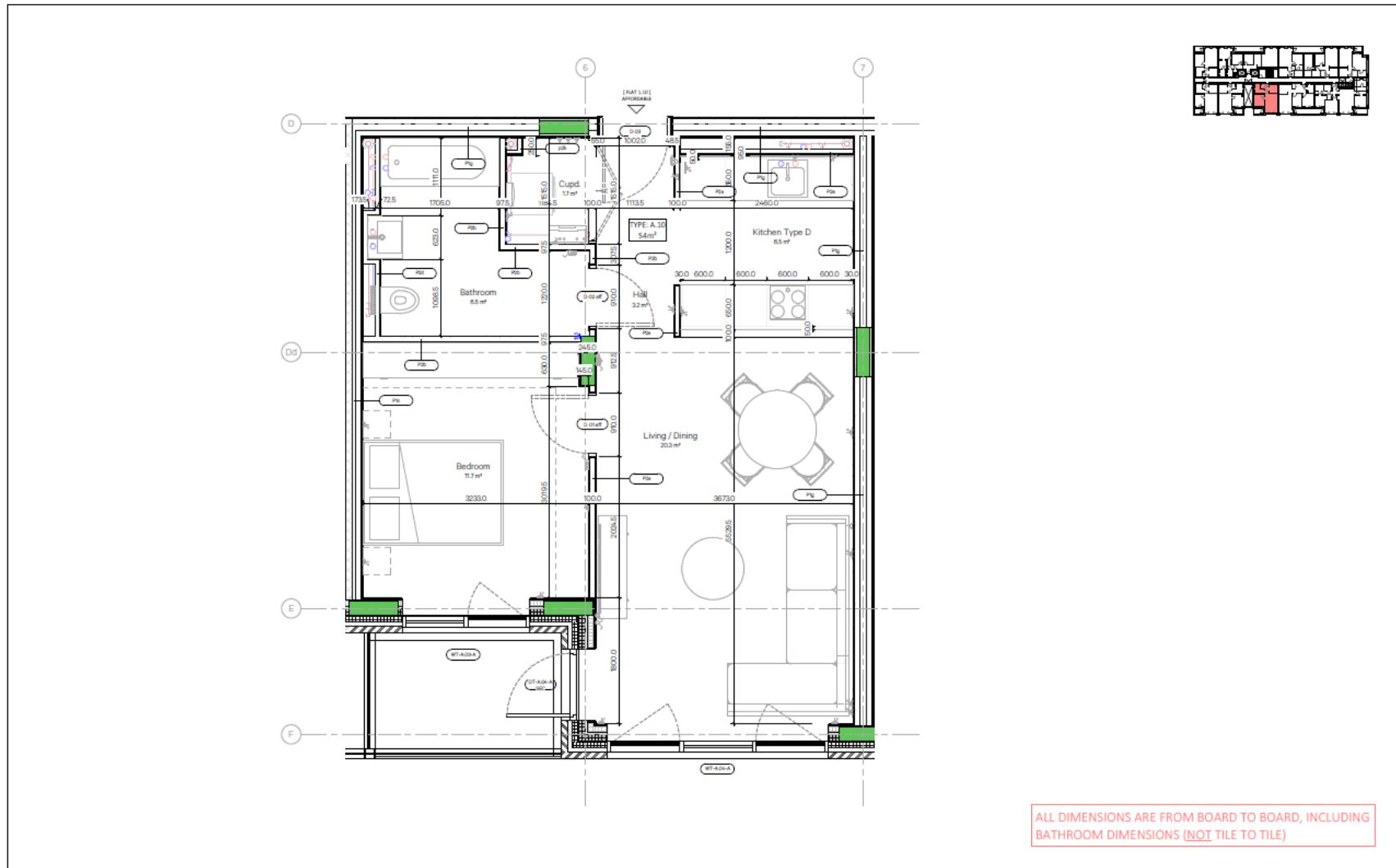
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T2	Issued for Tender	14.06.2023	
C1	Issued for Construction - including wall type tags	01.10.2023	
C2	Issued for Construction - door swing changes	01.11.2023	

		Client VANIS, LONDON Project 67 LAWRENCE ROAD Drawing Rat Type A27			Burwell Architects
Scale (1:10)	As indicated	Drawn	000	AS	
Date	03/01/22	Checked			
Project & Drawing No.	L20-001	Revision			
L20-001-022-04-A-0009		C2			

## 1.09 (WCH)

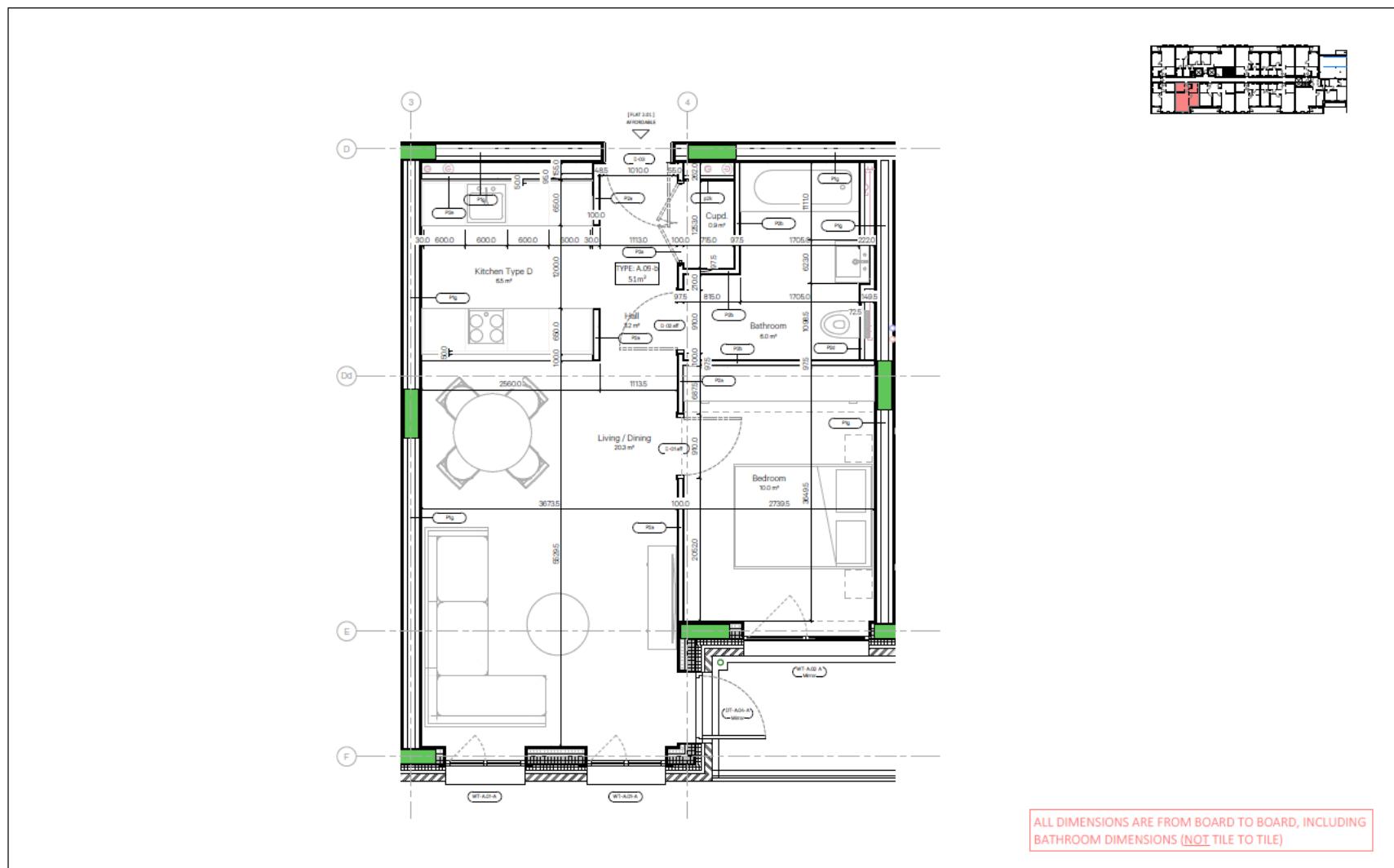


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T2	Issued for Tender	14.08.2012						
C1	Issued for Construction - Including wall type tags	08.09.2012						
C2	Issued for Construction - updates to bed door & bath fixing	11.11.2012						

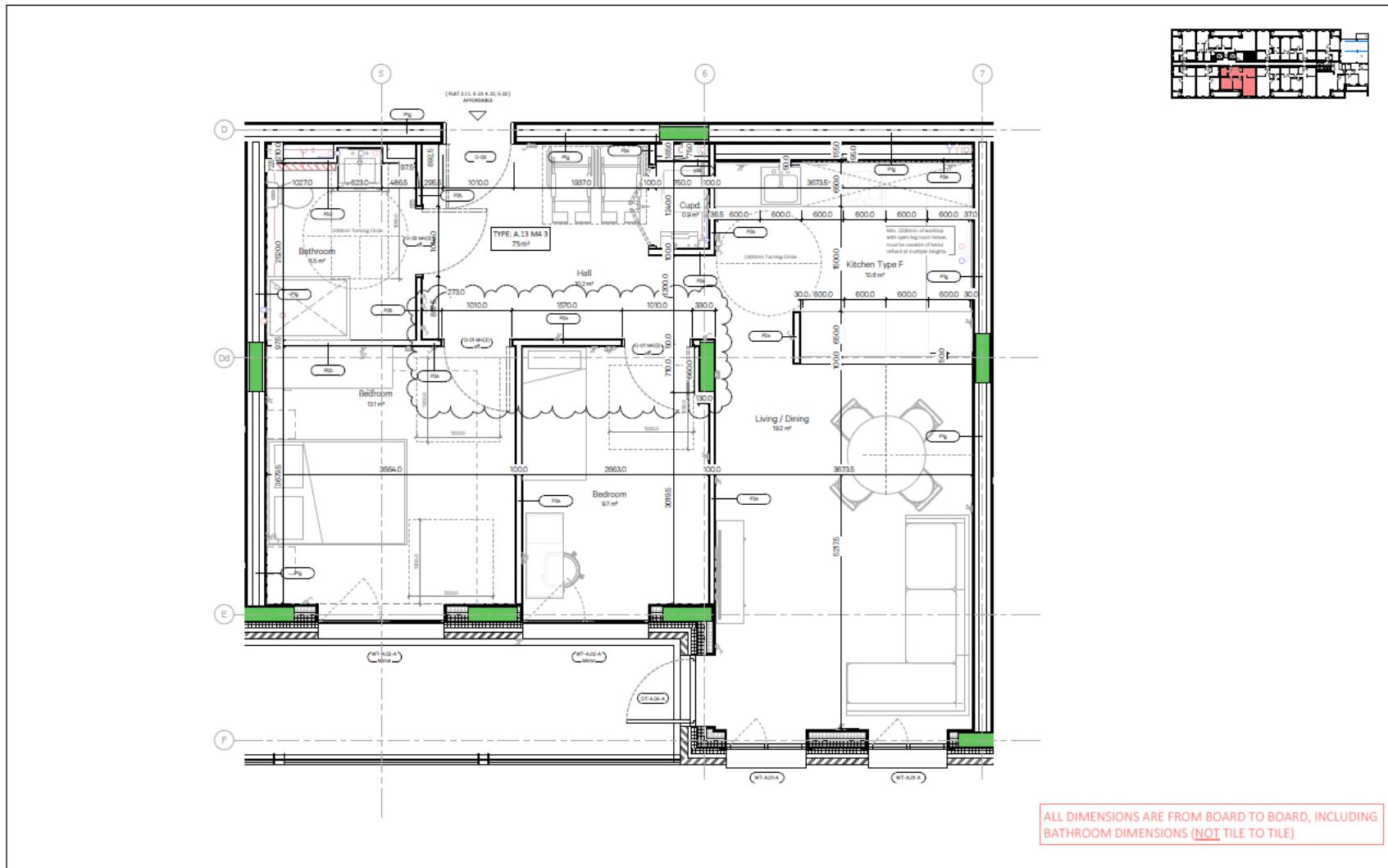


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T2	Issued for Tender	14.06.2022	
C1	Issued for Construction - indicating wall type tags	08.03.2022	

Client	VASEL LONDON
Project	10 LAWRENCE ROAD
Drawing	Flat Type A30
Scale (MM)	As indicated
Date	08/06/22
Drawn	
Checked	
Revised	
Burwell Architects	
Architectural Drawing Services	
100-102 High Street, London E1 1AU	
T: +44 20 7379 0000	



## 2.11 (WCH)



**Report for:** Cabinet - 20 January 2026

**Item Number:** 10

**Title:** Adopting an updated Damp and Mould Policy

**Report authorised by:** Sara Sutton, Corporate Director of Adults, Housing and Health

**Lead Officer:** Rachel Sharpe, Director of Housing

**Ward(s) affected:** All

**Report for Key/  
Non Key Decision:** Key

#### 1. Describe the issue under consideration

- 1.1 This policy sets out how Haringey will address issues of damp, mould and condensation within the council's tenanted and leasehold housing stock.
- 1.2 This includes how the council complies with its legal responsibilities such as the timeframes to respond to damp and mould hazards introduced by the Social Housing (Regulation) Act 2023 and with the Housing Ombudsman's recommendations in 'The Spotlight on Damp and Mould' report.
- 1.3 This report seeks approval from Cabinet for adoption.

#### 2. Cabinet Member Introduction

- 2.1 We are building a fairer borough in Haringey – and everyone having a safe, warm, comfortable, affordable home is part of that mission.
- 2.2 No one should be living with damp and mould. It is a basic social injustice that we want to bring to an end.
- 2.3 We have set a zero-tolerance approach towards damp and mould. This policy, which we first introduced in 2023, is now being updated to reflect the introduction of Awaabs Law and new timescales for dealing with damp and mould. It sets out how we aim to provide and maintain dry, warm, healthy homes for our tenants and leaseholders.
- 2.4 The insights and experiences of our residents, particularly through the Resident Voice Board and the Council's Residents' Repairs and Maintenance Continuous Improvement Group have played a key role in shaping this policy. These resident groups ensure ongoing engagement and co-creation in our policies. I want to express my gratitude to these groups for their invaluable

input, which has helped this policy to better reflect the needs of our communities.

- 2.5 Across the borough, we are retrofitting and refurbishing council homes. Our Estate Renovation Plan will put more than £500m into home improvements over the next ten years – driving up the comfort and quality of our homes.
- 2.6 It will bring 100% of council homes in Haringey to Decent Homes standard by 2028 which will take the average council home from a C-grade energy rating to B-grade, cutting bills for thousands of residents. That means double glazing going in, new modern boilers, wall and loft insulation, new front and back doors and much more.
- 2.7 Eliminating damp and mould is essential to our mission to make our borough fairer and more equitable.

### **3. Recommendations**

That Cabinet

- 3.1 Approves the updated Damp and Mould Policy at Appendix 1, having had regard to the Equality Impact Assessment at Appendix 2, to come into effect from 3 February 2026.
- 3.2 Cabinet is recommended to delegate to the Corporate Director Adults, Housing and Health in consultation with the relevant Cabinet member for Housing and Planning any future changes to this policy required by changes to legal or regulatory requirements arising in the three-year period before the policy is due for review.

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

- 4.1 This newly drafted clear and accessible policy will outline the Council's approach to tenancy management for Council tenants and for their wider households. It will also help the Council meet the Social Housing Regulator's consumer standards, specifically the Tenancy Standard and the Transparency, Influence and Accountability Standard.

### **5. Alternative options considered**

- 5.1 The Council could treat all damp and mould cases via its existing repairs process and decide not to design and implement a damp and mould policy. We rejected this option since there is an expectation, from government and our residents that the Council, as a social housing landlord, will have a policy in place which sets out our approach to dealing with issues relating to damp and mould.

### **6. Background information**

- 6.1 Awaab Ishak was a two-year-old who tragically died in 2020 due to prolonged exposure to mould in his social housing. His death led to national outrage and a call for reform in housing standards. In the years since, there have been the following developments:
- In October 2021, the Housing Ombudsman published its 'Spotlight on Damp and Mould' report with its indictment of the way a number of social housing landlords have failed to listen to and effectively act upon reports of damp and mould in their homes.
  - In November 2022, the Ombudsman requested councils to self-assess against the 26 recommendations made in the 'Spotlight' report. This was in light of the Coroner's report following the inquest into the death of Awaab Ishak from respiratory condition caused by long term exposure to mould.
  - In response to the coroner's report, the Minister for Levelling Up, Housing and Communities wrote to all providers of social housing regarding this issue and set out an expected response.
  - In December 2022, as requested by the Social Housing Regulator, the Council provided an information return, outlining Haringey's position on damp and mould.
  - The primary legislation for Awaab's Law was first introduced through the [Social Housing \(Regulation\) Act 2023](#), and inserts (or in legal terms 'implies') into social housing tenancy agreements a term that requires social landlords to comply with the requirements that are set out in these Regulations.
  - This means all social landlords must meet the requirements in the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025. These regulations came into force from 27 October 2025. These regulations legally mandate social landlords to investigate and fix damp and mould hazards within set timeframes and address all emergency hazards within 24 hours.
- 6.6 In response to the above events, we reviewed all our processes and procedures relating to damp and mould to ensure they addressed the concerns raised by the Coroner and how our service measures against the 26 recommendations from the Ombudsman's report.
- 6.7 We also prepared a damp and mould policy for both tenants and leaseholders living in council homes including temporary accommodation to reflect the council's response to both government and our residents which was approved by the Council's Cabinet in April 2023. This policy now requires reviewing and updating to reflect the Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025 and the timeframes it mandates social landlords to investigate and fix damp and mould hazards coming into force.
- 6.8 Looking ahead, the Government are due to expand the list of Housing Health and Safety Rating System (HHSRS) hazards where they present a significant risk of harm covered by regulations that the social rented sector will be required to meet. The expansion of the regulations is due to take place in phases later

in 2026 and 2027. The Council will continue to monitor the regulations and prepare new policies or update existing ones to meet regulatory requirements as necessary.

### **Key provisions of the Damp and Mould Policy**

- 6.9 The overall aim of the policy is to provide a clear and transparent framework on the Council's approach to tackling damp and mould in accordance with our statutory obligations. This includes ensuring that our residents feel listened to and responded to effectively when experiencing issues of damp and mould.
- 6.10 The key objectives of the policy are to:
- provide and maintain dry, warm, healthy homes for our tenants and leaseholders.
  - ensure that the fabric of our homes is protected from deteriorating and damage resulting from damp and condensation.
  - ensure that tenants never feel blamed and are always treated with dignity and respect
  - ensure every visit counts so all staff visiting a tenant's home are able to identify the early signs of damp and mould.
  - reduce both landlord and tenants' cost associated with damp and mould.
- 6.11 The policy responds to the Ombudsman's spotlight report by setting out the steps the council will take in adopting a zero-tolerance approach to damp and mould interventions at each stage of the process: being proactive in terms of identification, prevention and resolution. These actions include:
- adopting a data driven, risk-based approach to identifying cases of damp and mould, reducing an over reliance on residents to report issues.
  - ensuring that our response to residents' reports of damp and mould are timely and reflect the urgency of the issue.
  - reviewing the information, materials and support provided to residents to ensure that these strike the right tone and are effective in helping residents to avoid damp and mould in their properties, ensuring staff are sufficiently trained and have the appropriate skills and equipment to identify early signs of damp and mould and carry out their work effectively.
  - addressing some of the root causes of damp and mould through targeted preventative maintenance measures.
  - improving the energy efficiency of council homes.
- 6.12 The policy is structured round three clear stages to ensure that all council homes are free of damp and mould. These are as follows:
1. prevention: ensuring that homes are not susceptible to conditions leading to damp and mould, for example by ensuring that they are well heated and ventilated.
  2. identification: ensuring that the Council, both via data analysis and stock condition surveys and by equipping officers, identifies cases of damp and mould, and that residents are able to report cases quickly, easily and confidently.
  3. treatment: dealing with cases of damp and mould quickly and decisively, and prioritising the most severe cases.

- 6.13 The Policy confirms that the Repairs' Board will include monitoring of performance against measures set by Awaab's Law.
- 6.14 We will keep tenants updated throughout the process and provide information to them on how to keep safe. In addition, key performance indicators are reported and scrutinised by Housing Services Management Team, the Council's Housing Board, the Council's Housing Improvement Board chaired by the Chief Executive, Housing, Planning and Development Scrutiny Panel and the Residents Voice Board.

## **7 Contribution to the Corporate Delivery Plan 2024-2026 High level Strategic outcomes**

- 7.1 The recommendations in this report will support the Corporate Delivery Plan's theme 5, "Homes for the Future", and in particular its commitment to provide reliable, customer focused resident housing services and to undertake a full review of all policies relating to our tenants and leaseholders in our role as their landlord.
- 7.2 The recommendations in this report will also support the 2024-2029 Housing Strategy's second strategic objective, improving housing quality and resident services in the social housing sector, in particular commitments around transforming services to our tenants and leaseholders, and designing those services with them.

## **8 Carbon and Climate Change**

- 8.1 The recommendation to adopt this proposed new policy supports the Council's commitments in its 2021 Climate Action Plan to the delivery of homes that are healthy, comfortable, and affordable places to heat and power.

## **9 Statutory Officers comments (Director of Finance (procurement), Director of Legal and Governance, Equalities)**

### **Finance**

- 9.1 The HRA business and financial plan factored in additional funding, over the past 2 years, in recognition of the need to tackle damp and mould in council dwellings.
- 9.2 The current 2026/27 budget/MTFS (in development) recognises the potential impact of Awaab's Law. If the adoption of this policy leads to further cost beyond that recognised, it will be met through existing resources.

### **Director of Legal & Governance**

The Director of Legal & Governance has been consulted in the preparation of this report and comments as follows:

- 9.3 The council has statutory responsibilities under s.11 of the Landlord and Tenant Act 1985, Homes (Fitness for Human Habitation) Act 2018, the Defective Premises Act 1972, the Housing Health and Safety Rating System (HHSRS) introduced by the Housing Act 2004, (2006) and the Environmental Protection Act (1990) to ensure that properties are maintained and meet the Decent Homes Standards (2006) and that where appropriate properties are assessed and steps taken with a view to avoiding or minimising the risk of recurrence of damp and mould. The previous policy ensured the above legislation and guidance were implemented.
- 9.4 The current amendment to the policy is being made to ensure the Council continues to meet its statutory obligations and implements the changes brought about by Awaab's law pursuant to The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025, which came into force on the 27<sup>th</sup> October 2025.
- 9.5 From 27 October 25, the Council must investigate and fix dangerous damp and mould within set time periods, as well as repair all emergency hazards within set time periods, which are set in the policy. In 2026, requirements will expand to apply to a wider range of hazards. In addition to damp and mould, the hazards Awaab's Law will extend to include excess cold and excess heat; falls; structural collapse; fire, electrical and explosions; and hygiene hazards. Then in 2027, the requirements of Awaab's Law will expand to the remaining hazards as defined by the HHSRS (excluding overcrowding). The full list of hazards can be found in schedule 1 to the Housing Health and Safety Rating System (England) Regulations 2005.
- 9.6 The Council's repairing obligations are also set out in its tenancy agreements and leases. Depending on the specific circumstances and the causes of damp or mould, where the council fails to comply with its statutory or contractual obligations, the tenant or lessee may have a right to take legal action for the damp and mould problems to be remedied and also possibly to claim compensation.
- 9.7 The Damp and Mould Policy sets out how the council intends to comply with its legal responsibilities and the Housing Ombudsman' recommendations in The Spotlight on Damp and Mould Report as well as implement the changes required by Awaab's law. It reflects the proactive approach that is required for tackling damp and mould and must be kept under review and updated if required, in response to any statutory, regulatory or best practice developments or guidance.
- 9.8 There is no legal obstacle preventing Cabinet from approving the recommendations in this report.

## **Procurement**

9.9 Strategic Procurement has been consulted on and notes the contents of this report. There are no immediate procurement implications arising from this decision. However, Strategic Procurement will provide full support in commissioning and procuring the necessary works, where appropriate to remediate damp and mould conditions as and when these are identified in accordance with the proposed policy.

## Equality

- 9.10 The Council has a Public Sector Equality Duty (PSED) under the Equality Act (2010) to have due regard to the need to:
- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
  - Advance equality of opportunity between people who share protected characteristics and people who do not
  - Foster good relations between people who share those characteristics and people who do not.
- 9.11 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.
- 9.12 Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.
- 9.13 The policy considered here will apply to Council tenants. Haringey Council's tenant population shows the following characteristics compared to the wider borough population:
- a significantly higher proportion of young people (under 24) and older people (over 50).
  - a significantly higher proportion of individuals who have a disability under the Equalities Act.
  - a slightly higher proportion of individuals who report their gender identity as different from sex registered at birth.
  - a significantly lower proportion of individuals who are married or in a registered civil partnership.
  - a significantly higher proportion of individuals who identify as Muslim, and slightly higher proportion of individuals who identify as Christian, Buddhist or another religion. This is countered by a significantly lower proportion of tenants who don't associate with any religion or identify as Jewish, Hindu or Sikh.
  - a significantly higher proportion of individuals who identify as Black, and slightly higher proportion of individuals who identify as Asian or another ethnic group
  - a significantly higher proportion of female individuals.
  - a significantly lower proportion of individuals who report their sexual identity as something other than Straight or Heterosexual.

- a significantly higher proportion of individuals who are long-term unemployed.
- 9.14 A full analysis of the impact of the policy on people with protected characteristics is contained in the Equality Impact Assessment found at Appendix 2.
- 9.15 The policy makes the following changes which are likely to have the most positive impact on Haringey residents with the protected characteristics of age, disability, pregnancy and maternity, religion and race because it does the following:
- Confirms that as soon as the Council's repairs team are aware of a damp and mould case, it will be categorised according to severity, with the most serious cases prioritised for immediate action.
  - It also outlines three ways that tenants can report a problem with damp and mould either by reporting through an online form, emailing or phoning the Council. This could a positive impact on tenants who face barriers to reporting due to a disability.
  - Confirms that that we aim to quickly identify homes that are suffering from damp and mould or are at risk, act quickly to remove the damp and mould, address its root causes and prevent it from reoccurring.
    - Recognises that not all residents will be equally able to access or respond to our information or advice on tackling damp and mould by confirming that all staff visiting council homes will be able to pick up signs of damp and mould and assist residents in reporting cases and accessing advise

## 10. Use of Appendices

Appendix 1 — Damp and Mould Policy

Appendix 2 — Equality Impact Assessment of the Damp and Mould Policy

## 11 Background papers

- **Haringey Housing Strategy 2024 – 2029:**

[https://new.haringey.gov.uk/sites/default/files/202405/haringey\\_housing\\_strategy\\_2024 - 2029.pdf](https://new.haringey.gov.uk/sites/default/files/202405/haringey_housing_strategy_2024 - 2029.pdf)

- **Housing Services Improvement Plan:**

<https://www.minutes.haringey.gov.uk/documents/s138660/Appendix%201.pdf>

# DAMP AND MOULD POLICY

January 2026

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## 1 Introduction

This policy sets out how Haringey Council will address issues of damp, mould and condensation within the Council's housing stock. It reflects current best practice and is aligned to key national policy and the Council's strategic objectives.

The policy covers our responsibilities to tenants and leaseholders living in council homes and to residents living in temporary accommodation within our own stock and leased accommodation. The Council's responsibilities to private sector residents in Haringey is outside the scope of this policy.

When we use the terms 'we', 'our', and 'us' we mean Haringey Council in this policy.

## 2 Aims and Objectives

The overall aim of this policy is to provide a clear and transparent framework for Haringey Council's approach to tackling damp and mould in accordance with our statutory obligations. This includes ensuring that our residents are, and feel, listened to, and responded to effectively when experiencing issues of damp and mould.

The key objectives of the policy are to:

- provide and maintain dry, warm, healthy homes for our tenants and leaseholders.
- ensure that the fabric of our homes is protected from deteriorating and damage resulting from damp and condensation.
- ensure that tenants are never blamed, and never feel blamed, and always treated with dignity and respect.
- Make every visit count so all staff visiting a tenant's home can identify the early signs of damp and mould.
- Implement a zero-tolerance approach to damp and mould.
- Plan resources to respond to periods of higher demand i.e., during the winter months
- Ensure there is a clear and auditable process for recording instances of damp and mould.
- Focus on working in partnership with tenants and leaseholders ensuring that a safe and healthy internal environment is provided.

This policy identifies and addresses the following three key stages to tackling damp and mould:

1. Proactively preventing damp and mould from occurring
2. Rapidly identifying cases of damp and mould
3. Treating known damp and mould cases and preventing them from reoccurring

## 3 Background

### 3.1 National Context

In October 2021, the Housing Ombudsman published its' [Spotlight on Damp and Mould - It's not lifestyle](#) report. This report heavily criticised the way a number of social housing landlords have failed to listen to and effectively act upon reports from their tenants and leaseholders about incidents of damp and mould in their homes.

The Ombudsman's report made it clear that social housing providers must adopt a zero-tolerance approach to tackling damp and mould and not to dismiss reports of dampness from their residents as down to 'lifestyle.' This includes taking a more proactive approach when dealing with tenants' complaints about damp.

This reflects the wider principles set out in the Social Housing Regulation Act which seeks to ensure all social housing residents are given a greater voice in how their homes are managed and that their complaints are listened to and dealt with effectively.

In November 2022, following the inquest into the death of Awaab Ishak, the coroner's report was published, which found that he died from a respiratory condition caused by long term exposure to mould in his social housing home in Rochdale. Following this, social landlords were requested to self-assess against the 26 recommendations made in the 'Spotlight' report, which includes having a dedicated damp and mould policy in place.

This policy incorporates the lessons learnt and addresses the 10 key landlord tests in the subsequent Ombudsman [follow up report](#) published in February 2023.

We have reviewed all our processes and procedures relating to damp and mould to ensure they address all the concerns raised by the coroner and also how our service measures against the 26 recommendations from the Ombudsman's report. This policy sets out both our response to government, and our guarantee to our residents.

The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025' also known as Awaab's Law came into force on 27 October 2025. Since then, social landlords must address **all emergency hazards** and all **damp and mould** hazards that present a significant risk of harm to tenants within fixed timeframes. Section 10 of this policy outlines these timeframes in detail.

### 3.2 Haringey Context

We know that residents living in homes with damp and mould are more likely to suffer from respiratory problems, allergies, asthma, and other conditions that impact their immune system. We also know that living with damp and mould impacts on the mental health, education and career prospects of our residents. These issues are likely to be exacerbated as a result of the cost-of-living crisis and the impact of fuel poverty leading to an increasing number of residents not being able to heat or ventilate their homes adequately.

We are embarking on an ambitious plan for retrofitting its housing stock which will help mitigate some of the issues highlighted, by reducing heating demand and improving health benefits. Works will include insulation and replacement heating systems. The target is to bring all council housing stock from an average Energy Performance Certificate (EPC) rating of a low Band C to Band B by 2035. This includes having a complementary ventilation strategy in place, to avoid the unintended consequences of retrofitting which, because of the increase in air tightness, can lead to an increase in damp and mould.

The Government is currently consulting on an updated Decent Homes Standard and Minimum Energy Efficiency Standards (MEES) for social housing. The proposal for the new Decent Homes Standard is that it will apply from 2035 and will include a new standard for homes to be free of damp and mould. The proposal for MEES is that all homes should achieve SAP C from 2030. The MEES standard will also be incorporated into the Decent Homes Standard.

Addressing issues of damp and mould, as well as reducing the number of associated resident complaints and disrepair claims, also links to other key Haringey Repairs Service (HRS) policies, including our responsive repairs policy which covers our approach to leaks, our feedback policy and those relating to voids and post inspection which are currently being prepared

The Damp and Mould policy also forms a subset of our overarching policy for hazard management of Housing Health and Safety Rating System (HHSRS) Category 1 and 2 failures. We are currently developing a case management system to support residents in reporting their active hazards and cases through to resolution.

We have developed and implemented a new case management system to support residents in reporting their active hazards and cases through to resolution. This can be accessed [via our website](#) and has the functionality to allow for photographs and information to be uploaded by the resident directly to allow for more proactive assessments to be made. It has also been distributed to multiple Stakeholder teams within Haringey to ensure a comprehensive and joined up approach.

## 4 Causes of Damp and Condensation

There are a number of causes of damp and mould which can generally be grouped as follows:

### a) Structural Defects

This can be as a result of a design defects when the property was constructed or refurbished. This can include:

- Insufficient or non-existent damp proof course.
- A defective damp proof course, or one which has been bridged, results in rising damp, which is the movement of moisture from the ground rising up through the structure of the building.

- Cold bridging – this is an area in a building where a gap occurs in the insulation (for example: the roof/wall junction and the wall/floor junction). As these areas will be colder than the main areas there is a greater risk of condensation and damp forming.

**b) Penetrating Damp**

Water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structure. The cause can be the result of the following examples (non-exhaustive list):

- Water ingress due to defective or poor original design/workmanship of the structure.
- Defective components, e.g., roof coverings, external wall including defective brickwork, pointing or rendering, doors and windows.
- Defective or blocked rainwater gutters and pipes.
- Defective or leaking internal waste pipes, hot and cold water and heating systems.
- Flooding due to burst pipes.

**c) Condensation Damp**

Condensation occurs when moisture held in warm air comes into contact with a cold surface and then condenses producing water droplets. This can take two main forms:

- Surface condensation arising when the inner surface of the structure is cooler than the room air.
- Condensation inside the structure where vapour pressure forces water vapour through porous materials (e.g., walls), which then condenses when it reaches colder conditions within the structure.

Conditions that can lead to condensation are:

- Poor ventilation – not opening windows, blocking up vents, not turning on extractor fans in kitchens and bathrooms, not allowing air to circulate around furniture.
- Poor heating – not heating the house which can be a result of fuel poverty.
- Defective or inadequate thermal insulation –missing or defective wall and loft insulation.
- High humidity - not covering pans when cooking and not using an extractor fan and drying laundry inside the house without ventilating can contribute to this.
- Overcrowding.

If the above are left untreated, then mould will develop.

## 5 Our Responsibilities

As the landlord, we will ensure that we carry out damp and mould services in accordance with best practice and statutory requirements as follows:

**Homes (Fitness for Human Habitation) Act 2018.** The Act amends the Landlord and Tenant Act 1985 and sets out the rights of tenants including "freedom from damp" and the responsibilities for landlords who are accountable for making sure their properties are fit to live in for tenants, which includes addressing inadequate ventilation, damp and mould issues. This is also covered by the Landlord and Tenant Act 1985, Section 11 – Repairs and Maintenance.

**Defective Premises Act (DPA) 1972.** Under section 4(1) of the DPA, a duty of care is imposed on landlords to ensure that users of their property are reasonably safe from damage or personal injury attributable to a relevant defect. A tenant may be able to claim compensation if their home has been damaged or they have suffered adverse health effects due to the condition of the premises e.g., damp and mould.

**The Housing Health and Safety rating system (HHSRS)** for rented homes was introduced under the Housing Act 2004 as a risk based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies identified in residential dwellings. This assessment method focuses on the hazards that are present in housing and means a higher burden can be placed upon landlords generally to minimise or avoid potential hazards and to review conditions regularly including to rectify damp and mould in properties. The HHSRS guidance requires a landlord to assess 29 potential housing hazards. Each hazard has a weighting which will determine whether the property is rated as having category 1 (serious) or category 2 (other).

**Decent Homes Standard (2006).** One of the four aspects of the standard includes the requirement that dwellings must be free from category 1 HHSRS hazards, which includes damp and mould and excessive cold.

**The Environmental Protection Act (1990)** considers condensation damp or mould growth as examples of defects that are prejudicial to health, and we are therefore adopting the same rigorous approach as to eradicating other causes of damp and mould.

**The Hazards in Social Housing (Prescribed Requirements) (England) Regulations 2025** also known as Awaab's Law came into force for the social rented sector from 27 October 2025. Since then, social landlords have needed to address all emergency hazards and all damp and mould hazards that present a significant risk of harm to tenants to fixed timeframes.

In 2026 the regulations will be extended to include the following hazards where they present a significant risk of harm:

- excess cold and excess heat

- falls associated with baths etc., on level surfaces, on stairs and between levels
- structural collapse, and explosions
- fire, and electrical hazards
- domestic and personal hygiene and food safety

In 2027, the regulations will be extended to all remaining HHSRS hazards (apart from overcrowding) where they present a significant risk of harm.

## 6 Prevention

The most significant ways we can reduce incidents of damp, mould and condensation is to minimise the risk of them developing in the first place.

We will take a number of approaches to ensure the best chance of preventing damp and mould, both through work to the fabric of our buildings and through work to support our tenants and provide them with resources to prevent damp and mould from developing.

### 6.1 Preventative works and repairs

The following preventative measures are likely to have a significant effect on reducing damp and mould from occurring. These measures form part of our commitments to ensuring our homes meet the decent homes standard and our approach to repairs.

- External fabric being kept in good repair to avoid rain penetration
- Correctly installed and maintained rainwater goods and drainage
- Damp proof courses, membranes and detailing around doors and window openings
- Frost protection for pipes and tanks
- Air vents kept free from blockages
- Timely and appropriate response to tackling leaks
- Effective insulation
- Efficient heating systems covering the full home

In addition to the above, we will also ensure that all homes have appropriate ventilation, which includes roof and underfloor spaces. Measures include trickle vents in windows, extractor fans/humidistats in kitchens and bathrooms, and dehumidifiers. We will also explore the use of other ventilation options, including Positive Input Ventilation Systems (PIVs) and Mechanical Ventilation Heat Recovery Systems (MVHRS), where appropriate, as part of a whole house retrofit assessment.

We will improve the energy efficiency of homes and tackle fuel poverty through a range of initiatives set out in the Housing Energy Action Plan (2023), starting with those who are most vulnerable and in need. These include replacing inefficient heating, insulation and whole property 'retrofit works' which address all areas affecting the warmth of homes. Residents living in homes with EPCs of Band C or below, will be prioritised, as

these homes are more likely to be susceptible to damp and mould, which is made worse by the impact of fuel poverty.

We will prioritise a good responsive repairs service and ensure that responsive repairs to alleviate damp are carried out as quickly and efficiently as possible. We will reduce the number of visits by operatives and contractors and increase the number/percentage of damp related jobs completed in one visit ('Right First Time'). And we will increase our monitoring of the works undertaken by HRS and repairs contractors to make sure the service is performing well.

## **6.2 Advice and support to residents**

We will work in partnership with residents to ensure they have access to appropriate advice and guidance on tackling damp and in particular condensation which they have more control over. This includes seeking feedback to gauge their views as to the effectiveness of the information and wider support we provide.

Tips for reducing damp and mould in homes can be found in a video on this webpage: [Help with damp and mould in your home.](#)

We will ensure that tenants and leaseholders have access to and are provided with comprehensive advice and guidance on managing and controlling damp and condensation and are signposted to support with fuel poverty. We will use every opportunity to promote advice on tackling damp, mould and condensation which is available on the Council's website and in leaflets included in the information packs for new tenancies.

We will proactively promote advice more widely through social media prior to the beginning of winter; via the Resident Repairs Continuous Improvement Group (CIG), Resident Associations and resident events, within the rent statements sent to tenants and features via the full range of communications channels with our tenants.

We recognise that not all residents will be able to act upon all the advice made available to them, for instance around the placement of furniture, or arrangements for drying washing. We will never seek to shift responsibility for tackling damp and mould onto our tenants. We also recognise that not all residents will be equally able to access or respond to this information or advice. This is why it is critical that all staff visiting council homes are able to pick up signs of damp and mould and assist residents in reporting cases and accessing advise.

## **6.3 Vulnerable tenants and leaseholders**

We ensure that all housing staff, contractors, and agents regularly receive high quality training, supervision, and guidance on identifying, assessing, and supporting vulnerable tenants and leaseholders. To support this, we provide regular briefings and resources appropriate to staff roles.

We actively encourage contractors and officers from services across the Council to raise safeguarding or vulnerable concerns using Concern Cards. Repairs and other staff using hand-held electronic devices linked to the repairs system are prompted to

consider whether a Concern Card is necessary after each visit. Reports through Concern Cards are actioned and recorded by relevant housing management staff. This approach is outlined in further detail in our safeguarding tenants and leaseholders policy and vulnerable tenants and leaseholders policy.

As set out in [Understanding and addressing the health risks of damp and mould in the home – GOV.UK](#) it is particularly important that the groups below are prioritised when dealing with damp and mould as they are at higher risk due to a vulnerability and/or health-condition:

- People with a pre-existing health condition (for example allergies, asthma, COPD, cystic fibrosis, other lung diseases and cardiovascular disease) who are at risk of their condition worsening and have a higher risk of developing fungal infections and/or additional allergies
- People of all ages who have a weakened immune system, such as people who have cancer or are undergoing chemotherapy, people who have had a transplant, or other people who are taking medications that suppress their immune system
- People living with a mental health condition
- Pregnant women, their unborn babies and women who have recently given birth, who may have weakened immune systems
- Children and young people whose organs are still developing and are therefore more likely to suffer from physical conditions such as respiratory problems
- Children and young people who are at risk of worsening mental health
- Older people
- People who are bedbound, housebound or have mobility problems making it more difficult for them to get out of a home with damp and mould and into fresh air

We have a record of the vulnerability for some of our tenants. However, we understand that tenants' needs change over time, therefore we encourage tenants to tell us about any circumstances such as a hearing impairment or mobility restriction when reporting damp and mould so that we can take into account the health conditions and vulnerabilities of residents in the household. We can record this information for any future repairs only if we are specifically asked to, by the tenant in line with our data protection policy.

We recognise that vulnerable tenants and leaseholders may face unique challenges with fuel poverty. As part of our Affordable Energy Strategy, Haringey has collaborated with various organizations such as SHINE London to offer tailored support and advice, helping these tenants and leaseholders manage energy bills and reduce utility debt.

#### **6.4 Responding to complaints and learning lessons**

We are committed to providing excellent services to our residents and understand that sometimes things can go wrong, and we welcome feedback to rectify mistakes, learn from them and improve our services.

Where residents are not happy with the response they receive in cases related to damp and mould, they can raise this as outlined in our feedback policy. This includes details on how to make a complaint and is aligned to the Ombudsman Complaints Handling Code.

Our Feedback Policy is published on the Council's website and includes information on the right to refer a case to the Housing Ombudsman.

Lessons learned from positive feedback, complaints and Housing Ombudsman cases will be integrated into service improvements and training to help deliver positive change.

## 7 Identification

Making sure that we quickly identify homes that are suffering from damp and mould or are at risk of this means that we can act quickly to remove the damp and mould, address its root causes and prevent it from reoccurring.

We identify homes in three main ways by:

- Analysing data on our housing stock
- Equipping all officers to identify damp and mould with clear reporting channels
- Supporting residents to identify damp and mould, providing them with clear channels to report this, and ensuring that they are confident that the problem will be dealt with swiftly.

### 7.1 Data Management, Systems and use of Technologies

Knowing our stock and the type of properties and components that are likely to suffer from damp and mould will ensure that we can proactively identify cases. We have a wide range of data sets which we use to analyse the extent of damp and mould issues affecting our properties. Between May 2021 and July 2024, a RICS registered practice undertook stock condition surveys of our properties. At the end of their commission approximately 75% of our housing stock had been surveyed. The surveys included identifying any HHSRS hazards, including damp and mould.

From 2025 onwards, we will be carrying out stock condition surveys on an annual rolling basis with a target of 20% of the stock to be surveyed each year. This will ensure that our stock condition data is never more than 5 years old. This is in line with the Regulator of Social Housing's Safety and Quality Consumer Standard.

As part of our new overall end to end process for addressing damp and mould, all damp and mould hazards identified by stock condition surveys are being referred to HRS, with category 1 marked for urgent action.

The overall stock condition survey data feeds into our Asset Management database which is used for investment planning. This includes identifying and targeting homes that do not meet the Decent Homes Standard. Rectifying issues of damp and mould in homes is captured within the scope of works alongside energy efficiency and building safety.

We are also considering the use of technology and equipment which can be used to help with detection and reduce the impact of damp and mould while we are resolving the root cause of the problem. Technology such as smart thermostats can help with identifying properties at risk of condensation, damp and mould. They can also help to evaluate the effectiveness of other retrofit interventions.

## **7.2 Staff training, equipment and raising awareness**

We will ensure that HRS staff are sufficiently trained and have the appropriate skills and equipment to carry out their work effectively. Training has already been undertaken within the repairs team, and additional training is planned.

We will raise awareness to all staff including contact centre staff and staff who visit tenants' homes about the latest regulations to identify the early signs of damp and mould and respond quickly. This includes Estates Services, Tenancy Management, Adult and Children's services and other teams across the Council. This will be designed to ensure they are aware of how serious an issue this is for residents and how all staff can contribute to alleviating the problems associated with damp and mould.

We will deliver awareness through methods such as:

- Leaflets and guidance documents
- Targeted email communications
- Sharing relevant training materials and resources

## **7.3 Resident reporting**

If tenants have a persistent damp problem, we ask them to contact us so that we can come out and look at their home. We can also advise them on heating their home as efficiently as possible.

They can:

- email us at [dampandmould@haringey.gov.uk](mailto:dampandmould@haringey.gov.uk) with their full address including the postcode, their full name and a contact phone number. We also ask them to provide photos of the affected areas if possible
- phone us on 020 8489 5611

If they have already reported a problem and we are dealing with it (for instance, we have said that we will visit the property to undertake a 'mould-wash'), they do not need to report it again unless it has got worse since we last visited their home.

### **Haringey Council leaseholders**

Leaseholders are responsible for dealing with damp and mould in their property, unless it is caused by a building defect, or a neighbouring property. If that is the case they can contact us via the [leasehold repairs page](#).

## 8 Policy Implementation

We will have appropriate procedures and housing systems in place to comply with regulatory standards.

This is supported by a clear and auditable process for tracking instances of damp and mould through all stages from initial diagnosis, the steps we will take to address the issue, with timescales, aftercare and what communication and action residents can expect from us.

## 9 Performance Monitoring/Quality Assurance

The Repairs Board will include monitoring of performance against measures set by Awaab's Law as follows.

- Investigation of any potential emergency hazards and, if the investigation confirms emergency hazards, undertaking relevant safety work **within 24 hours**.
- Investigation of any potential significant hazards **within 10 working days** of becoming aware of them.
- Production and provision of a written summary of investigation findings to the named tenant **within 3 working days** of the conclusion of the investigation.
- The undertaking of relevant safety work **within 5 working days** of the investigation concluding, if the investigation identifies a significant hazard.
- The beginning, or the taking of steps to begin, any further required works **within 5 working days** of the investigation concluding, if the investigation identifies a significant or emergency hazard.
- Work being physically started **within 12 weeks** (if steps cannot be taken to begin work in 5 working days).
- The provision of suitable alternative accommodation for the household if relevant safety work cannot be completed within specified timeframes.

We will keep tenants updated throughout the process and provide information to them on how to keep safe.

In addition, key performance indicators are reported and scrutinised by Housing Services Management Team, the Council's Housing Board, the Council's Housing Improvement Board chaired by the Chief Executive, Housing, Planning and Development Scrutiny Panel and the Residents Voice Board.

## 10 Value for Money

One of the key aims of this policy is to ensure that we use our repairs and maintenance budgets effectively. Treating damp and mould once it has taken hold of a property can be extremely costly.

By enhancing preventative works, identifying and monitoring potential causes of damp, linking the most severe cases into planned investment programmes; thereby reducing reactive repairs and cases of disrepair, should reduce the overall cost to the service. Looking at the bigger picture, the cost to other public services such as the health service will also reduce by improving living conditions.

## 11 Resident co-production and engagement

### **When did you discuss development of this policy with residents?**

At meetings of the Council's Resident Repairs Continuous Improvement Group on 15 October 2025 and Resident Voice Board on 20 November 2025.

### **What did they tell you?**

Need to clarify the causes of damp and condensation particularly on cold bridging.

The importance of staff training to ensure they are aware of the latest regulations and able to signpost residents to the correct officers.

Welcomed the plans to retrofit the Council's housing stock.

### **How has what residents told us informed development of this policy?**

The policy now confirms all staff including contact centre staff and staff who visit tenants' homes will be made aware of the latest regulations regarding damp and mould. There is also a definition of cold bridging included in section 4.

## 12 Equality Impact Assessment

An Equality Impact Assessment (EQIA) has been carried out as part of the development of this policy. The EQIA found that the policy should have a positive impact on Haringey residents with the protected characteristics of age, disability, pregnancy and maternity, religion and it will have a neutral impact on those with other protected characteristics.

## 13 Links to other policies and documents

[Affordable Energy Strategy](#)

[Feedback Policy](#)

[Repairs Handbook](#)

[Responsive Repairs Policy](#)

[Safeguarding Council Tenants and Leaseholders Policy](#)

[Tenancy Management Policy](#)

[Translation and Interpretation Policy](#)

[Vulnerable council tenants and leaseholders policy](#)

## 14 Review

We will review this policy every three years with the next review due in 2029 unless earlier events or legislation require an earlier update to this policy.

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## Equality Impact Assessment (EQIA)

The Equality Impact Assessment (EQIA) form is a template for analysing a policy or proposed decision for its potential effects on individuals with protected characteristics covered by the Equality Act 2010.

The council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
- Advance equality of opportunity between people who share protected characteristics and people who do not
- Foster good relations between people who share those characteristics and people who do not

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.

Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.

### 1. Responsibility for the Equality Impact Assessment

<b>Name of proposal:</b>	<b>Damp and Mould Policy</b>
<b>Service Area:</b>	<b>Haringey Repairs Service</b>
<b>Officer Completing Assessment:</b>	<b>Max Tolley</b>
<b>Equalities Advisor:</b>	<b>Elliot Sinnhuber</b>
<b>Cabinet meeting date (if applicable):</b>	<b>January 2026</b>
<b>Director/Assistant Director</b>	<b>Scott Kay</b>

### 2. Executive summary

The updated damp and mould policy sets out how Haringey Council will address issues of damp and mould within the Council's housing stock. It applies to Haringey Council tenants and leaseholders.

The overall aim of the policy is to provide a clear and transparent framework for Haringey Council's approach to tackling damp and mould in accordance with our statutory obligations. This includes ensuring that our residents are, and feel, listened to, and responded to effectively when experiencing issues of damp and mould. Everyone is vulnerable to the health impacts of damp and mould, but people with certain health conditions, children and older adults are at greater risk of more severe health impacts.

The policy makes the following changes which are likely to have the most positive impact on Haringey residents with the protected characteristics of age, disability, pregnancy and maternity, religion and race because it does the following:

- Confirms that as soon as the Council's repairs team are aware of a damp and mould case, it will be categorised according to severity, with the most serious cases prioritised for immediate action.
- It also outlines three ways that tenants can report a problem with damp and mould either by reporting through an online form, emailing or phoning the Council. This could a positive impact on tenants who face barriers to reporting due to a disability.
- Confirms that that we aim to quickly identify homes that are suffering from damp and mould or are at risk, act quickly to remove the damp and mould, address its root causes and prevent it from reoccurring.
- Recognises that not all residents will be equally able to access or respond to our information or advice on tacking damp and mould by confirming that all staff visiting council homes will be able to pick up signs of damp and mould and assist residents in reporting cases and accessing advise.

Data from the 2021 Census data has been used to inform this EQIA in assessing how the proposed policy will affect people with protected characteristics amongst the Council's tenant population.

The findings included that Haringey Council's tenant population compared to the wider borough population has a significantly higher proportion of young people (under 24) and older people (over 50) and a significantly higher proportion of individuals who are disabled under the Equality Act (2010). There is a significantly higher proportion of individuals who identify as Muslim, and slightly higher proportion of individuals who identify as Christian, Buddhist or another religion. There is a significantly lower proportion of tenants who don't associate with any religion or identify as Jewish, Hindu or Sikh. There is also a significantly higher proportion of female individuals.

### **3. Consultation and engagement**

3a. 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? Detail how your approach will facilitate the inclusion of protected groups likely to be impacted by the decision.

We engaged with Haringey residents through attending two meetings with residents. These sessions ensured that the views of a wide range of tenants including those with the protected characteristics of age, disability and race were represented in the policy development process.

We briefed the Cabinet member for housing on the policy and also engaged with council staff with the policy evolving as part of this engagement.

3b. 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

We attended meetings of the Council's Resident Repairs Continuous Improvement Group on 15 October 2025 and the Council's Resident Voice Board on 20 November 2025. They told us that the Damp and Mould policy should include coverage of the following points:

- The importance of staff training to ensure they are aware of the latest regulations and able to signpost residents to the correct officers.
- Welcomed the plans to retrofit the Council's housing stock.
- Need to clarify the causes of damp and condensation particularly on cold bridging.

## 4. Data and Impact Analysis

**Please consider how the proposed change will affect people with protected characteristics.**

### 4a. Age

#### Data

#### Borough Profile<sup>1</sup>

- 54,422: 0-17 (21%)
- 71,660: 18-34 (27%)
- 63,930: 35-49 (24%)
- 46,516: 50-64 (18%)
- 27,706: 65+ (10%)

#### Local Authority Social Rented Tenant Population Profile<sup>2</sup>

- 0 – 15: 7963 (20%)
- 16 – 24: 6120 (16%)
- 25 – 34: 5000 (13%)
- 35 – 49: 6773 (17%)
- 50 – 64: 8365 (21%)
- 65+: 4745 (12%)

**What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?**

2021 Census data has been used to identify the age distribution of the borough's tenant population and the Local Authority Social Rented Tenant Population.

<sup>1</sup> Census, 2021 – [Population and household estimates, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/ons/rel/census/2021/census/2021-census-estimates-of-population-and-households-in-england-and-wales)

<sup>2</sup> Census, 2021 – [Custom dataset: https://www.ons.gov.uk/datasets/create/filter-outputs/aae4d546-9260-4541-aea9-870a8da7536d#get-data](https://www.ons.gov.uk/datasets/create/filter-outputs/aae4d546-9260-4541-aea9-870a8da7536d#get-data)

### Detail the findings of the data

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?**

Haringey Council's tenant population has a significantly higher proportion of young people (under 24) and older people (over 50) than what is observed in the wider borough population.

- b) Might members of this group be disproportionately affected by this proposal as a result of a need related to their protected characteristic?**

Older people who often have weaker immune systems and respiratory health and children and young people whose organs are still developing are more likely to suffer from physical conditions such as respiratory problems<sup>3</sup>. They are both more vulnerable to significant health impacts from damp and mould.

Older people are more likely to spend extended periods at home, increasing their exposure to mould spores and the associated health complications. They may also face practical barriers to identifying or addressing damp problems promptly.

### Potential impacts

Positive impact.

The policy is anticipated to have a positive impact on both groups by outlining the Council's approach to ensuring the best chance of preventing damp and mould, both through work to the fabric of our buildings and through work to support our tenants by providing them with resources to prevent damp and mould from developing.

The policy also sets out several ways in which damp and mould can be reported by residents, as well as during safeguarding visits or other interactions with Haringey staff. This should have a positive impact by helping to overcome practical barriers that older people may face when reporting issues, such as digital exclusion.

## 4b. Disability

### Data

#### Borough Profile

- Disabled under Equality Act – 13.7%<sup>4</sup>
  - Day to day activities limited a lot – 6.1%

<sup>3</sup> UK Government, 2024, [Understanding and addressing the health risks of damp and mould in the home](#)

<sup>4</sup> Census, 2021 – [Disability, England and Wales - Office for National Statistics \(ons.gov.uk\)](#)

- Day to day activities limited a little – 7.5%
- 7.5% of residents people diagnosed with depression<sup>5</sup>
- 1.7% of residents diagnosed with a severe mental illness<sup>6</sup>
- 0.4% of people in Haringey have a learning disability<sup>7</sup>

### **Local Authority Social Rented Tenant Population Profile <sup>8</sup>**

- Disabled under the Equality Act – 22.4% (8729)
  - Day to day activities limited a lot – 12.9% (5040)
  - Day to day activities limited a little – 9.5% (3689)

### **What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?**

2021 Census data has been used to identify the prevalence of disabilities in the tenant population. Data that splits Local Authority social rented households from other Housing Association or Registered Provider social rented households is not available.

### **Detail the findings of the data**

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?**

Haringey Council's tenant population has a significantly higher proportion of individuals who have a disability under the Equality Act (2010) than that observed in the wider borough population.

- b) Might members of this group be disproportionately affected by this proposal as a result of a need related to their protected characteristic?**

People with disabilities are especially vulnerable to damp and mould in both health risks and practical barriers. Respiratory and immune-related conditions such as asthma, COPD, or cystic fibrosis make mould exposure dangerous, while weakened immunity increases the risk of infections. Cognitive or sensory disabilities may mean tenants don't notice mould or struggle to report it, and mobility limitations can prevent them from cleaning affected areas or ventilating their homes. Many disabled tenants also spend more time indoors, increasing exposure, and may face financial or communication challenges that make it harder to report and push for timely repairs. Together, these factors mean disabled

<sup>5</sup> NHS Quality Outcomes Framework – [Prevalence of diagnosed depression among GP registered population age 18+](#)

<sup>6</sup> NHS Quality Outcomes Framework – [Prevalence of diagnosed mental health diagnosis among GP registered population age 18+](#)

<sup>7</sup> PHE Learning disability profiles – <https://fingertips.phe.org.uk/learning-disabilities#page/0/gid/1938132702/pat/6/par/E12000007/ati/102/are/E09000014>

<sup>8</sup> Census, 2021 - [Custom dataset: https://www.ons.gov.uk/datasets/create/filter-outputs/dda3992e-e16d-420a-a2d2-14a491b30045#get-data](https://www.ons.gov.uk/datasets/create/filter-outputs/dda3992e-e16d-420a-a2d2-14a491b30045#get-data)

residents are more likely to suffer serious health impacts and less able to address the problem themselves.

People who are most likely to face barriers to reporting damp and mould include those with a learning disability and/or a neurodiverse condition such as autism or people without a diagnosed mental health condition or registered disability but with either temporary or on-going support needs<sup>9</sup>.

### Potential Impacts

Positive impact.

By taking a zero-tolerance stance towards damp and mould, the policy should have a positive impact on disabled individuals. It highlights the health issues and disabilities that residents may have, which make them particularly vulnerable to damp and mould, such as those outlined in the previous section. The policy also outlines how Haringey staff will regularly receive high-quality training, supervision, and guidance on identifying, assessing, and supporting these vulnerable tenants and leaseholders.

Additionally, the policy is expected to have a positive impact by confirming that one of its objectives is to ensure residents are, and feel, listened to and responded to effectively when experiencing issues of damp and mould. It also sets out three ways that tenants can report a problem with damp and mould: through an online form, by email, or by phoning the Council. This could have a positive impact on tenants who face barriers to reporting due to a disability.

## 4c. Gender Reassignment

### Data

#### Borough Profile<sup>10</sup>

- Gender Identity different from sex registered at birth but no specific identity given – 0.5%
- Trans woman – 0.1%
- Trans man - 0.1%

#### Social Rented Tenants Population Profile<sup>11</sup>

- Gender Identity different from sex registered at birth but no specific identity given – 0.76%
- Trans woman – 0.24%
- Trans man - 0.22%

<sup>9</sup> UK Government, 2024, [Understanding and addressing the health risks of damp and mould in the home](#)

<sup>10</sup> Census, 2021 – [Gender identity, England and Wales - Office for National Statistics \(ons.gov.uk\)](#)

<sup>11</sup> Census, 2021 – [Gender Identity by Tenure – Office for National Statistics \(on.gov.uk\)](#)

**What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?**

2021 Census data has been used to estimate the proportion of tenants that report that their gender identity is different from sex registered at birth. Data that splits Local Authority social rented households from other Housing Association or Registered Provider social rented households is not available.

**Detail the findings of the data**

Haringey's social rented tenant population has a slightly higher proportion of individuals who report their gender identity as different from sex registered at birth than what is observed in the wider borough population.

**Potential Impacts**

No impact identified.

**4d. Marriage and Civil Partnership**

**Note:** Only the first part of the equality duty ("Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act") applies to this protected characteristic.

**Data**

**Borough Profile<sup>12</sup>**

- Divorced or formerly in a same-sex civil partnership which is now legally dissolved: (9.9%)
- Married or registered civil partnership: (35.8%)
- Separated (but still legally married or still legally in a same-sex civil partnership): (2.9%)
- Single (never married or never registered a same-sex civil partnership): (45.3%)
- Widowed or surviving partner from a same-sex civil partnership: (6.1%)

**Local Authority Social Rented Tenant Population Profile<sup>13</sup>**

- Divorced or formerly in a same-sex civil partnership which is now legally dissolved: 3602 (9.2%)
- Married or registered civil partnership: 7519 (19.3%)
- Separated, but still legally married or still legally in a same-sex civil partnership: 1349 (3.5%)
- Single, never married or never registered a same-sex civil partnership: 17033 (43.7%)
- Widowed or surviving partner from a same-sex civil partnership: 1501 (3.9%)
- Does not apply: 7963 (20.4%)

<sup>12</sup> Census, 2021 – [Marriage and civil partnership status in England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/ons/rel/census/2021/census-2021-marriage-and-civil-partnership-status-in-england-and-wales)

<sup>13</sup> Census, 2021 - [Custom dataset: https://www.ons.gov.uk/datasets/create/filter-outputs/ffce57a7-f77b-4ea8-aad8-281df31dfaef1#get-data](https://www.ons.gov.uk/datasets/create/filter-outputs/ffce57a7-f77b-4ea8-aad8-281df31dfaef1#get-data)

**What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?**

2021 Census data has been used to identify the distribution of marital status among tenants. Data that splits Local Authority social rented households from other Housing Association or Registered Provider social rented households is not available.

**Detail the findings of the data**

Haringey Council's tenant population has a significantly lower proportion of individuals who are married or in a registered civil partnership than what is observed in the wider borough population.

**Potential Impacts**

No impact identified.

**4e. Pregnancy and Maternity**

**Note<sup>14</sup>:**

- Pregnancy is the condition of being pregnant or expecting a baby.
- Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

**Data**

**Borough Profile<sup>15</sup>**

Live Births in Haringey 2021: 3,376

**Target Population Profile**

The council does not hold data on pregnancy and maternity among its tenants.

**What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?**

Data on the number of pregnancies and births among tenants is not available.

**Detail the findings of the data.**

N/A

**Potential Impacts**

Positive impact identified.

Pregnant women, their unborn babies and women who have recently given birth, who may have weakened immune systems are included as people at increased risk from damp and mould.

<sup>14</sup> Equality and Human Rights Commission, 2022 – [Pregnancy and maternity discrimination](#).

<sup>15</sup> Births by Borough (ONS)

This policy should have a positive impact because it confirms that we aim to quickly identify homes that are suffering from damp and mould or are at risk, act quickly to remove the damp and mould, address its root causes and prevent it from reoccurring.

We identify homes in three main ways by:

- Analysing data on our housing stock
- Equipping all officers to identify damp and mould with clear reporting channels
- Supporting residents to identify damp and mould, providing them with clear channels to report this, and ensuring that they are confident that the problem will be dealt with swiftly.

## 4f. Race

In the Equality Act 2010, race can mean ethnic or national origins, which may or may not be the same as a person's current nationality.<sup>16</sup>

### Data

#### Borough Profile <sup>17</sup>

##### Arab: 1.0%

- Any other ethnic group: 8.7%

##### Asian: 8.7%

- Bangladeshi: 1.8%
- Chinese: 1.5%
- Indian: 2.2%
- Pakistani: 0.8%
- Other Asian: 2.4%

##### Black: 17.6%

- African: 9.4%
- Caribbean: 6.2%
- Other Black: 2.0%

##### Mixed: 7.0%

- White and Asian: 1.5%
- White and Black African: 1.0%
- White and Black Caribbean: 2.0%
- Other Mixed: 2.5%

##### White: 57.0% in total

- English/Welsh/Scottish/Northern Irish/British: 31.9%

<sup>16</sup> [Race discrimination | Equality and Human Rights Commission \(equalityhumanrights.com\)](https://www.equalityhumanrights.com)

<sup>17</sup> Census 2021 - [Ethnic group, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)

- Irish: 2.2%
- Gypsy or Irish Traveller: 0.1%
- Roma: 0.8%
- Other White: 22.1%

### **Local Authority Social Rented Tenant Population Profile <sup>18</sup>**

#### Asian: 9.1%

- Bangladeshi: 3.4%
- Chinese: 0.9%
- Indian: 0.9%
- Pakistani: 0.7%
- Other Asian: 3.2%

#### Black: 39.6%

- African: 23.2%
- Caribbean: 11.8%
- Other Black: 4.6%

#### Mixed: 6.8%

- White and Asian: 0.6%
- White and Black African: 1.2%
- White and Black Caribbean: 2.7%
- Other Mixed: 2.3%

#### White: 31.0%

- English/Welsh/Scottish/Norther Irish/British: 18.8%
- Irish: 1.6%
- Gypsy or Irish Traveller: 0.1%
- Roma: 0.2%
- Other White: 10.4%

#### Other Ethnic Group: 13.4%

- Arab: 1.7%
- Any other ethnic group: 11.7%

### **What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?**

2021 Census data has been used to identify the distribution of ethnic groups among tenants. Data that splits Local Authority social rented households from other Housing Association or Registered Provider social rented households is not available.

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<sup>18</sup> Census 2021 – [Custom dataset: https://www.ons.gov.uk/datasets/create/filter-outputs/d44a7d29-fc6f-4c90-b4d0-1f38b22ada43#get-data](https://www.ons.gov.uk/datasets/create/filter-outputs/d44a7d29-fc6f-4c90-b4d0-1f38b22ada43#get-data)

## Detail the findings of the data

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?**

Haringey Council's tenant population has a significantly higher proportion of individuals who identify as Black, and slightly higher proportion of individuals who identify as Asian or another ethnic group in the dataset above than what is observed in the wider borough population. There is a significantly lower proportion of tenants who identify as White than the wider borough population.

- b) Might members of this group be disproportionately affected by this proposal as a result of a need related to their protected characteristic?**

Minority households are more likely to live in poorer quality or overcrowded housing, increasing condensation and damp risks. The UK Government's Ethnicity Facts and Figures site reports that in the three years to March 2023, 25% of Arab households, 18% of Bangladeshi households, and 16% of Black African households were overcrowded, compared with just 2% of White British households<sup>19</sup>. Health inequalities also play a role, as ethnic minority communities often face higher rates of asthma and respiratory illness, which mould exposure worsens<sup>20</sup>.

## Potential Impacts

Positive impact.

As demonstrated above, certain ethnic groups are both overrepresented among council housing tenants and more vulnerable to damp and mould due to overcrowding and health inequalities. Therefore, the policy's zero-tolerance approach to damp and mould should have a positive impact on this protected characteristic.

As demonstrated above certain races are both overrepresented as council housing tenants and more vulnerable to damp and mould due to overcrowding and health inequalities, therefore the policies zero tolerance approach to damp and mould should have a positive impact on this protected characteristic.

The policy is anticipated to have a positive impact by recognising that not all residents will be equally able to access or respond to our information or advice on tackling damp and mould. The policy confirms that all staff visiting council homes will be able to pick up signs of damp and mould and assist residents in reporting cases and accessing advice. The policy also links to the Council's translation and interpretation policy with the aim that language should never be a barrier to accessing services.

<sup>19</sup>UK Government, 2025 [Overcrowded households - GOV.UK Ethnicity facts and figures](#)

<sup>20</sup> Asthma UK, [auk-health-inequalities-final.pdf](#)

## 4g. Religion or belief

### Data

#### Borough Profile <sup>21</sup>

- Christian: 39%
- Buddhist: 0.9%
- Hindu: 1.3%
- Jewish: 3.6%
- Muslim: 12.6%
- No religion: 31.6%
- Other religion: 2.3%
- Religion not stated: 8.0%
- Sikh: 0.3%

#### Local Authority Social Rented Tenant Population Profile <sup>22</sup>

- Christian: 42.4%
- Buddhist: 1.1%
- Hindu: 0.6%
- Jewish: 0.4%
- Muslim: 25.9%
- No religion: 16.7%
- Other religion: 5.3%
- Religion not stated: 7.4%
- Sikh: 0.2%

#### What data will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

2021 Census data has been used to identify the distribution of religion among tenants. Data that splits Local Authority social rented households from other Housing Association or Registered Provider social rented households is not available.

#### Detail the findings of the data

Haringey Council's tenant population has a significantly higher proportion of individuals who identify as Muslim, and slightly higher proportion of individual who identify as Christian, Buddhist or another religion than what is observed in the wider borough population. This is a significantly lower proportion of tenants who don't associate with any religion or identify as Jewish, Hindu or Sikh.

#### Potential Impacts

No impact identified.

<sup>21</sup> Census, 2021 – [Religion, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/religionandbelief/religionandbeliefs/2021census/religioninenglandandwales)

<sup>22</sup> Census 2021 – [Custom dataset: https://www.ons.gov.uk/datasets/create/filter-outputs/3f832a2b-5432-443e-8926-7e0d92e3cc03#get-data](https://www.ons.gov.uk/datasets/create/filter-outputs/3f832a2b-5432-443e-8926-7e0d92e3cc03#get-data)

## 4h. Sex

### Data

#### Borough profile <sup>23</sup>

- Females: (51.8%)
- Males: (48.2%)

#### Local Authority Social Rented Tenant Population<sup>24</sup>

- Female: 21,486 (55.1%)
- Male: 17,482 (44.9%)

### What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

2021 Census data has been used to identify the distribution of sex in the tenant population. Data that splits Local Authority social rented households from other Housing Association or Registered Provider social rented households is not available.

### Detail the findings of the data

Haringey's tenant population has a significantly higher proportion of female individuals than what is observed in the wider borough population.

### Potential Impacts

No impact identified.

## 4i. Sexual Orientation

### Data

#### Borough profile <sup>25</sup>

- Straight or heterosexual: 83.4%
- Gay or Lesbian: 2.7%
- Bisexual: 2.1%
- All other sexual orientations: 0.8%
- Not answered: 11.0%

#### Local Authority Social Rented Tenant Population Profile <sup>26</sup>

- Straight or heterosexual: 86.5%
- Gay or Lesbian: 1.2%
- Bisexual: 0.9%

<sup>23</sup> Census 2021 – [Gender identity: age and sex, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peoplepopulationandcommunity/people/identityandbeliefs/statistics/genderidentity/2021/census/guidance/genderidentityageandsexenglandandwales)

<sup>24</sup> Census, 2021 – [Custom dataset: https://www.ons.gov.uk/datasets/create/filter-outputs/aae4d546-9260-4541-aea9-870a8da7536d#get-data](https://www.ons.gov.uk/datasets/create/filter-outputs/aae4d546-9260-4541-aea9-870a8da7536d#get-data)

<sup>25</sup> Census, 2021 – [Sexual orientation, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peoplepopulationandcommunity/people/identityandbeliefs/statistics/sexualorientationenglandandwales)

<sup>26</sup> Census 2021 – [Sexual Identity by Tenure – Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peoplepopulationandcommunity/people/identityandbeliefs/statistics/sexualidentitybytenure)

- All other sexual orientations: 0.5%
- Not answered: 11.0%

**What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?**

2021 Census data has been used to identify the distribution of sexual identity among social rented tenants. Data that splits Local Authority social rented households from other Housing Association or Registered Provider social rented households is not available.

**Detail the findings of the data**

Haringey's social rented tenant population has a significantly lower proportion of individuals who report their sexual identity as something other than Straight or Heterosexual than what is observed in the wider borough population.

**Potential Impacts**

No impact identified.

**4j. Socioeconomic Status**

**Data**

**Borough profile**

**Income**

- 6.9% of the population of Haringey were claiming unemployment benefit as of April 2023<sup>27</sup>
- 19.6% of residents were claiming Universal Credit as of March 2023<sup>28</sup>
- 29.3% of jobs in Haringey are paid below the London Living Wage<sup>29</sup>

**Educational Attainment**

- Haringey ranks 25<sup>th</sup> out of 32 in London for GCSE attainment (% of pupils achieving strong 9-5 pass in English and Maths)<sup>30</sup>
- 3.7% of Haringey's working age population had no qualifications as of 2021<sup>31</sup>
- 5.0% were qualified to level one only<sup>32</sup>

**Area Deprivation**

Haringey is the 4<sup>th</sup> most deprived in London as measured by the IMD score 2019. The most deprived LSOAs (Lower Super Output Areas, or small neighbourhood areas) are

<sup>27</sup> ONS – [ONS Claimant Count](#)

<sup>28</sup> DWP, StatXplore – [Universal Credit statistics, 29 April 2013 to 9 March 2023 - GOV.UK \(www.gov.uk\)](#)

<sup>29</sup> ONS – [Annual Survey of Hours and Earnings \(ASHE\) - Estimates of the number and proportion of employee jobs with hourly pay below the living wage, by work geography, local authority and parliamentary constituency, UK, April 2017 and April 2018 - Office for National Statistics](#)

<sup>30</sup> DfE – [GCSE attainment and progress 8 scores](#)

<sup>31</sup> LG Inform – [Data and reports | LG Inform \(local.gov.uk\)](#)

<sup>32</sup> LG Inform – [Data and reports | LG Inform \(local.gov.uk\)](#)

more heavily concentrated in the east of the borough, where more than half of the LSOAs fall into the 20% most deprived in the country.<sup>33</sup>

### **Local Authority Social Rented Tenant Population**

#### **Income**

- On Census Day 2021, 47.7% of Haringey Council tenants were not in employment.<sup>34</sup>
  - Of these, 48.7% had never worked, 40.0% had not worked in the last 12 months, and 11.4% had worked in the last 12 months.

#### **Educational Attainment**

- 25.93% of Haringey Council's working age tenant population did not have any qualifications. <sup>35</sup>

#### **Household Deprivation<sup>36 37</sup>**

- Household is not deprived in any dimension: 20.34%
- Household is deprived in one dimension : 35.46%
- Household is deprived in two dimensions: 29.71%
- Household is deprived in three dimensions: 13.42%
- Household is deprived in four dimensions: 1.07%
- Household is deprived in the education dimension: 31.95%
- Household is deprived in the employment dimension: 31.83%
- Household is deprived in the health and disability dimension: 47.27%
- Household is deprived in the housing dimension: 28.38%

#### **What data will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?**

2021 Census data has been used to establish unemployment, educational attainment and levels of household deprivation in the tenant population. As the Census 2021 was carried out during a period of unprecedented, rapid change to the labour market, care must be taken when using the unemployment statistics.

#### **Detail the findings of the data**

<sup>33</sup> IMD 2019 – [English indices of deprivation 2019 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019)

<sup>34</sup> Census 2021 – [Custom Dataset: https://www.ons.gov.uk/datasets/create/filter-outputs/89fb7f4da003-4946-815a-5ee3f1688fac#get-data](https://www.ons.gov.uk/datasets/create/filter-outputs/89fb7f4da003-4946-815a-5ee3f1688fac#get-data)

<sup>35</sup> Census 2021 – [Custom Dataset: https://www.ons.gov.uk/datasets/create/filter-outputs/a344970fc34f-44d2-a7f3-ca342af8cacf#get-data](https://www.ons.gov.uk/datasets/create/filter-outputs/a344970fc34f-44d2-a7f3-ca342af8cacf#get-data)

<sup>36</sup> Census 2021 – [Custom Dataset: https://www.ons.gov.uk/datasets/create/filter-outputs/b517d031-1601-4ea9-926a-0a87cc896427#get-data](https://www.ons.gov.uk/datasets/create/filter-outputs/b517d031-1601-4ea9-926a-0a87cc896427#get-data)

<sup>37</sup> Census 2021 – [Custom Dataset: https://www.ons.gov.uk/datasets/create/filter-outputs/44b7fcd4-a533-43da-a430-c7761c1d00f6#get-data](https://www.ons.gov.uk/datasets/create/filter-outputs/44b7fcd4-a533-43da-a430-c7761c1d00f6#get-data)

**c) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?**

Haringey Council's tenant population has a significantly higher proportion of residents who:

- Are long-term unemployed than what is observed in the wider borough population.
- Do not hold any formal educational qualifications than what is observed in the wider borough population.
- Have significantly higher levels of household deprivation than what is observed in the wider borough population.

**d) Might members of this group be disproportionately affected by this proposal as a result of a need related to their protected characteristic?**

People on low incomes are more likely to struggle to heat their homes and/or experience fuel poverty so are therefore more likely to live in homes with damp and mould<sup>38</sup>.

People from a lower socioeconomic background are also more likely to live in overcrowded housing which can increase the risk of damp and mould<sup>39</sup>.

### **Potential Impacts**

Positive impact.

As demonstrated above, those from lower socioeconomic backgrounds are both overrepresented among council housing tenants and more vulnerable to damp and mould due to various inequalities. Therefore, the policy's zero-tolerance approach to damp and mould should have a positive impact on this protected characteristic.

Additionally, the policy should have a positive impact by recognising that vulnerable tenants and leaseholders may face unique challenges with fuel poverty. As part of our Affordable Energy Strategy, which the policy links to, Haringey has collaborated with various organizations such as SHINE London to offer tailored support and advice, helping these tenants and leaseholders manage energy bills and reduce utility debt.

## **5. Key Impacts Summary**

### **5a. Outline the key findings of your data analysis.**

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<sup>38</sup> UK Government, 2024, [Understanding and addressing the health risks of damp and mould in the home](#)

<sup>39</sup> UK Government, 2025, [Overcrowded households - GOV.UK Ethnicity facts and figures](#)

The data shows the following findings from Haringey Council's tenant population compared to the wider borough population:

- a significantly higher proportion of young people (under 24) and older people (over 50).
- a significantly higher proportion of individuals who have a disability under the Equalities Act.
- a slightly higher proportion of individuals who report their gender identity as different from sex registered at birth.
- a significantly lower proportion of individuals who are married or in a registered civil partnership.
- a significantly higher proportion of individuals who identify as Muslim, and slightly higher proportion of individual who identify as Christian, Buddhist or another religion. This is countered by a significantly lower proportion of tenants who don't associate with any religion or identify as Jewish, Hindu or Sikh.
- a significantly higher proportion of individuals who identify as Black, and slightly higher proportion of individuals who identify as Asian or another ethnic group
- a significantly higher proportion of female individuals.
- a significantly lower proportion of individuals who report their sexual identity as something other than Straight or Heterosexual.
- a significantly higher proportion of individuals who are long-term unemployed.

### 5b. Intersectionality

We know that along with the local protected characteristic of socio-economic status, some our tenants may have more than one of the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

There is potential for similar issues for households whose protected characteristic (e.g., disability, ill health, mental health) or other social excluded group characteristics (e.g., credit history/personal debt, low literacy, offenders, drug and alcohol dependency) impact their ability to work and/or gain income and therefore their ability to secure and maintain housing without assistance.

These can all put individuals at greater risk of exclusion. We take these factors into account when considering whether somebody is vulnerable. This policy follows the approach of identifying, assessing, and supporting as outlined in the Council's vulnerable tenants and leaseholders policy.

### 5c. Data Gaps

Data that splits Local Authority social rented households from other Housing Association or Registered Provider social rented households is not available.

## 6. Overall impact of the policy for the Public Sector Equality Duty

Summarise the key implications of the decision for people with protected characteristics.

The policy makes the following changes which are likely to have the most positive impact on council tenants with the protected characteristics of age, disability, pregnancy and maternity, religion and race because it outlines the following:

- Confirms that as soon as the Council's repairs team are aware of a damp and mould case, it will be categorised according to severity, with the most serious cases prioritised for immediate action.
- It also outlines three ways that tenants can report a problem with damp and mould either by reporting through an online form, emailing or phoning the Council. This could a positive impact on tenants who face barriers to reporting due to a disability.
- Confirms that that we aim to quickly identify homes that are suffering from damp and mould or are at risk, act quickly to remove the damp and mould, address its root causes and prevent it from reoccurring.
- Recognises that not all residents will be equally able to access or respond to our information or advice on tacking damp and mould by confirming that all staff visiting council homes will be able to pick up signs of damp and mould and assist residents in reporting cases and accessing advise.

The policy links to and follows the approach in the Council's vulnerable tenants and leaseholders policy to supporting tenants and leaseholders. This confirms that the following common indicators of vulnerability help to inform our staff training and underpin assessment forms.

- age
- disability
- experience of care
- ability to act, engage and cope such as language skills
- addiction, and learning disability
- and exceptional life events such as a recent history of street homelessness, bereavement
- or discharge from hospital or other institutional care

## 7. Amendments and mitigations

### 7a. What changes, if any, do you plan to make to your proposal because of the Equality Impact Assessment?

No changes are proposed, however advancing equality of opportunities has been a golden thread when developing this policy.

**No major change to the proposal:** 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. 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

**Y**

**Adjust the proposal:** the EQIA identifies potential problems or missed opportunities. Adjust the proposal to remove barriers or better promote equality. Clearly set out below 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

**N**

**Stop and remove the proposal:** the proposal shows actual or potential avoidable adverse impacts on different protected characteristics. The decision maker must not make this decision.

**N**

**7b. What specific actions do you plan to take to remove or mitigate any actual or potential negative impact and to further the aims of the Equality Duty?**

Action: The actions taken are explained throughout this EQIA, although no anticipated negative impacts were identified.

Lead officer: N/A

Timescale: N/A

**Please outline any areas you have identified where negative impacts will happen because 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 the:**

The actions taken to mitigate negative impacts are explained throughout this EQIA.

No negative impacts have been identified in relation to any of the protected characteristics, and as such, no specific mitigations are required. Equalities considerations have been central to the development of the Damp and Mould Policy, ensuring that the policy is inclusive, fair and accessible to all.

## **7. Ongoing monitoring**

Council officers from the Haringey Repairs Service will lead on the delivery of these policies which will include monitoring of the equalities impact of this policy, and they will monitor impact in the long-term.

The Council's Resident Repairs Continuous Improvement Group and the Resident Voice Board will also be involved and asked for their feedback when the policy is reviewed in one year's time unless earlier events or legislation require an earlier update to this policy.

**Date of EQIA monitoring review:** 21 November 2025

## **8. Authorisation**

EQIA approved by (Assistant Director/ Director)

**Scott Kay, Assistant Director  
of Repairs & Compliance**

Date

**2 December 2025**

## **9. Publication**

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

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

**Report for:** Cabinet - 20 January 2026

**Item number:** 11

**Title:** Approval of Haringey Library Strategy 2026-30

**Report authorised by :** Jess Crowe, Corporate Director of Culture, Strategy & Communities

**Lead Officer:** Kenneth Tharp, Director of Culture & Communities, [kenneth.tharp@haringey.gov.uk](mailto:kenneth.tharp@haringey.gov.uk)

**Ward(s) affected:** All

**Report for Key/**

**Non Key Decision:** Key Decision

## 1. Describe the issue under consideration

This report seeks approval for a new Library Strategy for Haringey for the period 2026-30, which has been developed during 2025 through a process of co-production and consultation. The strategy also sits alongside individual development plans for each of the borough's nine libraries, which are being developed collaboratively between staff and Friends of each library; these are living documents which will be refreshed regularly during the life of the overall strategy. The priorities arising from each individual library plan will be made publicly available, once completed.

## 2. Cabinet Member Introduction

Libraries are more than buildings filled with books; they are living, breathing cornerstones of our communities. They embody opportunity, imagination, and connection. In Haringey, our libraries have long been places where residents of all ages and backgrounds come together to learn, to share, and to thrive. This Library Strategy sets out a bold vision for the future - one that ensures our libraries remain dynamic, inclusive, and indispensable in the years ahead.

This vision has not been shaped in isolation. It is the product of extensive engagement and consultation with young people, residents, staff, partners and stakeholders across the borough. Hundreds of voices have contributed through surveys, workshops, focus groups, and community conversations helping us to understand what people value most about their libraries and what they want to see in the future. That collective insight has been central to shaping a strategy that is rooted in the lived experiences and aspirations of our communities and sets out a direction and vision which will be underpinned by individual library plans which will be developed in collaboration with each friends/supporters and library engagement group to ensure that future actions reflect the priorities of the community of each library.

The strategy commits us to:

- Championing inclusion and equity, ensuring libraries are accessible, welcoming and responsive to the diverse needs of our residents.
- Inspiring learning and creativity, supporting literacy, digital skills and lifelong learning for children, young people and adults alike.
- Strengthening community wellbeing, positioning libraries as safe, trusted spaces that foster resilience, belonging and cultural participation.
- Harnessing digital innovation, expanding online services and equipping residents with the tools to thrive in a digital age.
- Embedding sustainability and resilience, ensuring our libraries are environmentally responsible and future-focused.

This strategy is ambitious, but it is also practical. It sets out how libraries will contribute to Haringey's wider priorities for equality, opportunity and sustainability, while embracing innovation to meet the challenges of tomorrow. Above all, it reflects the voices of our residents, whose passion for libraries has guided and inspired this work.

I am seeking Cabinet's approval of the strategy and support for its collective vision which is built on consultation and collaboration and its shared commitment to ensuring that Haringey's libraries continue to enrich lives, strengthen communities and remain dynamic, accessible, and indispensable assets for generations to come.

### **3. Recommendations**

That Cabinet:

- 3.1 Approve the draft Haringey Library Strategy 2026-30 attached as Appendix 1.
- 3.2 Notes the findings of the consultation report and updated Equalities Impact Assessment attached as Appendices 2 and 3.

### **4 Reasons for decision**

- 4.1 The council has a statutory duty under the Public Libraries and Museums Act 1964 to provide a 'comprehensive and efficient' library service for those who live, work or study in the borough. The duty is supplemented by government guidance, which although not statutory, must still be taken into account. The guidance advises that changes to library services should be based on strategic plans and consideration of alternative delivery models, and on careful assessment of needs and consideration of impacts and mitigations.
- 4.2 When the Council adopted revised operating hours for the library service in December 2024, in the absence of a specific library strategy, we used the principles which already underpinned our Arts & Culture Strategy – Access, Collaboration, Equity, Growth, Lifelong Learning, Visibility & Representation – to inform that decision. The Council also committed as part of that decision to

developing a dedicated library strategy to underpin future development of the library service and put it on a sustainable footing for the future. This report gives effect to that commitment, following detailed consultation and engagement with a wide range of stakeholders.

## 5 Alternative options considered

5.1 The Council could decide not to adopt a Library Strategy. However, this would leave the library service without an underpinning strategic direction and would undermine the Council's conformity with its statutory duty in respect of library provision. This option is therefore not recommended.

## 6 Background information

6.1 Our Vision is for Haringey's libraries to be welcoming, inclusive, and trusted spaces at the heart of our borough - free to access and open to all. As vital community and cultural hubs, they will reflect the diversity of our borough and be shaped by the people who use them. Our libraries will support reading, learning, creativity, and wellbeing – providing services, events and activities that inform, enrich, inspire and connect our communities.

6.2 This vision is critical to helping the council reverse the long-term decline in footfall that libraries have experienced in Haringey as in other areas across the country over the last decade and a half. We have begun to see signs of recovery in library usage following the particularly challenging period of the pandemic-related lockdowns, and we hope that this strategy and the actions it describes will help to maintain that recovery and secure Haringey's library service for the longer term.

6.3 Underneath the vision we have identified six priorities which follow and build upon the priorities of the wider Arts and Culture Strategy. These priorities will guide the development of the service and the individual library plans and determine our focus over the five years of the strategy:

1. Upholding Equity
2. Improving Access
3. Encouraging Collaboration
4. Supporting Growth
5. Embedding Lifelong Learning
6. Promoting Visibility and Representation

6.4 Between March and September 2025, the Council undertook a borough-wide engagement programme, designed to reach a broad and diverse cross-section of residents and shape the draft strategy. Full details of this programme can be seen in Appendix 4. Activities included:

- Formation of a Co-design Steering Group, made up of volunteers from Friends of Libraries groups and library users, who helped shape strategy principles and engagement questions. There were 3 sessions in total, in June, July and August. We ran 2 sessions with Friends to scope appetite for this approach.

- Face-to-face engagement in all libraries, in a range of schools, and a dedicated Youth Panel session.
- Digital engagement via the Commonplace platform - four thematic online surveys exploring strategy priorities (280 responses), library use (286 responses), non-use (67 responses), and future technology (156 responses).
- Targeted communications to promote the surveys through council newsletters, social media, digital screens on high streets, and Friends of Libraries networks.

6.5 Each of these engagement activities helped shape the draft strategy and were then supplemented by the final Draft Library Strategy consultation which ran from 24 September to 4 November 2025. It was hosted online on the project site page [haringeylibraries.commonplace.is](http://haringeylibraries.commonplace.is) and offered as a print-on-request document in Haringey libraries. In total, 53 responses were received. The majority, 57.7%, of respondents indicated that they were female. The largest proportion of respondents (23.1%) were aged 45–54, with notable representation from the 35–44 and 65–74 age groups (both 19.2%), while younger respondents (under 25) and those aged 75+ were least represented. Disabled respondents made up 13.3% of those sharing their demographic data, of which the majority indicated they were neurodivergent.

6.6 Throughout the engagement and consultation process, there was broad support for these priorities (the full consultation report can be seen at Appendix 2). The strongest support was for libraries' role in Embedding Lifelong Learning: 91.6% of respondents agreed or strongly agreed with this priority, particularly around supporting opportunities for children and young people. Residents suggested book clubs, teen reading initiatives, and stronger links with schools. The Libraries Service has already begun to engage with schools and the Council's Education Service to strengthen those links and will set targets for higher levels of engagement and participation.

6.7 The lowest support was for Supporting Growth, with which 75% of respondents agreed or strongly agreed. This reflects differing views about how far libraries should go in terms of offering a wider range of activities, events and service offers, beyond the traditional focus on books and libraries being primarily a place for quiet reading. We will seek a balance between these two functions in the development of the service and in individual libraries through the Library Development Plans.

6.8 The draft strategy also set out three potential future opportunities: London Borough of Culture 2027, the Library of Things initiative and the Business Information Point offer. We have incorporated responding to the London Borough of Culture opportunities into the main body of the strategy, and believe that the Business Information Point is an opportunity that could be picked up in the individual library development plans for the libraries where this will be relevant. At this point in time, we are not proposing to take forward the Library of Things initiative as part of the library service offer. Initial set-up costs, as well as ongoing operational and equipment maintenance costs were a consideration. Further research into how the model works in other boroughs

suggests that it would carry some financial risk for the Council which could be required to subsidise the service. Haringey has also recently implemented another offer, in partnership with Veolia and North London Waste Authority and supported by the National Lottery Communities Fund, the Fixing Factory, which helps train residents to repair donated items which are then offered for sale at affordable rates.

- 6.9 The consultation feedback further highlighted the importance of clear performance reporting, effective communications, and transparency in how the library service is managed. We are committed to being fully open about how well we are doing in implementing this strategy and have set out plans to publish an annual report to achieve this accountability. We intend to continue to work in the way in which we have developed this strategy, working closely with Friends of Libraries in a Co-Design Group and through extensive engagement and consultation. We have also stepped up our communications and promotion of the great services on offer in all our libraries, for example with a “Library of the Month” campaign featuring a different library each month and highlighting the contributions made by Friends Groups to the success of each library.
- 6.10 The Council recognises that the last two years have been difficult as budget challenges have meant that we had to consult on and implement reduced library operating hours. The consultation on this strategy and on the earlier proposals around opening hours have demonstrated how much Haringey residents value their libraries and want them to be open and accessible as long as possible. We will work over the lifetime of the strategy to identify ways of achieving this and providing the greatest possible access to library buildings and facilities, within the constraints of the Council’s very challenged budget.

## 7 Contribution to the Corporate Delivery Plan 2024-2026 High level Strategic outcomes?

- 7.1 The libraries service features in the Corporate Delivery Plan 2024-26 under the theme *A Culturally Rich Borough*. There are two key actions: to develop a libraries strategy and deliver our capital programme of investment in our library buildings and infrastructure. This report delivers on the first of these commitments by presenting a draft library strategy for approval.
- 7.2 The capital investment programme has improved the accessibility, energy efficiency, attractiveness and flexibility of the library buildings, enabling them to be used by more people and groups, with the aim of increasing access and footfall and generating income. This contributes to the maintenance of a comprehensive and efficient library service, as well as to the achievement of the Corporate Delivery Plan objective of building a fairer, greener borough.

## 8 Carbon and Climate Change

- 8.1 The proposals contained within this report have no implications for carbon reduction and climate change.

**9 Statutory Officers comments (Director of Finance (procurement), Director of Legal and Governance, Equalities)**

**Finance**

The proposed Library Strategy (2026-30) sets the vision and priorities for Haringey's libraries over that period whilst acknowledging the challenging budgetary framework the Council faces both now and over the medium term. Indeed Priority 4: Supporting Growth recognises the importance of establishing a sustainable and affordable service, that enhances library usage and increases earned income.

The delivery of the strategy is expected to be met through the existing Libraries Service funding envelope. Should additional resource requirements be identified over the five-year period these would need to be brought to Cabinet for consideration in the normal way via the annual Medium Term Financial Planning process.

**Procurement**

Strategic procurement has been consulted on and notes the contents of this report. There are no current procurement implications.

**Legal & Governance**

Under the Public Libraries and Museums Act 1964 local councils have a statutory duty to provide a 'comprehensive and efficient' library service for all people working, living or studying full-time in the area who want to make use of it. In providing this service, councils must encourage both adults and children to make full use of the library service and lend books and other printed materials free of charge.

This is a decision to be taken at local level as to how library service best meets this requirement, including the number of libraries, their respective locations and their hours of operation. In fulfilling this duty, the Council is required to have particular regard to the desirability:

- I. of securing, by the keeping of adequate stocks, by arrangements with other library authorities, and by any other appropriate means, that facilities are available for the borrowing of, or reference to, books and other printed matter, and pictures, gramophone records, films and other materials, sufficient in number, range and quality to meet the general requirements and any special requirements both of adults and children; and
- II. of encouraging both adults and children to make full use of the library service, and of providing advice as to its use and of making available such bibliographical and other information as may be required by persons using it; and

III. of securing, in relation to any matter concerning the functions both of the library authority as such and any other authority whose functions are exercisable within the library area, that there is full co-operation between the persons engaged in carrying out those functions.

Guidance from the Department of Culture, Media and Sport, updated in February 2025 states that the Secretary of State does not seek to prescribe how councils discharge their statutory duty, that a wide range of approaches are open to councils when deciding how to provide a comprehensive and efficient library service and that a 'comprehensive and efficient service' will mean different things between councils depending on the needs of each area.

In preparation of its library strategy, the Council must consider several legal obligations, including the Equality Act 2010 and the Best Value Duty (duty to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness). In particular, the Council must comply with the Public Sector Equality Duty imposed on it under s149 of the Equality Act 2010.

This draft strategy has been shaped by the community engagement activities and consultation outcome taking into account the views of local people to enable the local authority to meet its statutory obligations to provide a comprehensive and efficient library service for those live, work and study in its area.

The recommendations set out in paragraphs 3.1 and 3.2 of this report falls within the definition of a Key decision under the Councils Constitution.

## **Equality**

The Council has a public sector equality duty under the Equality 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.

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 apply to the first part of the duty. Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.

A full Equality Impact Assessment was undertaken for the proposed Library Strategy and is attached at Appendix 3. The Equality Impact Assessment indicates that the Library Strategy is anticipated to have a positive impact on

all protected characteristic groups, except for Marriage and Civil Partnership, which will experience a neutral impact.

No groups are anticipated to be negatively affected. Data suggests that young people with a range of intersectional characteristics, particularly those living in the central and eastern areas of the borough, as well as women who are parents or carers, may particularly benefit from the strategy.

## **10 Use of Appendices**

Appendix 1: Haringey Library Strategy 2026-30  
Appendix 2: Haringey Library Strategy Consultation Report  
Appendix 3: Equality Impact Assessment  
Appendix 4: Haringey Library Strategy Engagement, Co-design and Consultation Summary

## **11 Background papers**

None

# Haringey Library Strategy (2026-2030)

December 2025



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# Cabinet Member Foreword

Haringey is fantastic – the world in one borough. A place brimming with creativity, vibrancy, personality, radicalism, diversity and community. It is a place where we stand up for each other. A place that is proudly distinctive.

Haringey is the London Borough of Culture for 2027 and we are planning a year of culture to celebrate our ‘Rebel Borough’. At the heart of our vision for Haringey 2035, is our ambition to create a borough where everyone can belong and thrive. We are proud to be a welcoming borough where 180 languages are spoken and many communities call it their home.

Haringey is a special place. We have great schools, wonderful libraries, green flag parks, and thriving shopping centres and high streets. We are home to ground-breaking artists, entrepreneurs, activists, educators; and thousands of dedicated and committed key workers. One in five jobs are in the creative industries, reflecting the importance of culture to our residents and communities.

There are still significant pockets of deprivation in the borough; life expectancy and the number of years which people are expected to live in good health show significant variation between different parts of the borough. Our nine libraries are a vital part of our local ecology and play an increasingly important role as centres of learning and engagement and as vital community and cultural hubs. They bring people together across generations and enable access to online resources, providing warm and cool spaces that are free and welcoming to all.

Figures from the Department of Culture, Media and Sport confirm that since 2010, and up to the end of 2023, 276 library buildings in England had closed, without being replaced or relocated. In addition, they estimate that of that figure, 22 were from London boroughs. Meanwhile, in March 2025, BBC research identified 190 libraries across the UK that have closed their doors in the past five years, 20 of them in London alone, reflecting the enormous pressure on local authority finances. Last year Haringey had to make the difficult decision to reduce library operating hours, from some of the longest in London to around the average of other boroughs in the capital. We know this was difficult for many residents who love our libraries as much as we do. However, we have fought to keep all of our libraries open, investing over £4.9 million in refurbishing and restoring them and making them accessible for everyone, so they can continue to play a role as cherished community assets.

Public feedback via our most recent consultation, showed strong support for the priorities outlined in our Draft Library Strategy. Residents also highlighted the value of libraries as inclusive community spaces that foster learning, social connection and cultural engagement. We look forward to working with you to help our libraries thrive and grow into the future.

I am delighted to recommend this Library Strategy for adoption by the council. I would like to express my thanks to the Friends of Reading & Education (FORE), members of individual Library Friends Groups and particularly those who have taken part in the Library Strategy Co-Design Steering Group, along with young people from participating schools and the Youth Panel, who have all contributed to shaping our draft Vision, Principles and Priorities.

Cllr Emily Arkell  
Cabinet Lead for Culture and Leisure



# Executive Summary

## Introduction and Context

This five-year Library Strategy, intended to run from January 2026 – December 2030, sets out a vision for the future of Haringey Libraries, as centres of learning and as vibrant community and cultural hubs. It identifies a set of priorities for the next five years, that we believe will sustain and grow our Library Service, for the benefit of all our residents.

To arrive at the proposed priorities in this Library Strategy, we have listened closely to the feedback in our online and paper surveys, to feedback from multiple engagements with school groups, other community groups, library users, as well as those who do not use our libraries, and input from Library Friends Groups, the Library Strategy Co-design Steering Group and library staff.

The feedback we received through the public consultation on library hours in 2024 and our survey on our Libraries of the Future in 2025, demonstrated that libraries, quite rightly, hold a special place in the hearts of our communities. They mean different things to different people, but above all they are free, welcoming and inclusive places of learning and engagement, that open up new worlds and new possibilities and offer a quiet sanctuary within a busy metropolis.

In a recent House of Commons debate, on the Future of Libraries (14 May 2025), Chris Kane, MP for Stirling and Strathallan, described libraries as “*the NHS for the Soul*”. He went on to say that:

*“Libraries ask for very little and give us everything in return. If we value community, we must value our libraries. Let’s protect them, promote them and make sure that they are there - open, welcoming and thriving for generations to come.”*

This is our intent – to see Haringey Libraries thrive for the benefit of all, for years to come.



## Our Vision

Our Vision is for Haringey's libraries to be welcoming, inclusive, and trusted spaces at the heart of our borough - free to access and open to all.

As vital community and cultural hubs, they will reflect the diversity of our borough and be shaped by the people who use them.

Our libraries will support reading, learning, creativity, and wellbeing – providing services, events and activities that inform, enrich, inspire and connect our communities.



# Our Priorities

To achieve our vision for Haringey Libraries we have identified the following priorities, designed to meet the evolving needs of our library users:

## Priority 1: Upholding Equity

Our goal is to promote equity, by ensuring that all our libraries are inclusive, welcoming spaces, that everyone—regardless of background, identity, or circumstance—can access and benefit from.

## Priority 2: Improving Access

Our goal is to make our libraries more accessible, by transforming our digital and IT provision, through better communication of what libraries have to offer, and by supporting people who face barriers to getting online.

## Priority 3: Encouraging Collaboration

Our goal is for library staff to work in partnership with local communities, Library Friends, local businesses and library users, to design and deliver events and activities. By working together, we can improve our library service and increase public engagement.

## Priority 4: Supporting Growth

Our goal is to establish a sustainable and affordable service, that enhances library usage and increases earned income. Our libraries will fuel personal, social, and economic growth, through initiatives that support well-being, life chances, skills development and pathways into work.

## Priority 5: Embedding Lifelong Learning

Our goal is to promote a love of reading and learning at every stage of life. Our libraries will support this by enhancing our Early Years provision, introducing specific services for teenagers, and encouraging learning and engagement for children and adults, through a wide range of resources, activities, and partnerships.

## Priority 6: Promoting Visibility and Representation

Our goal is for our libraries to celebrate the cultural richness of Haringey and its many diaspora communities. We will achieve this by maintaining diverse and evolving library collections and building on our programme of events and activities that reflect the voices and experiences of the people who make up our borough.

# What we want our libraries to look like in 5 years' time

In five years' time, our libraries will be vibrant community and cultural hotspots:

- Our libraries will be widely recognised as inclusive, friendly and welcoming spaces, that meet the needs and aspirations of our communities
- More residents will have greater awareness of the full range of services and benefits that libraries offer.
- Our libraries will be established as vibrant cultural anchors and community hubs that foster creativity, participation, and a greater sense of connection and belonging – a lasting legacy of London Borough of Culture 2027.
- Digital exclusion will affect significantly fewer of our residents, while a stronger digital infrastructure will deliver much-improved service for our library users.
- Through stronger collaboration between the library service and its users, library usage will have increased, and the experience of library users will be enriched, with more community-driven events and initiatives.
- Our library service will be robust and sustainable, with a stronger set of external stakeholders and commercial partners, that help our libraries remain fit for the future, and better able to support well-being, life chances, skills development, and pathways into work.
- Through establishing a multi-disciplinary and multi-service approach, our libraries will be an exemplar of the notion of life-long learning, with reading at the heart of the journey from the very first years of a child's life, through to adulthood and into older age.



- Our libraries will truly reflect the rich cultural diversity of our borough, as welcoming spaces where anyone can feel a sense of connection and belonging.
- We want everyone in our borough to be proud of our libraries and to take full advantage of all that they have to offer.

For further detail relating to how the strategy will achieve this, please read the full draft strategy document that follows.

Successful implementation of our Library Strategy will make a significant contribution towards achieving the ambitions of Haringey 2035, our borough vision – *‘to be a place where all our residents have the opportunity to thrive and enjoy the best possible version of their life ...a place where people can put down roots and feel they really belong.’*

## Bespoke Development Plans for all 9 libraries

Our identified priorities will guide all our libraries. In addition, we are creating separate custom development plans for each individual library.

These plans will be jointly led by the Library Service, in partnership with local Library Friends Groups. Together, they will identify specific priorities for each library that align with the main strategy, whilst also recognising the unique character, location, opportunities, and needs of the community that use it.

These individual library development plans are envisaged as “living documents” that continue to evolve over time and will be updated annually. They will be jointly owned by each library and its users; once developed, they will exist alongside the main Library Service Strategy. The priorities arising from each individual library plan will be made publicly available, once agreed.

# Strategic Context

## Our Statutory Duty

Under the Public Libraries and Museums Act 1964, local authorities in England have a statutory duty to provide a “comprehensive and efficient library service” for all who live, work, or study in the area. This includes:

- Lending books and other printed material free of charge.
- Encouraging both adults and children to make full use of the service.
- Ensuring accessibility and equity of provision across the borough.

Public libraries play a key role in delivering local government services and objectives. The national guidance allows local authorities to tailor the library service to suit what their community needs. It is the responsibility of each local authority to determine how to deliver public library services in the context of local need. The Department for Culture, Media and Sport (DCMS) oversee this to ensure adequate provision.

The supporting national policies are linked below:

- [An independent review of English public libraries](#)
- [Libraries as a statutory service](#)
- [Annual Libraries Report 2023–2024](#)
- [Future of public libraries - House of Commons Library](#)

## Core Offer

A library service’s Core Offer refers to the essential services and resources it consistently provides to the public



## Methodology: Strategy Development

To ensure the strategy reflects the needs and aspirations of all Haringey residents, whether or not they use library services, it was developed collaboratively through a range of engagement activities with local communities and library stakeholders, including:

- A co-design group made up of library stakeholders from across the borough, meeting regularly to develop the strategy.
- Library visits and drop-in sessions hosted by Haringey staff where library users shared their thoughts through conversation, collaborative writing and drawing activities.
- School visits to include the voice of young people on the future of our libraries.
- Online engagement through surveys to help set the strategy's priorities.

## Local Strategy

This strategy is not a standalone document; it links with Haringey's wider corporate and cultural aims outlined in:

- [Haringey 2035, Our Vision.](#)
- [Corporate Delivery Plan 2024-2026](#)
- [Haringey's Health and Wellbeing Strategy 2024-2029](#)
- [Arts and Culture Strategy 2024-2028](#)

### Access

Striving for better access, so that everyone can benefit from, enjoy and participate in arts and culture.

### Collaboration

Encouraging collaboration, especially where it leads to enhanced cultural provision, better infrastructure, increased transparency, and better access to information for our creative and cultural communities.

### Equity

Supporting increased equity by valuing, respecting, celebrating, taking pride in, and learning from our rich heritage, diverse culture and histories.

### Growth

Promoting growth and autonomy for our residents and local businesses so that they can achieve their potential.

### Life-long learning

Ensuring that our children and young people can fully participate in rich and sustained cultural learning, and benefit from transformative power of arts and culture throughout their lives.

### Visibility and representation

All our communities should be able to see themselves represented in Haringey's cultural and creative offer and be actively involved in decision-making.

This strategy is particularly informed by the guiding principles of the Arts and Culture Strategy

Haringey's 5-year Arts and Culture Strategy (2024 - 2028), will help us to further demonstrate the rich impact arts and culture can have on our communities and residents from all backgrounds. We are committed to the vision of building strong and meaningful partnerships with local communities and wider stakeholders, so that people who live in, work in and visit the borough, all benefit from a vibrant, cultural and creative Haringey.

Haringey's Arts and Culture Strategy was approved by Cabinet in October 2024.

# London Borough of Culture 2027

Haringey is on a journey to embed culture and creativity across the council and weave it through everything we do, thereby helping to put culture and creativity right at the heart of our communities, not least, in our libraries.

Sitting alongside the ambitions of our Arts and Culture Strategy, Haringey's successful bid to become London Borough of Culture 2027 is a golden opportunity to showcase our existing and hidden creative talents, to build on our rich history and diverse heritage, to inspire creativity across the borough, and to deliver long-term change and development for Haringey.

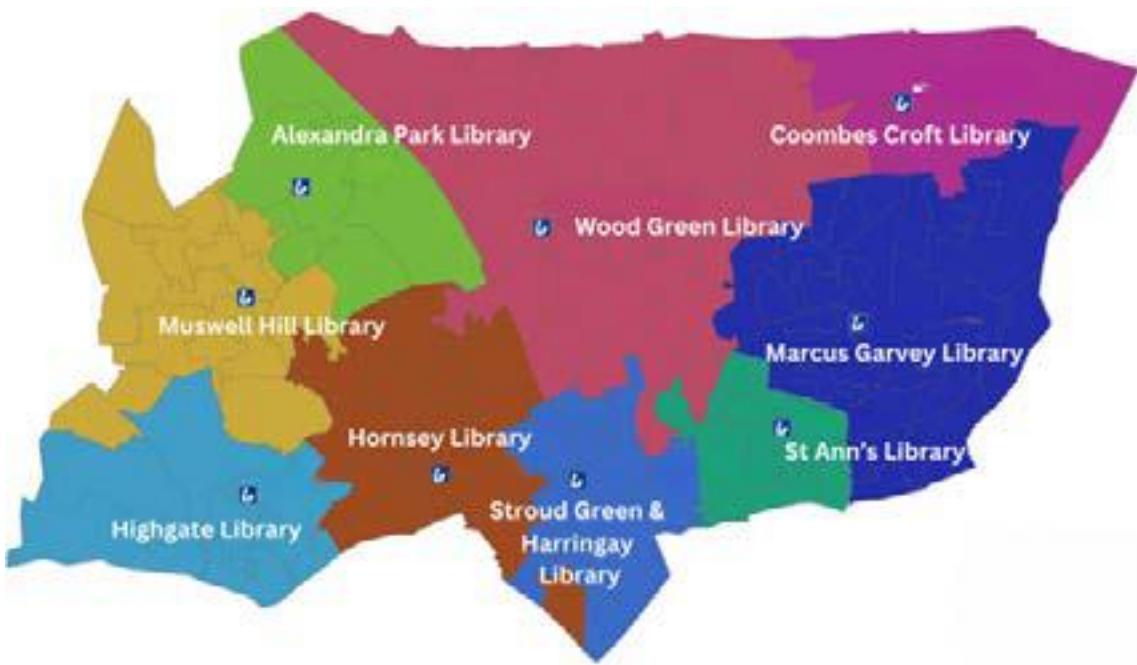
We will work closely with our communities and stakeholders to deliver a vibrant year of culture that meets the needs and aspirations of our communities and enriches lives across all 21 wards of our borough.

We will capitalise on the energy and opportunity that comes with our year as London Borough of Culture 2027 and use this to amplify the importance and presence of libraries as vibrant cultural hubs, that sit at the heart of our communities.

Our London Borough of Culture year will run from April 2027 until March 2028, allowing us to take advantage of the spotlight that will shine on the borough as we prepare to welcome football fans from across Europe and the world as the Tottenham Hotspur Stadium serves as one of the host venues for UEFA Euro 2028 in June and July.



# Libraries in Haringey



Haringey has a library service provision, consisting of nine library centres, alongside home and digital library services, with around 65,000 active registered library users (active at least once in the last three years). Our libraries offer book-lending, magazines, DVDs and other materials, and host a wide range of programmes and events for Haringey residents. They also provide space for community groups and other services, including sessions run by Voluntary and Community Service (VCS) organisations, and other council-run services, such as Haringey Works and Haringey Learns.

Free computer and internet access, as well as spaces for hire, are available across all nine library sites. Wood Green Library, Marcus Garvey Library, and Hornsey Library act as central hubs, and are the libraries with the highest footfall. Wood Green and Marcus Garvey also house in-person Customer Service centres.

Haringey has recently joined the Libraries Consortium, a group of 23 local authorities (19 in London), operating under a unified library management system, which allows for book stock, transport and digital resources to be shared and jointly managed, giving users the added benefit of access to resources from library services across London.

Haringey libraries will continue to deliver the elements of the national Universal Library Offers Framework: Reading, Information and Digital, Health and Wellbeing, and Culture and Creativity, making these a core part of our service offer, designed to meet both national standards and local needs. We will maintain and expand collections, provide digital resources and skills support, offer free Wi-Fi and access to computers, host health and wellbeing activities, and run cultural events. Participation in national initiatives such as the National Year of Reading and programmes like the Summer Reading Challenge will further promote lifelong learning, digital inclusion and community engagement.

Our libraries stretch far beyond traditional book lending and borrowing, acting as vital community and cultural hubs, which provide unique access to information, support, warm and safe spaces, and public facilities.

# Key Facts about Haringey Libraries

- Our nine libraries have over 106,000 registered library users, of which 16,000 have been active in 2024/25.
- There has been an increase in stock borrowing by 49,372 items, from 564,644 items in 2023-24, to 614,376 in 2024-25. This is also an increase by 1.85% compared to pre-pandemic levels.
- Haringey Libraries saw a remarkable rise in digital engagement during and after the pandemic. In 2024–2025, over 68,000 more digital items were borrowed compared to previous years—almost ten times the 7,511 digital loans recorded in 2019–2020. This growth demonstrates a major shift toward digital resources and remote access services.
- We recorded 20,000 more visits in 2024-2025 compared to 2023-24, bringing in 840,000 people in total, to access our services in person. This still represents 1.2 million fewer than 2011-12, reflecting a national long-term trend of declining footfall, but is a welcome sign of recovery since the pandemic.
- Since joining The Libraries Consortium in 2022, Haringey users have access to 7 million physical titles as well as 45,000 digital stock titles which has ensured stock and digital resources are utilised efficiently and effectively. In 2024-2025, almost 20,000 items were successfully borrowed thorough inter-library lending.
- Haringey Libraries are established as dynamic community hubs that bring together culture, creativity, and learning for all residents. Recent initiatives include Library Lates in partnership with Alexandra Palace and their Young Creatives Network, offering evening events with live music and performances, curated and hosted by the young members; the launch of Creative Studios featuring recording and podcast facilities to support digital content creation; and the introduction of new gallery spaces to showcase and nurture local artistic talent. Libraries continue to evolve as inclusive environments that combine traditional services with opportunities for creative expression and community connection.



# Shaping the Strategy with Residents

Haringey's libraries and library service are deeply valued by residents, and any future strategy must be shaped by the voices of those who use them and those who currently do not. From the outset, the development of this strategy has been rooted in meaningful engagement, ensuring that the aspirations, concerns, and ideas of our communities are reflected in our vision for the future.

## Our Engagement Approach

Between March and September 2025, the Council undertook a borough-wide engagement programme, designed to reach a broad and diverse cross-section of residents and shape the draft strategy. Activities included:

- Formation of a Co-design Steering Group, made up of volunteers from Friends of Libraries groups and library users, who helped shape strategy principles and engagement questions.
- Face-to-face engagement in all libraries, in a range of schools, and a dedicated Youth Panel session.
- Digital engagement via the Commonplace platform - four thematic online surveys exploring strategy priorities, library use, non-use, and future technology.
- Targeted communications to promote the surveys through council newsletters, social media, digital screens on high streets, and Friends of Libraries networks.

Each of these engagement activities have helped shape the draft strategy.

## What We Heard

Resident feedback has been vital in shaping the priorities of this strategy. These key themes emerged across all engagement activities:

### Access and Opening Hours

- Emphasis on the need for consistent and predictable opening hours.
- Evening and weekend access is essential for working people and families.

### Inclusivity and Accessibility

- Libraries must be physically accessible, with clear signage, ramps, and accessible toilets.
- Spaces should reflect diverse communities, languages, and needs — including neurodivergent users, older adults, and non-digital users.
- Staff training to support both visible and hidden disabilities.

## Community Hubs and Social Connection

- Libraries are seen as vital “third spaces” for socialising, learning, and reducing isolation.
- Proposed activities that build social connection included: cafés, baby groups, intergenerational activities, and safe spaces for groups that need them.
- Opportunities for volunteering and community-led programming were welcomed.

## Library Environment and Facilities

- Importance of comfortable, welcoming, and contemporary environments.
- Requests for better seating, quiet zones, sensory areas, and child-friendly spaces.
- Clean, warm, and well-maintained spaces.
- Flexibility of space to facilitate different needs e.g. quiet spaces for study and reading, alternative spaces for activities and social connection.

## Staffing and Expertise

- Residents value friendly, knowledgeable, and visible staff.
- Staff expertise is the foundation of the service; any volunteer opportunities should be complementary, not a replacement.



## Events, Activities and Learning

- Community appetite for well-publicised events: author talks, book clubs, workshops, language classes, and creative sessions.
- Libraries are seen as lifelong learning centres, especially for children, older adults, and job seekers.

## Partnerships and Collaboration

- Opportunities to work with schools, local businesses, health services, and community groups.
- Suggestions for shared use of space and co-hosted events.

## Promotion and Awareness

- Some residents are unaware of the full range of services libraries offer.
- Need for improved marketing, outreach, and signage — especially offline and in multiple languages.

## Technology and Digital Services

- Libraries are appreciated for internet access, printing, and other digital resources.
- Suggestions included improved Wi-Fi, better public computers, and simplified printing services e.g. contactless payments.
- Some residents would appreciate inclusive digital support, including help sessions and accessibility tools.



## Children, Young People and Families

- Libraries are seen as safe and enriching spaces for young people.
- Strong support for children's activities, story time, and family-friendly programming.
- Youth feedback emphasised the need for co-designed spaces, study zones, and creative tech access.

## Collections and Innovation

- Desire for diverse and evolving collections, including digital formats and books for underrepresented groups, including pre-teens.
- Interest in "library of things" and sustainability-focused resources.

# Draft Library Strategy: Resident Feedback

The public consultation on the Draft Library Strategy saw support for the proposed priorities, with endorsement levels ranging from 75% to 91% across all six areas. In their consultation feedback, residents consistently highlighted the value of libraries as inclusive community spaces that foster learning, social connection, and cultural engagement.

## Priority 1: Upholding Equity

87.6% of respondents either agreed or strongly agreed with this priority.

## Priority 2: Improving Access

88% of respondents either agreed or strongly agreed with this.

## Priority 3: Encouraging Collaboration

89.8% of respondents either agreed or strongly agreed with this priority.

## Priority 4: Supporting Growth

75% of respondents either agreed or strongly agreed with this priority (making this the least supported of the six priorities).

## Priority 5: Embedding Lifelong Learning

91.6% of respondents either agreed or strongly agreed with this priority (making this the most strongly supported priority).

## Priority 6: Promoting Visibility and Representation

77.1% of respondents either agreed or strongly agreed with this priority.

### The key themes from feedback were:

- ➔ **Opening Hours:** The most significant concern raised was the reduction and inconsistency of opening hours, which residents felt undermines equitable access and limits opportunities for engagement. Respondents called for predictable, extended hours, including evenings and weekends, to meet the needs of working families and students.
- ➔ **Equity and Inclusion:** Residents welcomed the commitment to equity but stressed that inclusivity must be embedded in everyday practice. Suggestions included diverse collections, year-round inclusive programming, and staff diversity.
- ➔ **Access and Facilities:** Feedback emphasised the importance of balancing digital innovation with traditional services such as books and quiet study spaces. Clean, safe, and welcoming environments, improved signage, and amenities like toilets and refreshments were also requested.

- Community Engagement: Respondents strongly supported co-designing local library plans and increasing in-person engagement opportunities. Partnerships with schools, community groups, and local businesses were seen as vital to delivering meaningful services.
- Performance and Accountability: Many respondents called for clear performance targets, transparent monitoring, and regular reporting to ensure accountability and progress.
- Programming and Learning: There was strong support for embedding lifelong learning, particularly for children and young people, alongside opportunities for older adults. Residents suggested book clubs, teen reading initiatives, and stronger links with schools.
- Visibility and Representation: While most respondents supported celebrating Haringey's cultural diversity, some felt this priority should be integrated across all areas rather than a standalone priority.

## Additional Suggestions:

- Maintain libraries as free public services and avoid over-commercialisation.
- Improve communication and outreach, including multilingual and offline channels to include residents without digital access.
- Explore creative partnerships and community-led initiatives to enhance programming and sustainability.

Overall, residents expressed enthusiasm for the strategy's vision, but urged greater operational clarity and better communication, particularly around opening hours, staffing, and performance measures. The feedback underscores the need for libraries to remain accessible, inclusive, and responsive to community needs.

Whilst the council acknowledges the strength of feeling regarding the reduced library hours model implemented in September 2025, in response to significant financial pressures, our opening hours, which were previously amongst the highest in London, remain average when compared to other London boroughs.

At the same time, we have invested heavily in refurbishing and upgrading our library buildings and in keeping all nine sites open. We will seek to achieve longer opening hours by hosting additional community-led events and activities, developed in partnership with Friends groups and volunteers, and through externally-funded activities and programmes.



# Our Priorities in Detail

## Priority 1: Upholding Equity



### Goal

Our goal is to promote equity, by ensuring that all our libraries are inclusive, welcoming spaces, that everyone—regardless of background, identity, or circumstance—can access and benefit from.

### Overview

Over the last five years, we have invested over £4.9 million in refurbishing and restoring our nine libraries, so that they can continue to play a role as cherished community assets, and as friendly, welcoming and accessible spaces for all.

Libraries are not only about books and reading. They can also act as a social place, a safe space, a warm space in winter, or a cool space in summer, a place to study, to learn, to create, to access computers, printing and free Wi-fi, or as a quiet place to sit and simply be.

We will continue to develop our libraries as vital community hubs, that serve the changing needs of our communities and help create a greater sense of connection and belonging. This will entail looking at our communities holistically, both across the borough, and within each locality, ensuring that the services we provide respond to local needs and priorities.

Libraries are a powerful asset for wellbeing in the communities they serve. Our libraries will work in partnership with other council services and organisations to tackle social care challenges, promote health and wellbeing, and provide opportunities for people to access advice, support, books, and activities that improve quality of life. We want our libraries to reflect the diversity and cultural richness of our borough, and above all, to be safe places, where everyone feels included and that they belong, without fear or judgement.

We recognise the need to deliver targeted support to promote digital inclusivity, through providing access to technology and skills support for members of our community. We need to address the needs and potential barriers for different users, including those with language barriers, neurodivergent users, older adults, and non-digital users.

We will seek to use the opportunities afforded by our year as London Borough of Culture 2027, to further amplify the role of libraries as key cultural hubs, which inspire and engage.

Our libraries will continue to support the borough vision, outlined in Haringey 2035: our vision, *‘to be a place where everyone can belong and thrive.’*

## To achieve these aims we will:

- ➔ listen to our library users to shape services around their needs and aspirations.
- ➔ use data to adopt a borough-wide and local approach to reflect diverse community priorities.
- ➔ work in partnership with health, social care, and voluntary sectors to provide integrated support, as part of the neighbourhood model of health and care.
- ➔ champion inclusivity and belonging through programmed events and campaigns.
- ➔ maximise cultural opportunities to position libraries as creative and cultural hubs.
- ➔ conduct regular accessibility audits of all library buildings and services to ensure compliance with equality standards.
- ➔ deliver staff training on inclusive customer service, cultural competency, and safeguarding vulnerable users, and support for both visible and hidden disabilities.
- ➔ expand outreach programmes targeting residents in the most deprived wards, by introducing pop-up libraries and mobile services.
- ➔ promote and enhance the Home Library Service to reach more residents with mobility, health, or caregiving barriers.
- ➔ co-design services and programmes with community representatives from protected groups to ensure relevance and inclusivity.
- ➔ monitor and report on equity-related KPIs quarterly to inform service improvements and accountability.

## Final Outcome

Our libraries will be widely recognised as inclusive, friendly and welcoming spaces, that meet the needs and aspirations of our communities.

## Intermediate Outcomes that contribute to the Final Outcome

- ➔ Libraries are safe, accessible spaces for all protected groups.
- ➔ Services reflect the diversity and needs of Haringey’s communities.
- ➔ Residents experience a strong sense of belonging and inclusion when using library services.
- ➔ Increased engagement from underrepresented and disadvantaged groups across the borough.
- ➔ Libraries contribute to improve health and wellbeing through targeted programmes and partnerships.

- Communities benefit from integrated services, delivered in collaboration with health, social care, and voluntary sector partners.
- Libraries act as cultural anchors, fostering creativity and participation, particularly during and post London Borough of Culture 2027.
- Digital inclusion is strengthened through access to technology and skills support.
- Libraries are recognised as trusted community hubs that reduce isolation and strengthen social connections.

## How we will measure success

- Achieve at least 5% annual growth in library membership and event participation from groups by 2027, with continued annual increases thereafter.
- Deliver six co-designed programmes, events and activities per library, each year.
- Launch two new pop-up library sites in community spaces by the end of 2026 and expand Home Library Service routes by 2027, ensuring annual growth in outreach and engagement, and Home Library membership.
- Ensure all staff complete initial training on inclusive customer service, cultural competency, and safeguarding within 18 months, followed by annual refresher sessions.
- Publish annual case study reports demonstrating the impact and outcomes of equity initiatives.



# Priority 2: Improving Access



## Goal

Our goal is to make our libraries more accessible, by transforming our digital and IT provision, through better communication of what libraries have to offer, and by supporting people who face barriers to getting online.

## Overview

Access and Equity are close cousins. By improving access, we will ensure that all the things our libraries and library service offer, reach more people, and benefit those who live, work and study in Haringey.

Good communication is essential to signalling to our residents the many positive benefits of our library service. One opportunity towards improving visibility and access, is to shape the communication of our library offer to specific target groups, for example - 'What our libraries have to offer pending mothers and fathers', or 'How libraries can support Early Years development', students studying, business development etc.

Improving physical signage, layout, and first impressions, as well as having a strong customer-facing service, supported by welcoming and committed staff, all help to make our libraries inclusive, friendly and accessible spaces.

New library opening hours started operating at the end of September 2025. While a full library service can only be offered during certain hours, due to budget constraints, we're keen to support keeping libraries open for longer, by hosting events and activities with the help of Library Friends and volunteers. These ideas will be led by local Library Friends and other library users and considered individually as part of each library's Development Plan.

We live in a digital world. Expectations of digital infrastructure are ever greater. Library users expect good Wi-Fi and connectivity and up-to-date IT systems and equipment. Strengthening our digital offer can open up new vistas and new types of engagement for library users, and plans are in place to do so.

We recognise that for some users there are barriers to feeling confident in the digital realm. Some library users will need support with library cards, with online systems, with using our Haringey Library App, or with accessing online customer surveys via Commonplace. We will ensure our staff are ready to support where needed and will offer targeted programmes to promote digital literacy and support people who face barriers to getting online.

A new Community Librarian role in each library, will act as a trusted point of contact for the public, and as local connectors, who build relationships and help increase engagement.

## To achieve these aims, we will:

- ➔ create a communications plan to ensure libraries make better use of our communication channels, to promote library services and events.
- ➔ strengthen digital access with reliable Wi-Fi, enhanced online services, and the Haringey Library App.
- ➔ reduce digital exclusion through skills workshops, one-to-one support, and targeted outreach.
- ➔ deploy Community Librarians as trusted local connectors to build relationships and increase engagement.
- ➔ leverage cultural opportunities such as London Borough of Culture 2027 to attract new audiences.

## Final Outcome

More residents will have greater awareness of the full range of services and benefits that libraries offer. Digital exclusion will affect significantly fewer of our residents, while a stronger digital infrastructure will deliver a much-improved service for our library users.

## Intermediate Outcomes that contribute to the Final Outcome

- ➔ more residents know about and use our library services.
- ➔ digital exclusion is reduced through targeted support and access.
- ➔ libraries strengthen community engagement and reduce isolation.
- ➔ residents feel a sense of belonging and connection in libraries.
- ➔ libraries reflect the diversity and needs of Haringey's communities.

## How we will measure success

- ➔ Ensure all libraries have reliable high-speed Wi-Fi and upgraded IT systems by the end of quarter four, 2026/27.
- ➔ (Deliver regular digital skills workshops across the borough and ensure ongoing one-to-one digital support is available in every library.)
- ➔ Review the impact of our communications plan, and targeted campaigns, in raising awareness of our library services.
- ➔ Deploy Community Librarians in all libraries by the end of 2025 and implement a community outreach plan by the end of June 2026.
- ➔ Pilot extended library opening hours through volunteer-led initiatives, community-driven activities, and commercial events by the end of 2027.

# Priority 3:

## Encouraging Collaboration

### Goal

Our goal is for library staff to work in partnership with local communities, Library Friends, local businesses and library users, to design and deliver events and activities. By working together, we can improve our library service and increase public engagement.

### Overview

Libraries are unique spaces that fulfil a wide range of needs for diverse communities. Nationally, public libraries have experienced a sustained decline in usage since pre-Covid levels, despite their enduring cultural and social value. This trend is reflected in Haringey, where overall visits remain below pre-pandemic figures. However, there are encouraging signs of recovery as Haringey libraries recorded 20,000 more visits in 2024–2025 compared to the previous year, indicating a growing local re-engagement with library services.

Our belief is that collaboration between various stakeholders is fundamental to realising the fullest potential of each of our nine libraries. The Library Service is committed to working collaboratively with Friends and other community groups, local businesses and library users, to enhance and enrich the library offer and help increase engagement.

Expanding our library offer is also about empowering our communities to play an even more active and imaginative role in shaping what happens in our libraries. This could be in any number of ways, including growing the range of activities taking place, such as community events, film screenings, talks, book clubs, knowledge and skills exchange, sewing/crafting clubs and music activities.

This collaborative way of working aims to better connect libraries with our communities, increase library usage, and enrich the library service, with more community-driven events and initiatives.

### To achieve these aims:

- ➔ each library will have a Community Librarian, who will be the first point of contact for collaborative engagement with library users and other stakeholders.
- ➔ Library Friends and library staff will work together to develop bespoke plans for each library that build on the uniqueness of each library, identifying new possibilities, pilot projects and proposed outcomes, that will be prioritized in a co-authored Development Plan.
- ➔ we will foster partnerships with Council services, community groups, local businesses, and organisations to co-create events and activities.



- we will expand the range of community-driven activities, such as talks, clubs, workshops, cultural events and we will pilot new projects and initiatives based on local interests, needs and feedback.
- we will embed the 'Encouraging Collaboration' priority across all strategic priorities, positioning libraries as key enablers and connectors for community, council, and stakeholder ambitions, in 'Improving Access, Upholding Equity, Supporting Growth, Embedding Lifelong Learning, and Promoting Visibility and Representation'.

## Final Outcome

Through stronger collaboration between the library service and its users, library usage will have increased, and the experience of library users will be enriched, with more community-driven events and initiatives.

## Intermediate Outcomes that contribute to the Final Outcome

- Libraries are hubs for co-delivered services and community-led initiatives.
- Each library delivers programmes and activities tailored to local needs and interests.
- Increased collaboration leads to a wider range of events, clubs, initiatives and opportunities.
- Stronger partnerships with community groups, businesses, and council services.
- Greater public engagement and higher library usage.
- New pilot projects and innovations emerge from local feedback and collaboration.
- Library users feel a greater sense of ownership and connection to their local library.
- Libraries continue to embed itself at the heart of the community, by adapting to changing needs, interests, and aspirations.
- Libraries function as dynamic enablers and connectors, driving progress across all strategic priorities by embedding collaboration at the core of the service and community role.

## How we will measure success

- Increase community-led events by 5% in the first year, with continued incremental growth in subsequent years.
- Appoint Community Librarians in all libraries by the end of 2025.
- Develop and implement co-authored Individual Library Development Plans for each library by the end of June 2026,
- Achieve 10 active partnerships by 2027, between Council services, community groups, local businesses, and organisations, to co-create events and activities, with a focus on sustaining and increasing partnership numbers thereafter.
- Launch five community-driven pilot initiatives by the end of 2027 and maintain a pipeline of new pilots, to foster ongoing innovation.



# Priority 4: Supporting Growth

## Goal

Our goal is to establish a sustainable and affordable service, that enhances library usage and increases earned income. Our libraries will fuel personal, social, and economic growth, through initiatives that support well-being, life chances, skills development and pathways into work.



## Overview

Data from the Department of Culture, Media and Sport confirm that since 2010, and up to the end of 2023, 276 library buildings in England had closed without being replaced or relocated. In addition, they estimate that of that figure, 22 were from London boroughs. Research published by the BBC in March 2025, found that '*190 libraries across the UK have shut in the past five years, 20 of them in London alone*', reflecting the enormous pressure on local authority finances.

In the context of ever-increasing financial pressures on local authorities, libraries will need to broaden the range and types of services provided in them and it's important to do everything we can to make sure our libraries are able to develop a strong and resilient model for the future. Part of the way forward will be in recognising the opportunity for growth, fuelled by acting upon unmet needs and yet to be realised potential.

We will continue to nurture partnerships with local businesses and cultural organisations that can help amplify and enrich our library programme and offer. We will also work closely with community organisations, Library Friends Groups and other stakeholders, to help enrich our programme of activities and events.

At the same time, we will also seek to grow our commercial income, through stronger marketing of our hireable spaces, and adopting a more entrepreneurial and outward-facing approach. A strong theme arising from the public engagement, was around provision of cafe facilities in libraries; we are about to tender for local providers to join a framework to operate cafes or food / coffee carts in council-owned locations and will seek to offer an opportunity for this in at least one of our libraries.

Given the importance of libraries in education, we will strengthen partnerships with local schools to support literacy, learning, and creativity—helping children and young people thrive in and beyond the classroom. As free and accessible spaces, libraries also offer a trusted setting for health and wellbeing initiatives, such as health outreach sessions, which we will continue to deliver in collaboration with community partners.

In alignment with Haringey's Arts and Culture Strategy, we are keen to empower our residents to play a more active role in shaping a rich programme of events in our libraries, whilst also ensuring that the youth voice is integral to the process of decision-making and planning.

Our libraries play a vital role in supporting pathways into employment through strong partnerships with organisations delivering employment skills programmes, and we will continue to amplify this important work. In addition, a planned digital capital investment will modernise our technology and infrastructure, enabling the creation of dynamic spaces such as makerspaces and creative studios.

These new creative spaces will support activities such as podcasting, video production, digital design, 3D printing and music creation. Together, these enhancements will enable the delivery of digital skills programmes led by trained staff and community partners, fostering growth, enhancing the library experience, and advancing digital inclusion and economic opportunity.

We will seek to capitalise on the energy and opportunity that comes with our year as London Borough of Culture 2027 and use this to amplify the importance and presence of libraries as vibrant cultural hubs, which sit at the heart of our communities.

## To achieve these aims we will:

- ➔ work with cultural, business and community partners and external stakeholders to amplify and enhance the library offer.
- ➔ grow existing partnerships with organisations to deliver employment skills programmes.
- ➔ strengthen marketing and research to increase commercial income.
- ➔ host more well-being initiatives in our libraries, such as health outreach sessions.
- ➔ continue to offer our digital skills



programme with support from external partners.

- ➔ work with key partners to support pathways into employment and enterprise.
- ➔ expand our business support offer.
- ➔ Drive innovation through digital investment and the creation of makerspaces and creative studios.

## Final Outcome

Our library service will be robust and sustainable, with a stronger set of external stakeholders and commercial partners, that help our libraries remain fit for the future, and better able to support well-being, life chances, skills development, and pathways into work.

## Intermediate Outcomes that contribute to the Final Outcome

- ➔ Libraries contribute to economic and personal development.
- ➔ Services are financially sustainable and efficient.
- ➔ Residents gain digital and creative skills for employment and enterprise.
- ➔ Modernised spaces foster innovation and community engagement.

## How we will measure success

- ➔ Achieve consistent annual growth in earned income from hireable spaces, ticketed events, and commercial activities.
- ➔ Confirm a minimum of 10 active external partnerships by 2027 and maintain expansion beyond 2030.
- ➔ Significantly increase participation in programmes that support digital, creativity (e.g. podcasting, video editing, robotics, music production), within the lifetime of this strategy, with continued growth in future years.
- ➔ Deliver quarterly borough-wide health and wellbeing initiatives each year, to promote health, inclusion, and community engagement, e.g. Health Information Week, Children's Mental Health week, Mental Health Awareness Week.
- ➔ Maintain strong library usage levels compared to previous years and keep cost per user stable or reduced despite inflation.

# Priority 5: Embedding Lifelong Learning



## Goal

Our goal is to promote a love of reading and learning at every stage of life, by enhancing our Early Years provision, introducing specific services for teenagers, and encouraging learning and engagement for children and adults, through a wide range of resources, activities, and partnerships.

## Overview

Our libraries are there to serve our residents throughout their life, and our goal is to have an offer that underpins the principle of life-long learning. This journey begins in the earliest years.

There is no shortage of evidence to underline the importance of what happens in the first thousand days of a child's life in terms of their development. Being read to is an essential component in a child's healthy social, emotional and cognitive development, but something as seemingly simple as this does not reach every child.

A 2022 Family Survey by the Book Trust revealed that '95% of families know it's important to read with their child but only 42% of children have a bedtime story'<sup>1</sup>

The Reading Rights Interim Report from Spring 2025 states that: *'Every child should have the best start in life. Every child should have the opportunity to hear stories and experience books in their early years. As things stand, this is a privilege: a privilege shared by fewer and fewer children.'*<sup>2</sup>

Young children and families are already the biggest users of our libraries. Our aim is to strengthen further our Early Years offer, by seeking to adopt a multi-agency approach, across the council and with relevant partners, that helps to ensure that early childhood reading and storytelling is part of everyday life for every family in the borough.

We will draw on examples of best practice, such as those in Birmingham, where shared reading is

<sup>1</sup> BookTrust Family Survey 2022 - <https://files.booktrust.org.uk/docs/documents/Booktrust-Reading-Together-Summary.pdf?v=1742481563>

<sup>2</sup> The Reading Rights Interim Report (March 2025) - <https://files.booktrust.org.uk/docs/documents/Reading-Rights-Interim-Report-Spring-2025-low-res-b.pdf.pdf?v=1748341180>

embedded in the multi-agency early years provision delivered through children's centres, family hubs, libraries and health visitors. Or, as in Barnsley, where health visitors plan to promote the benefits of reading to expectant parents, to help establish positive routines from before the baby's birth through the early years, through the midwifery service.

We want to strengthen our teen offer, to curate themed teen-focussed collections, and display them in ways that are more immediately accessible. To foster lifelong learning, libraries will also deepen partnerships with local schools by encouraging every primary school class to visit their local library at least once a year, with each child receiving a library membership card to encourage ongoing engagement. We will collaborate closely with school librarians to align resources and support and provide dedicated study spaces to foster independent learning. These service provisions will nurture a love of reading and learning from an early age, support children's educational journeys, and build lasting connections with the library.

Our Library Friends Groups are amongst our most active and engaged library users. We will continue to work closely with them and other community groups to shape a library programme that meets the needs of all our users.

## To achieve these aims we will:

➔ Raise awareness of libraries' role in Early Years development and lifelong learning.

- promote reading into everyday life, starting from pregnancy.
- partner with Health and Early Years services to promote shared reading, as part of the Department for Education (DfE) approved Early Words Together programme.
- expand 'Rhymetime' and 'Storytime' with sensory and multilingual elements.
- promote books from birth packs with health services.
- establish an Early Years & Families Advisory Forum to ensure the library offer is shaped around the developmental needs of young children and informed by family perspectives.
- encourage every primary school class to visit the library annually, with each child receiving a library membership card.
- inspire a love of reading and learning from an early age.

➔ Create a relevant, engaging library experience for teens.

- curate themed collections that reflect the specific interests of teen library users, e.g. identity, wellbeing, careers, Manga.
- establish a Teen Advisory Forum to co-design and shape the teenage offer, ensuring it reflects young people's interest, needs, and lived experiences.

➔ Launch a campaign across the borough and other council services.

- run outreach events and pop-up libraries.
- co-create programmes with key stakeholders and services such as schools, nurseries, Library Friends and local community groups.

➔ Support lifelong learning for adults.

- promote libraries as a hub for adult learning, skills development, and personal growth.
- maintain curated collections and resources supporting adult literacy, digital skills, ESOL, and career development.
- maintain workshops, reading groups, and digital support sessions tailored to adult learners.
- partner with local colleges, adult education providers, and employment services to expand opportunities.
- encourage volunteering and peer-led learning to build confidence and community connections.
- Recognise and value community contributions through annual events and ongoing collaboration.

## Final Outcome

Through establishing a multi-disciplinary and multi-service approach, our libraries will be an exemplar of the notion of life-long learning, with reading at the heart of the journey from the very first years of a child's life, through to adulthood and into older age.

## Intermediate Outcomes that contribute to the Final Outcome

- ➔ Libraries support educational attainment and personal development.
- ➔ We will have established a strong Early Years offer that supports child development and parental bonding.
- ➔ Reaching families who may not otherwise access books or stories.
- ➔ Strengthened community ownership of library services.
- ➔ Adults are empowered to pursue lifelong learning, improve skills, and enhance employability.
- ➔ Residents benefit from inclusive programmes that foster confidence, digital literacy, and social connection at every stage of life.
- ➔ Children and young people are inspired to read and learn, with increased school engagement, access to study spaces, and a more accessible teen offer.

## How we will measure success

- ➔ Increase the frequency of Early Years sessions compared to previous years and improve reading habits, measured through engagement metrics and surveys.
- ➔ Engage 100% of primary schools annually and increase youth membership registrations each year.
- ➔ Deliver at least four teen-targeted programmes per year and refresh teen collections quarterly, ensuring at least 75% positive feedback from teens.
- ➔ Expand adult learning, English for Speakers of Other Languages (ESOL), digital skills, and career development sessions annually, with at least 70% of participants reporting improved skills or employability.
- ➔ Annual user surveys across all library services, showing improved satisfaction compared to previous years.

# Priority 6: Promoting Visibility and Representation

## Goal

Our goal is for our libraries to celebrate the cultural richness of Haringey and its many communities. We will achieve this by maintaining diverse and evolving library collections and building on our programme of events and activities that reflect the voices and experiences of the people who make up our borough.

## Overview

‘Haringey is the world in one borough. A place of creativity, personality, radicalism, diversity and community.’

It is a borough rich with cultural diversity and contrasts, where over 180 different languages are spoken, within large diasporic communities. It is important that all our communities can see themselves represented in Haringey’s cultural and creative offer and be actively involved in decision-making. This helps to create a sense of belonging.

Our Library collections need to remain up-to-date and relevant. Similarly, the events and activities we promote in our libraries also need to reflect the diversity of the residents in our borough. One of the ways we can achieve this is by working more closely with our library users, Friends Groups and other interested stakeholders to better understand the needs and opportunities, and diversify our offer accordingly.

With the impetus of a new Library Strategy and with our London Borough of Culture 2027 year on the horizon, we will seek to amplify community engagement. Our Corporate Delivery Plan recognises that *‘Haringey’s people are a huge asset, with knowledge, expertise and passion.’* We will seek to harness that energy in the way that we develop our library offer. That approach is further underpinned by the ethos of The Haringey Deal, that recognises the need for the council to work with and alongside our local communities to make change happen.

In parallel to this Library Strategy, Library Friends and users will work in partnership with the Library Service to develop bespoke Development Plans for each individual library. This is an opportunity for our residents to play an active role in shaping the future of our libraries and arrive at a set of shared priorities and actions for their local library.



Across the council, the youth voice is taking an increasingly active role in decision-making and advocacy. Elections for Haringey's Youth Council took place in autumn 2025. We will engage youth cohorts in our ongoing planning and decision-making processes, so that they are represented and have a clear stake in the future of our libraries.

## To achieve these aims we will:

- ➔ regularly update and diversify collections to reflect the cultures, languages, and identities of Haringey's communities.
- ➔ co-design events and activities with Library Friends, user groups, the local community, and key stakeholders to ensure programming is relevant and inclusive.
- ➔ develop bespoke Development Plans for each library in partnership with Library Friends and local users, reflecting local priorities and community voices.
- ➔ regularly engage youth and underrepresented groups to actively shape library service provision through dedicated advisory forums, ensuring their perspectives directly inform planning and provision.
- ➔ celebrate cultural heritage and community stories through exhibitions, author talks, and creative workshops that showcase local voices.
- ➔ promote multilingual resources and events in the main languages spoken locally, reflecting the borough's diversity.
- ➔ amplify community engagement through borough-wide campaigns and partnerships, especially in the lead-up to London Borough of Culture 2027.
- ➔ recognise and value community contributions through annual events and ongoing collaboration.

## Final Outcome

- ➔ Our libraries will truly reflect the rich cultural diversity of our borough, as welcoming spaces where anyone can feel a sense of connection and belonging.

## Intermediate Outcomes that contribute to the Final Outcome

- ➔ Collections and events better reflect local cultures, languages, and identities.
- ➔ Community voices, including youth and underrepresented groups, start shaping library programming through targeted forums and co-design.
- ➔ Increased participation and engagement from a broader cross-section of the community.
- ➔ Each library operates with a bespoke Development Plan aligned with local priorities and community input.
- ➔ More library users are encouraged to become active in their Library Friends Group.
- ➔ Local heritage and stories are more visible through exhibitions and creative events.

- ➔ Multilingual resources and inclusive events improve accessibility and engagement for all residents.
- ➔ Community partnerships and campaigns drive higher attendance and awareness.
- ➔ Libraries become recognised spaces for celebrating diversity and fostering social cohesion.
- ➔ Libraries continue to be recognised as central, inclusive spaces for cultural expression and community connection across the borough.
- ➔ Sustained community ownership and ongoing collaboration ensure services evolve with local needs.
- ➔ Haringey's diversity is fully represented and valued in all aspects of library provision, including in the active memberships of Friends Groups.
- ➔ Libraries contribute to a stronger sense of belonging, pride, and shared identity across the borough.

### How we will measure success

- ➔ Complete regular stock and collection reviews and acquire diverse materials representing underrepresented groups and languages.
- ➔ Deliver a minimum of three heritage and language events per library each year, aligned with Individual Library Development Plans, ensuring strong attendance and positive feedback.
- ➔ Hold annual advisory and co-design forums with young people and underrepresented groups to improve programme and collection relevance.
- ➔ Work closely with Friends of Education and Reading (FORE) to achieve annual growth in Library Friends group membership aligned with borough demographics and priorities set out in Individual Library Development Plans.
- ➔ Conduct annual surveys on representation, inclusion, and sense of belonging, with positive responses increasing each year above the baseline of 80% starting April 2026.

## Monitoring and Evaluation

Progress against these priorities will be monitored through a newly established annual Libraries Performance Report. This will include performance dashboards, case studies, resident and partner feedback, and recommendations for continuous improvement. Actions relating to these

recommendations will be embedded into individual library development plans to ensure accountability and long-term impact.

# What we want our libraries to look like in 5 years' time

By the end of 2030, we want Haringey libraries to be vibrant community and cultural hotspots:

- Our libraries will be widely recognised as inclusive, friendly and welcoming spaces, that meet the needs and aspirations of our communities.
- More residents will have greater awareness of the full range of services and benefits that libraries offer.
- Our Libraries will be established as vibrant cultural anchors and community hubs that foster creativity, participation, and a greater sense of connection and belonging – a lasting legacy of London Borough of Culture 2027.
- Digital exclusion will affect significantly fewer of our residents, while a stronger digital infrastructure will deliver much-improved service for our library users.
- Through stronger collaboration between the library service and its users, library usage will have increased, and the experience of library users will be enriched, with more community-driven events and initiatives.
- Our library service will be robust and sustainable, with a stronger set of external stakeholders and commercial partners, that help our libraries remain fit for the future, and better able to support well-being, life chances, skills development, and pathways into work.
- Through establishing a multi-disciplinary and multi-service approach, our libraries will be an exemplar of the notion of life-long learning, with reading at the heart of the journey from the very first years of a child's life, through to adulthood and into older age.
- Our libraries will truly reflect the rich cultural diversity of our borough, as welcoming spaces where anyone can feel a sense of connection and belonging.

Successful implementation of our Library Strategy will make a significant contribution towards achieving the ambitions of Haringey 2035, our borough vision – *'to be a place where all our residents have the opportunity to thrive and enjoy the best possible version of their life ...a place where people can put down roots and feel they really belong.'*

We want everyone in our borough to be proud of our libraries and to take full advantage of all that they have to offer.





We want everyone in our borough to be proud of our libraries and to take full advantage of all that they have to offer.



## **Library Strategy Consultation Report**

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## Consultation Summary

The Draft Library Strategy consultation shows strong support for all six priorities shaping the future of Haringey Libraries. Responses showed support ranging from 75% to 91% across all priorities.

Respondents expressed strong support for libraries as inclusive community assets, highlighting their role in learning, social connection, and cultural engagement. However, concerns about reduced and inconsistent opening hours emerged as the most significant barrier to equitable access and service delivery.

Feedback also pointed to a disconnect between strategic priorities and operational realities, particularly around accessibility and equity. There was broad endorsement for diverse collections, inclusive cultural programming, and staff diversity, with calls for inclusive programming to be embedded year-round and not just aligned with awareness weeks.

Respondents emphasised the need for clear performance measures to be included in the strategy, including SMART (Specific, Measurable, Achievable, Relevant and Time-bound) targets and transparent monitoring. Respondents felt the inclusion of these would ensure accountability.

Community ownership featured prominently, with suggestions for co-design of local plans and more in-person engagement opportunities.

Additional infrastructure improvements were also requested, such as clean, welcoming spaces, better signage, and amenities like toilets and refreshments. Funding and staffing concerns were raised, alongside the need to balance digital innovation with core library functions.

Improved communication and outreach—especially multilingual and offline channels—were seen as essential. Overall, respondents urged commitments to consistent, extended opening hours, clear KPIs (Key Performance Indicators), strengthened community engagement, inclusive programming, and maintaining libraries as free public services without over-commercialisation.

## Consultation Method

Residents and stakeholders were invited to respond to the consultation on the draft Library Strategy between 24<sup>th</sup> September 2025 and 4<sup>th</sup> November 2025 inclusive.

The consultation was hosted on <https://haringeylibraries.commonplace.is/> and was also available as a print on request document at Haringey libraries.

The survey received a total of 53 responses

52 responses were received via <https://haringeylibraries.commonplace.is/>

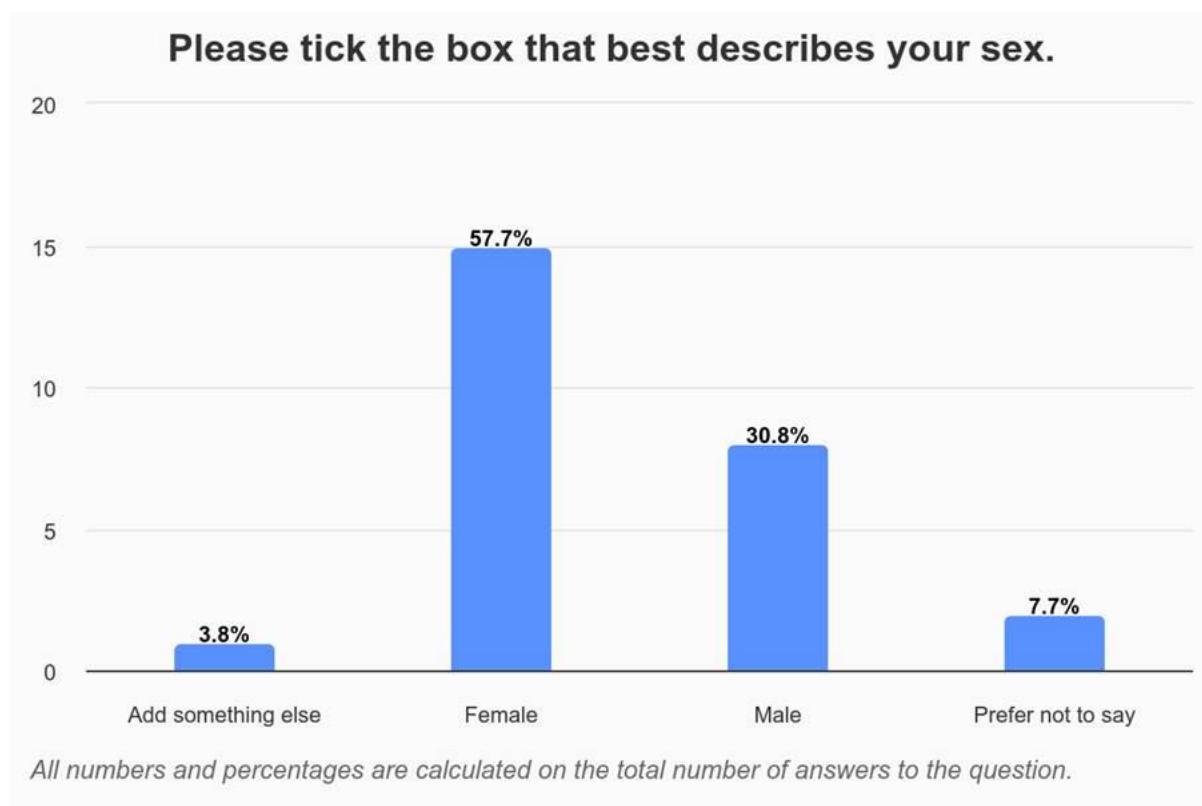
1 response was received via email and can be read in full at end of this report in the Appendix.

No print on request surveys were received via libraries.

## Consultation Respondents' Demographic Data

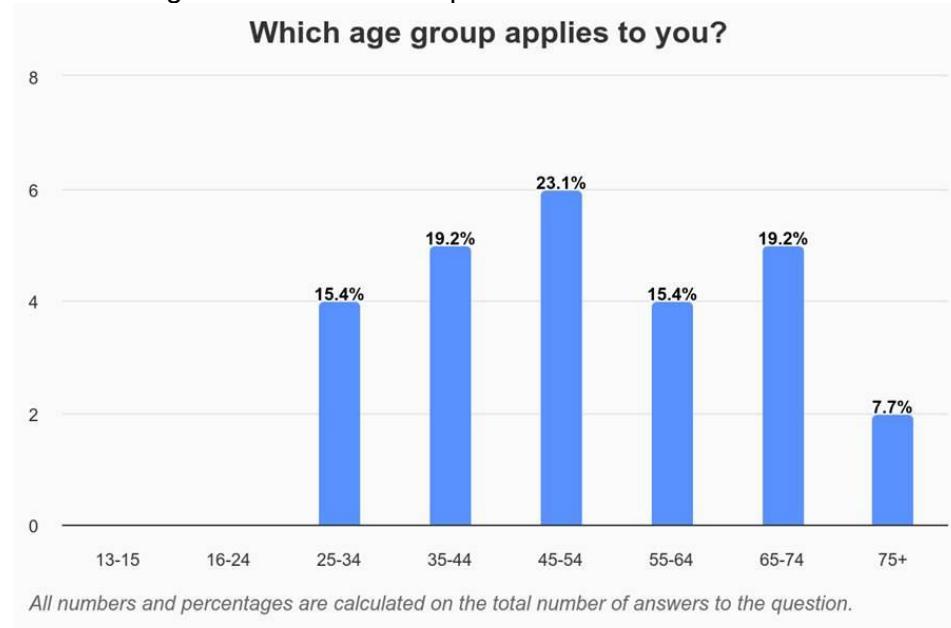
### Sex

The majority, 57.7%, of respondents indicated that they were female.



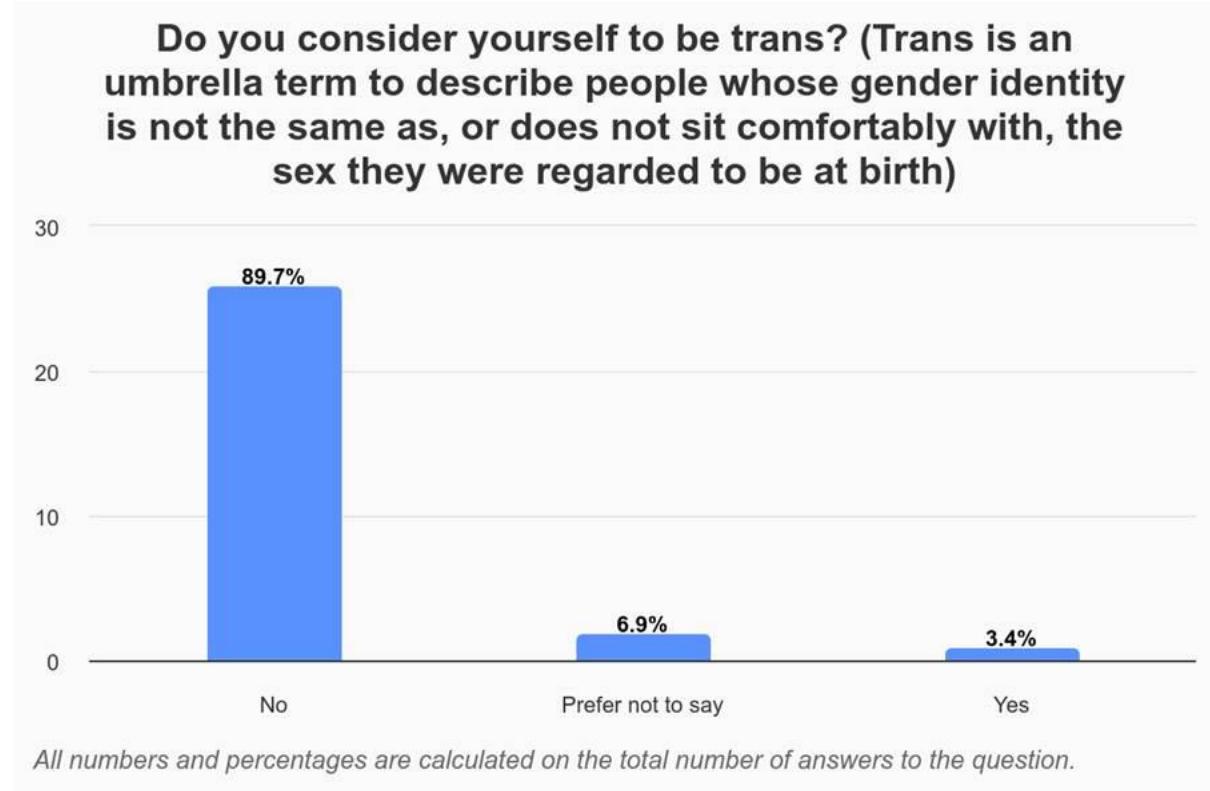
## Age

The largest proportion of respondents (23.1%) were aged 45–54, with notable representation from the 35–44 and 65–74 age groups (both 19.2%), while younger respondents (under 25) and those aged 75+ were least represented.



## Trans

3.4% of respondents indicated they are trans.

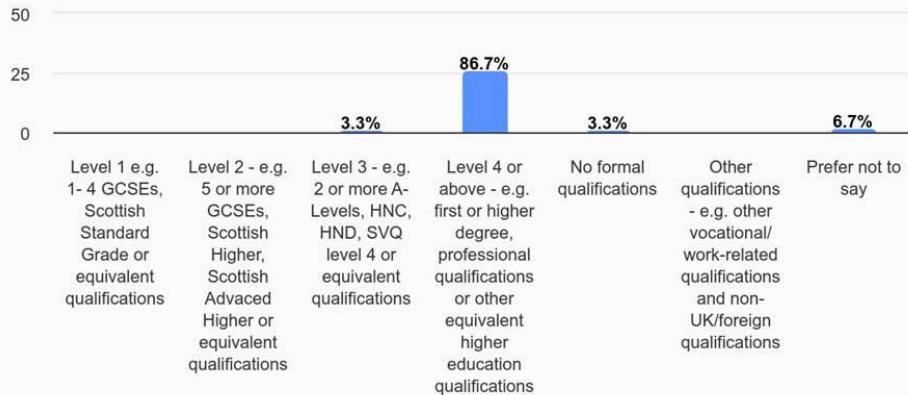


## Education

The vast majority of respondents indicated they were educated to level 4 or above.

### **Education - which of these qualifications do you have?**

**Tick every box that applies if you have any of the qualifications listed. If your UK qualification is not listed, tick the box that contains its nearest equivalent.**

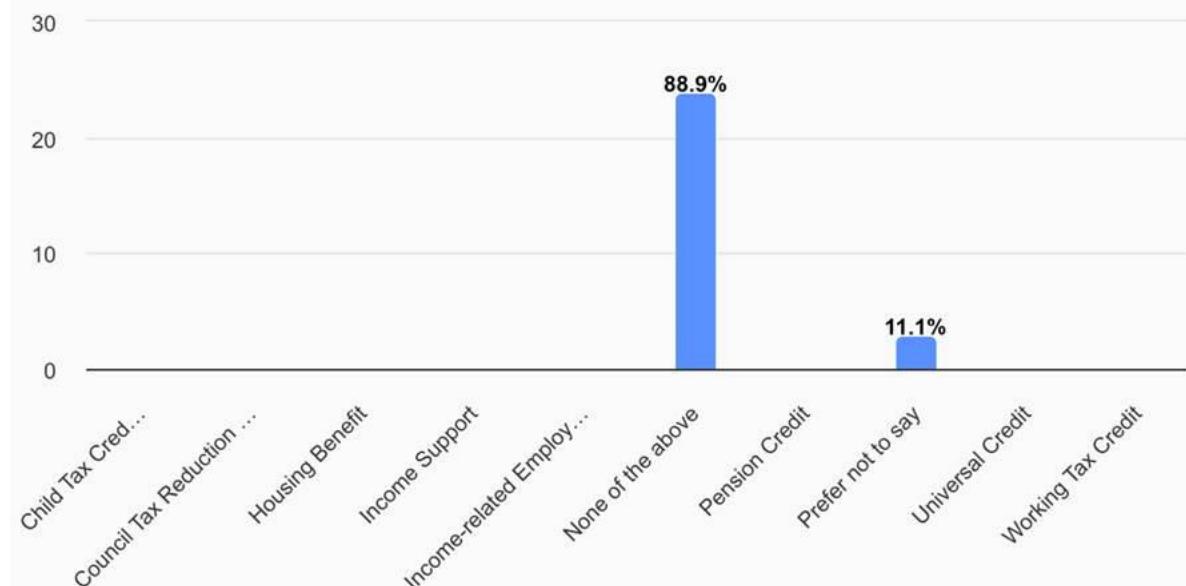


*All numbers and percentages are calculated on the total number of answers to the question.*

## Socio-economic Status

The majority of respondents indicated that they were not in receipt of benefits.

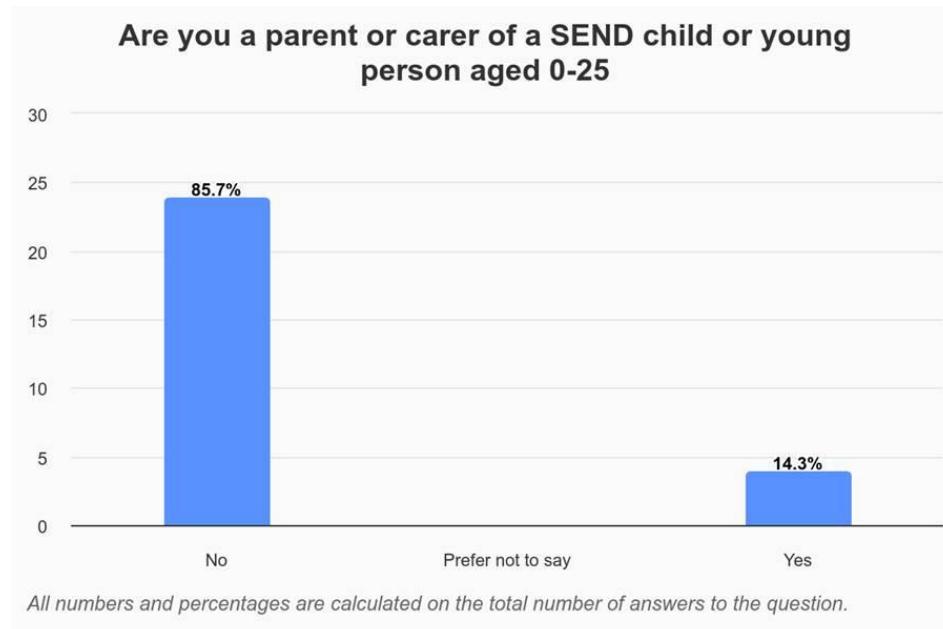
### **Socioeconomic Status - Please tick which of the following benefits you receive, if any**



*All numbers and percentages are calculated on the total number of answers to the question.*

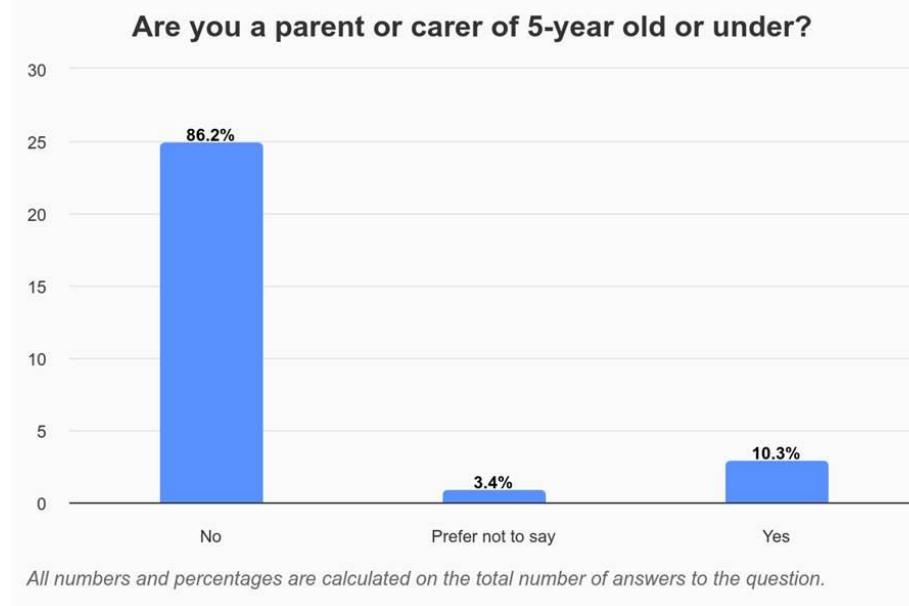
## Parent or Carer of SEND child

The majority of respondents indicated that they were not parents or carers of a SEND child.



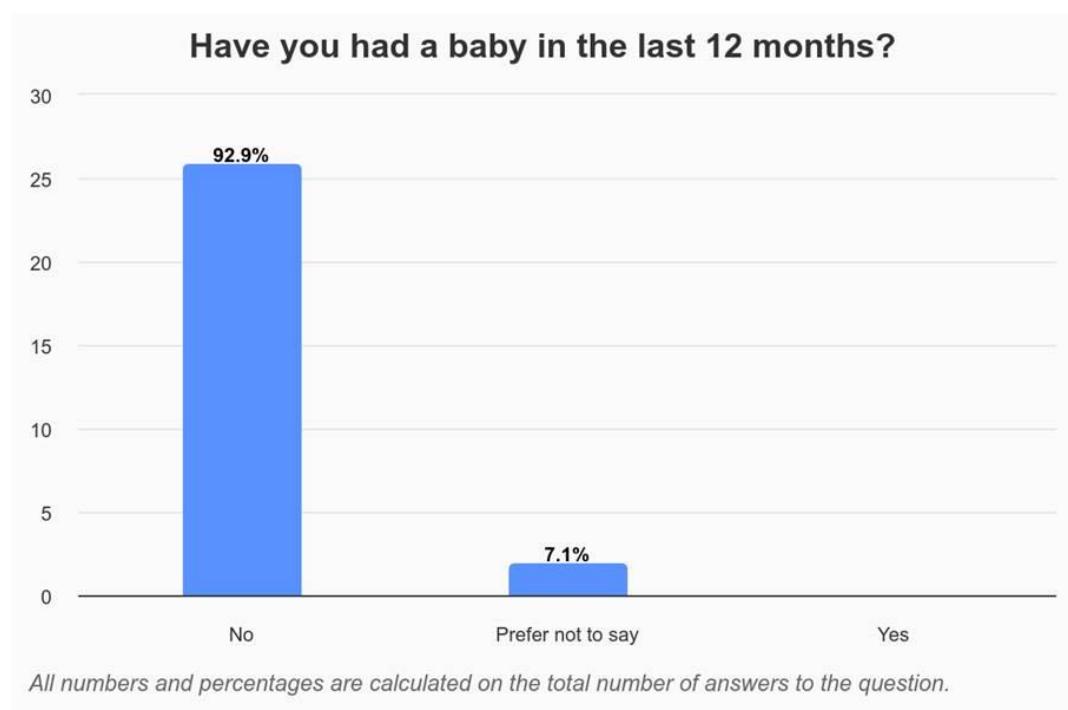
## Parent or Carer of 5 Year Old or Under

10.3% of respondents indicated that they are a parent or carer of a 5 year old or under.



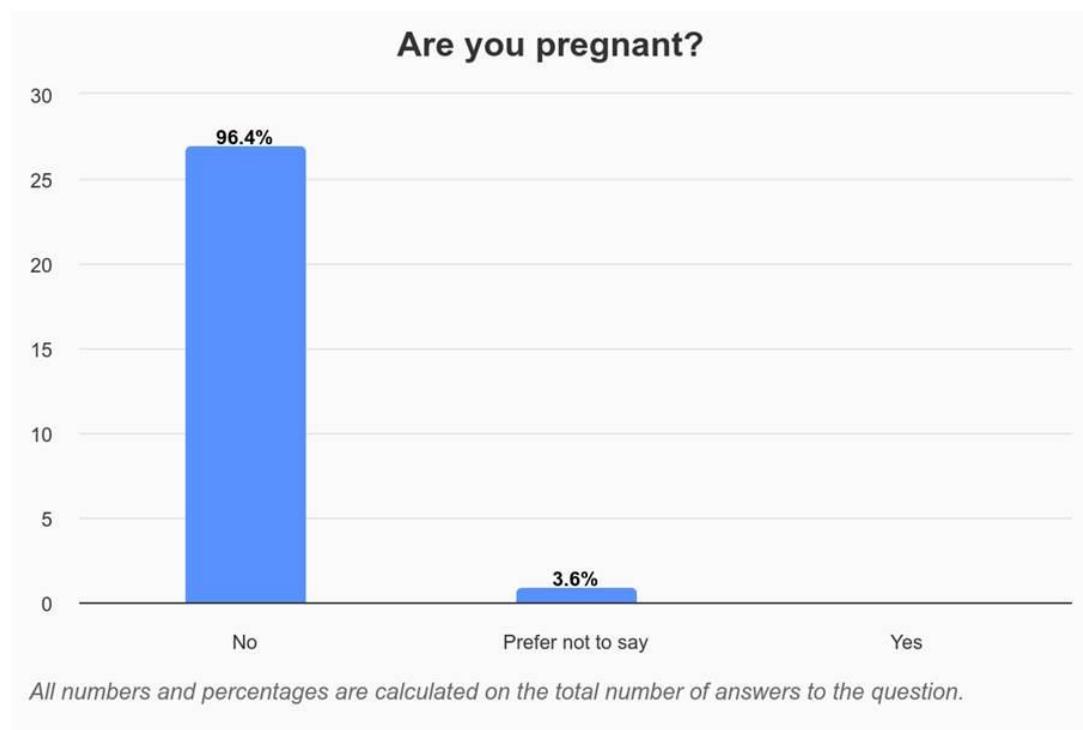
### Maternity

No respondents indicated that they had given birth in the last 12 months.



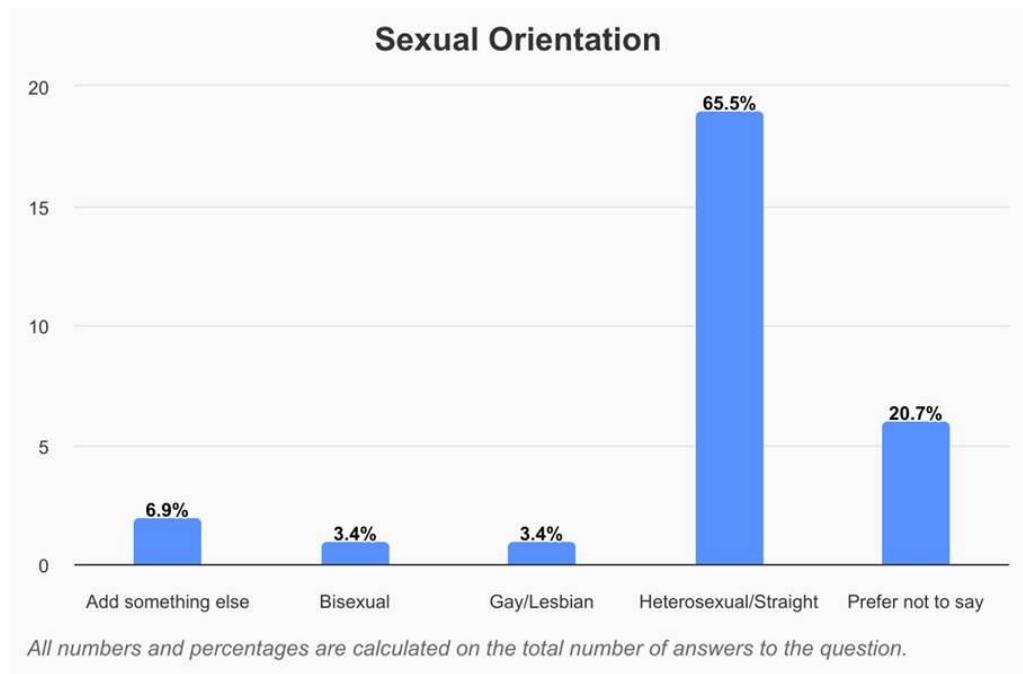
### Pregnancy

No respondents indicated they were currently pregnant. The next largest grouping, one fifth of respondents, preferred not to say.



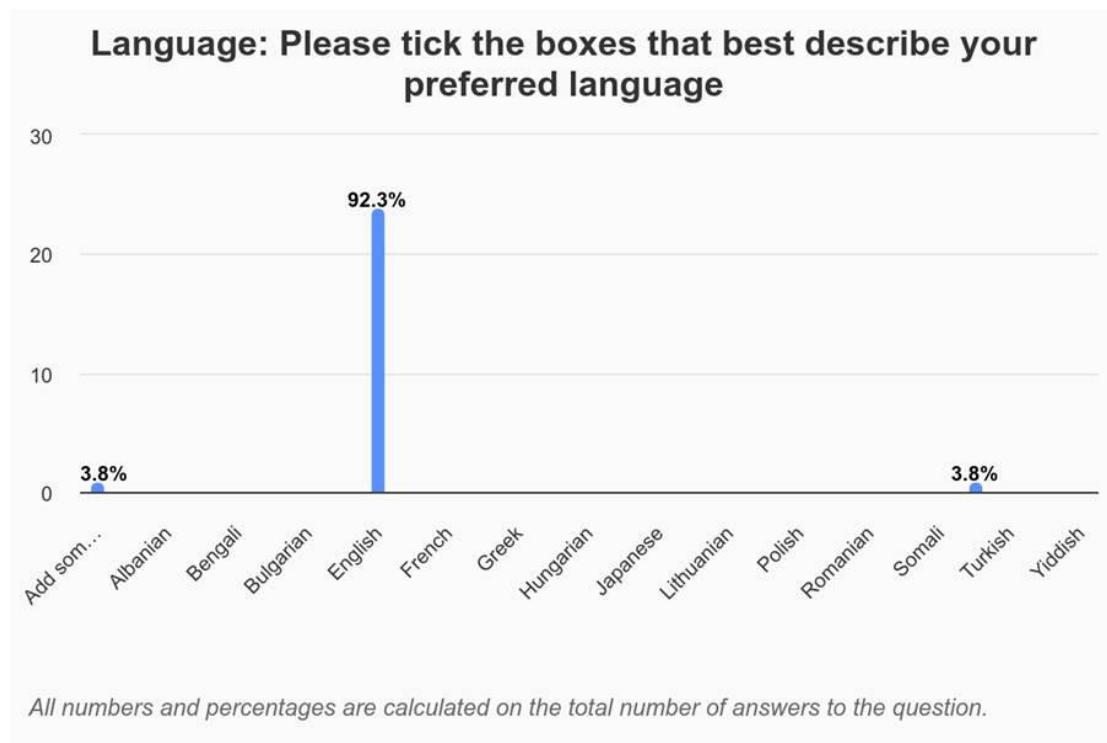
## Sexual Orientation

Most respondents indicated they were heterosexual.



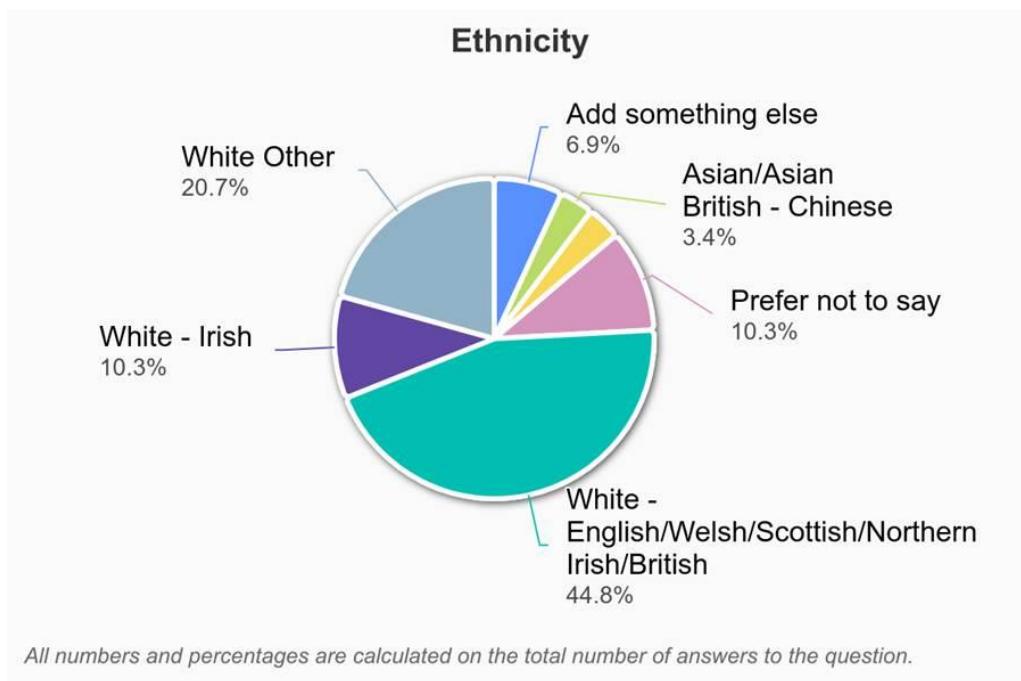
## Preferred Language

The majority of respondents indicated their preferred language is English, with 3.4% preferring Turkish.



### Ethnicity

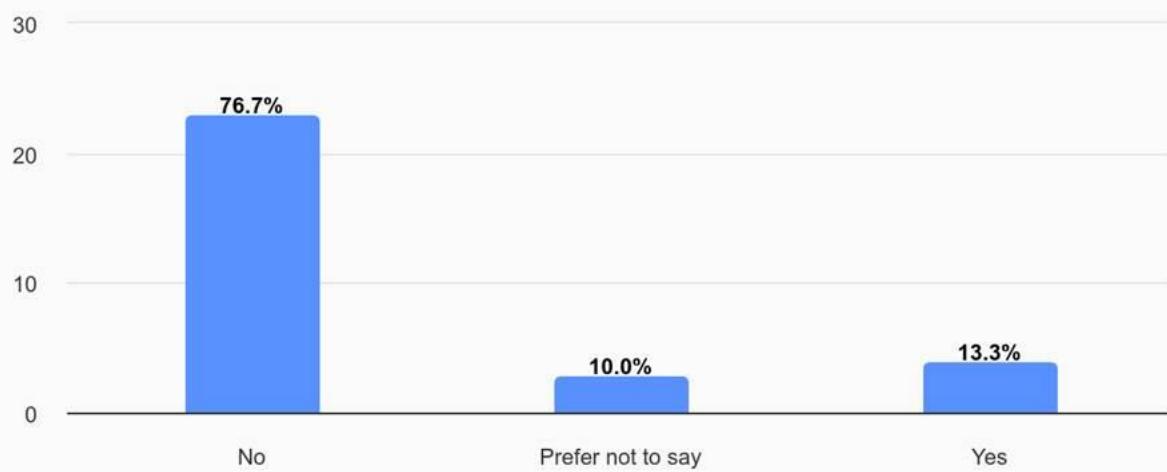
Respondents represented a range of ethnic groupings.



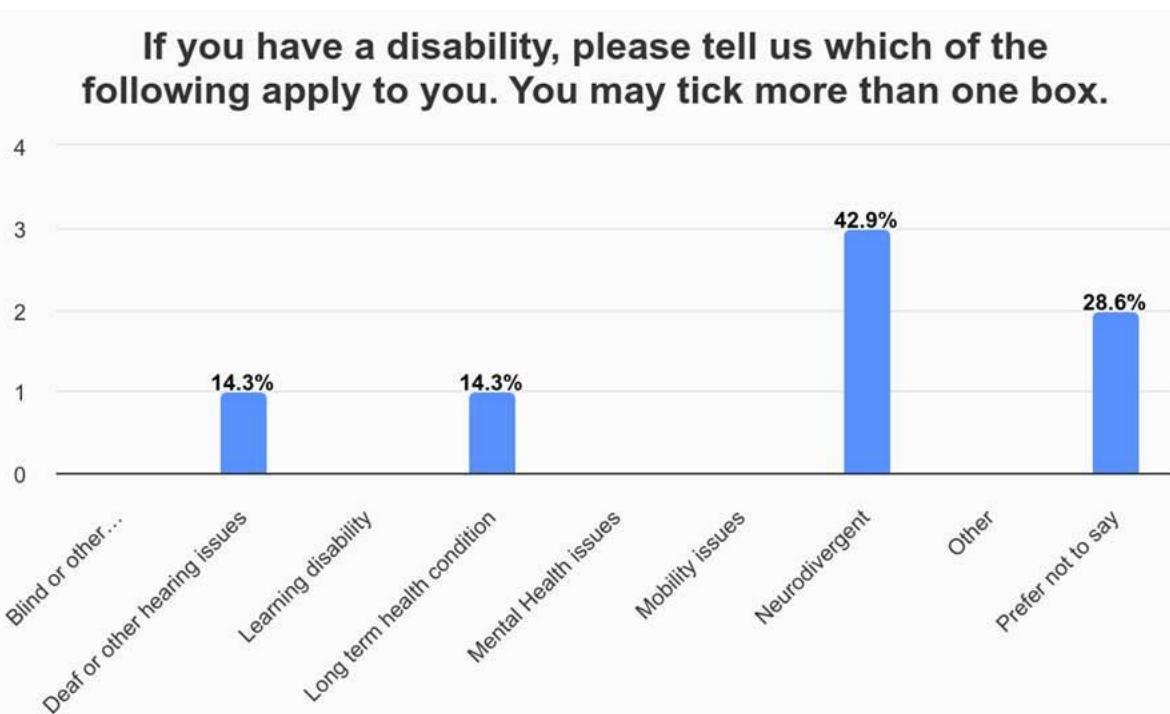
### Disability

13.3% of respondents indicated they have a disability.

**Under the Equality Act 2010, a person is considered to have a disability if she/he has a physical or mental impairment which has a substantial and long-term adverse effect on her/his ability to carry out normal day to day activities. Are you disabled?**



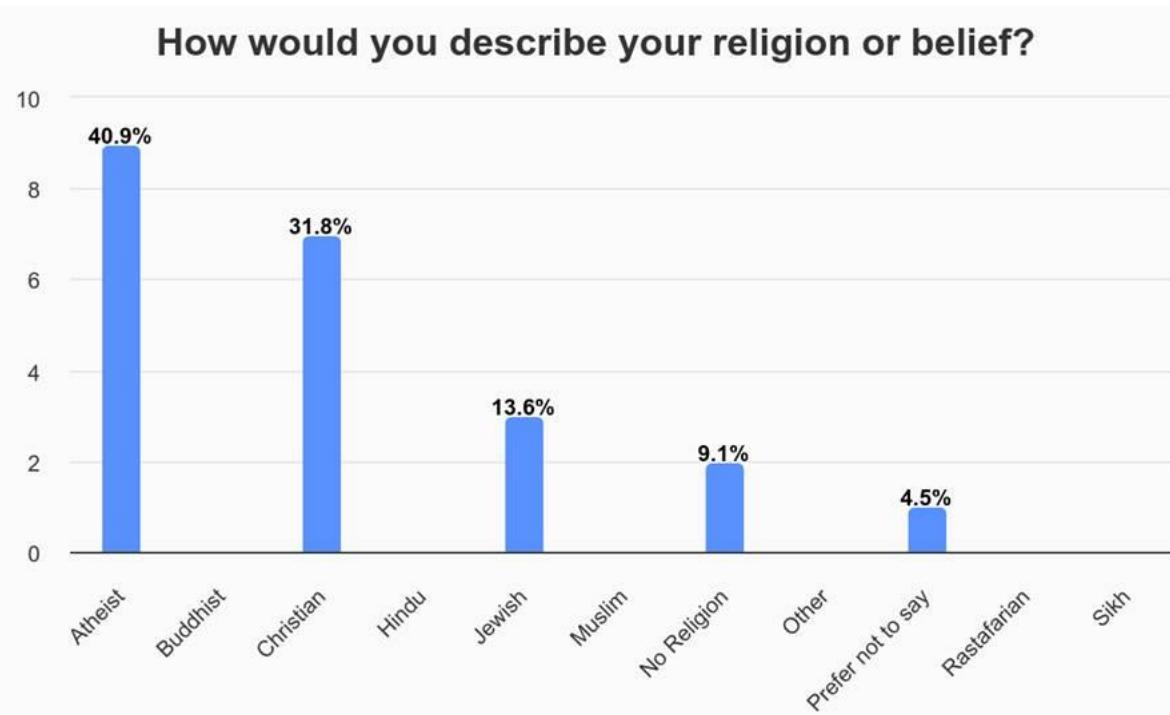
Disabilities



*All numbers and percentages are calculated on the total number of answers to the question.*

Religion and Belief

The majority of respondents indicated that they are atheist.



*All numbers and percentages are calculated on the total number of answers to the question.*

34 respondents kindly shared their demographic data during this consultation.

## Library Strategy: Priorities

The draft Library Strategy identified the following priorities, designed to meet the evolving needs of Haringey residents.

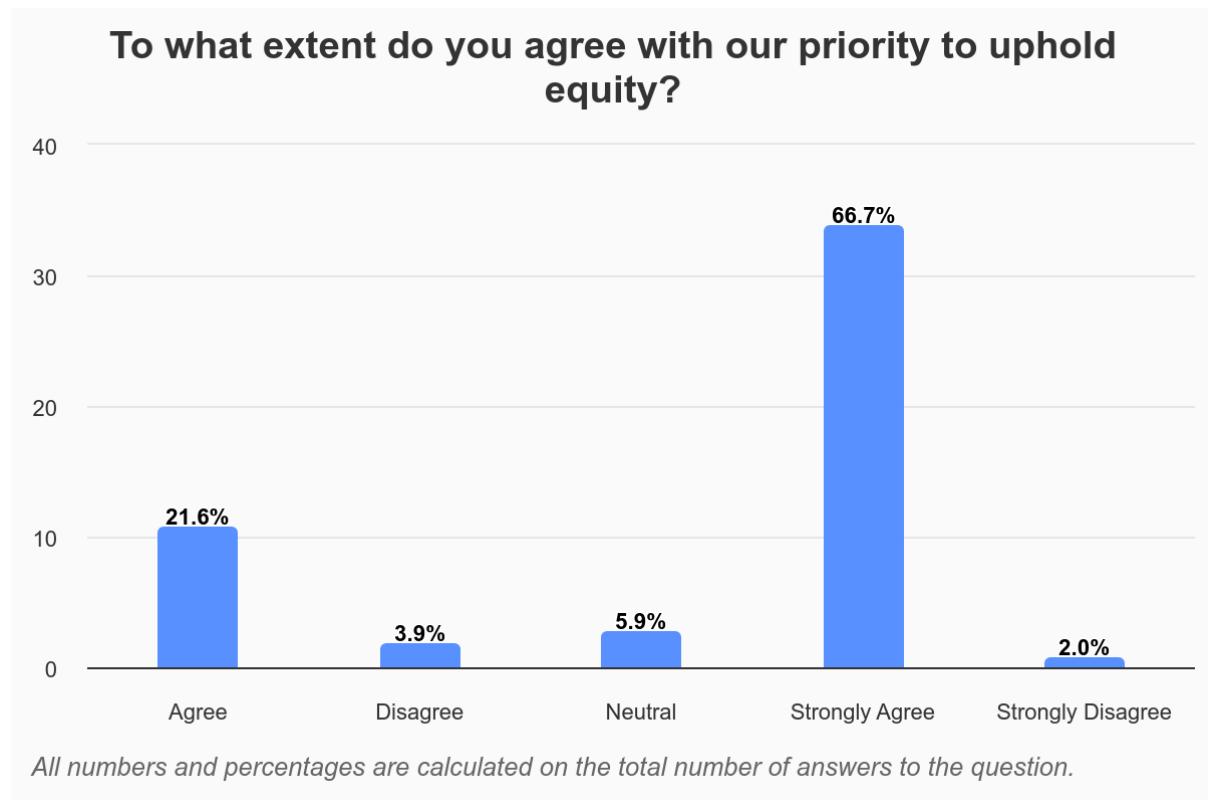
The following sections contain the priorities, a summary of consultation responses, and verbatim responses to each question. Please note that verbatim responses are reproduced as provided in the survey response.

### Priority 1: Upholding Equity

This priority was supported by 88% of respondents. Nonetheless, respondents stressed that inclusivity must be an everyday practice and that the basics include maintaining predictable opening hours and safe environments. Respondents also stressed that equity and inclusion is not one single thing but a range of actions involving staff and visitors, reflecting that different people have different needs. One respondent emphasised the importance of partnerships and outreach to realise this priority.

#### Questions and Responses

**Our goal is to promote equity, by ensuring that all our libraries are inclusive, welcoming spaces, that everyone - regardless of background, identity, or circumstance - can access and benefit from.**



***Do you have any other comments about this priority?***

**Verbatim Responses**

*NO to reductions in provision*

*Equitable access to libraries is dependent on opening hours. These have been significantly cut recently but the strategy doesn't make any commitments regarding opening hours. This is a significant omission*

*Equitable access depends on opening hours. These strategy makes no commitment regarding opening hours. This is a significant omission*

*This is better seen as an outcome, not a goal in itself.*

*I don't want libraries to welcome people who are loud, abusive or disrespectful though.*

*Please be mindful that an inclusive library means different things to people.*

*I work at BookTrust, and I know from our research with families on low incomes that only about half of them have a library card. New data analysis from DCMS also shows that only about 10.5% of the population of England is a library member. Outreach and community partnerships will be an integral to prioritising and increasing equity in Haringey libraries.*

*Seems a strange first priority*

*This is key and should be a defining matter within the staff and the users of the libraries*

*The people who benefit most from the library are those with less, we absolutely should make sure it's accessible, inclusive and welcoming.*

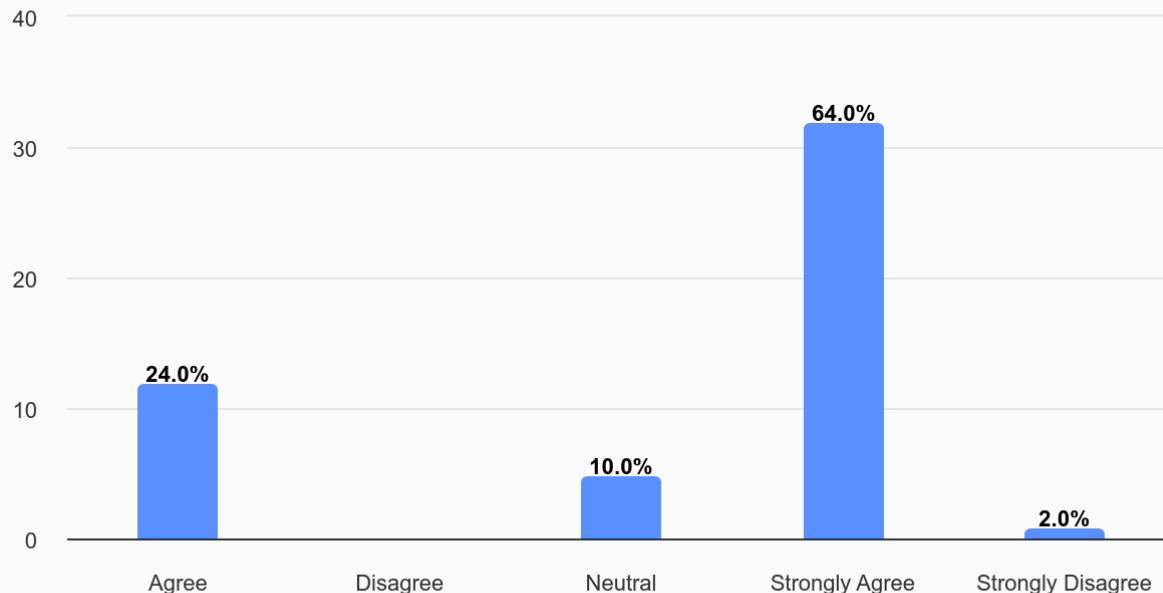
## Priority 2: Improving Access

### Questions and Responses

This priority was supported by 88% of respondents. However, some respondents stressed the importance of maintaining a balance between the provision of more traditional resources such as books and new technology. In person provision was valued. Physical access to facilities was mentioned as an important consideration, with some respondents commenting on the need to keep these clean and safe. The negative impact of a reduction in opening hours was also cited by some respondents.

**Our goal is to make our libraries more accessible, by transforming our digital and IT provision, through better communication of what libraries have to offer, and by supporting people who face barriers to getting online.**

**To what extent do you agree with our priority to improve access?**



*All numbers and percentages are calculated on the total number of answers to the question.*

Do you have any other comments about this priority?

**Verbatim Responses**

*NO to reductions in provision*

*Libraries should not become gaming hubs. Choice of equipment, guidelines around rights of use, and supporting staff to enforce guidelines may all be necessary.*

*Digital access is only part of library services.*

*I think libraries are primarily for books and community events about books. Online access is a different need which is also important but IT provision should not be at the expense of books and learning opportunities. Or are you trying to make community centres?*

*As long as it isn't at the expense of physical materials*

*The recent reduction and erratic, last minute nature of closures does nothing to encourage users to attend the library. It results in frustrated people to be less likely to be a regular user. Hours need to be as long as possible to serve the local community, and stable so that people do not have a wasted journey. Ideally hours that serve schoolchildren after school and mornings for those with young children/who do not work, plus Saturdays. Opening hours need to be publicised on the website/social media as well as on the main door and information needs to be up-to-date.*

*I used to use the Muswell Hill library on Saturday mornings exclusively. It's now closed at that time. This is really unfortunate.*

*How does cutting library hours and closing for entire days 'improve access'??*

*I agree as long as this is not at the expense of in person provision*

*"This is very important and we have lifts and access for wheel chair users.*

*Sometimes the entrance is not very welcoming (wood Green)*

*The disabled toilets are not always cleaned and this needs to be a priority*

*Sometimes outside the library it can be very noisy (Wood Green)*

*There should be another way to respond to this survey which involves people speaking and not writing as not everyone is literate*

*There could be plant trolleys that are moved around the library and donated by Morrisons, This helps with general well being "*

*Could do more to spread the word about libraries also offering audio and ebook loans.*

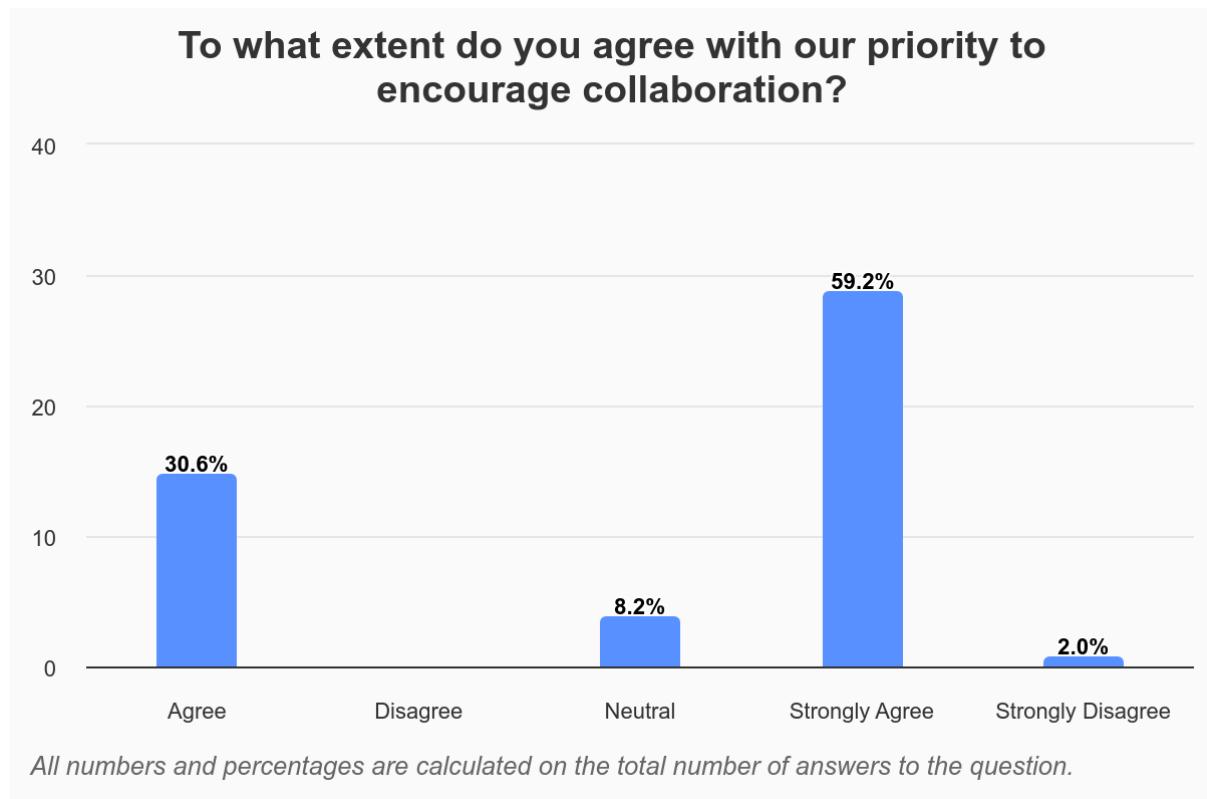
*Don't understand*

## Priority 3: Encouraging Collaboration

### Questions and Responses

This priority was supported by 89% of respondents. Many respondents expressed an appetite for partnerships with schools, businesses, and community groups. Some questioned the structures needed for effective collaboration and staff capacity to deliver. Another respondent felt that group activities taking place could be distracting and requested protected quiet spaces for study.

**Our goal is for library staff to work in partnership with local communities, Library Friends, local businesses and library users, to design and deliver events and activities. By working together, we can improve our library service and increase public engagement.**



### Do you have any other comments about this priority?

#### Verbatim Responses

*NO to reductions in provision*

*What structures will be put in place to facilitate collaboration and how will these be facilitated and supported? I think more discussions are needed*

*This should improving the resources to be made available, besides encouraging their use*

*Please don't only listen to the loudest people.*

*It's not clear to me that current library staff have the necessary skills to do this.*

*We need to be working in collaboration with the local community. At WG there is a Morrisons and we need to reach out to that supermarket to see how we can work with them within our local library strategy*

*Have found some partner events taking place in the library distracting as they are noisy and I am trying to study. I would like to keep certain areas in library very quite for study*

*A library should be the centre of any community, so many opportunities to create things that best serve people in those communities*

*No*

*Strongly agree - as the founder of Laoxa Ltd. I'd love to host our rug tufting / creative workshops at your space. There's a number of creatives that would be interested too.*

## Priority 4: Supporting Growth

### Questions and Responses

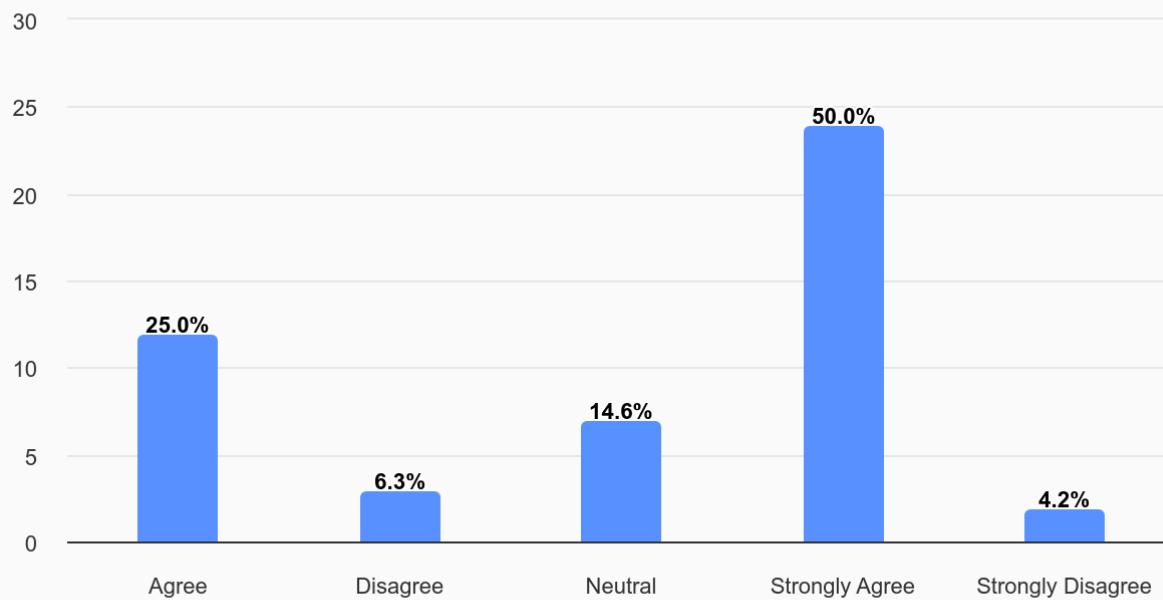
This priority was supported by 75% of respondents. Respondents expressed mixed views regarding this priority. While some welcomed the potential for income generation, many opposed the drive for commercialisation, emphasising libraries as public services rather than services to generate revenue streams.

Some respondents picked up on the different types of growth under this priority, for example supporting personal growth but not supporting income generation by libraries. A few respondents suggested that income generation and personal growth should be separate priorities.

A number of respondents felt unsure about holding a view without understanding how growth was to be achieved and how it would align with existing library services.

**Our goal is to establish a sustainable and affordable service, that enhances library usage and increases earned income. Our libraries will fuel personal, social, and economic growth, through initiatives that support well-being, life chances, skills development and pathways into work.**

### To what extent do you agree with our priority to support growth?



*All numbers and percentages are calculated on the total number of answers to the question.*

### Do you have any other comments about this priority?

#### Verbatim Responses

*NO to reductions in provision*

*What will be the income generation targets for each library and who will be responsible for achieving these? Without accountability it's unlikely income will be generated.*

*It's hard to know what this means or how it is understood. If it means trying to increase income earned by the Library service, I disagree. If it means increasing the income of the users, it's unnecessary given the (preferable) formulation of fuelling 'personal, social and economic growth.*

*I believe this should be a secondary rather than primary priority. Please just do one or two things traditionally done by public libraries well, rather than diversify and dilute beneficial effect*

*Library's should be a service first. That might mean not making money.*

*The phrase 'supporting growth' is unclear. It seems to cover multiple priorities 'personal development, community well-being, financial sustainability, income generation, and pathways into employment. These are all valuable, but they are very different goals and I don't think all library priorities. Without knowing which type of growth is the main focus, it's difficult to give a meaningful rating. I would prefer to see these separated out so they can be considered and prioritised individually.*

*I don't think income should be a priority for the libraries. I understand the strain funding cuts have placed on Libraries, but in order to best support the community Library staff should be able to concentrate on providing services, not raising income. In addition, Libraries should be about building a love of reading and the arts, engaging in community projects, etc., not pushing the government's inhumane work-centric policies. People deserve to have a fulfilling life outside of work that doesn't cost them money, and that is supported by their local council and national government.*

*OK, but libraries should not be taking over the role of social services.*

*As long as it's still possible to use libraries to borrow books. it's fine to add in other 'initiatives'.*

*This seems an excuse for privatisation. Libraries should remain a free public service*

*It is very important that the libraries are seen as libraries first and that the customer services part can return into the council offices. I am keen to discuss this further with the council*

*I do not think we should be charging 40p fines for every day the book is overdue. Or charging 2.70 to order a book? This does not happen in other boroughs ...*

*Community groups who use the library need to have the service for free and do not have to pay booking fees*

*Other private companies can be encouraged to use the library spaces. At present the local companies do not really know which rooms are free,*

*At all times the community groups should have priority*

*concern about them becoming sources of income. I pay my council tax for this service will charges creep in.*

*The two sentences here seem to be about separate things? Growth of library income vs personal development of users?*

*In future*

*Libraries shouldn't have to earn income.*

## Priority 5: Embedding Lifelong Learning

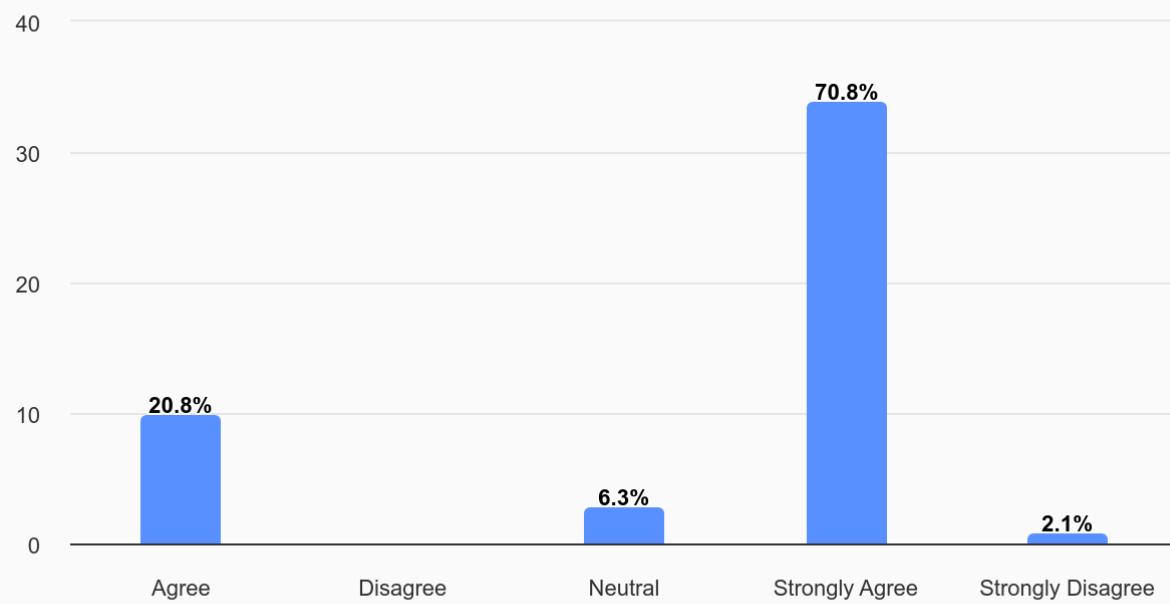
### Questions and Responses

This priority was supported by 91% of respondents. Respondents highly valued learning especially for children and young people. Respondents called for stronger links with schools and reading programmes that targeted teens. One respondent also urged older adults to be kept in mind.

One respondent felt that this priority should be the top priority.

**Our goal is to promote a love of reading and learning at every stage of life. Our libraries will support this by enhancing our Early Years provision, introducing specific services for teenagers, and encouraging learning and engagement for children and adults, through a wide range of resources, activities, and partnerships.**

### To what extent do you agree with our priority to embed lifelong learning?



*All numbers and percentages are calculated on the total number of answers to the question.*

### Do you have any other comments about this priority?

#### Verbatim Responses

*NO to reductions in provision*

*This should be priority no. 1 (and current priority 4 should be the 2nd priority. Setting six 'priorities' is a cop-out and the rest should be ditched.*

*Please don't forget older adults.*

*I am THRILLED that you've cited BookTrust research and case studies and Reading Rights! Thank you! It's so exciting to see our research and policy work having real impact in my very own neighbourhood!*

*Young people need help to learn to love to read again as they get older. They may love reading as young children but are losing the practice in teenage years. This is a crisis of reading that libraries can help address. Book clubs, reading lists, researching suitable teen literature would really help, and interaction with schools to teach reading and its value during citizenship classes for example. Young people need to know WHY it matters so much.*

*The focus should be on book reading.*

*Again - closing libraries on certain days and cutting hours does not encourage library use as one never knows if they will be open.*

*This actually means that the libraries need to be open on Sundays from 1.00-6.00 as a reflection that the local community maybe working the other days and Sunday may be the only day they can study for GCSEs and A levels*

*But please can this be done while keeping quite spaces for adults who are trying to study*

*Yes! So many resources for children and young people, and parents, have been decimated. Libraries are so important for these groups.*

*Haringey Library Staffs only*

## Priority 6: Promoting Visibility and Representation

### Questions and Responses

This priority was supported by 77% of respondents, however there were concerns that the goal needed to be fully accessible to all residents including by providing more printed materials for those without internet access.

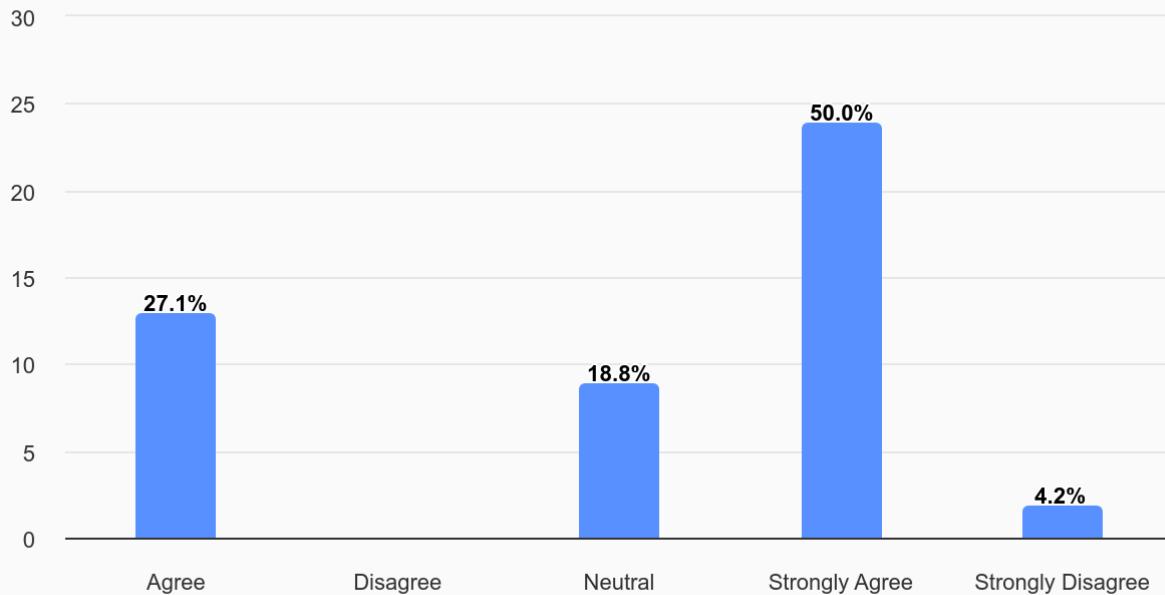
Some respondents highlighted the importance of fostering social cohesion and avoiding approaches that might emphasise differences. Other suggestions included ensuring proportional representation of communities.

Several respondents felt the goal would be better integrated across other priorities rather than standing alone, while a few expressed disagreement with its inclusion.

**Our goal is for our libraries to celebrate the cultural richness of Haringey and its many diaspora communities. We will achieve this by maintaining diverse and evolving library collections, and building on our programme of events and activities that reflect the voices and experiences of the people who make up the borough.**

**To what extent do you agree with our goal to promote visibility and representation?**

**To what extent do you agree with our goal to promote visibility and representation?**



*All numbers and percentages are calculated on the total number of answers to the question.*

**Do you have any other comments about this priority?**

**Verbatim Responses**

*NO to reductions in provision*

*Good goal but don't think this goal is accessible to all of the borough residents.*

*Runs counter to the need to create an integrated society by promoting our differences which encourage comparison, competition and discrimination.*

*OK, but reflect the actual proportionality of different communities.*

*There need to be many more posters and leaflets available and hard copies for people that do not have access to the internet at home. It is not acceptable to only print off one copy of everything. That needs to change*

*This should underpin and be threaded throughout all other priorities rather than be a goal in itself? A nice-to-have, not a need-to-have.*

*No*

**Additional Question**

**Thinking about the strategy as a whole and its priorities, is there anything you would like to see added?**

Respondents strongly valued maintaining current library services. Key concerns included the absence of clear performance indicators, monitoring processes, and risk mitigation in the strategy. There was a call for the use of clearer, plain-English in the strategy.

Feedback emphasised libraries' role as inclusive community hubs. However, some respondents clearly prioritised books and reading while others supported offering diverse

events, building partnerships with schools, and offering flexible and affordable spaces for local activities.

Operational issues featured prominently, with repeated calls for extended and reliable opening hours, improved staffing, better facilities (such as refreshments and toilets), and transparency around budgets and decision-making.

While some respondents praised the strategy as thoughtful and forward-looking, others felt it lacked specificity and operational clarity.

### **Verbatim Responses**

*To continue the good service that the libraries currently provide*

*Managed decline is NOT acceptable*

*1) Key performance indicators are missing. Without clear SMART targets it will not be possible to measure progress. 2) how will progress towards achieving these strategy be monitored? This is not clear 3) what are the risks and how will these be mitigated?*

*These goals are very difficult to understand. I don't think plain English principles have been followed.*

*Libraries should be for everyone. They are not a business. They are a service. "*

*Making libraries embedded in local community so they are owned and loved by everyone living in the areas by offering essential support groups for every age group. Making a love of books, words and learning at the core of it all ie. Parent and baby groups, toddler groups, walking book groups, older people meeting groups around common interests such as art, poetry, quiz knowledge. More spaces which the community can hire for parties, events, book launches etc*

*More about the books being central to this*

*More community based events and links with schools and cultural groups/charities. Maybe used as pop up surgery for CAB/vaccinations/public awareness campaigns etc.*

*Strategy around how it can be staffed to maximise opening hours. "*

*All very laudable BUT if libraries are not actually OPEN when the website says they are, no strategy will have any EFFECT.*

*The strategy is excellent.*

*Direct partnerships with schools to help young people realise the joy and value of reading again.*

*No*

*More opening hours, particularly in branch libraries which most people can actually get to!*

*"The questions are a little leading. I can't imagine there will be too many objections to the aims and objectives*

*I was expecting to see more practical questions, ie about library opening times, loans/returns policy, reservations, materials to be stocked, etc"*

*Encouraging young people to explore education and culture through their local libraries.*

*The most important thing for me and my family, by far, is having good opening hours on the weekend - this is the only time that we're able to go as a family, and we really like doing so when we can.*

*I would like to see added a relook at opening hours also hot drinks available in each library*

*Refreshments available*

*Toilets for library staff and library users cleaned once a day and repaired. (WG)*

*More creative and artistic events for all library users across the borough*

*More books bought so the collection is not reduced but expanded*

*I would like to know when the civic centre will be finished as the customer services need to relocate to the civic centre and we need to return to the library being a library and a place for study and community "*

*Current times in Muswell Hill and Alexandra Park are only until 6pm in the week, I think this excludes those working and paying for this service who probably wont get home for 6pm. I think there should be at least one week night in each library where the library stays open until 7pm...not just the main libraires. Even if this means they open an hour later in the morning.*

*Opening hours, Human Resources*

*Diversify activities, all about learning (books, music, talks, readings, but also well-being such as gentle exercise classes, meditation etc. and craft activities.*

***Do you have any other comments on the proposed library strategy?***

*The ruling group on Haringey Council can take a jump off the Archway Bridge.*

*The info doesn't say which council meeting will review and approve the strategy. It would be helpful to know the date of this*

*As set out above, there should be two priorities only; numbers 5 and 4 in the list. The remainder are either a consequence rather than a goal, or irrelevant.*

*You're making cuts in the wrong places (losing staff). Please just focus on the main traditional role of public library - to make books accessible for everyone and act as a hub for the local community.*

*I am not very clear what these goals actually mean operationally.*

*It's excellent and thoughtful. I was very worried to see library hours cut across the borough recently (even though I think the council did that as thoughtfully and carefully as it could), so it is very heartening and inspiring to see how thoughtfully the council will be deploying its resources to improve people's lives.*

*All looks good but it feels quite general without many specifics. I understand it is a strategy which needs to be built on, but I feel local communities would relate better to tangible ideas if you are looking for buy-in.*

*No*

*I hope that the renovations have not been a waste of money. The library (for me, Alexandra Park) is a crucial hub in our area and needs to continue as an open, accessible resource for the whole community, not just for a few hours a day on a few days in the week.*

*I would honestly just like the library to be open reliably, and for longer*

*I would love to see and back all efforts for all London Local Council to provide certain numbers of libraries that are backed by statuary government grant etc. and mostly financially supported by well-off member of the society, these Public Libraries represent the nations advance social and cultural standard and seal of Civilized nations. As these Libraries must be open throughout the year for certain hours per day, for any decent, average member of public to spend some hours there as their social and cultural hub of information, and for most lonely people of all ages to go as one of their safe place to spend some time in safe social cultural environment; a place to learn at any age and stay up-to-date with info on social events taking place around their local areas, such as Music gigs, social cultural events, and place to visit for interesting talks on interesting topics etc. Also Local Libraries are the crucial safe last resort for those folks who in desperation need to get access to computer/internet, or wish to seek some info from customer service desk at the Local Library, or borrow videos, video games, or documentary videos etc. Hence Local libraries are tremendous source of information for average member of public, especially when living in advance civilised society/Nation.*

*Libraries should not lose sight of the fact that their primary purpose is to provide books and promote the benefits of reading.*

*Keep them free, keep them diverse, keep them interesting.*

*Yes I do*

*I need clarity about how the Pride of Place money that is a givernment commitment of £10 billion and that 1.5 million is available for Haringey will be spent*

*How does it relate to the Boruogh of culture 2027*

*There needs to be much more transparency about budgets overall*

*see times comment above*

*Great to see forward thinking and positive goals for the lib, thankyou everyone involved!*

*Better Opening Hours and improved facilities, Human resources*

*Would be great to know how to collaborate with the library if there's any opportunities.*

## Appendix

Consultation response received via email 4<sup>th</sup> November 2026

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Dear all,

We would like to offer our thoughts on the Draft Library Strategy.

As we have already provided feedback on the principles informing the Strategy it will not be surprising that our thoughts on the Draft Strategy do not differ from the comments previously.

Again, we are pleased to see Haringey consulting on a Library Service Strategy after asking that for many years, decisions in merit would be guided by a strategy and a clear idea of the role and scope of the Library services.

We are concerned though that the proposed strategy has only a 5 year timescale, as many of the ideas and proposals discussed require procurements and some time to implement. So we hope that there will be a plan and a strategy in place for the service offering for more years to come, and beyond the imminent requirements and commitments of the 'Borough of Culture' award.

We note that there have been clear themes identified from the engagement activities, but it is not clear how the Council has reflected these in the strategy and its implementation, as there seems to be a disconnect between what residents have asked and what Haringey Council has heard.

With respect to accessibility and opening hours, residents have asked for predictable opening hours, and weekend and evening access, which is essential for working people, but the implementation for this priority highlights 'hosting events and activities with the help of Library Friends and volunteers' and mostly improving access in terms of increasing use of digital tools. So it's not clear how the Council will ensure that residents can rely on opening hours and ensure there will be a library to access in the evenings and weekends. Similarly requests for community hubs, social connections, events, learning, partnership and collaborations will be limited by the reduction in opening hours, and much more in the West of the borough which has been disproportionately impacted by the reduction.

This is also why we remain puzzled by the interpretation of equity and its implementation as de facto divide in the operating hours of libraries between different parts of the borough. The result is that this interpretation will be impacting those who use libraries the most, despite the strategy seemingly aiming at listening to library users and wanting to adopt a local approach to reflect community priorities. Certainly most used libraries do indicate a need and priority in the area?

We also note a mention to 'monitor and report on equity-related KPIs quarterly to inform service improvements and accountability' but there is no indication on what those KPI are and how will be determined and monitored, and we would appreciate more information be provided.

Even when considering the residents' request for support to children's activities and embedding lifelong learning as a core priority and the need of supporting children and young people - and their Early Years development - we find another example of disconnect between ask and heard. Alexandra Park library which, according to the EQIA, has the second highest 'under 16' group of residents in its catchment area (23.1% second only to 23.3% in Coombes

Croft) and the highest registered user profile for 'under 16' users (47.8%) is the library that has received the highest reduction in opening hours among all libraries, from 57 to 32.5 hours a week.

And we would like to reiterate that in many places in the west of the borough there are no other services that meet the needs of parents and children to access a play area or a book service after school, or for Community Hubs and Social Connection that residents have highlighted in the response to the survey.

We hope Haringey Cabinet will reconsider this approach and will again look at the way the operating hours of our borough's most-used libraries have been cut disproportionately, seemingly targeting residents in one part of the borough.

We have offered suggestions in the past on how to fund longer operating hours in libraries, and how money set aside for the construction of offices at the Civic Centre could be used. We invite again Haringey to look at how other local authorities, like Bristol, have been able to protect their libraries budget.

With respect to priorities 3 to 5: As mentioned in our previous feedback we welcome activities aiming at encouraging collaboration, participation and empowerment of local communities and possibly helping with funding additional operating hours or bringing services closer to residents so we are pleased to see the Strategy agreeing with this approach and evaluating the introduction of 'Libraries of things', also suggested by residents, and partnerships with Council services. As part of this partnership we also invite the Council to consider the placement of 'Community Rangers' who could assist with developing ideas to improve neighbourhoods, as well as reporting issues, arranging clean-ups/litter picks, co-ordinating snow and ice removal, engaging with all who make up our community, and much more.

In the same way we are also pleased to see the spirit of our 'Work and Life Skills' proposal in the focus on libraries supporting initiatives for adult learning and delivering employment skills programmes. Therefore we encourage the Library service to explore having dedicated officers with a remit to increase apprenticeships and develop a Haringey PSHE / Citizenship curriculum for the borough.

Like for the KPI, we welcome establishing an annual Libraries Performance Report, but we would ask that clear metrics can be identified to evaluate the performance and drive recommendations and development in each library.

We also welcome the inclusion of residents in developing individual Libraries Plan priorities for each of our nine libraries, which we highlighted was missing in the initial proposal, we hope to see this going further to include Councillors as mentioned in our previous submission, and the organisation of at least one in-person and one online event to gather feedback from library users and make the co-design of these plan as inclusive as possible.

As we share a desire for 'everyone in our borough to be proud of our libraries and to take full advantage of all that they have to offer' we hope to be able to support the development of the Library Strategy beyond 2030 and support the exploration of alternative options to ensure residents have as much access as possible to the libraries and services on offer.

Kind regards,

Alessandra

Alessandra Rossetti

Liberal Democrat Member for Alexandra Park Ward  
Haringey Liberal Democrat Spokesperson for Council and Customer Services

Haringey Council  
River Park House, 225 High Road, London, N22 8HQ

## Haringey Draft Library Strategy (2026-2030) Equality Impact Assessment (EQIA)

The Equality Impact Assessment (EQIA) form is a template for analysing a policy or proposed decision for its potential effects on individuals with protected characteristics covered by the Equality Act 2010.

The council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment victimisation and any other conduct prohibited under the Act
- Advance equality of opportunity between people who share protected characteristics and people who do not
- Foster good relations between people who share those characteristics and people who do not

Having due regard to the need to advance equality of opportunity involves having due regard, to the need to:

- Remove or minimise disadvantages suffered by people due to their protected characteristics.
- Take steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people and
- Encourage people with certain protected characteristics to participate in public life or other activities where their participation is disproportionately low.

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.

Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.

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## 1. Responsibility for the Equality Impact Assessment

<b>Name of proposal:</b>	Haringey Library Strategy
<b>Service Area:</b>	Library Service
<b>Officer Completing Assessment:</b>	Jessica Russell
<b>Equalities Advisor:</b>	Elliot Sinnhuber
<b>Cabinet meeting date (if applicable):</b>	20 <sup>th</sup> January 2026
<b>Corporate Director/Director</b>	Jess Crowe/Kenneth Tharp

## 2. Executive summary

- The decision in question will be to approve a draft library strategy for implementation.
- This EQIA has shown that all groups under the relevant protected characteristics, excluding that of Marriage and Civil Partnership, are likely to be positively impacted by the adoption and implementation of the proposed draft library strategy.
- The EQIA shows that those groups under the characteristic of Marriage and Civil Partnership will be neutrally impacted.
- The EQIA shows that no groups will be negatively impacted.
- The EQIA draws on data that suggests young people with a range of intersectional characteristics living in the centre and the east of the borough may be positively impacted.
- The EQIA draws on data that suggests that women, particularly those who are parents and carers may be positively impacted.
- The EQIA was updated in November 2025 to reflect the results of the public consultation (see p.33 onwards).

## 3. Consultation and engagement

### 3a. 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? Detail how your approach will facilitate the inclusion of protected groups likely to be impacted by the decision.

The draft library strategy development has been rooted in engagement and co-design with a range of stakeholders and residents. The programme of engagement ran between April and September 2025 and included targeted engagement in all libraries, excluding Muswell Hill which was closed for refurbishment, engagement in schools (both primary and secondary), surveys targeted at non-users of libraries, ongoing engagement with Friends of Reading and Education, and Friends of Libraries who were, along with other residents invited to form a co-design steering group with council officers and members. The co-design steering group met on 3 occasions to provide feedback and thoughts on the development of the strategy.

Residents were asked for their views to help shape the strategy via surveys on <https://haringeylibraries.commonplace.is/> The wider public consultation will again invite views from residents on the draft strategy which has been informed by these previous engagements.

Ongoing engagement will continue to reach out to relevant stakeholder groups, including users and non-users of libraries, as well as Friends of Libraries groups, schools, and VCS organisations.

**3b. 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**

Engagement to date has shown that libraries continue to be seen as a vital service for residents in a range of ways. Engagement emphasised the ways the service can particularly deliver for residents with a range of protected characteristics include:

- The importance of the service to all age groups from infants to older people, whether for education, access to digital services, social connection, or a free place to visit for leisure, learning or work.
- The offer of warm and cool spaces as needed throughout the year, particularly important for those more susceptible to the effects of extreme temperatures whether young, old or with health conditions.
- Accessibility of buildings with clear signage, ramps, and accessible toilets.
- Spaces that reflect diverse communities, languages, and needs — including neurodivergent users, older adults, and non-digital users.

Further findings from consultation and engagement will be added to this EQIA after the public consultation closes.

## 4. Data and Impact Analysis

This section considers how the proposed strategy will affect people with protected characteristics.

### 4a. Age

#### **Data**

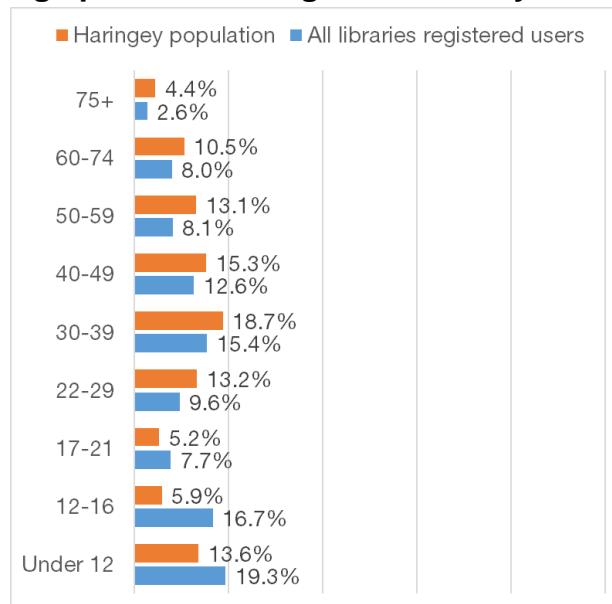
#### **Borough Profile<sup>1</sup>**

- 54,422: 0-17 (21%)
- 71,660: 18-34 (27%)
- 63,930: 35-49 (24%)
- 46,516: 50-64 (18%)
- 27,706: 65+ (10%)

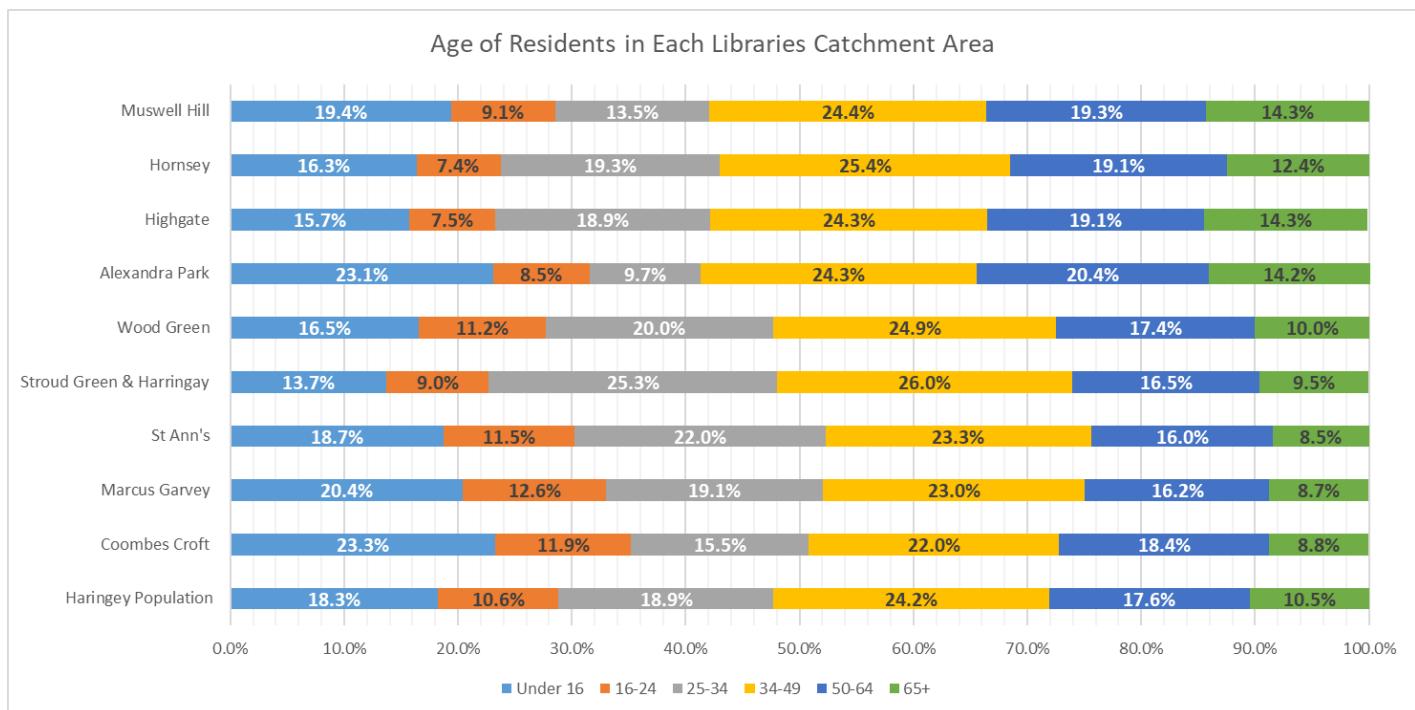
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<sup>1</sup> Census, 2021 – [Population and household estimates, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)

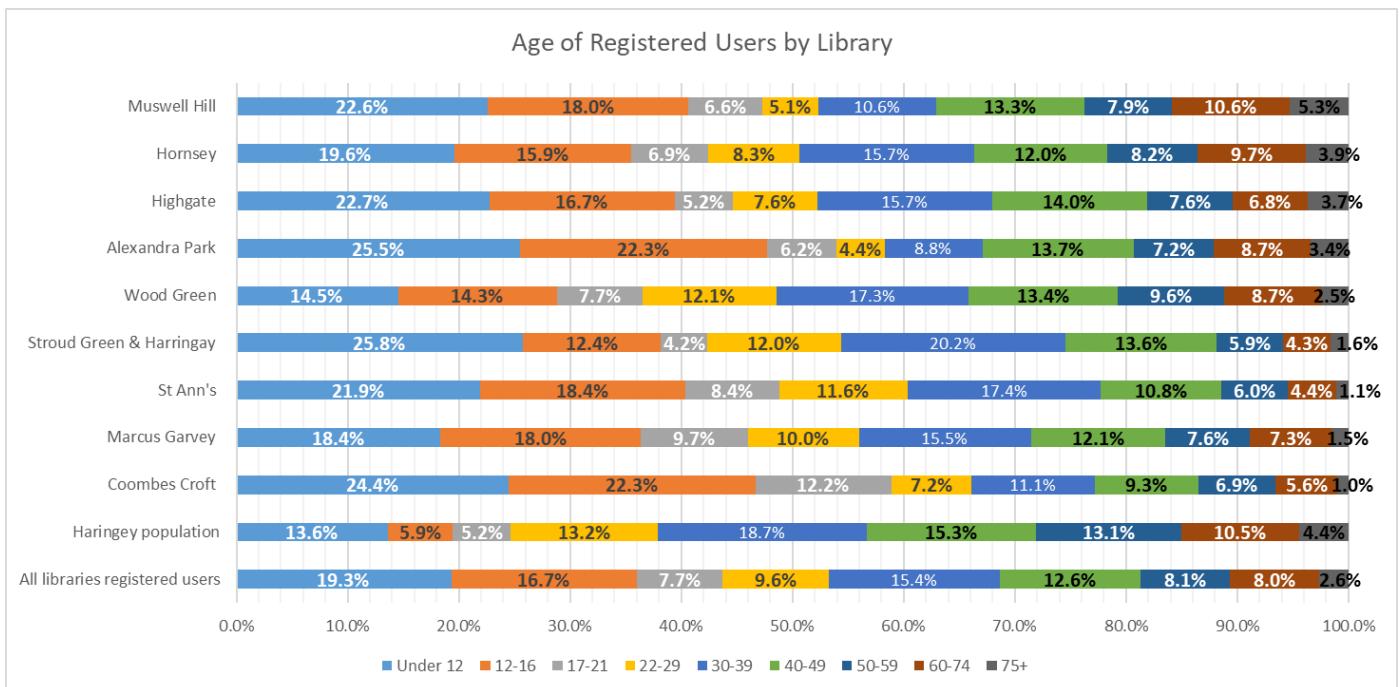
### Age profile of all registered library users (members)



### Catchment area Age profile by library



### Current registered users (member) profile by library



### What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

The data sources used to inform the assessment here include data from the ONS 2021 Census, as well as footfall, membership and service use data collected by the Haringey library service, which, if not presented in this EQIA, can be found in the accompanying needs assessment. This has been combined with studies produced by various external organisations on the use of libraries nationally and the impact of libraries on the target group (see Appendix 1).

This EQIA uses not just each library's registered user data but also data for their catchment area. There are several reasons for this:

1. Not everyone who uses library services registers at the library.
2. Membership is a much smaller cohort than the catchment area, and using only membership does not consider all residents who are eligible to become registered users and may do so in the future.
3. The library service only collects limited information about the sex, race, age and religion of their registered users. This therefore does not provide a full profile of protected characteristics that may be affected, particularly disability and socioeconomic status.

The catchment area has been calculated by:

1. Converting registered user home postcode data into lower super output areas (LSOA). There are 147 LSOAs in Haringey.

2. Then, for each LSOA, identifying which library has the highest number of users domiciled in that LSOA and allocating that LSOA to the relevant library's catchment area.

**Detail the findings of the data.**

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?**

- For all registered library users, residents under the age of 21 are significantly overrepresented when compared to Haringey's population. Particularly those aged 12-16, which are three times more prevalent.
- At an individual library level, this overrepresentation of under 21 registered users is true for all libraries.
- When compared to Haringey's population, older people are not overrepresented as registered users at any library.
- When considering library catchment areas, those in the east of the borough have an overrepresentation of children and young people and older people are overrepresented in catchment areas for west borough libraries.

- b) Might members of this group be disproportionately affected by this proposal because of a need related to their protected characteristic?**

*Children and Young People*

Children and young people are a key audience and user group for Haringey's library services. Libraries provide a quiet space for young people to study, particularly where this is not accessible at home, as well as resources (books, internet, etc.) and homework support to supplement and develop their learning. This is particularly important for young people who may not have access to the internet/a computer at home. This extends to students who are home-schooled and, therefore, may use the library as a primary source of learning.

Libraries also run and host several sessions aimed at children and young people, including stay-and-play and craft sessions. These provide a way for parents/carers to develop their children's speech, language and communication skills, especially during school holidays.

Evidence also strongly advocates for the benefits of children reading for pleasure, including for mental health and literacy and communication skills. A reduction in library services has the potential to restrict access to books and other reading materials for children and young people, making these skills harder to develop. Children and young people, particularly those from lower socioeconomic backgrounds, are likely to have their educational development impeded by reduced access to libraries. Libraries run

several programmes, including Biblio-Buzz, to support young people reading for pleasure.

Libraries also host a variety of other skills development sessions for children and young people, including coding, arts and crafts, music, language sessions and holiday camps.

#### *Young Adults*

Due to the current national economic environment, young adults are much more likely to live with their parents or in houses with multiple occupations<sup>2</sup>. They, therefore, may rely on libraries to provide a suitable environment and space to study for higher/further education or to work remotely.

#### *Older People*

For older people, libraries may act as a crucial source of social interaction for those more likely to experience social isolation, which is key for health and wellbeing. Some research has shown that access to libraries enables older people to remain independent and in their own homes for longer and can support those with age-related conditions, e.g. dementia. The libraries host sessions which are free to attend and give older people the opportunity to socialise in a safe and warm space. Interactions with staff in libraries also represent a significant safeguarding opportunity for older people.

Libraries are a crucial enabler for those who might find themselves digitally excluded, providing access to the internet and digital services, as well as support to use them. This is a key means for older people accessing council and government services, e.g. benefits claims, voter registration, and accessing council services through face-to-face interaction.

A higher prevalence of physical disability and mental health challenges in this group means that many of the factors under the 'Disability' section will also be relevant.

### **Potential Impacts**

This section will consider the potential impacts of implementing the proposed library strategy on this protected characteristic.

The draft strategy is expected to have a positive impact on residents of all ages. Libraries will continue to provide safe, welcoming spaces for children, young people, adults, and older people. The strategy commits to enhancing Early Years provision, supporting school partnerships, and providing study spaces for young people, as well as maintaining accessible environments and activities for older adults. Since young people are over-represented among registered library users and the strategy prioritises services and spaces for them, including an expanded Early Years offer, we anticipate a positive impact on this group.

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<sup>2</sup> ONS, [More adults living with their parents - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)

## 4b. Disability

### Data

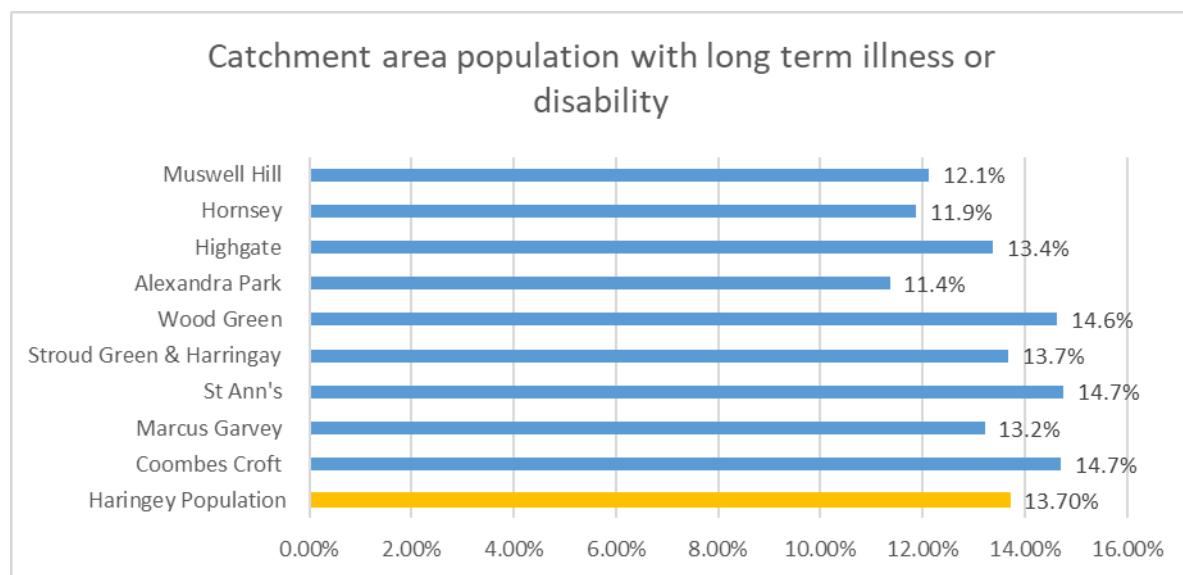
#### Borough Profile

- Disabled under the Equality Act – 13.7%<sup>3</sup>
  - Day-to-day activities are limited a lot – 6.1%
  - Day-to-day activities are limited a little – 7.5%
- 7.5% of residents were diagnosed with depression<sup>4</sup>
- 1.7% of residents diagnosed with a severe mental illness<sup>5</sup>
- 0.4% of people in Haringey have a learning disability<sup>6</sup>

#### All registered library users (member) disability profile

The Haringey Library service does not collect data on registered user disability.

#### Catchment area disability profile by library



#### Current registered users (member) disability profile by library

The Haringey Library service does not collect data on registered user disability.

#### What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

The data sources used to inform the assessment here include data from the ONS 2021 Census, as well as footfall, membership and service use data collected by the Haringey library service, which, if not presented in this EQIA, can be found in the

<sup>3</sup> Census, 2021 – [Disability, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://disability-england-and-wales.ons.gov.uk/)

<sup>4</sup> NHS Quality Outcomes Framework – [Prevalence of diagnosed depression among GP registered population age 18+](https://www.england.nhs.uk/statistics/statistical-tables/prevalence-of-diagnosed-depression-among-gp-registered-population-age-18/)

<sup>5</sup> NHS Quality Outcomes Framework – [Prevalence of diagnosed mental health diagnosis among GP registered population age 18+](https://www.england.nhs.uk/statistics/statistical-tables/prevalence-of-diagnosed-mental-health-diagnosis-among-gp-registered-population-age-18/)

<sup>6</sup> PHE Learning disability profiles – <https://fingertips.phe.org.uk/learning-disabilities#page/0/gid/1938132702/pat/6/par/E12000007/ati/102/are/E09000014>

accompanying needs assessment. This has been combined with studies produced by various external organisations on the use of libraries nationally and the impact of libraries in the target group (see Appendix 1).

This EQIA uses not just each library's registered user data but also data for each library's catchment area. There are several reasons for this:

1. Not everyone who uses library services registers at the library.
2. Membership is a much smaller cohort than the catchment area, and using only membership does not consider all residents who are eligible to become registered users and may do so in the future.
3. The library service only collects limited information about the sex, race, age and religion of their registered users. This therefore does not provide a full profile of protected characteristics that may be affected, particularly disability and socioeconomic status.

**Detail the findings of the data.**

**a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?**

- Disabled people are overrepresented in the catchment areas of Wood Green, Coombes Croft and St Ann's Libraries.
- We will consider any potential overrepresentation of disabled individuals among library users once we have obtained more data following further engagement and consultation.

**b) Might members of this group be disproportionately affected by this proposal due to a need related to their protected characteristic?**

Libraries are an important centre for access for disabled people. Disabled people may use the libraries for assistance to access services where there might otherwise be a barrier to accessing. This may also be important in terms of disabled people accessing impartial information and representative forms of media. Libraries also run sessions which contribute to mental health and wellbeing, including arts and crafts, mindfulness and music, as well as support with health and wellbeing more generally, with healthy living drop-ins.

Disabled people can feel assured that the libraries represent an accessible space in central locations which they will be able to use, with staff who have received accessibility training. Many access requirements that disabled residents might need can be catered for in libraries; this includes physical access for those with limited mobility but also quiet spaces for those with sensory processing challenges and aids for those with visual impairments. Libraries are also important spaces for social and participatory opportunities, with many community groups and council services using libraries to reach disabled residents.

## Potential Impacts

Overall a positive impact is anticipated for disabled residents. The strategy prioritises accessibility, with commitments to regular accessibility audits, staff training on inclusive service, and the provision of adaptive technology and accessible facilities.

### 4c. Gender Reassignment

#### Data

##### Borough Profile<sup>7</sup>

- 1.2% of Haringey's population report having a gender different to that which was assigned to them at birth.

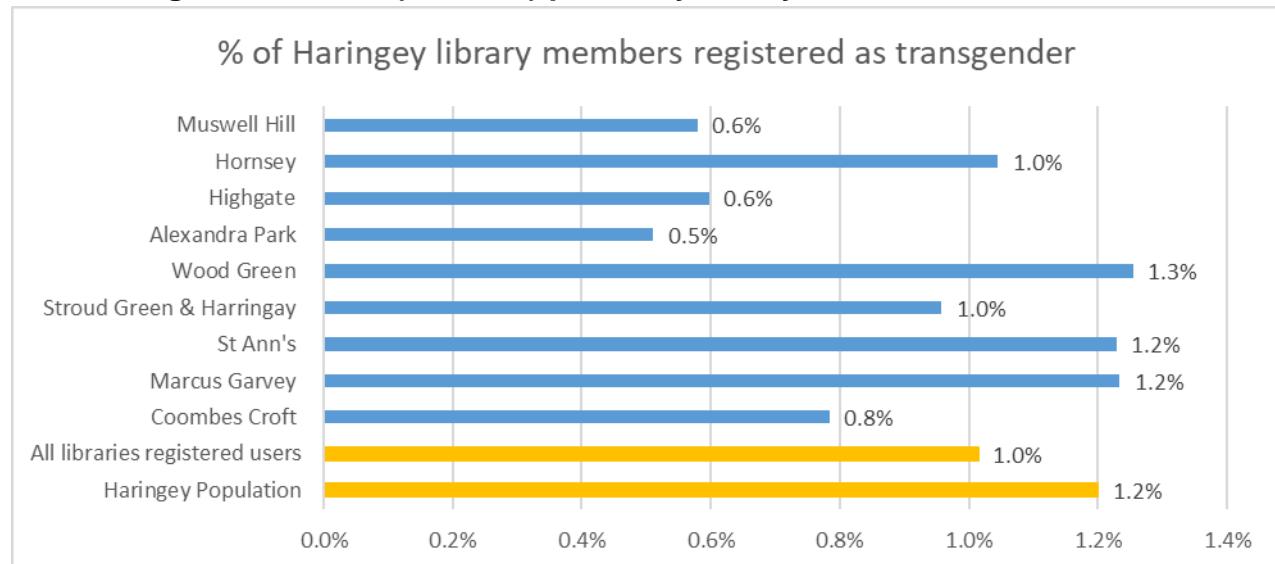
##### All library registered users (member) gender profile

- 1% of library users have registered as transgender.

##### Catchment area gender profile by library

The ONS census 2021 does not provide this data to a level of detail that allows us to consider the catchment area profile.

##### Current registered users (member) profile by library



##### What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

The data sources used to inform the assessment here include data from the ONS 2021 Census, as well as footfall, membership and service use data collected by the Haringey library service, which, if not presented in this EQIA, can be found in the companion needs assessment. This has been combined with studies produced by

<sup>7</sup> Census, 2021 – [Gender identity, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)

various external organisations on the use of libraries nationally and the impact of libraries in the target group (see Appendix 1).

This EQIA uses not just each library's registered user data but also data for each library's catchment area. There are several reasons for this:

1. Not everyone who uses library services registers at the library.
2. Membership is a much smaller cohort than the catchment area, and using only membership does not consider all residents who are eligible to become registered users and may do so in the future.
3. The library service only collects limited information about the sex, race, age and religion of their registered users. This therefore does not provide a full profile of protected characteristics that may be affected, particularly disability and socioeconomic status.

#### **Detail the findings of the data.**

**a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?**

- On average, proportion of registered library users who identify as trans is slightly below the proportion of Haringey's general population.
- There is a slightly higher proportion of registered trans users at Wood Green Library than Haringey's general population. This could be because of specific services offered at this library, which are discussed below.

**b) Might members of this group be disproportionately affected by this proposal due to a need related to their protected characteristic?**

Libraries are centrally located spaces where residents can feel safe and non-judgemental. Libraries also represent an important community space during significant events, e.g. LGBTQ+ History Month.

Libraries act as an important social and community base, with LGBTQ+ groups such as Wise Thoughts running many of their sessions from Wood Green Library, including social groups and information sessions on sexual health.

Libraries also represent a space for people to access impartial and representative information and media anonymously, where there might not be a safe space to do so elsewhere in their personal lives.

#### **Potential Impact**

We expect the library strategy to have a largely neutral impact on this group, although its inclusion measures may yield positive outcomes in the future.

#### 4d. Marriage and Civil Partnership

**Note:** Only the first part of the equality duty (“*Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act*”) applies to this protected characteristic, and this only applies to discrimination in employment because you are married or in a civil partnership.

#### Data

##### Borough Profile <sup>8</sup>

- Divorced or formerly in a same-sex civil partnership which is now legally dissolved: (9.9%)
- Married or registered civil partnership: (35.8%)
- Separated (but still legally married or still legally in a same-sex civil partnership): (2.9%)
- Single (never married or never registered a same-sex civil partnership): (45.3%)
- Widowed or surviving partner from a same-sex civil partnership: (6.1%)

#### What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

This protected characteristic does not apply to this decision.

#### Detail the findings of the data.

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?

N/A

- b) Might members of this group be disproportionately affected by this proposal due to a need related to their protected characteristic?

N/A

#### Potential Impacts

The strategy does not propose changes that would affect people based on marriage or civil partnership status. Therefore, we have not identified any evidence to suggest that the strategy will have any specific impacts on individuals with the protected characteristic of marriage and civil partnership.

#### 4e. Pregnancy and Maternity

**Note<sup>9</sup>:**

<sup>8</sup> Census, 2021 – [Marriage and civil partnership status in England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)

<sup>9</sup> Equality and Human Rights Commission, 2022 – [Pregnancy and maternity discrimination.](https://www.equalityhumanrights.com)

- Pregnancy is the condition of being pregnant or expecting a baby.
- Maternity refers to the period after birth and is linked to maternity leave in the context of employment. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

## **Data**

### **Borough Profile <sup>10</sup>**

Live Births in Haringey 2021: 3,376

### **All library registered users (member) profile**

The Haringey library service does not collect data on registered user pregnancy and maternity.

### **Catchment area profile by library**

As pregnancy and maternity are transient characteristics it is not possible to accurately collect this data. Any data we do have is not available at a detailed enough level to allow us to produce a catchment area profile.

### **Current registered users (member) profile by library**

The Haringey library service does not collect data on registered user pregnancy and maternity.

## **What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?**

The data sources used to inform the assessment here include data from the ONS 2021 Census, as well as footfall, membership and service use data collected by the Haringey library service, which, if not presented in this EQIA, can be found in the companion needs assessment. This has been combined with studies produced by various external organisations on the use of libraries nationally and the impact of libraries in the target group (see Appendix 1).

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1. Not everyone who uses library services registers at the library.
2. Membership is a much smaller cohort than the catchment area, and using only membership does not consider all residents who are eligible to become registered users and may do so in the future.
3. The library service only collects limited information about the sex, race, age and religion of their registered users. This therefore does not provide a full profile of

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<sup>10</sup> Births by Borough (ONS)

protected characteristics that may be affected, particularly disability and socioeconomic status.

### **Detail the findings of the data.**

#### **a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?**

- Given the transient nature of pregnancy and maternity, it is hard to come to definitive and long-term conclusions.
- Given the age distribution of library catchment areas presented in the age section of this EQIA, it is possible to assume that due to a higher proportion of residents at or around the average age of maternity, there could be more pregnant women or women with children up to 26 weeks after pregnancy in the east of the Borough.

#### **b) Might members of this group be disproportionately affected by this proposal due to a need related to their protected characteristic?**

Libraries are an important resource for expectant and new parents, both in terms of accessing information and in terms of encouraging the development of babies and young children. Libraries provide a number of services to this end, including the borrowing of books and other forms of media, space for play and social interaction, and sessions centred around childhood development, including story time and music sessions.

Libraries also provide safe space for parents to access information about pregnancy and parenting, whether digitally or in print. Libraries also provide a core offer for early years.

### **Potential Impacts**

The strategy maintains and enhances the children's core offer, including activities during school hours and on weekends, and supports parents and carers through family-friendly programming and facilities. Therefore a positive impact is anticipated on this group overall.

#### **4f. Race**

In the Equality Act 2010, race can mean ethnic or national origins, which may or may not be the same as a person's current nationality.<sup>11</sup>

### **Data**

#### **Borough Profile <sup>12</sup>**

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<sup>11</sup> [Race discrimination | Equality and Human Rights Commission \(equalityhumanrights.com\)](https://www.equalityhumanrights.com)

<sup>12</sup> Census 2021 - [Ethnic group, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)

**Arab: 1.0%**

- Any other ethnic group: 8.7%

**Asian: 8.7%**

- Bangladeshi: 1.8%
- Chinese: 1.5%
- Indian: 2.2%
- Pakistani: 0.8%
- Other Asian: 2.4%

**Black: 17.6%**

- African: 9.4%
- Caribbean: 6.2%
- Other Black: 2.0%

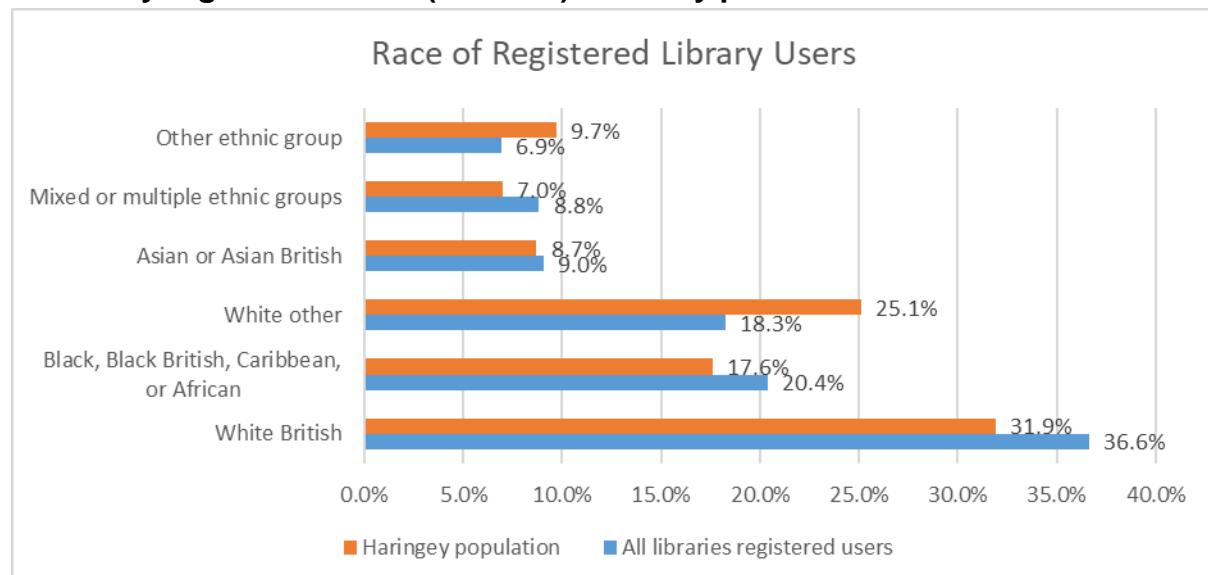
**Mixed: 7.0%**

- White and Asian: 1.5%
- White and Black African: 1.0%
- White and Black Caribbean: 2.0%
- Other Mixed: 2.5%

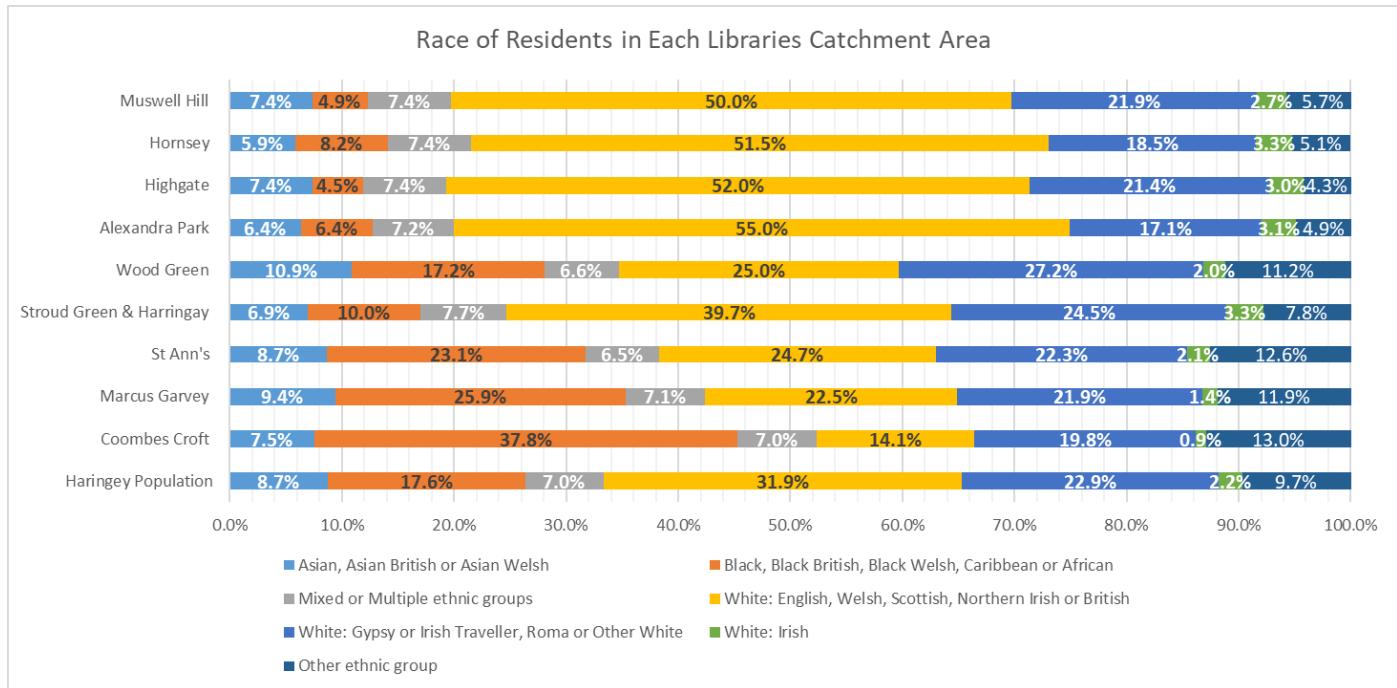
**White: 57.0% in total**

- English/Welsh/Scottish/Northern Irish/British: 31.9%
- Irish: 2.2%
- Gypsy or Irish Traveller: 0.1%
- Roma: 0.8%
- Other White: 22.1%

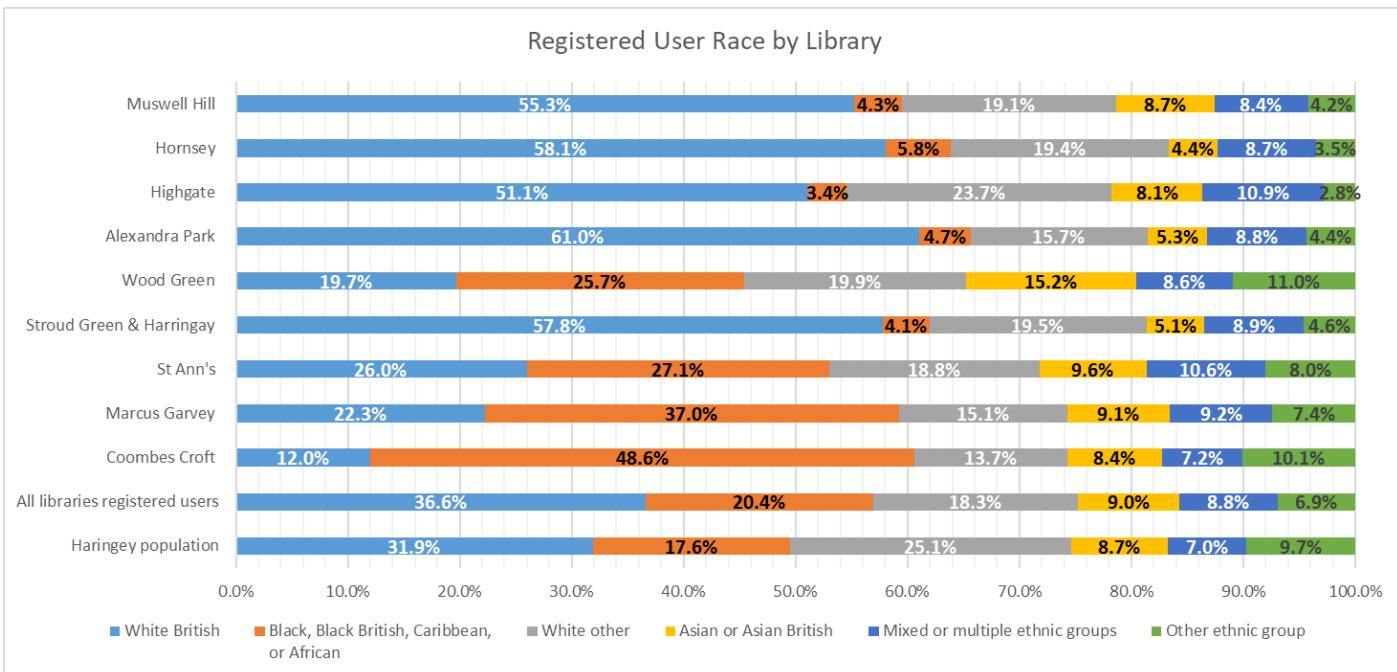
**All library registered users (member) ethnicity profile**



## Catchment Area Profile by Library



## Current registered users (member) ethnicity profile by library



**What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?**

The data sources used to inform the assessment here include data from the ONS 2021 Census, as well as footfall, membership and service use data collected by the

Haringey library service, which, if not presented in this EQIA, can be found in the companion needs assessment. This has been combined with studies produced by various external organisations on the use of libraries nationally and the impact of libraries in the target group (see Appendix 1).

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3. The library service only collects limited information about the sex, race, age and religion of their registered users. This therefore does not provide a full profile of protected characteristics that may be affected, particularly disability and socioeconomic status.

**Detail the findings of the data.**

**a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?**

- White British and Black residents are noticeably overrepresented among all registered library users when compared to Haringey's general population. White other is significantly underrepresented among all registered library users.
- Black registered users are significantly overrepresented in libraries in the east of the borough when compared to Haringey's general population. This is most notable for Coombes Croft, where nearly half of registered users are Black.
- White British registered users are significantly overrepresented in libraries in the west of the borough when compared to Haringey's general population. The most notable of which is Alexandra Park, where 61% of users are White British.
- These observations match very closely to the profiles of the catchment areas for each library.
- As with the borough as a whole, the White Other group is significantly underrepresented among registered users when compared to the catchment areas of all libraries.

**b) Might members of this group be disproportionately affected by this proposal due to a need related to their protected characteristic?**

Haringey has a significant attainment gap amongst children and young people (CYP) following racial lines, with lower attainment most significant among young black residents. Libraries provide an important space where CYP can supplement their study, e.g. through homework support.

For those whose English proficiency is limited, Haringey Learns provides ESOL classes. Libraries can provide support with accessing services, particularly where digital services are inaccessible to those with limited English proficiency. Community-specific groups such as HoPEC (House of Polish and European Community) offer support for immigration, benefits, and community integration through libraries.

Libraries are able to provide a diverse range of materials which are representative of the local community, including resources in community languages. Charities such as Embrace UK, who support refugees, asylum seekers and migrants, also run sexual health sessions out of libraries.

Libraries act as an important community space for events such as Black History Month, increasing representation of Haringey's diverse communities, and host sessions aimed at cultural education, including music and film from around the world.

### **Potential Impacts**

The strategy commits to celebrating Haringey's diversity, maintaining diverse collections, and hosting events that reflect the borough's many communities.

This would be enhanced through targeted outreach and programming in areas with higher proportions of residents from ethnic minority backgrounds. It is therefore anticipated that this group would be positively impacted by the strategy's implementation, with monitoring of event participation and feedback to achieve the strategic priority of equitable access.

#### **4g. Religion or belief**

##### **Data**

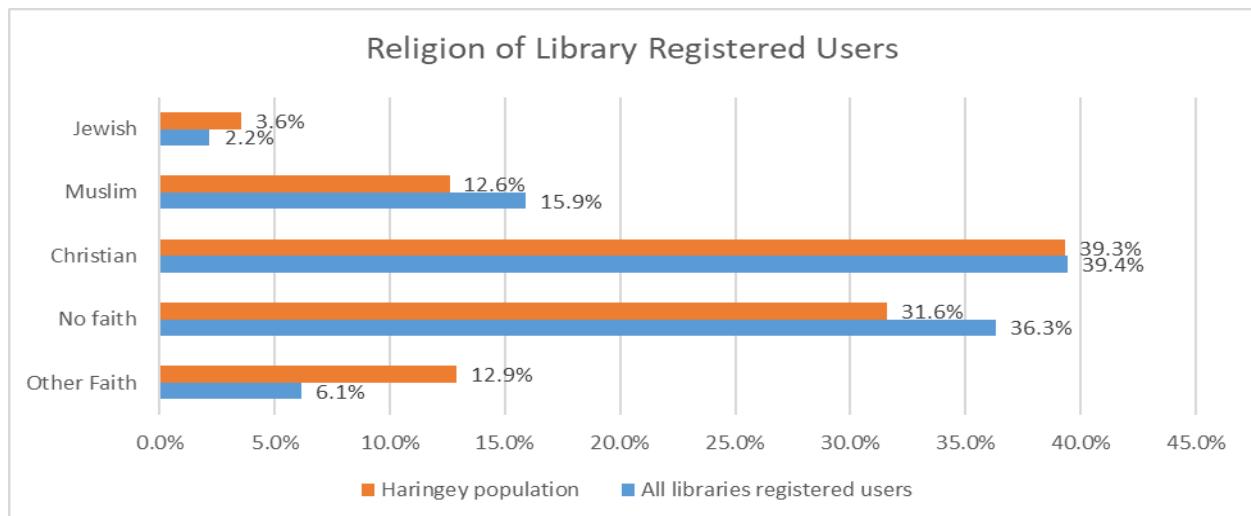
##### **Borough Profile <sup>13</sup>**

- Christian: 39%
- Buddhist: 0.9%
- Hindu: 1.3%
- Jewish: 3.6%
- Muslim: 12.6%
- No religion: 31.6%
- Other religion: 2.3%
- Religion not stated: 8.0%
- Sikh: 0.3%

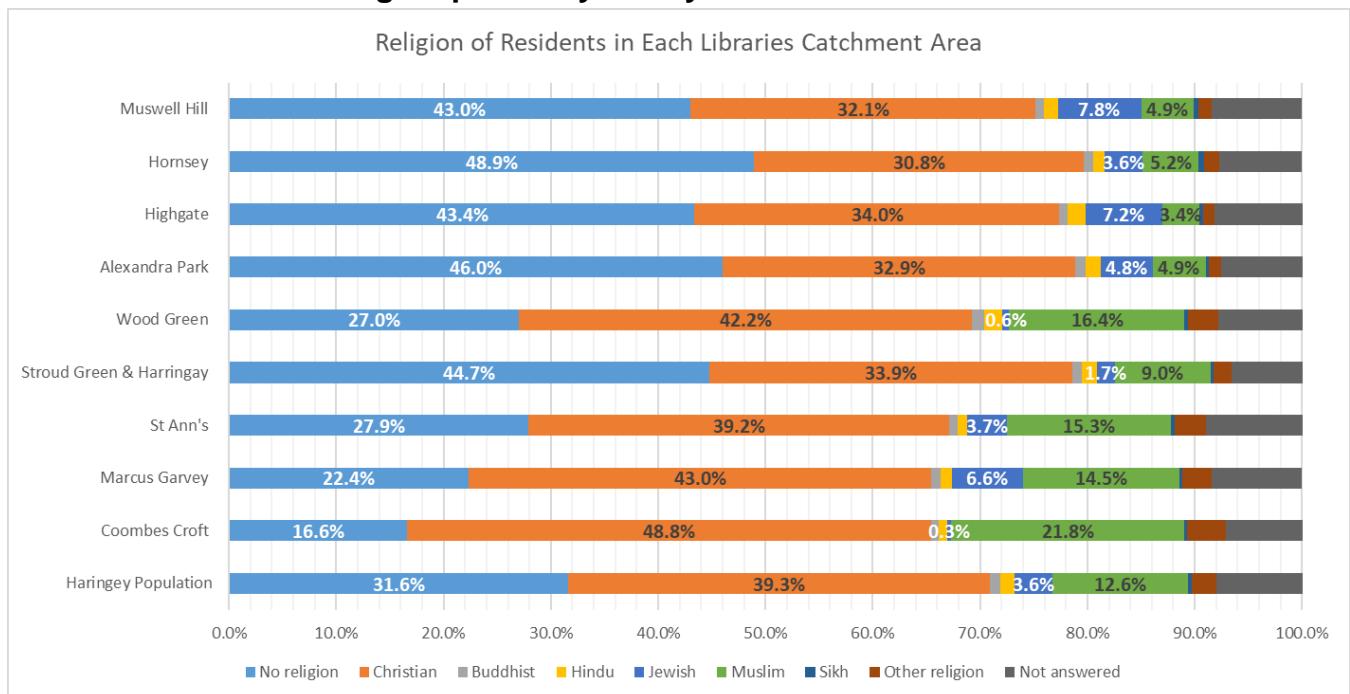
##### **All library registered users (member) religion profile**

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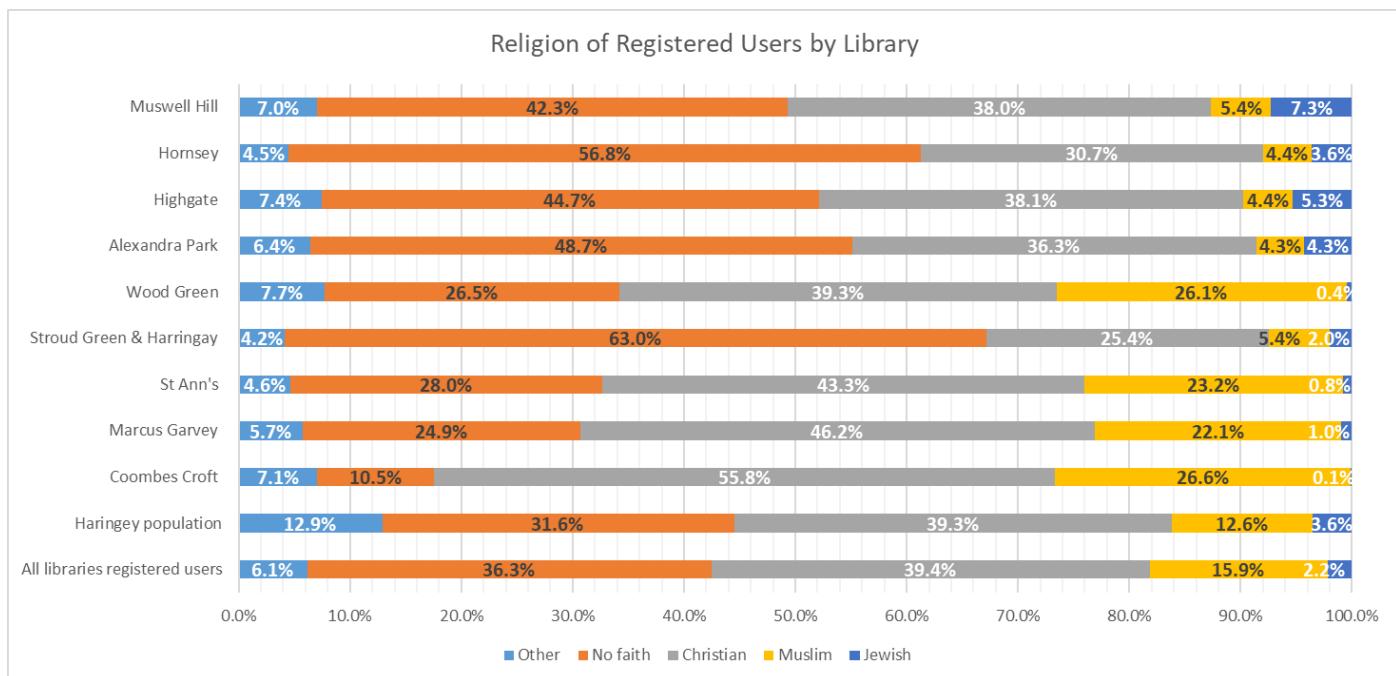
<sup>13</sup> Census, 2021 – [Religion, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)



### Catchment area religion profile by library



### Current registered users (member) religion profile by library



### What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

The data sources used to inform the assessment here include data from the ONS 2021 Census, as well as footfall, membership and service use data collected by the Haringey library service, which, if not presented in this EQIA, can be found in the companion needs assessment. This has been combined with studies produced by various external organisations on the use of libraries nationally and the impact of libraries in the target group (see Appendix 1).

This EQIA uses not just each library's registered user data but also data for each library's catchment area. There are several reasons for this:

1. Not everyone who uses library services registers at the library.
2. Membership is a much smaller cohort than the catchment area, and using only membership does not consider all residents who are eligible to become registered users and may do so in the future.
3. The library service only collects limited information about the sex, race, age and religion of their registered users. This therefore does not provide a full profile of protected characteristics that may be affected, particularly disability and socioeconomic status.

### Detail the findings of the data.

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?

- Registered users who are Muslim or have No Faith are slightly overrepresented among registered library users when compared to Haringey's general population.
- The Other Faith category is significantly underrepresented among registered library users.
- South Tottenham, which is where there is a growing Charedi Orthodox Jewish community, has a noticeably lower number of Jewish registered library users when compared to other wards and the Haringey average, suggesting an underrepresentation of Orthodox Jewish residents amongst library users.
- For both registered users by library and catchment area, libraries in the east and centre of the borough are significantly more likely to have Christian residents than Haringey's general population.
- Library registered users and catchment areas for libraries in the west of the borough are significantly more likely to have residents who have no faith when compared to Haringey's general population.
- Followers of the Muslim faith are significantly more likely to be registered users in the catchment areas of libraries in the centre and east of the borough.

**b) Might members of this group be disproportionately affected by this proposal due to a need related to their protected characteristic?**

Libraries are able to provide a safe and accepting space, as well as a diverse range of materials which are representative of the local community, including with regards to religion, and may enable residents to access impartial information about religion and culture, as well as through educational events hosted by the libraries service.

Libraries function as private and discreet spaces for people to access information about religion or beliefs that may not be available or safe to access at home or in other settings (e.g. educational or religious spaces).

### **Potential Impacts**

We expect the library strategy to have a broadly neutral impact on people of various faiths and beliefs, although its inclusive programming and collections may deliver positive outcomes. Ongoing engagement with faith groups will ensure specific needs are met and increase the likelihood of any positive outcomes being realised.

#### **4h. Sex**

##### **Data**

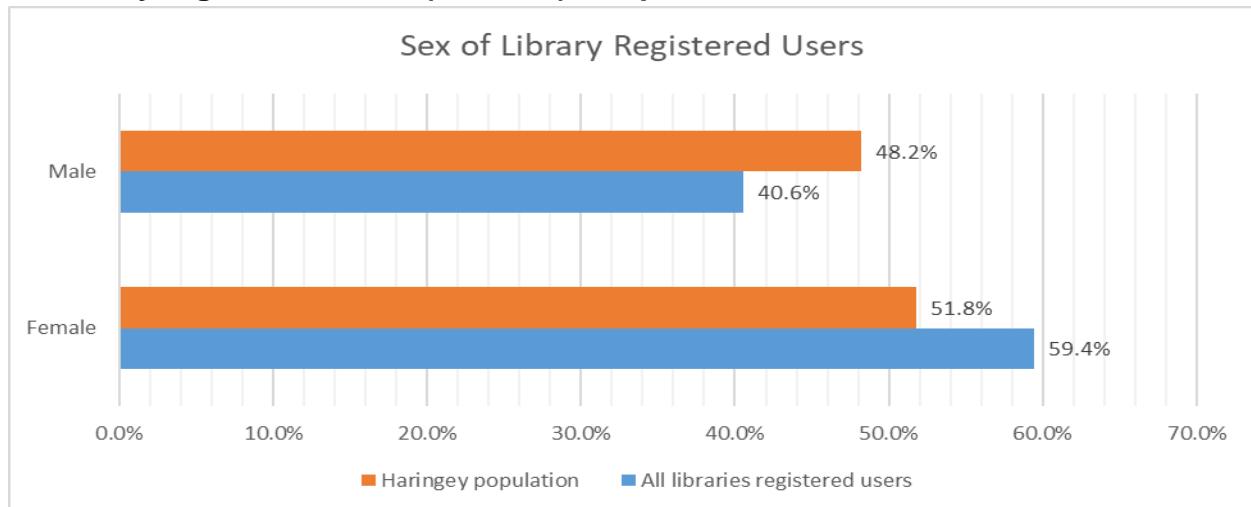
##### **Borough profile <sup>14</sup>**

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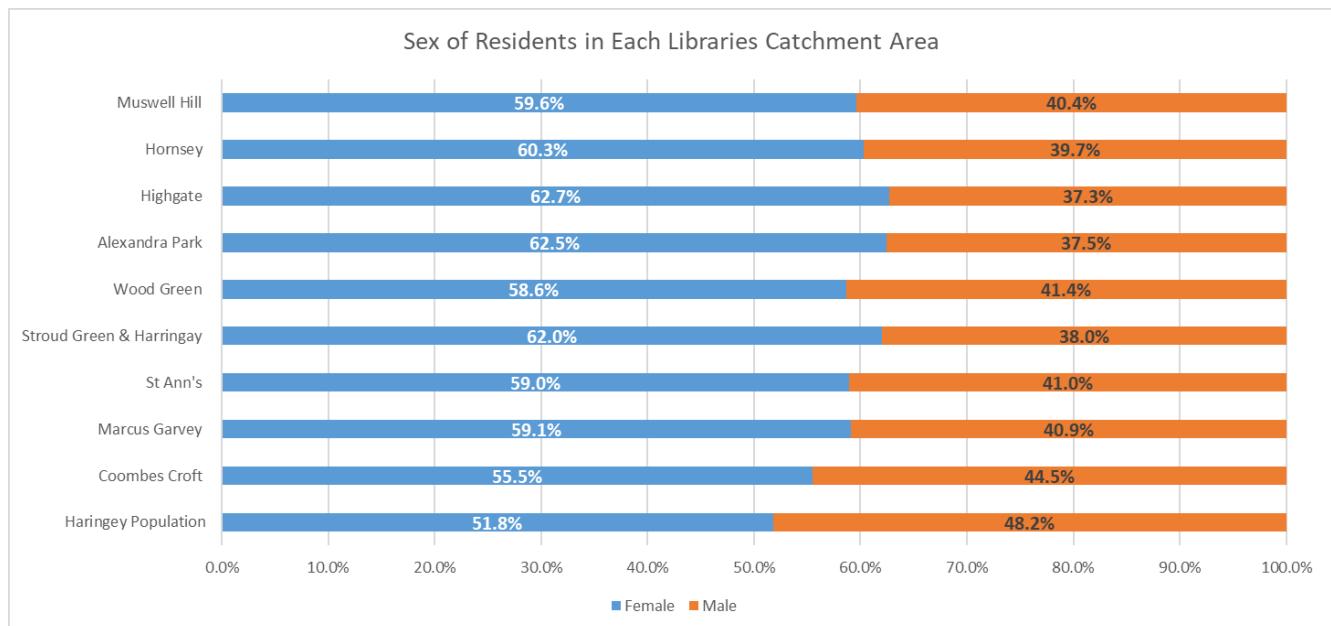
<sup>14</sup> Census 2021 – [Gender identity: age and sex, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)

- Female: 51.8%
- Male: 48.2%

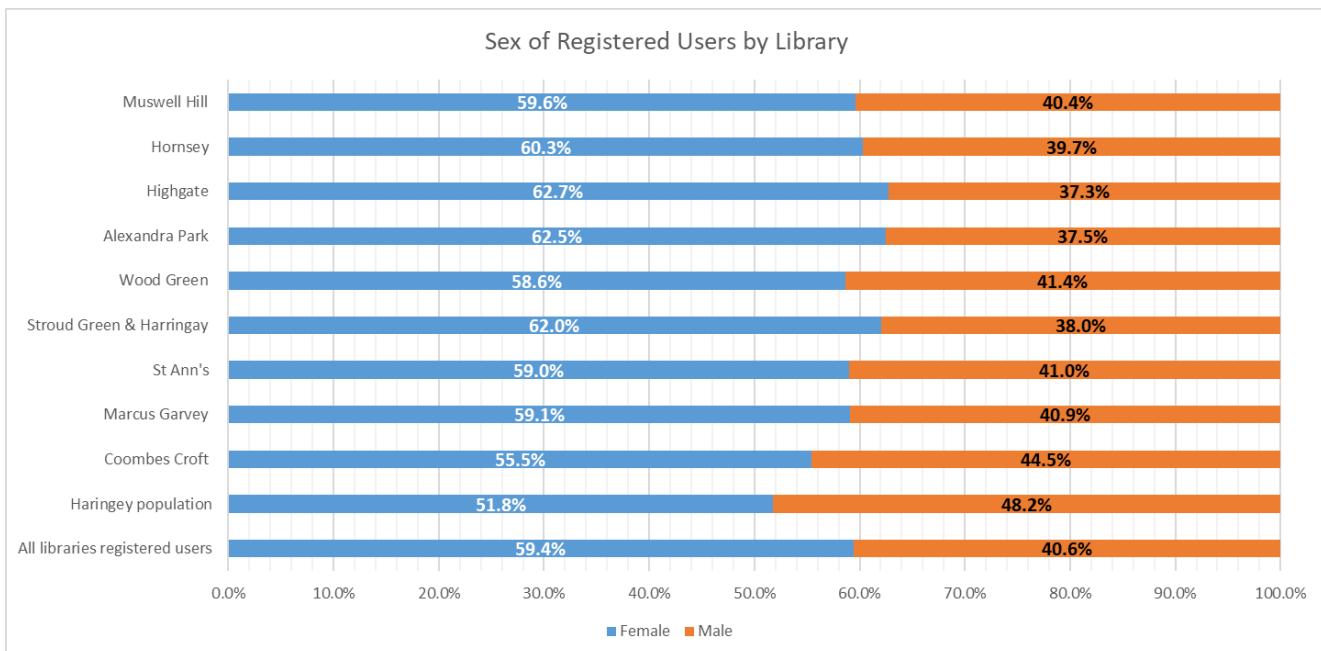
### All library registered users (member) sex profile



### Catchment area sex profile by library



## Current registered users (member) sex profile by library



### What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

The data sources used to inform the assessment here include data from the ONS 2021 Census, as well as footfall, membership and service use data collected by the Haringey library service, which, if not presented in this EQIA, can be found in the companion needs assessment. This has been combined with studies produced by various external organisations on the use of libraries nationally and the impact of libraries in the target group (see Appendix 1).

This EQIA uses not just each library's registered user data but also data for each library's catchment area. There are several reasons for this:

1. Not everyone who uses library services registers at the library.
2. Membership is a much smaller cohort than the catchment area, and using only membership does not consider all residents who are eligible to become registered users and may do so in the future.
3. The library service only collects limited information about the sex, race, age and religion of their registered users. This therefore does not provide a full profile of protected characteristics that may be affected, particularly disability and socioeconomic status.

### Detail the findings of the data.

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?

- Females are overrepresented among registered library users when compared to the general Haringey population.
- This overrepresentation is true for the registered users and catchment area of all of Haringey libraries; the overrepresentation is slightly more significant at libraries in the west of the borough.

**b) Might members of this group be disproportionately affected by this proposal due to a need related to their protected characteristic?**

Libraries are an important community space during significant events such as Women's History Month when events are continuously hosted which are educational and celebratory. Outside of this, libraries are also able to provide a safe space to access impartial information anonymously and offer a range of representative media.

Libraries represent a safe space in central locations for women who may be at risk of domestic abuse/violence or sexual harassment. They can also provide resources for women fleeing domestic abuse and violence, particularly when it comes to accessing support services and where the home is not a safe environment to access information.

There is also an educational attainment gap based on sex in Haringey, with girls performing better than boys overall at the Key Stage 4 level: 68.8% of girls achieved a standard pass compared to 63.2% of boys, and 49.5% of girls achieving a strong pass compared to 46.1% of boys. Libraries provide an important space in which children and young people can supplement their studies, e.g. homework support.

### **Potential Impacts**

There is likely to be an overall positive impact on the groups under this characteristic, with women potentially additionally benefitting by being over-represented in the library registered users data and since they are often accompanying children as parents or carers to the service for events or activities.

#### **4i. Sexual Orientation**

##### **Data**

##### **Borough profile <sup>15</sup>**

- Straight or heterosexual: 83.4%
- Gay or Lesbian: 2.7%
- Bisexual: 2.1%
- All other sexual orientations: 0.8%
- Not answered: 11.0%

##### **All library registered user (member) sexual orientation profile**

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<sup>15</sup> Census, 2021 – [Sexual orientation, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)

The Haringey Library Service does not collect data about the sexual orientation of registered users.

### **Catchment area profile by library**

The data from the 2021 ONS census does not go down to the required detail to produce a catchment area profile for sexual orientation.

### **Current registered user (member) sexual orientation profile by library**

The Haringey Library Service does not collect data about the sexual orientation of registered users.

### **What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?**

The data sources used to inform the assessment here include data from the ONS 2021 Census, as well as footfall, membership and service use data collected by the Haringey library service, which, if not presented in this EQIA, can be found in the companion needs assessment. This has been combined with studies produced by various external organisations on the use of libraries nationally and the impact of libraries in the target group (see Appendix 1).

This EQIA uses not just each library's registered user data but also data for each library's catchment area. There are several reasons for this:

1. Not everyone who uses library services registers at the library.
2. Membership is a much smaller cohort than the catchment area, and using only membership does not consider all residents who are eligible to become registered users and may do so in the future.
3. The library service only collects limited information about the sex, race, age and religion of their registered users. This therefore does not provide a full profile of protected characteristics that may be affected, particularly disability and socioeconomic status.

### **Detail the findings of the data.**

- a) **Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?**
  - We will consider any potential overrepresentation of LGBTQ+ individuals among library users once we have obtained more data following further engagement and consultation.
- b) **Might members of this group be disproportionately affected by this proposal due to a need related to their protected characteristic?**

Libraries are centrally located spaces where residents can feel safe and non-judgemental. Libraries also represent an important community space during significant events, e.g. LGBTQ+ History Month.

Libraries act as an important social and community base, with LGBTQ+ groups such as Wise Thoughts running many of their sessions from Wood Green Library, including social groups and information sessions on sexual health.

Libraries also represent a space for people to access impartial and representative information and media anonymously, where there might not be a safe space to do so elsewhere in their personal lives.

### **Potential Impact**

The strategy's commitment to an inclusive approach ensures that LGBTQ+ residents are welcomed and represented in collections and programming. This suggest the potential for an overall positive impact which could be enhanced via ongoing engagement with LGBTQ+ groups and monitoring of any targeted activities

#### **4j. Socioeconomic Status**

##### **Data**

###### **Borough profile**

###### **Income**

- 6.9% of the population of Haringey were claiming unemployment benefits as of April 2023<sup>16</sup>
- 19.6% of residents were claiming Universal Credit as of March 2023<sup>17</sup>
- 29.3% of jobs in Haringey are paid below the London Living Wage<sup>18</sup>

###### **Educational Attainment**

- Haringey ranks 25<sup>th</sup> out of 32 in London for GCSE attainment (% of pupils achieving strong 9-5 pass in English and Maths)<sup>19</sup>
- 3.7% of Haringey's working-age population had no qualifications as of 2021<sup>20</sup>
- 5.0% were qualified to level one only<sup>21</sup>

###### **Area Deprivation**

Haringey is the 4<sup>th</sup> most deprived borough in London, as measured by the IMD score in 2019. The most deprived LSOAs (Lower Super Output Areas or small neighbourhood areas) are more heavily concentrated in the east of the borough, where more than half of the LSOAs fall into the 20% most deprived in the country.<sup>22</sup>

<sup>16</sup> ONS – [ONS Claimant Count](#)

<sup>17</sup> DWP, StatXplore – [Universal Credit statistics, 29th April 2013 to 9th March 2023 - GOV.UK \(www.gov.uk\)](#)

<sup>18</sup> ONS – [Annual Survey of Hours and Earnings \(ASHE\) - Estimates of the number and proportion of employee jobs with hourly pay below the living wage by work geography, local authority and parliamentary constituency, UK, April 2017 and April 2018 - Office for National Statistics](#)

<sup>19</sup> DfE – [GCSE attainment and progress 8 scores](#)

<sup>20</sup> LG Inform – [Data and reports | LG Inform \(local.gov.uk\)](#)

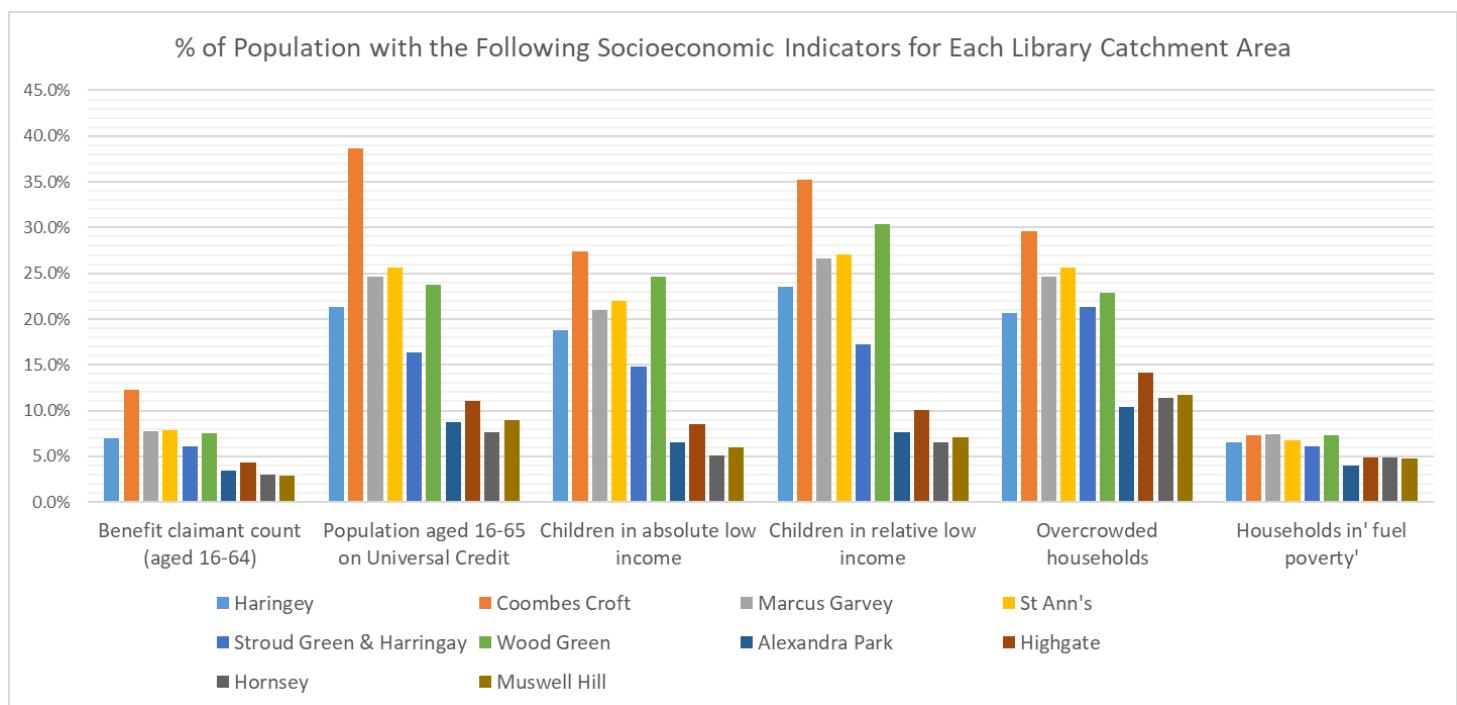
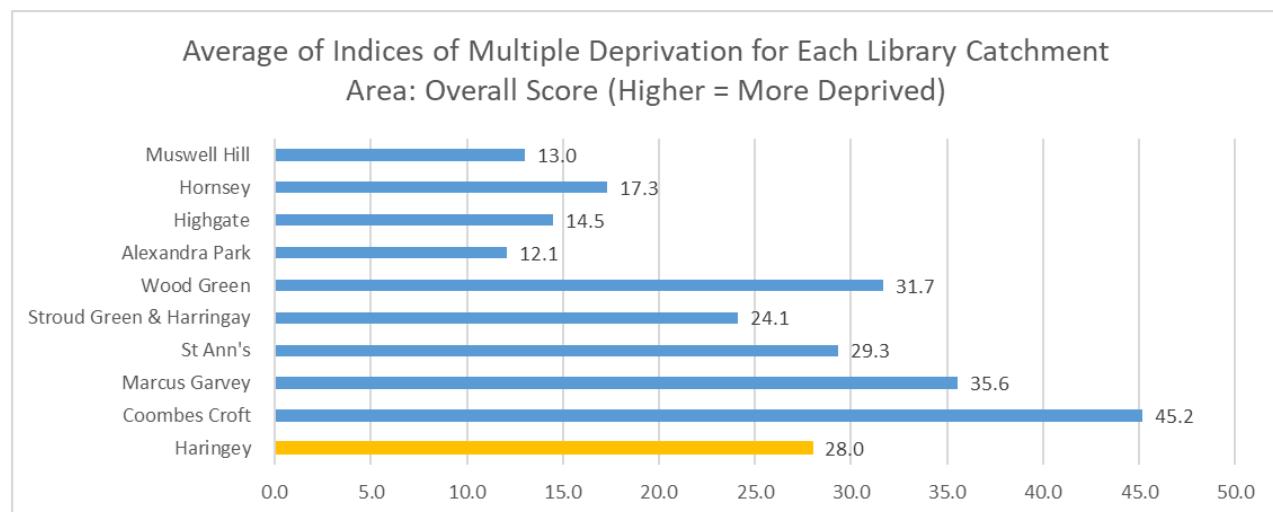
<sup>21</sup> LG Inform – [Data and reports | LG Inform \(local.gov.uk\)](#)

<sup>22</sup> IMD 2019 – [English indices of deprivation 2019 - GOV.UK \(www.gov.uk\)](#)

### All library registered user (member) socioeconomic profile

Haringey Library Service does not collect data on the socioeconomic profile of its registered users.

### Catchment area profile by library



### Current registered user (member) socioeconomic profile by library

Haringey Library Service does not collect data on the socioeconomic profile of its registered users.

**What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?**

The data sources used to inform the assessment here include data from the ONS 2021 Census, as well as footfall, membership and service use data collected by the Haringey library service, which, if not presented in this EQIA, can be found in the companion needs assessment. This has been combined with studies produced by various external organisations on the use of libraries nationally and the impact of libraries in the target group (see Appendix 1).

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3. The library service only collects limited information about the sex, race, age and religion of their registered users. This therefore does not provide a full profile of protected characteristics that may be affected, particularly disability and socioeconomic status.

**Detail the findings of the data.**

- a) **Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?**

- Wood Green, St Ann's, Marcus Garvey and Coombes Croft library catchment areas have an average IMD higher than the Haringey average. This is particularly significant for the catchment area of Coombes Croft, which has an average IMD of 60% higher than the borough average.
- For the other indicators of low socioeconomic status, the proportion of residents who fall into the categories is highest in the east of the borough and Wood Green, where most indicators are overrepresented compared to the Haringey as a whole; this is particularly significant for the Coombes Croft catchment area.
- It should be noted that while there are far fewer residents in the west of the borough with these socioeconomic indicators, the number is not insignificant. Up to 15% of households in west library catchment areas are overcrowded, and Universal Credit claimants, children in relatively low income, and children in absolute low income are all up to 10%.

- b) **Might members of this group be disproportionately affected by this proposal due to a need related to their protected characteristic?**

Libraries are a crucial central service for enabling social mobility and supporting people from lower socioeconomic backgrounds.

The digital and internet access provided by libraries is crucial for claiming benefits, job-seeking (upon which access to some benefits depends) and accessing other forms of information and support. Both Haringey Learns and Haringey Works also operate out of Wood Green Library, which supports residents in upskilling and getting into work. Research shows that libraries provide spaces where barriers to job-seeking are removed, removing the sense of stigma and anxiety that job centres can sometimes create<sup>23</sup>

Libraries act as warm spaces and community hubs for those who may not be able to afford to heat their homes/are experiencing homelessness. Many of the sessions that the libraries host are free to attend and offer access refreshments and a social opportunity important for health and wellbeing, particularly for those who may be struggling with the cost of energy or food.

Barclays Bank runs a drop-in session out of Haringey's libraries, which offers advice and support related to personal finances and business finance.

Children, young people and students from lower socioeconomic backgrounds are more likely to live in overcrowded homes and/or have more limited access to places where they can read study and access information. Libraries support students in supplementing their school education in a way that could be critical to closing attainment gaps, particularly when it comes to reading age, which is closely linked both to socioeconomic status and social mobility.<sup>24</sup>

There are far fewer bookshops in the east of the borough than in the west and people on a lower income will be less likely to be able to afford to buy books, which may mean that access to books through means other than libraries follow deprivation trends across the borough. Reducing library services would make access to books and reading materials much more limited in the east of the borough.

Those who have a lower socioeconomic status are far more likely to need access to council services and much less likely to have the means to do so, particularly digitally. Libraries are crucial in removing these barriers, e.g., through Customer Service Centres and Connected Communities. If libraries have reduced hours and therefore these services are sometimes at a different further away library, some residents may be unable to afford the travel cost to get to them.

It is also important to note here that there is a strong correlation between socioeconomic status and other protected characteristics identified, particularly disability and race. Many of the residents who have a lower socioeconomic status are

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<sup>23</sup> Arts Council England, (2022a). *Helping job seekers help themselves*. [Helping job seekers help themselves | Arts Council England](https://www.artscouncil.org.uk/research-and-publications/helping-job-seekers-help-themselves)

<sup>24</sup> National Literacy Trust and Libraries Connected, (2022). *Public libraries and literacy recovery*. [Public Libraries and Literacy Recovery | National Literacy Trust](https://www.librariesconnected.org.uk/public-libraries-and-literacy-recovery-national-literacy-trust)

also likely to face other inequalities, and the impacts listed here apply to them, compounding barriers to access.

### **Potential Impacts**

The strategy prioritises equity and access, with a focus on reducing digital exclusion, supporting residents who face barriers to getting online. The strategy also commits to maintaining free and welcoming cool and warm spaces.

Alongside these strategic commitments, the library service will continue to offer a range of activities and resources that support residents under this characteristic. Overall, a positive impact is anticipated.

### **5. Key Impacts Summary**

#### **5a. Outline the key findings of your data analysis.**

This EQIA demonstrates that every group, excluding that of Marriage and Civil Partnership has the potential to be positively impacted by the implementation of the proposed library strategy.

It has also shown that no group is anticipated to experience a negative impact.

#### **5b. Intersectionality**

Due to the strategic commitment to improving equity of access for all, the intersectional nature of protected characteristics, and the demographic make up of Haringey and its library catchment areas the implementation of the strategy has the potential to positively impact residents across the borough but particularly in central Haringey and the east which has a younger demographic which is over-represented in the library registered user data.

#### **5c. Data Gaps**

Based on your data, are there any relevant groups that have not yet been consulted or engaged? Please explain how you will address this.

The most significant data gap is for sexual orientation, where we currently have no registered user or catchment area data.

A further gap is non-users of libraries in the 'White Other' category, where we have fewer registered users.

We continue to make concerted efforts, within available resource, to understand these gaps further through engagement and consultation and will include any further insights in the update of the EQIA post-consultation.

## 6. Library Strategy 2026/27 Post-Consultation Equality Impact Assessment Update – November 2025

This final update to the Library Service Equality Impact Assessment follows public consultation between 25<sup>th</sup> September 2026 and 5<sup>th</sup> November 2026 on the proposed Library Strategy 2026-2030. The consultation received 53 responses.

Consultation feedback highlighted the importance of predictable and extended opening hours, particularly evenings and weekends, to ensure equitable access for older adults, working-age residents, and families. It should be noted that the decision to vary library hours was taken in December 2024, prior to the development of the Library Strategy. This prior decision was subject to its own Equality Impact Assessment which can be accessed [here](#).

Consultation feedback also highlighted that physical accessibility is critical for inclusion with regard to some library visitors, particularly people with mobility issues which may include disabled users and older adults. Other accessibility considerations were emphasised, particularly regarding the benefits of quiet spaces for visitors who may need them—such as individuals studying or reading, as well as those who are neurodivergent

Digital inclusion emerged as a key theme, with respondents stressing that online services must complement rather than replace physical resources. To address socio-economic barriers, the strategy commits to maintaining a comprehensive digital offer.

Consultation feedback flagged the need for equity and equality to be embedded across all strategic priorities and monitored to ensure commitments translate into practice.

In the initial Equality Impact Assessment for the Library Strategy, published alongside the consultation it was noted that positive impacts across all groups could be supported by the Library Strategy's implementation. Such impacts could be further strengthened by the introduction of:

- Metrics for equity and equality, possibly at the individual library level
- Ongoing and regular monitoring at the individual and service level

In light of consultation feedback, further work has been done on the measures of success including those that support equalities. More information is provided on these in section 9 of this document in the section 'Ongoing Monitoring'.

Consultation feedback did not highlight any disproportionate negative impacts on groups sharing protected characteristics as result of implementing the proposed library strategy. Nonetheless, consultation respondents took the opportunity to highlight how the proposed priorities for the Library Strategy could support equality for groups sharing protected characteristics as follows:

6a. Age

Important to maintain consistent opening hours (especially evenings/weekends) to ensure access for older adults and children.

6b. Disability

Physical accessibility is vital. There is a need for quiet spaces/times for neurodivergent and other users.

6c. Gender Reassignment

LGBTQ+ materials and collections could be highlighted all year around, not just during calendar awareness events.

6d. Marriage and Civil Partnership

No feedback was provided under this protected characteristic.

6e. Pregnancy and Maternity

No feedback was provided under this protected characteristic.

6f. Race

Multilingual, offline communication remains essential for inclusion. Cultural programming should reflect community diversity.

6g. Religion or Belief

Cultural programming should respect and reflect diverse beliefs.

6h. Sex

No feedback was provided under this protected characteristic.

6i. Sexual Orientation

LGBTQ+ materials and collections should be highlighted all year around, not just during calendarised awareness events.

6j. Socio-Economic Status

Digital inclusion is important. The offer should be comprehensive and fully operational. However, the digital offer should not take the place of physical resources.

7. Overall impact of the policy on the Public Sector Equality Duty

The overall impact of the strategy is anticipated to be positive across all three parts of the Public Sector Equality Duty, namely:

- Eliminate discrimination, harassment victimisation and any other conduct prohibited under the Act

- Advance equality of opportunity between people who share protected characteristics and people who do not
- Foster good relations between people who share those characteristics and people who do not

The strategy embeds building connection between communities and through its commitment to celebrating Haringey's diversity through programming and London Borough of Culture.

## 8. Amendments and mitigations

No major change to the proposal is recommended. The EQIA demonstrates the proposed Library Strategy is robust, and there is no potential for discrimination or adverse impact. All opportunities to promote equality have been taken.

## 9. Ongoing monitoring

The Library Strategy has a range of measures of success that will monitor the impact on equalities during its implementation.

These measures appear under the priorities titled 'Upholding Equity' and 'Promoting Visibility and Representation' and include the following:

- Holding annual advisory and co-design forums with young people and underrepresented groups to improve programme and collection relevance.
- Working closely with Friends of Education and Reading (FORE) to achieve annual growth in Library Friends group membership aligned with borough demographics and priorities set out in Individual Library Development Plans.
- Conducting annual surveys on representation, inclusion, and sense of belonging, with positive responses increasing each year above the baseline of 80% starting April 2026.
- Deliver six co-designed programmes per library, each year.
- All staff will complete initial training on inclusive customer service, cultural competency, and safeguarding within 18 months, followed by annual refresher sessions.
- Publication of annual case study reports demonstrating the impact and outcomes of equity initiatives.

Monitoring measures of success which specifically support equalities will ensure that Library Strategy implementation maintains transparency and accountability, while using any insights gained to refine actions and strengthen outcomes for all communities.

## 10. References

Below are some information sources used to produce this Equality Impact Assessment.

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#### Pregnancy and Maternity:

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#### Socioeconomic Status:

- Sayce, L. (2020). *Inclusive education: a gateway to a more equal society*. [Inclusive education: a gateway to a more equal society | EHRC \(equalityhumanrights.com\)](https://equalityhumanrights.com)
- Arts Council England, (2022a). *Helping jobseekers help themselves*. [Helping jobseekers help themselves | Arts Council England](https://arts.council.org.uk/reports/helping-jobseekers-help-themselves)

### In-person engagement

In-person engagement took place in 8 libraries during May and June 2025. Muswell Hill was closed at the time of engagement.

Additional engagement took place in Hornsey and Coombes Croft Libraries in October 2025 to support the development of individual library plans.

Engagement in primary and secondary schools (5 schools/6 visits) and the Youth Panel took place during June and July 2025 as well as targeted engagement with students in Hornsey Library and Wood Green Library.

Schools visited were: Alexandra Park Primary School, Alexandra Park Secondary School, Noel Park Primary School, Greig City Academy, and Highgate Wood School, with two visits made to Highgate Wood School across different year groups (after school bookclub and a Year 7 group).

Regular engagement with FORE and Friends of Libraries during spring – autumn 2025 including 2 parallel in person library strategy workshops in March and April 2025 one at Hornsey Library and one in Alexandra House.

From these workshops an open invitation to form a Library Strategy co-design steering group was made public. The members of this group met 3 times between June and August 2025.

The co-design steering group worked across 3 sessions to:

- Agree proposed strategy principles
- Formulate Commonplace survey questions
- Contribute to the development of strategic priorities based on public feedback

### Digital Engagement and Draft Library Strategy Consultation

Digital engagement during 2025 has taken place via the project page at  
<https://haringeylibraries.commonplace.is/>

Regarding digital engagement via survey, there were 841 contributions from 428 respondents across the following surveys:

Survey	Contributions Received	Survey Open for Contributions
Shaping the strategy – have your say on proposed principles	280	29 <sup>th</sup> July – 14th September
Library visitors	286	29 <sup>th</sup> July – 14th September
People who don't visit libraries	67	29 <sup>th</sup> July – 14th September
Technology in libraries	156	13 <sup>th</sup> August – 14th September
Draft Library Strategy consultation	52	24 <sup>th</sup> September 2025 - 4 <sup>th</sup> November 2025

All surveys were made available on request as print on demand in libraries.

The consultation on the draft Library Strategy ran between 24<sup>th</sup> September 2025 and 4<sup>th</sup> November 2025 inclusive.

The survey received a total of 53 responses

52 responses were received via <https://haringeylibraries.commonplace.is/> with 1 response received via email.

### Comms

The Libraries Strategy survey was shared via:

- Haringey People Extra newsletter
- Other newsletters e.g. Homezone
- Haringey Council social media channels (X, Facebook, Instagram, LinkedIn, Nextdoor)
- Digital screens on High Streets, council offices and libraries
- Friends of Libraries communications channels

### Direct emails

6052 Commonplace subscribers subscribed to all new Commonplace project notifications were emailed about the 3 surveys launched in July.

1065 Commonplace subscribers subscribed to updates about library project notifications were emailed about the Technology in Libraries survey launched in August

1405 Commonplace subscribers subscribed to updates about library project notifications were emailed about the draft Library Strategy launched in September.

**Report for:** Cabinet, 20 January 2026

**Item number:** 12

**Title:** Updated Single Use Plastics Policy and Action Plan.

**Report**

**authorised by:** Barry Francis, Corporate Director of Environment and Resident Experience.

**Lead Officer:** Beth Waltzer, Head of Recycling, Waste & Waste Enforcement

**Ward(s) affected:** All

**Report for Key/**

**Non-Key Decision:** Key

**1 Describe the issue under consideration**

- 1.1 This report seeks approval to adopt the Single Use Plastics (SUPs) Policy 2026 and approve the Single Use Plastics Action Plan.
- 1.2 The SUP Policy updates the council's strategic objectives around the reduction of SUPs, both within its operations and across the wider borough.
- 1.3 The Action Plan outlines the measures already implemented, those currently underway, and future actions planned to deliver on these objectives.

**2 Cabinet Member Introduction**

- 2.1 SUPs are defined by the Department for Environment, Food and Rural Affairs (Defra) as: 'any disposable plastic item which is designed to be used only once.' The versatility and durability of plastic mean its use is widespread. As well as contributing to litter, SUP are made from chemicals derived from fossil fuel production. By reducing or removing SUP we will help reduce the demand for fossil fuels, thereby reducing the CO2 in the atmosphere.
- 2.2 Haringey Council is well placed to help tackle the issue of SUP. Our priority is to address the unnecessary use of SUPs across our own services, in our buildings and schools and influence their use across the borough.
- 2.3 Haringey's last SUP policy ran from 2020 – 2022 and successfully delivered a wide range of plastic reduction initiatives. This policy update supports Theme 2 of the Corporate Delivery Plan - Responding to the Climate Emergency, and Objective C4 of the Haringey Climate Change Action plan. The revised Action Plan is built around four areas: council operations, schools, residents and

businesses. The Actions focus on internal practices such as procurement and staff engagement; building partnerships with schools to eliminate SUPs; supporting residents through awareness campaigns and working with local businesses and event organisers to reduce plastic use.

### **3 Recommendations**

For Cabinet to:

- 3.1 Approve the Single Use Plastics Policy 2026 (Appendix 1) and accompanying Single Use Plastics Action Plan (Appendix 2), which outline how the council will reduce SUPs, both within its operations and across the borough.

### **4 Reasons for decision**

- 4.1 Haringey Council is committed to doing everything possible to respond to the climate emergency and improve sustainability across its own operations and in the borough of Haringey.
- 4.2 Reducing consumption of SUPs across the council's offices and the borough will save money, reduce waste, improve our environment and decrease the number of harmful plastics ending up in the world's oceans or in landfill.
- 4.3 Haringey Council has already taken bold steps to reduce SUPs. The last SUP policy successfully delivered a wide range of plastic reduction initiatives including the introduction of water fountains for refillable bottles and recyclable drink cups in council offices.
- 4.4 This decision supports the council's Climate Emergency declaration and contributes to borough-wide carbon reduction targets. It also aligns with the Corporate Delivery Plan, particularly the strategic themes of Responding to the Climate Emergency and Place and Economy.
- 4.5 Haringey's last original SUP Policy ran from 2020 to 2022. Post-COVID, many council practices have changed; for example, changes in building usage, remote working affect SUP consumption and waste. Some actions outlined in the original plan are no longer applicable or relevant to current ways of working.
- 4.6 The national and regional landscape around SUP has also changed significantly since 2020, which means the original policy does not reflect recent developments in legislation, borough-wide sustainability goals, or best practice guidance from ReLondon and London Councils.
- 4.7 At a regional level, London Councils, ReLondon, and WRAP launched the "One World Living Single-Use Plastics Pledge" in 2025, encouraging boroughs to commit to reducing SUPs across their operations and supply chains. This new updated SUP policy reflects how Haringey is actively aligning with this pledge.
- 4.8 The Policy and Action Plan highlight the borough's commitment to eliminate problematic single-use plastics and transition to reuse in council operations and delivered services. It aligns with a growing regional movement across London and is in tandem with our commitment to the single use plastics pledge in partnership with London Council, ReLondon and WRAP.

### **5 Alternative options considered**

- 5.1 Do Nothing was rejected. This would leave the council with an outdated SUP Policy, which does not reflect the how the council's operations have changed, or changes in the regional and national policy landscape. Not updating the policy would not support our Corporate Delivery Plan, or the Haringey Climate Action plan.
- 5.2 Do a Council Plan only, was rejected. This would focus only on the council as an organisation and on the influence the council has across the borough. The council is well placed to help reduce SUPs beyond its own organisation. To only focus on SUP the council directly uses would miss opportunities, such as SUPs at events, SUPs in schools and SUPs used by the council's partners, which are a vital part of the achieve the council's aim.

## 6 Background information

### The problem with plastic waste

- 6.1 According to government estimates, 8 million tonnes of plastic ends up in the world's oceans every year, killing more than a million sea birds and 100,000 marine mammals. More than 80% of marine litter is plastics. Plastics take longer than other materials to break down and often break down into smaller, harmful micro-plastics. Single use items, such as plastic bottles or straws, are some of the most commonly found plastics in the world's oceans. These micro plastics get into the food chain and when dried act like a dust. Recent studies have found high levels of micro (less than 5mm in diameter) and nano-plastics (less than 0.001mm) in humans.
- 6.2 Coupled with the release of greenhouse gas from their production, manufacture and final disposal, the use of plastic is one of the most significant environmental issues of our time
- 6.3 According to WRAP's latest plastics market situation report, UK plastic waste arisings for 2019 were estimated at 3.7 million tonnes, of which packaging was the main source representing 59% of the total. In London, plastic makes up approximately 9% of the household waste stream (by weight) with plastic packaging accounting for nearly 70% of this. The majority of plastic packaging is single use, defined as plastic that is used only once, or for a short period of time, and then thrown away.

### National, Regional and Local context

- 6.4 Since the original policy was adopted in 2020, the national and regional landscape around single-use plastics has evolved significantly. Public awareness and concern about the scale of single-use plastic consumption in the UK, and the resulting environmental consequences, has increased in the UK in recent years.
- 6.5 The UK government has introduced a series of new restrictions, including a ban on the supply of single-use plastic plates, cutlery, balloon sticks, and polystyrene food containers, which came into effect in October 2023.
- 6.6 The UK Government's 25-year environment plan sets out goals to work towards all plastic packaging placed on the market being recyclable, reusable or compostable by 2025, and to achieve zero avoidable plastic waste by the end of 2042. The UK Government's Resources and Waste Strategy (RWS) for

England, published in 2018, committed to work towards all plastic packaging placed on the market being recyclable, reusable or compostable by 2025.

- 6.7 The Mayor of London set out commitments in the 2018 London Environment Strategy (LES) to significantly reduce the amount of waste that is produced in the UK's capital city, with a focus on water bottles and coffee cups.
- 6.8 At the regional level, there is a growing movement across London: several boroughs—including Hammersmith & Fulham, Lewisham, Newham, Richmond, and Wandsworth—have already committed to eliminating problematic single-use plastics through the One World Living Pledge, a collaborative initiative led by London Councils, ReLondon, and WRAP. These councils are actively implementing reuse strategies, sustainable procurement practices, and staff training programs to meet their 2030 targets.
- 6.9 Councils across the UK and across London have passed motions, endeavouring to reduce, remove or eliminate single use plastics from their own offices. Some have gone further and committed to reducing, removing or eliminating single use plastics in their region, city or locality.

### **Scope and definitions**

- 6.10 SUP are defined by the Department for Environment, Food and Rural Affairs (Defra) as: 'any disposable plastic item which is designed to be used only once.' Examples of SUP include containers, wet-wipes, straws, bottles and carrier bags. Often many products have SUP lining too, such as disposable coffee cups and takeaway food containers.
- 6.11 The council's priority is to address the unnecessary use of SUPs across our own services, in our buildings and schools and influence reduction in their use across the borough. This will be done by both encouraging our staff to modify their behaviours, by changing our own practices around purchasing and procurement and supporting our residents and businesses to reduce the consumption of these items at home and work.
- 6.12 The council recognises that to achieve all of the actions outlined in the policy and action plan, there is a need to work effectively with partners, community groups, charities, businesses and residents. The issues of SUPs cannot be tackled alone. The council will endeavour to use its extensive links into the community to ensure that this ambition is achieved.

### **Single Use Plastics Policy and Action Plan**

- 6.13 The scope of the policy and action plan is to focus on SUPs that can be directly reduced or eliminated. The action plan will be delivered across the organisation, with responsibility for delivery allocated to the relevant service.
- 6.14 The objectives are to:
  - 6.14.1 Work to eliminate the avoidable use of SUPs across council offices;
  - 6.14.2 Work in partnership with schools to eliminate avoidable SUPs;
  - 6.14.3 Improve procurement practices to reflect the commitment to reducing SUPs in Haringey;
  - 6.14.4 Raise awareness amongst staff and partners about SUP to increase recycling rates across the council's estate;

- 6.14.5 Support Residents and raise awareness about SUP. Promote schemes that enable them to reduce SUP;
- 6.14.6 Work with local businesses to reduce their use of SUP; and
- 6.14.7 Partner with event organisers to eliminate avoidable SUPs at events held on council land.

### **Previous success**

- 6.15 Several businesses in the borough have already made a declaration to reduce SUPs and are undertaking efforts to reduce and remove the use of SUPs. In Crouch End the business community has come together to collectively share best practice and promote these key messages. They are reducing their use of SUP through actions and promotions – such as reuse bags, and free water refills.
- 6.16 Several primary and secondary schools have signed up to NLWA “In the Know” waste education programme and other student led projects to reduce the use of SUPs and increase recycling rates. Through this action plan we will encourage schools to sign up to the Surfers Against Sewage “Plastic Free Schools Pledge”, and we will be able to sign post more schools to best practice that they can replicate. We are working with NLWA to encourage schools to book sessions at EcoPark House to enhance young people’s understanding of waste management and circular economy principles.

### **Governance**

- 6.17 An Internal board will be responsible for reviewing the SUP action plan on a yearly basis. Progress against the SUP actions will also be reported on a quarterly basis as part of the Corporate Delivery Plan updates. The cabinet member for climate action, Environment and Transport will also be updated on a monthly basis or when requested.
- 6.18 The Policy is accompanied by the Action Plan, in Appendix 2, which set out the completed, ongoing and future actions the council is undertaking to achieve each objective. The Action Plan represents the council’s desire to tackle SUPs in a transparent and accountable way.
- 6.19 The Action Plan is a living document that does not represent everything that is or can be done to tackle SUPs. It will be reported on and updated with new actions as and when the council enacts them.

## **7 Contribution to the Corporate Delivery Plan 2026-2028 high level strategic outcomes**

- 7.1 The updated Policy and Action Plan is a deliverable under the theme, ‘Responding to the climate emergency’, outcome area, ‘A Cleaner, Low Waste Haringey’ and activity, ‘reduce single-use plastics in the council and wider borough’. The Policy responds to the climate emergency by eliminating avoidable plastics across council offices, events, and commissioned services, by promoting reuse and embedding sustainability into procurement practices.

## 8 Carbon and Climate Change

- 8.1 SUP contributes significantly to global pollution, as well as climate change. SUP are made from chemicals derived from fossil fuel production. The more plastic made, the more petrochemicals are required, and so the higher the demand for gas, oil and even coal. By reducing or removing SUP, we will contribute to reducing the demand for fossil fuels. Coupled with the release of greenhouse gas emissions from their production, manufacture and final disposal, the use of plastic is one of the most pressing environmental issues of our time.
- 8.2 The council declared a Climate Emergency in 2019 and have made climate change one of the top priorities. This updated Single Use Plastics Policy directly supports the Haringey Climate Change Action plan and contributes to the objective of being a Net Zero Carbon Borough by 2041.

## 9 Statutory Officers comments (Director of Finance (procurement), Head of Legal and Governance, Equalities)

### Finance

- 9.1 The purpose of this report is to seek Cabinet approval to update Single Use Plastics Policy and the Single Use Plastics (SUP) Action Plan.
- 9.2 The intention is to revise the current policy documents to achieve a Net Zero Carbon Borough by 2041, and regional and national pledges.
- 9.3 The action plan to deliver SUP is predominantly about changing internal practices, advising and working with external partners to reduce reliance on SUP.
- 9.4 The cost of delivering the Action Plan is expected to be minimal and will be funded from the service budgets.

### Procurement

- 9.5 Strategic Procurement has been consulted on the preparation of this report and notes the contents herein.
- 9.6 While the recommendations do not present any immediate procurement implications, Strategic Procurement remains committed to supporting the implementation of the SUP policy wherever feasible. This includes, for example, incorporating a link to the approved policy within relevant guidance documents to promote broader compliance across the council.

### Head of Legal & Governance [Name and title of Officer completing these comments]

- 9.7 The Director of Legal & Governance has been consulted in the preparation of this report. In June 2025, London Councils launched the One World Living Single-use Plastics Pledge with the commitment to eliminate problematic single use plastics and transition to reuse in council operations and delivered services by 2030. The appended policy sets out the councils' commitment to reducing the use of single use plastics.
- 9.8 The supply of single use plastics in the England is subject to regulated by the

Environmental Protection (Plastics Plates etc and Polystyrene Containers etc) England Regulations 2023. The regulations, which came into force in October 2023, make it unlawful to supply certain single use plastics items and imposes restrictions on others. The regulations are enforced by local authorities.

## **Equality**

- 9.9 The council has a Public Sector Equality Duty (PSED) under the Equality Act (2010) to have due regard to the need to:
- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
  - Advance equality of opportunity between people who share protected characteristics and people who do not
  - Foster good relations between people who share those characteristics and people who do not
- 9.10 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. Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.
- 9.11 The Cabinet is being asked to adopt the updated Single Use Plastics Policy and Action Plan, the focus of which is solely upon changing behaviours to reduce and eradicate the use of everyday disposal plastic items in favour of more environmentally sustainable practices. Adopting the Policy will not negatively impact any protected characteristic, the rationale for which is provided in 8.4.4.
- 9.12 The overall objective of the Policy and the Action Plans is to reduce the use of any plastic product designed to be used only once. Implementation, as set out in the Action Plans, focuses on two separate areas: Haringey Council premises and the borough. Appendix 1 sets out the actions that concern council premises. These will affect the council workforce, within which women and BAME people are overrepresented relative to the general population. The council workforce also includes people who have disabilities. Reasonable adjustments will be made in the implementation of the Action Plan where necessary to meet the needs of these people, and people who share the other protected characteristics, where they differ to the needs of others. It is not anticipated that the proposed decision will result in any direct or indirect discrimination for council staff.
- 9.13 Appendix 2 sets out the actions that will be implemented across the borough more widely. BAME people, young people, people with disabilities, and people from religious groups are overrepresented in Haringey relative to the London and UK populations. The objective of the proposed decision is to reduce use of single use plastics and plastic waste and the means by which the Action Plan seeks to do so are not anticipated to result in any direct or indirect discrimination for Haringey residents. Indeed, to the extent that the policy and the action plan results in a lower level of pollutants it can be expected to benefit the wards in Haringey that are more deprived on average and in which people

who share the protected characteristics are overrepresented, as these wards tend to have higher levels of plastic pollution. Moreover, actions to improve access to free water can be expected to benefit young people, older people, and people with disabilities and limiting health conditions in terms of their health.

## **10 Use of Appendices**

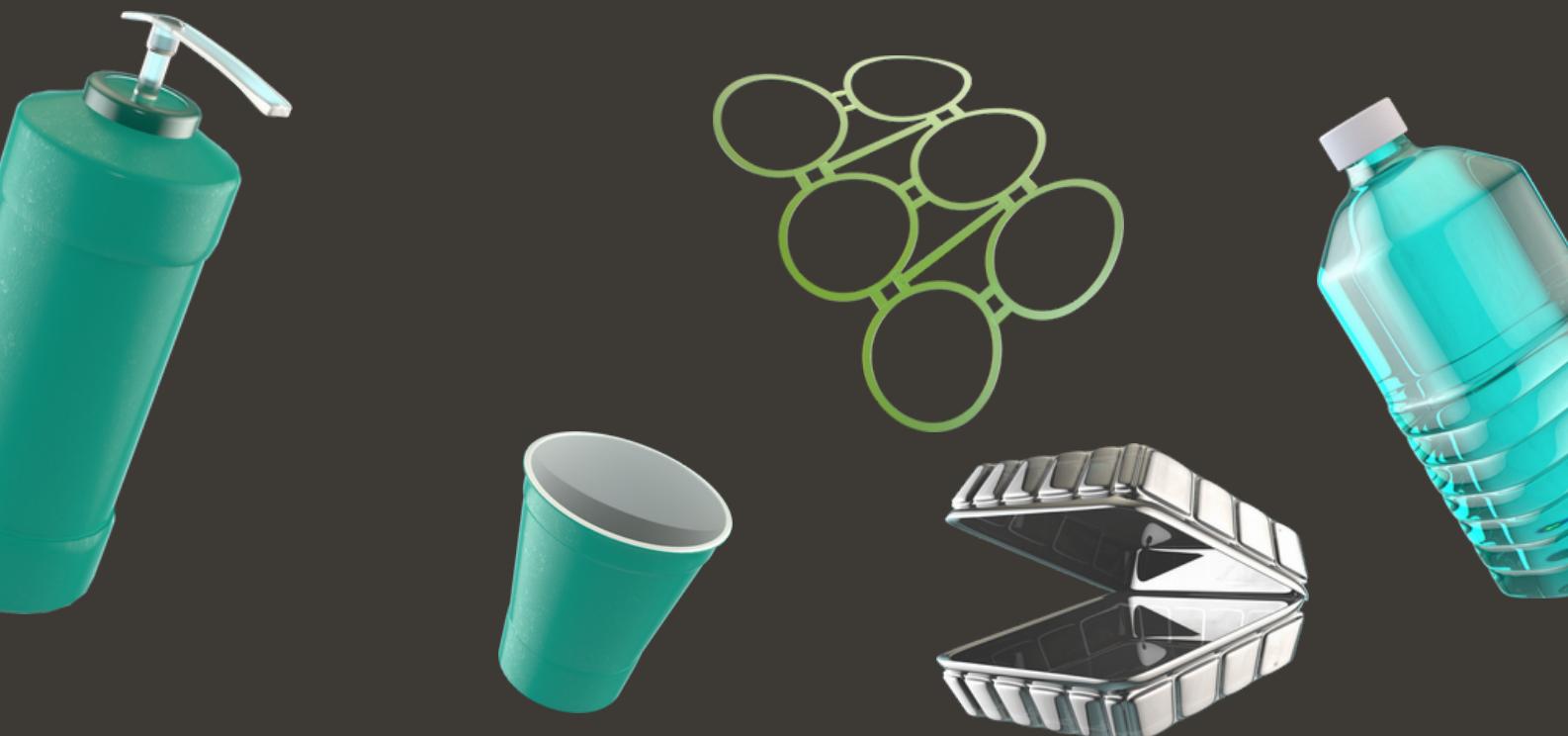
- 10.1 Appendix 1 – Single Use Plastic Policy
- 10.2 Appendix 2 – Single Use Plastics Action Plan

## **11 Background papers**

N/A

DESTINATION  
**50%**  
HARINGEY

# Single-Use Plastics (SUP) Policy report 2026-2028



## Introduction

The versatility and durability of plastic means its use is widespread litter from items used for a few minutes can last for centuries in landfill or as litter in the countryside or ocean. According to Government estimates, around the world, more than one million birds and over 100,000 sea mammals and turtles die every year from eating or getting tangled in plastic waste. (Next steps to tackle plastic waste - GOV.UK ([www.gov.uk](http://www.gov.uk))).

As well as contributing to litter, SUP are made from chemicals derived from fossil fuel production. The more plastic made, the more petrochemicals are required, and so the higher the demand for gas, oil and even coal. By reducing or removing SUP, we will help reduce the demand for fossil fuels, thereby reducing the CO<sub>2</sub> in the atmosphere. This will support Haringey's climate change emergency work.

SUP are defined by the Department for Environment, Food and Rural Affairs (Defra) defines single use plastics (SUP) as: 'any disposable plastic item which is designed to be used only once.'

Examples of SUP include containers, wet-wipes, straws, bottles and carrier bags. Often many products have SUP lining too, such as disposable coffee cups and takeaway food containers.



## Background

Haringey Council as a large employer and procurer of goods and services for 264,200 residents and numerous businesses, is well placed to help tackle the issue of SUP. Our priority is to address the unnecessary use of SUPs across our own services, in our buildings and schools and influence their use across the Borough. This will be done by both encouraging our staff to modify their behaviours, by changing our own practices around purchasing and procurement and supporting our residents and businesses to reduce the consumption of these items at home and work.

Haringey's last SUP policy ran from 2020 – 2022 and successfully delivered a wide range of plastic reduction initiatives including the introduction of water fountains for refillable bottles and recyclable drink cups in Council offices. This two year policy update supports Theme 2 of the Corporate Delivery Plan - Responding to the climate emergency, and Objective C4 of the Haringey Climate Change Action plan - To increase awareness and empower staff to take positive carbon reduction decisions.

## Post Covid working

The impact of COVID from 2020 affected previous working practices and the consequences continue, with many staff splitting their time between home and the office. This has led to fewer staff at any single time in many Council buildings, and in turn a change in the support and resources they need. There is no longer a café at River Park House and more work is being done electronically so waste produced over all.



## Action taken so far (National, regional and local context)

As well as changes in working practices, Government legislation has also impacted on single use plastics.

### Carrier bag charges 2021

To reduce the use of single use carrier bags and the litter they cause, a 5p charge was introduced for their use in 2015. From May 2021 this was increased to 10p and extended to all retailers.

According to Defra's data for the reporting year 2022 to 2023, the main retailers sold 133 million single-use carrier bags, a reduction of over 98% on the number of carrier bags since the charge was introduced.

### Plastics tax April 2022

A plastics tax was introduced in 2022 which is applied to plastic packaging produced in, or imported into, the UK and that does not contain at least 30% recycled plastic. The tax is designed to encourage the use of more recycled plastic or alternatives to plastics.

### Single use plastic ban October 2023

In October 2023, the UK government introduced a Single-Use Plastic Ban in England which prohibited certain single use plastic disposable items. These include:

- Plastic plates and trays, commonly used for serving food in takeaways and events and plastic bowls, frequently used for serving soups and desserts.
- Plastic cutlery, including spoons, forks, and knives and balloon sticks, polystyrene cups, and polystyrene food containers.

While the ban will encompass most single-use plastic items, there are some exceptions such as prefilled salad bowls or food that needs extra preparation such as adding boiling water or microwaving.



## Extended producer Responsibility (EPR) for packaging producers

Under the EPR regulations, all UK organisations that import or supply packaging may be responsible for the costs of dealing with packaging waste. Fees will be applied on a modulated basis depending on the recyclability of products. It will also aim to reduce unnecessary packaging, increase quality and reduce litter. This is being implemented in a phased approach from 2024.

### Deposit Return Scheme

A new scheme placing deposits on drinks containers is planned for 2025 and is likely to increase recycling and reduce litter and plastic. A target is in place to collect over 85% of returnable drinks containers once the scheme is up and running.

### Simpler Recycling

Simpler Recycling aims to ensure that residents and businesses across England have a consistent level of service, where the same materials are collected, no matter where you live. The core dry recycling materials to be collected are, glass bottles and jars, metal tins and cans, paper, card, plastic bottles, tubs and trays and plastic films. Haringey already collects all these except for plastic films which are required to be collected in 2027.



## Our Vision

Working along side the One World Living Single-Use Plastics Pledge, we aim to reduce the consumption of single use plastics across the Council, its services and across the Borough. Becoming a London leader in best practice for SUP reduction. Achieving this by using education, awareness, and behaviour change principles as well as improving our own supply chains, influencing our partners and rethinking our practices.

## Our objectives

1) Work to eliminate the avoidable use of SUPs across Council offices. 2) Work in partnership with schools to eliminate avoidable SUPs 3) Improve procurement practices to reflect the commitment to reducing SUPs in Haringey 4) Raise awareness amongst staff and partners about SUP to increase recycling rates across the Council's estate. 5) Support residents and raise awareness about SUP and promote schemes that enable them to reduce SUP. 6) Work with local businesses to reduce their use of SUP. 7) Partner with event organisers to eliminate avoidable SUPs at events held on Council land

## Our stakeholders

Internal stakeholders: Waste Services, Procurement, Events, Parks, Human Resources, Facilities Management, Corporate Communications. External stakeholders: GLA, NLWA, ReLondon, London Councils, Real Nappies for London, LPZ, Surfers against sewage, KBT, Ellen McCarthur foundation, Local schools, businesses, community and environmental groups.



## **Engagement and Communications**

To support the Council's objectives and encourage behaviour change, we are utilising all council communication approaches, traditional and digital channels and press releases. Create an online survey and quiz competition to encourage reusable items and to increase participation.

## **Budget**

Costs are predominantly contained within the existing waste services budget/NLWA budget

## **Governance**

An internal board will be responsible for reviewing the SUP action plan on a yearly basis. One of the actions of the Council's action plan is to establish a network of sustainability champions across council buildings. This will assist in Identifying areas for plastic and waste reduction in service areas and council buildings and new ways to tackle SUPs across the organisation.

Haringey's SUP action plan is outlined in Appendix 1 This action plan outlines actions completed from the 2020/22 policy as well ongoing, and future actions planned for the Council. The actions are focused on 4 areas: Council, Schools, Residents, Businesses.

## **Appendix 1 – SUP actions (see separate spreadsheet).**

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**Haringey Council**  
**Single Use Plastics (SUP) Action Plan**

Action no.	Action	Lead	Funding	Time Frame
<b>Council</b>				
1	Follow-up audits of Alexandra House, using a representative sample to assess the uses of SUPs, publish results internally, and develop solutions.	Recycling, Waste & Waste Enforcement	No cost	October 2026 November 2027
2	Develop a SUP webpage with links to our actions.	Recycling, Waste & Waste Enforcement	No cost	June 2026
3	Create Online survey about SUP for staff. Include quiz competition to increase participation	Recycling, Waste & Waste Enforcement	No cost	June 2026
4	Establish a network of sustainability champions across council buildings to identify new ways to tackle SUPs, engage with staff and report progress annually	Recycling, Waste & Waste Enforcement	No cost	October 2026
<b>Events/Parks</b>				
1	Events Team to work with event organisers to reduce the use of SUPs at events, and, where equipment sourcing is feasible at events of <2000 attendees, ensure that refill stations are deployed.	Parks & Leisure	Parks	Complete. Process now in place.
2	To revise Events Management Plans to create more stringent criteria for event organisers on Haringey land. This will cover sustainability and SUPs.	Parks & Leisure	Events	Complete. Process now in place.
3	Reduce the use of new laminated signage in parks. correx boards now used more often, enabling signage to be reused. Will be ordering reusable cable ties.	Parks & Leisure	Events	In place. Correx boards and reusable cable ties used where possible
4	To work with café operators in Council managed parks to offer free water refills or for the parks to have water fountains.	Parks & Leisure	Events	April 2027
<b>Schools</b>				
1	Work with NLWA Education Steering Group to promote and assist in delivering the <i>In the Know</i> waste	NLWA & Recycling,	No costs	Initiative commenced Sept 2024, with four primary schools having participated so far

	education programme for primary schools, Promote the Education Hub which includes teaching materials for various topics, including plastic and other environmental education activities to schools across the borough.	Waste & Waste Enforcement		Next cohort now being engaged ready for Sept 2026 intake. Schools for 2027 will be confirmed at annual review as led by NLWA
2	Create and publish a section on the website for the Plastic Free Schools programme led by Surfers Against Sewage. Share advice, guidance and encourage schools to sign up to the programme	Recycling, Waste & Waste Enforcement	No costs	June 2026
3	Encourage schools to sign up for visits to the Edmonton EcoPark House, which is the new NLWA educational hub that delivers waste prevention and recycling activities.	NLWA- Recycling, Waste & Waste Enforcement	No costs	Ensure all schools aware of resource by February 2026
<b>Residents</b>				
1	Using zero-cost media, encourage residents and commuters to take refillable items with them	Recycling, Waste & Waste Enforcement	No costs	June 2026
2	Promote reusable nappies	Recycling, Waste & Waste Enforcement- Real Nappies for London	NLWA Budget	New supply contract now in place. Update website by June 2026
3	Encourage residents to use Refill App	Recycling, Waste & Waste Enforcement	No costs	Update website by June 2026
<b>Businesses</b>				
1	Advertise how to reduce SUPs in the food industry to takeaways and restaurants	Recycling, Waste & Waste Enforcement	No costs	February 2027
2	Support the NLWA 'Bring It' campaign, to help local businesses reduce the use of SUP.	Recycling, Waste & Waste Enforcement	No costs	Relaunch November 2026
3	Create a section for the Council website with advice for businesses and partner organisations on how to reduce their waste, eliminate SUPs and save money by doing it.	Recycling, Waste & Waste Enforcement	No costs	February 2027

4	Promote the Surfers Against Sewage Plastic Free Communities scheme via link on Haringey website	Recycling, Waste & Waste Enforcement	No costs	February 2027
5	Promote the ReLondon Circular Business Community site to connect businesses tackling single-use plastic across London, using social media, Haringey Business Bulletin, and Haringey website.	Recycling, Waste & Waste Enforcement	No costs	February 2027
<b>OWL (One World Living) Plastics Pledge</b>				
1	Sign the OWL Plastics Pledge	Waste & Waste Enforcement	No costs	Completed. Signed in October 2025
2	Provide an annual update up to 2030 for London Councils' Climate Team outlining key activities taken on elimination of problematic single use plastics. The first annual update will be required in Q2 2026.	Waste & Waste Enforcement	No costs	Annual reporting procedure in place. First report scheduled for submission, September 2026

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**MINUTES OF THE MEETING Cabinet Member Signing HELD ON Thursday, 27th November, 2025, 11:30am – 11:45am****PRESENT:****Councillors: Sarah Williams**

**In attendance: Kodi Sprott, Principal Committee Coordinator, Paul McCabe, Head of repairs and maintenance, Mukharram Mirbabaeva, Senior Programme Manager, Lauren Parker, Alliance Contract Manager**

**1. FILMING AT MEETINGS**

The Cabinet Member referred to the filming at meetings notice and this information was noted.

**2. APOLOGIES FOR ABSENCE**

There were no apologies for absence.

**3. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**4. URGENT BUSINESS**

There were no items of urgent business.

**5. DEPUTATIONS / PETITIONS / QUESTIONS**

There were none.

**6. EXTENSION OF CONTRACT FOR MOBILE WORKFORCE MANAGEMENT TECHNOLOGY**

The current contract to provide a mobile workforce management system for Repairs & Maintenance within HRS to support operational delivery of responsive repairs to the Council's housing stock would expire on 22 November 2025. The Council originally entered into a G-Cloud 12 Call Off Contract with Total Mobile from 23 November 2022 to 22 November 2024. There was an option included for two annual extensions. The contract was extended in November 2024 for a 12-month period by way of Delegated Authority Report.

On 12 August 2025, the Housing IT Board had agreed to extend the contract for an additional year to continue to provide a mobile workforce management system. This extension was pursuant to Contract Standing Order 18.02 (contract variations & extensions), and 0.0.8 (approval by Cabinet Member). This report also sought

approval to upgrade from the legacy Service Connect Mobile platform to the new Total Mobile Mobilise platform.

## **RESOLVED**

That pursuant to Contract Standing Order 18.02 (contract variations & extensions), and 0.0.8 (approval by Cabinet Member), the Cabinet Member for Housing and Planning (Deputy Leader) approved:

1. The extension of the contract for the provision of a mobile workforce management system to Total Mobile Limited for an additional 11 months from 23 November 2025 to 22 October 2026 at a cost of £202,028.
2. The development fees and project management costs of £40,049 associated with Connect dashboards development and upgrade to Mobilise platform.
3. Agreed the total costs contained within Appendix A - Exempt Report.

## **Reasons for decision**

### **Service Continuity:**

Total Mobile has been the primary system supporting repairs operations. Extending the contract ensured the continuity of service, which was fundamental for maintaining consistent and reliable repairs provision and directly impacted tenant satisfaction and overall service quality. A change at this time would introduce significant risk until such time as the backlog of repairs has been cleared in full.

### **Strategic Procurement Planning:**

Digital Services were currently planning a full procurement for a new Mobile Workforce system. This 11-month extension provided the necessary time and stability to conduct a thorough procurement, implementation, and transition process, mitigating the high risk of operational disruption associated with a new system deployment.

### **Legal and Regulatory Compliance**

**Meeting Awaab's Law and HHSRS:** The upgrade from the legacy Connect Mobile platform to Mobilise was essential for regulatory compliance as the current system was in a maintenance-only phase and could not support new legislative demands. Awaab's Law, effective from October 27, 2025, set out strict statutory deadlines for social landlords to investigate and resolve hazards. The Mobilise platform provided the necessary capabilities, including a live audit trail of actions, investigations, and works completed, which was critical to evidence compliance and avoid legal action. Furthermore, Mobilise supported the full suite of 29 Housing Health and Safety Rating System (HHSRS) forms, including Asbestos management, resolving a major limitation of the current platform.

### **Financial Prudence**

**Cost-Effectiveness:** Extending the existing contract was a commercially advantageous and cost-effective decision. The current agreement was based on the G Cloud 12

procurement framework, which had a lower pricing structure than the current G Cloud 14 framework where all suppliers had increased prices. Exercising the final 11-month extension under the existing terms maximised the time the Council benefited from the commercially lower legacy pricing structure.

Minimising Disruption:

Staff were already trained and familiar with the Total Mobile system. Extending the contract minimised disruption and the need for additional training and allowed the team to focus on their core responsibilities without the need to adapt to a new housing system.

By extending the contract with Total Mobile, officers were making a strategic decision that prioritised operational stability, cost efficiency, and continuous improvement in our repairs' operations.

### **Alternative options considered**

**Do Nothing:** This option was rejected as the current contract expires on 22 November 2025, which would leave the service without a mobile workforce management system and pose a serious detriment to the delivery of repairs.

**Develop our own mobile workforce management system:** This was rejected because the Council's Digital Services lacks the capability to develop an application of this size and complexity.

**Procure a new housing repairs system:** This option was rejected due to the significant time and resources required to carry out a full procurement. This 11-month extension provides the necessary time for Digital Services to carry out a full procurement for a new Mobile Workforce system which they have initiated. Progress on this procurement is reported to the Housing IT Board.

## **7. CHETTLE COURT, CORDELL HOUSE, EDGEcot GROVE STRUCTURAL REMEDIATION WORKS**

This report sought approval from the Cabinet Member of Housing & Planning, in accordance with the Council's Standing Order (CSO) 0.08, for the direct award of a contract under CSO 10.1 to Contractor A. The proposed contract, valued at £2,943,866, was for the structural remediation of three residential blocks: Chettle Court, Cordell House and Edgecot Grove. Upon completion, the works would fully restore the structural integrity of the buildings, ensuring their long-term stability and safety. Works would be delivered under the JCT Standard Building Contract with Approximate Quantities (2016 Edition) over a 30-week period.

### **RESOLVED**

1. Pursuant to the CSO 0.08, it was recommended that the Cabinet Member of Housing & Planning approve the direct award of the contract to Contractor A for structural remediation works at Chettle Court, Cordell House, and Edgecot Grove for £2,943,866, with a 30-week delivery period.

2. It was further recommended that the Cabinet Member for Housing and Planning approved the professional fees of £155,621 which represented 5.29% of the contract sum. And notes the total project cost of £3,009,487.
3. For Cabinet Member for Housing and Planning to note that an estimated total of £851,890.51 that would be recovered from leaseholders as their contribution to the cost of the works.

### Reasons for decision

A key objective of the Housing Asset Management Strategy was to ensure that Haringey's housing assets were safe and fully compliant with the latest Building Safety Regulations. In addition, the strategy supported the overarching priorities set out in the Corporate Delivery Plan (2024-2028), specifically: 'Homes for the Future – Everyone has a home that is safe, sustainable, stable and affordable' and 'We will work together to drive up the quality of housing for everyone'

Cabinet Member for Housing & Planning approval was sought to directly award a JCT Standard Building Contract with Approximate Quantities 2016, for the delivery of essential structural remediation works at Chettle Court, Cordell House and Edgecot Grove. This contract would be awarded via a direct appointment under Lot 2.2 of the London Construction Programme Major Works Framework. The procurement process was fully overseen and managed by Haringey Council's Strategic Procurement team to ensure compliance and transparency. The contract would run for a duration of 30 weeks.

The three blocks included in the project have been identified as requiring structural remediation works following structural surveys, asbestos surveys and a fire safety survey. The project would enable works to commence and contribute to properties being maintained to a safe and compliant standard.

In 2022 the works were tendered and, following evaluation, awarded by a member decision dated 18 March 2022, to Cosmure Construction (London) Limited. However, following the contract award but before commencement on site the contractor began experiencing financial difficulties and in May 2023 a Company Voluntary Arrangement (CVA) was approved. Cosmure's CVA was then terminated in September 2024, and they formally entered into liquidation. The works were then retendered in 2024.

The Tenderers were asked to provide social value submission, which accounted for 10% of the total Tender score. The London Borough of Haringey was dedicated to a performance and evidence-based approach to Social Value.

Using the National TOMs (Themes, Outcomes, and Measures) System developed by the Social Value Portal, bidders were required to propose credible targets for the following performance areas, which would be monitored:

- Employment:** Direct FT employees hired for duration of contract.
- Employment:** Direct FT employees from a NEET background hired for the duration of the contract.
- Employment:** Work experience placements.
- Local Businesses:** Expert advice to VCSE and MSE. Page 10
- Local Businesses:** into work for local jobseekers.

- Local Businesses:** Local spend targeted areas.
- Employment:** Percentage of staff paid London living wage.
- Supply Chain:** Percentage of supply chain paid London living wage.
- Training:** Access to accredited short course portal
- Local education:** School engagement and curriculum support activities.
- Volunteering:** 32 hours of volunteer time to support local initiatives.
- Training:** Resources to support VCSE.
- Environment:** Carbon offsetting donation.
- Community:** Donations to community projects.
- Health:** Donation to health interventions.
- Training:** Equality, diversity and inclusion training for staff.
- Health:** Staff provided access to health and wellbeing programmes.
- Health:** Access to accredited training portal

The value of the Social Value commitment was detailed in Appendix A – Exempt Report. Following evaluation of bids bidder A was the preferred bidder. The S20 notice issued to leaseholders was however discovered to be incorrect, so an award could not proceed.

Bidder A was however a top-ranking contractor on Lot 2.2 on the LCP framework, a Qualifying Long-Term Agreement covering the works involved. Officers therefore propose a direct award, subject to appropriate S20 consultation to bidder A. The correct S20 notices have now been served (see Leasehold Implications below).

### **Alternative options considered**

An alternative option would be to advertise the contract through the London Construction Programme Major Works framework. However, as the contract had already been competitively tendered, and the successful contractor is also the top ranked provider under Lot 2.2 of the framework a decision was made to proceed with a direct award to this contractor. This approach was endorsed by Haringey Council's Strategic Procurement team, which considered factors such as the efficiency of accessing pre-approved contractors and the added value of engaging a company with a strong local presence and commitment of resources within the borough.

The option of not proceeding with the proposed work was considered. However, this would prevent the Council from fulfilling a key priority of the Housing Asset Management Strategy 2023-28 – namely ensuring that existing council owned properties are maintained to a safe and compliant standard.

## **8. EXCLUSION OF THE PRESS AND PUBLIC**

Items 9 and 10 were subject to a motion to exclude the press and public from the meeting as it contained 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.

**9. EXEMPT EXTENSION OF CONTRACT FOR MOBILE WORKFORCE MANAGEMENT TECHNOLOGY**

The exempt information was considered.

**10. EXEMPT CHETTLE COURT, CORDELL HOUSE, EDGECAST GROVE STRUCTURAL REMEDIATION WORKS**

The exempt information was considered.

CHAIR:

Signed by Chair .....

Date .....

**MINUTES OF THE Cabinet Member Signing HELD ON Monday,  
1st December, 2025, 10.30 - 10.42 am**

**PRESENT:**

**Councillors: Zena Brabazon**

**ALSO ATTENDING:**

**9. FILMING AT MEETINGS**

The filming at meetings notice was discussed.

**RESOLVED:**

The filming at meetings notice was noted

**10. APOLOGIES FOR ABSENCE**

There were none.

**11. DECLARATIONS OF INTEREST**

There were none.

**12. URGENT BUSINESS**

There was none.

**13. DEPUTATIONS / PETITIONS / QUESTIONS**

There was none.

**14. PARK VIEW SECONDARY SCHOOL BLOCK A ROOF REPLACEMENT - AWARD OF CONTRACT FOR CONSTRUCTION RELATED CONSULTANCY SERVICES**

The Major Projects Delivery Manager introduced the report. The rationale for the proposals were explained.

It was explained that the report represented the conclusion of the tender exercise for construction related multi-disciplinary consultancy services up to the value of £688,956.80, to support the replacement of Block A roof and a section of Block B roof at Park View School.

It was noted that it had been agreed that the remediation works would be to replace the roof containing Reinforced Autoclaved Aerated Concrete (RAAC).

It was explained that most costs associated with the project would be reimbursed by the Department for Education.

Following questions from the Cabinet Member, it was explained by officers that the tender exercise for the award of contract had been undertaken through the Council's Dynamic Purchasing System (DPS).

**RESOLVED:**

That the Cabinet Member for Children, Education and Families, pursuant to Contract Standing Order (CSO) 0.08, to:

1. Approved the award of contract to Consultant B for RIBA 2-6 construction-related multi-disciplinary consultancy services up to the value of £688,956.80, to support the replacement of Block A roof and a section of Block B roof at Park View School, pursuant to CSOs 0.08, 2.01c and 8.01.
2. In accordance with CSO 16.04, approved issuance of a letter of intent to the value of £100,000.

**Reasons for decision**

Following an inspection of the teaching Block A at Park View School by an external structural engineer, Reinforced Autoclaved Aerated Concrete (RAAC) was discovered forming part of the structural slab of the roof. On 14 April 2023, due to the risk of failure and collapse of this building element, it was recommended that the top floor of the building, consisting of 14 classrooms and office space, be immediately vacated. It was confirmed by the structural engineer that the other floors of the building could be safely used by students and staff. A curriculum and space analysis was undertaken and it was determined that the school required temporary accommodation including 13 classrooms, one shared office and four toilets until the structural issue could be remediated.

Interim teaching arrangements were initially put in place at the school from Monday 17 April 2023. These consisted of teaching many pupils in shared or communal spaces such as the sports gym. This was not considered to be a sustainable solution and was impacting the quality of teaching and learning; additionally, the gym was required to support GCSE exams from mid-May.

Cabinet Member approval was granted in May 2023 to award a contract to Portakabin Ltd to provide the required temporary accommodation by September 2023 for an 18-month hire period at Park View School.

Construction and installation of the temporary accommodation was completed on programme in September 2023. Variations of the Cabinet approval were granted by the Director of Schools and Learning in January 2025 and the Cabinet Member for Children, Education and Families in July 2025, for an extension of the rental period whilst a permanent solution to remediate the RAAC was developed.

A multi-disciplinary design team was appointed in September 2024 to undertake a feasibility study to determine the most appropriate solution to fully remediate the RAAC.

Agreement for funding of the recommended approach for a permanent solution to remediate the RAAC was received from the Department for Education (DfE) in May 2025, which on completion, would allow students to return to the main building.

The proposed permanent remediation was to replace the roof containing RAAC. This included removal of all RAAC panels from the school, then installation of a new deck and roof covering on Block A and the section of Block B that contained RAAC. Consequential works, such as removal and reinstatement of internal top floor partitions, windows and services to enable replacement of the roof deck, were included in proposals at that time. To undertake such invasive works and minimise disruption to teaching and learning, levels 2 and 3 of Block A and one section of Block B needed to be vacated. The project scope included provision of temporary classrooms in addition to those already at the school.

Following these works, students would be able to return to their classrooms in Blocks A and B and all existing temporary accommodation would be removed from site.

An architect-led, multi-disciplinary design team was required to develop the design from RIBA stages 2 to 6 and assist Haringey in the preparation of funding application documents to confirm the quantum of DfE funding.

A proposal to procure this resource using the London Construction Programme Dynamic Purchasing System (DPS) was presented to the Cabinet Member for Children, Education and Families on 3 September, who granted permission to initiate a tender exercise. Soft market engagement was undertaken to ascertain interest and availability within the market, with positive feedback on the proposed approach.

The DfE agreed to reimburse Haringey for the majority of costs relating to the roof replacement and all temporary accommodation. However, Haringey was still required to fund some elements of the project. These mostly related to internal resource costs.

All temporary accommodation, including Portakabins installed in July 2023 and additional temporary accommodation to support the permanent RAAC remediation works, was required for Haringey to fulfil its statutory duty to provide sufficient school places. The permanent removal of RAAC was in line with UK Government guidance published in August 2023.

A design development contingency allowance was usually set at 10% from the end of RIBA stage 1. However, based on the priced risk log prepared at feasibility and pending further intrusive surveys, the Quantity Surveyor for the feasibility stage recommended a 20% risk allowance for this project. This was reviewed as part of the feasibility approval process and was reported to the DfE. The recommendation reflected the same contingency to ensure the design team fees aligned with the maximum forecast construction costs.

### **Alternative options considered**

Do nothing – The Department for Education stated that all RAAC must be removed. Therefore, doing nothing was not an appropriate option and the Council would have failed in its statutory duty to provide sufficient school places in an environment capable of delivering the full curriculum to the requisite standard. The Council would, therefore, have been deemed to be in breach of its statutory duty.

In-house – There was currently no resource within the Council that had the capacity, specialist expertise or qualifications to deliver this service.

Invite open tenders via Contracts Finder – This would have resulted in a protracted tender period and delayed delivery of the project.

Extension of contract for the design team that carried out the feasibility study would not have complied with Public Procurement Regulations. Therefore, a new tender exercise was required.

Use an alternative public sector DPS – This would not have been compliant with CSO 8.02, given the LCP DPS had been deemed suitable for the requirements being sought.

## **15. EXCLUSION OF THE PRESS AND PUBLIC**

That the press and public be excluded from the remainder of the meeting as item 8 contained exempt information as defined under paragraph 3, Part 1, Schedule 12A of the Local Government Act 1972: Information relating to the financial or business affairs of any particular person (including the authority holding that information).

## **16. EXEMPT - PARK VIEW SECONDARY SCHOOL BLOCK A ROOF REPLACEMENT - AWARD OF CONTRACT FOR CONSTRUCTION RELATED CONSULTANCY SERVICES**

The exempt report and recommendations were discussed.

### **RESOLVED:**

That the Cabinet member for Children's Schools and Families:

1. Noted and approved the exempt recommendations.

CHAIR:

Signed by Chair .....

Date .....

## **MINUTES OF CABINET MEMBER SIGNING HELD ON THURSDAY 4 DECEMBER 2025, 11:45AM – 11:50AM**

**PRESENT:** Councillor Sarah Williams, Cabinet Member for Cabinet Member for Housing and Planning (Deputy Leader)

**In attendance:** Daniel Fielder, Head of Residential Building Safety, Claude Pascal, Fire & Asbestos Manager and Nazyer Choudhury, Principal Committee Co-Ordinator

### **1. FILMING AT MEETINGS**

The Chair referred to the notice of filming at meetings and this information was noted.

### **2. APOLOGIES FOR ABSENCE**

There were none.

### **3. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **4. URGENT BUSINESS**

There was no urgent business.

### **5. DEPUTATIONS / PETITIONS / QUESTIONS**

There were none.

### **6. VARIATION OF CONTRACTS FOR THE DELIVERY OF FIRE SAFETY WORKS**

To vary existing contracts with three suppliers for the continued delivery of fire safety works, pending the implementation of a long-term contract to be procured.

In order for the council to meet its statutory obligation under the Fire Safety Order (as amended) 2005, the Building Safety Act 2022, and the Fire Safety Act 2021 as well as the requirements of the Housing Acts 1994, 2004 and the Health and Safety at Work Act 1974, the council needs to undertake fire safety works in residential buildings, as identified through fire risk assessments, to comply with current regulations to ensure the safety of those living and visiting them.

## The Cabinet Member RESOLVED

For the Cabinet Member for Housing & Planning and Deputy Leader, pursuant to Contract Standing Orders 18.03.3 & 2.01(d) to approve variation of contracts to three suppliers as per the table below

Supplier	Original Contract Value	Variation
A	£499,999	£833,333 (167%)
B	£499,999	£833,333 (167%)
C	£499,999	£833,333 (167%)

Each of the 3 existing contracts are to be varied by 167% due to the urgent need for continued delivery of works by existing contractors, following unavoidable delays in procuring a longer-term contract.

### Reasons for decision

It was essential to maintain continuity to complete actions from the fire risk assessments, as stopping this for any period, will increase the number of actions, as we continue to carry out fire risk assessments in accordance with our statutory obligations and will further increase risk of them becoming overdue and putting resident safety at risk.

The Council aimed to ensure that fire risk assessment actions were completed in a timely manner in line with our policy objectives for Fire & Building Safety. Varying these contracts would enable actions to continue to be completed whilst procurement of a long-term contract is undertaken, that would support and compliment delivery of actions by in-house teams.

External contractors were essential to this delivery programme due to the flexibility and amount of resource required as well as the level of skill and certification required to demonstrate competency.

The variation would also ensure that remediation works could be delivered at the existing rates agreed with the contractors, during the original procurement in 2024/25. As market rates will undoubtedly have increased since this time, this helped to ensure value for money through these variations.

Haringey had also given a commitment to the regulator For Social Housing to reduce high-risk overdue actions and to ensure they are completed in a timely manner. Failure to vary the current contracts would put that commitment at risk of failure.

### **Alternative options considered**

Do nothing:

This option had been rejected because this would mean an accumulation of actions from the fire risk assessment remain unallocated without an appropriate facility to complete works in a compliant manner, at the required scale to meet the overarching strategic objectives, to reduce actions and meet our commitments to the Regulator for Social Housing.

Utilise the DLO to deliver works:

This option had been rejected as the DLO is already under significant pressure to deliver the Responsive Repairs Service. This option is not a viable proposition for the either the short or medium to long term planning of the Council, due to the lack of competencies and resources to meet the required standards.

Procure new contracts without first varying existing contracts:

This option was being progressed but the variation under this report allows sufficient time to complete the procurement. However, it is not possible to maintain delivery if existing contracts are not varied and we rely wholly on a new contract being put in place.

Utilise an external framework to make a direct award to a separate contractor:

This option had been rejected by our Strategic Procurement due to the need to maintain internal control over the procurement process.

## **7. EXCLUSION OF THE PRESS AND PUBLIC**

Item 8 was subject to a motion to exclude the press and public be from the meeting as it contained 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.

**8. EXEMPT VARIATION OF CONTRACTS FOR THE DELIVERY OF FIRE SAFETY WORKS**

The Cabinet Member considered the exempt information.

CABINET MEMBER: Councillor Sarah Williams

Signed by Cabinet Member .....

Date ..... 4 December 2025.....

## **MINUTES OF CABINET MEMBER SIGNING HELD ON THURSDAY 4 DECEMBER 2025, 1:00PM – 1:10PM**

**PRESENT:** Councillor Sarah Williams, Cabinet Member for Cabinet Member for Housing and Planning (Deputy Leader)

**In attendance:** David Sherrington, Head of Estate Renewal, Ishen Stewart-Dowding, Senior Housing Delivery Project Manager, Robbie Erbmann, Delivery Director and Nazyer Choudhury, Principal Committee Co-Ordinator

### **1. FILMING AT MEETINGS**

The Cabinet Member referred to the notice of filming at meetings and this information was noted.

### **2. APOLOGIES FOR ABSENCE**

There were none.

### **3. DECLARATION OF INTEREST**

There were none.

### **4. URGENT BUSINESS**

There were none.

### **5. DEPUTATIONS / PETITIONS / QUESTIONS**

There were none.

### **6. BWF - FRA PROGRAMME VAIATION**

In line with Contract Standing Order (CSO) 0.08, 2.01(d) and 18.03, the report sought approval from the Cabinet Member for Housing and Planning (Deputy Leader) to vary the BWF – Fire Risk Assessment and Protective Coatings contract, increasing the contract sum by a further £690k to deliver the works set out in the report. The revised total contract sum would be £5.94m.

The additional works were detailed in Appendix A – Exempt Report and would be carried out to all eight blocks within the existing BWF – Fire Risk Assessment and Protective Coatings contract. The additional works were required to ensure the programme achieves full compliance with current Fire and Building Safety Regulations. Carrying out these works would provide crucial benefits, including ensuring compliance with the Building Safety Act, fulfilling legal duties to protect occupants from fire hazards, implementing effective fire prevention and control measures, and preventing the spread of fire and smoke. These works would enhance occupant

safety, provide peace of mind, and reduce the risk of severe incidents by identifying and rectifying potential fire risks within a building.

### **The Cabinet Member RESOLVED**

1. Pursuant to (CSO) 0.08, 2.01(d) and 18.03, to approve the variation of the BWF – Fire Risk Assessment and Protective Coatings contract in the sum of £5.25m, authorises an increase in the contract sum by a further £690k, and approves the use of contingency as set out in the report. The revised contract value will be £5.94m.
2. To agree the total costs and scope of works contained within Appendix A of the Exempt Report.

### **Reasons for decision**

The BWF – Fire Risk Assessment and Protective Coatings Contract was developed following a series of fire risk assessments, which identified essential fire safety works to 8 blocks on the estate. The works were required to ensure that residential buildings met current fire safety legislation and adequately resisted the spread of fire throughout the communal areas and provided a protected means of escape to allow the safe evacuation of residents and safe access by the fire brigade. The project commenced November 2023. During the works, the project team identified and agreed that additional works were required to ensure the project met current fire safety regulations. The additional works were not identified at tender stage; however, they were considered essential for compliance and include the following:

- Replacement of all windows, including spandrel panels to the communal stairwell of Kenley, a 17-storey residential block
- Installation of enhanced emergency lighting across all wing blocks
- Provision of additional fire-rated doors on external balconies
- Upgraded wayfinding and fire safety signage
- Implementation of essential fire safety features and surface finishes across all eight blocks on the Estate
- Additional works to complete the programme as detailed in the table in Appendix A – Exempt Report

The above measures would ensure compliance with current building and fire safety across the estate.

Subject to approval of the additional budget allocation, the Broadwater Farm (BWF) – Fire Risk Assessment (FRA) Programme would proceed towards full completion. The

current programme anticipated a final project sign-off and end of defects period by March 2026.

Completing these works would ensure that the eight blocks currently included in the programme achieve full compliance with the existing Fire and Building Safety Regulations.

While the Broadwater Farm Estate comprises ten blocks in total, it was acknowledged that Rochford and Martlesham are not covered under this scope.

These two blocks would instead benefit from upgrade works under the separate Pilot Refurbishment Programme.

### **Alternative options considered**

Do nothing – Doing nothing was not an option as the Council needed to comply with current fire safety regulations to ensure the safety of residents and visitors to the 8 blocks on the Broadwater Farm Estate. Also, bringing forward elements of the major works programme will improve the overall condition of the communal parts, and enhance the quality of life for residents on the estate.

The only option available was to extend the current contract sum and programme to enable the existing contractor to continue with the additional works to ensure the essential fire safety features are incorporated into the programme.

## **7. AWARD OF CONSTRUCTION CONTRACT**

The report sought Cabinet Member approval to appoint the preferred contractor for the delivery of a construction contract at undisclosed site – detailed in the exempt part of the report. The development was designed to provide safe and secure accommodation.

The Cabinet Member was asked to approve the appropriation of the land outlined in red on the plan at Appendix 2—from housing to planning purposes—to enable the delivery of the scheme. This appropriation would allow the Council to exercise its powers to override any third-party rights or interests (subject to appropriate engagement with affected parties), and subsequently re-appropriate the land back to housing use upon practical completion of the development.

### **The Cabinet Member RESOLVED**

1. To approve the appointment of Contractor A, as identified in the Appendix 1 exempt part B of this report, to undertake the new build works for the contract sum as set out in the exempt report.

2. To approve the rents as set out in section 1.5 of the exempt part of this report.
3. To approve the exemption as set out in section 1.6 of the exempt part of this report.
4. To note the engagement and consultation undertaken in relation to this site, as detailed in section 3 of the exempt part of the report.
5. To approve the appropriation of the land, shown edged red on the plan at appendix 2 in the exempt part of the report, from housing purposes to planning purposes pursuant to Section 122 of the Local Government Act 1972, as it is no longer required for the purpose for which it is currently held, and for the purpose of carrying out the works approved under the planning permission for the scheme.
6. To approve the use of the Council's powers under Section 203 of the Housing and Planning Act 2016 to override any easements and other third-party rights and interests relating to the land edged red on the plan at Appendix 2 in the exempt part of the report that may be infringed by the development approved under the planning permission for the scheme and further described in the exempt part of the report.
7. To delegate authority to the Corporate Director of Culture, Strategy and Communities, in consultation with the Corporate Director of Finance and Resources, to agree and make any necessary compensation payments arising from valid claims relating to third-party rights affected by the development, in accordance with the Council's scheme of delegation.
8. To approve the appropriation of the land shown edged red on the plan at appendix 2 in the exempt part of the report, from planning purposes back to the Housing Revenue Account (HRA) for housing purposes under Section 19 of the Housing Act 1985 upon practical completion of the development.
9. To approve the total scheme cost as set out in the exempt part B of the report.
10. To approve the issuance of a Letter of Intent for up to 10% of the contract value, as detailed in the exempt section of the report.

### **Reasons for decision**

Contractor A has been identified through a formal tender process as the preferred contractor to deliver the new build.

There were no known reasons to believe that any third-party rights had been infringed by the development for the reasons set out in the section 6.2 (leading to the exempt part of this report).

This scheme would contribute to the Council's commitment to deliver high-quality, affordable provision as set out in the exempt part of this report in Haringey.

### **Alternative options considered**

One option considered was to not to proceed with the development, as the Council had no statutory duty to provide such services. However, excluding this site would have undermined the Council's ability to meet identified local needs.

The opportunity was procured through a competitive tender process using the Council's Dynamic Purchasing System. This route was recommended by Strategic Procurement based on the contract value and the need to ensure a fair and transparent process.

Alternative procurement options included either a restricted competitive tender to the open market via the Haringey Procurement and Contract System or a direct award to one of the LCP framework providers. These options were rejected in favour of the DPS route, which offered stronger safeguards around quality and pricing through open competition.

In order for the Council to carry out the works under the planning permission, the land must be appropriated for planning purposes pursuant to Section 122 of the Local Government Act 1972. If the Council did not appropriate the site for planning purposes, the works would not be authorised under the planning powers of Part 9 of the Town and Country Planning Act. Also, the Council could not use its powers under Section 203 of the Housing and Planning Act 2016 to override the party interests and rights, and, this would expose the development to potential delays or legal challenges from third-party claims. By utilising its powers under Section 203 of the Housing and Planning Act 2016, the Council has ensured that any third-party rights or easements affected by the development were converted into a right to compensation, rather than a right to seek an injunction. The Council acknowledged the potential rights of third parties and would make compensation payments where a legal basis was established. The Housing Delivery team engaged with local residents throughout the feasibility and design stages, and feedback received was considered by the Planning Committee in its decision-making.

The Council could have opted not to appropriate the land back to housing purposes upon completion of the building works. This option was rejected, as it would have prevented the Council from offering the much needed provision as set out in the exempt part of the report.

## **8. EXCLUSION OF THE PRESS AND PUBLIC**

Items 9 and 10 were subject to a motion to exclude the press and public from the meeting as it contained 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.

**9. EXEMPT - BWF FRA - PROGRAMME VARIATION**

The Cabinet Member considered the exempt information.

**10. EXEMPT - AWARD OF CONSTRUCTION CONTRACT**

The Cabinet Member considered the exempt information.

CABINET MEMBER: Councillor Sarah Williams

Signed by Cabinet Member .....

Date .....5 December 2025.....

**MINUTES OF THE MEETING Cabinet Member Signing HELD ON  
Monday, 8th December, 2025, 1.00 - 1.41 pm**

**PRESENT:**

**Councillors: Emily Arkell**

**ALSO ATTENDING:**

**Councillors: Alessandra Rossetti**

**11. FILMING AT MEETINGS**

**RESOLVED:**

The filming at meetings notice was noted.

**12. APOLOGIES FOR ABSENCE**

There were none.

**13. DECLARATIONS OF INTEREST**

There were none.

**14. URGENT BUSINESS**

There were none.

**15. DEPUTATIONS / PETITIONS / QUESTIONS**

A deputation request was received by John Fynaut, and was presented by John Fynaut, Theresa Finnegan, Sarah McGuire and Ana Reynal.

It was explained that the deputation asked for an increase in total weekly hours for Alexandra Park library, leading to an increase in the number of days Alexandra Park would be open. It was suggested that the current allocation was not consistent with actual usage nor considered Equal Opportunities for protected groups. It was additionally suggested that the decision did not consider the wide area served. It was explained that the community had undertaken a volunteer survey to determine the request for an increase in total weekly hours for Alexandra Park library.

It was explained that the site was well used as a congregation site for students, by new parents, disabled, pensioners, Council staff and other diverse groups. It was

suggested that the Council needed to consider the equalities implications for the site better.

The Cabinet Member for Culture and Leisure responded that they had protected and invested £4.9 million in the borough's libraries from the effect and impact of austerity however possible despite rising pressures on the Council's finances. In December 2024, Cabinet agreed to reduce opening hours to around the capital's average to keep all nine libraries open despite severe financial pressures. It was stressed that the Alexandra Park Library had been treated equitably in comparison with other libraries across the borough, and that the changes were part of a boroughwide strategy to keep libraries open.

It was explained that the Council had undertaken a fair consultation, and had worked with residents and central government, as well as gained feedback from the Overview and Scrutiny Committee.

It was explained that toilet access would be a potential issue, but that the Council would be reviewing a Toilet Strategy and Action Plan which would look to deliver improvements to toilet access in the borough.

It was finally noted in the response that the Council would, in early 2026, be looking to review a library strategy.

## **16. VARIATION OF LIBRARIES OPERATING HOURS - CONFIRMATION**

The Corporate Director of Culture, Strategy and Communities introduced the report. The rationale of the report was outlined.

It was explained that the Council had undertaken a formal staff consultation and had made some changes to proposals based on the feedback from staff and Trade Unions.

It was noted that the proposals in the report aimed to confirm the decision made to changes in library opening hours in December 2024.

Following questions from the Cabinet Member for Culture and Leisure, it was assured by officers that the data collected in the report was of good quality, and that while it was noted there were some early issues with data capture, these had been since resolved. It was additionally noted the Council had implemented an improved system to capture data by the hour. It was highlighted that the future Libraries Strategy would propose more transparent reporting of these datasets in the future.

It was noted that alternative options were considered, which were explained fully within the report, including looking at unstaffed libraries during extended hours, and use of volunteers during extended hours, which were not supported as feasible options at the point of the proposal.

Following questions from Cllr Rossetti, the following points were made:

- It was explained that the Overview and Scrutiny Function would provide input on the upcoming Libraries Strategy.
- That data was developed by an external supplier, and that the Council worked with the supplier to ensure its integrity. It was explained that the Council would continue to monitor footfall and that the Council was looking to increase footfall across all libraries.
- It was explained that any severance costs that were made as a result of any changes to hours would be a one-off cost, and that these would be borne by the in-year budget. It was additionally noted that Saturday hours had been changed across the whole organisation, and that these costs would be factored into overall running costs.

**RESOLVED:**

That the Cabinet Member Culture and Leisure:

1. Confirmed approval to implement the variation to libraries' operating hours originally approved by Cabinet on 10 December 2024, following the conclusion of staff consultation and the development and testing of a revised staffing structure.

**Reasons for decision**

The council had a statutory duty under the Public Libraries and Museums Act 1964 to provide a 'comprehensive and efficient' library service for those who lived, worked or studied in the borough. The duty was supplemented by government guidance, which although not statutory, still had to be taken into account. The guidance advised that changes to library services should be based on strategic plans and consideration of alternative delivery models, and on careful assessment of needs and consideration of impacts and mitigations. This was all carried out to inform the original decision taken by Cabinet in December 2024.

To address how it would continue to deliver the library service in the context of both this duty and the council's challenging financial position, officers undertook a detailed Needs Assessment and Equalities Impact Assessment to inform the proposal agreed by Cabinet in December 2024. The public consultation that was carried out between August and October 2024 provided vital feedback on how consultees used the libraries and what they most valued about them. Following that consultation, Cabinet adopted Option 3, which mitigated the impact of reducing library hours, specifically including the impact on those with protected characteristics.

The changes approved in Option 3 included maintaining lunchtime opening to enable continuous access to all library services without midday interruptions. For this to be possible, the library service had to increase existing lone-working practices, and this was a particular focus of the consultation with staff and Trade Unions. Advice was also sought from the Council's Health & Safety team and a number of measures were implemented, including staff training, provision of lone-working devices and coverage of all libraries with CCTV, to ensure staff and customer safety. Lessons were also

drawn from other boroughs with experience of significantly more lone working than was proposed to be implemented in Haringey.

Library staff were engaged throughout the development of the proposals and formal staff consultation took place, with the final proposed staffing structure incorporating changes to individual job titles, roles and reporting arrangements, based on staff and trade union feedback. However, the operating hours and other arrangements set out in Option 3 in the Cabinet report in December 2024 remained unchanged.

The proposals did not therefore need to return to Cabinet for further consideration, and following a 'soft' go-live on 29 September 2025 and a transitional arrangement between then and now, to ensure there were no unforeseen issues or problems, this report requested that the Cabinet member confirmed the original decision as set out at recommendation 3.1.5 in the December report. The service then confirmed the revised staffing structure in the Council workforce and payroll system, approved formally by officers under their delegated authority subject to this decision.

### **Alternative options considered**

Take no action – The new structure and opening hours were required to deliver the library service savings, so not taking the decision was not an option and was discounted.

Alternative proposals – Some alternatives were put forward during the staff consultation and these were considered in full. Where these could be incorporated while still maintaining the hours and overall financial envelope agreed in the December 2024 Cabinet report, these were adopted, such as retention of the Library Development function and Home Library Service. Others, such as concerns over lone working, were considered carefully and mitigations to identified risks were found.

CHAIR:

Signed by Chair .....

Date .....

## **MINUTES OF THE Cabinet Member Signing HELD ON Thursday, 18th December, 2025, 11:30 - 11:45**

### **PRESENT:**

**Councillors: Zena Brabazon**

**ALSO ATTENDING:** Richard Plummer, Committees Manager, Kodi Sprott, Principal Committee Coordinator, Pauline Hinds, Senior Project Manager, Claire Barnes, Major Projects Delivery Manager

#### **1. FILMING AT MEETINGS**

The Cabinet Member referred to the filming at meetings notice and this information was noted.

#### **2. APOLOGIES FOR ABSENCE**

There were no apologies for absence.

#### **3. DECLARATIONS OF INTEREST**

There were no declarations of interest.

#### **4. URGENT BUSINESS**

There were no items of urgent business.

#### **5. DEPUTATIONS / PETITIONS / QUESTIONS**

There were none.

#### **6. COLERIDGE PRIMARY SCHOOL - CONDITION WORKS - PERMISSION TO INITIATE TENDER ACTION FOR A CONSTRUCTION WORKS CONTRACT**

Coleridge Primary School occupied a split site, either side of the A103. This project concerned the west site on Crouch End Hill, bounded by Crescent Road to the south and residential properties to the rear.

The west site was self-contained, with its own kitchen and a dining hall, which was also used as an assembly hall and general use area. The school was on ground and lower ground floor levels, which addressed the differing levels on the site. Following an estate wide review of school condition and compliance, a business case and programme delivery plan was submitted to the September 2020 Capital Board for approval. A number of programme delivery options were presented for consideration,

and approval was subsequently granted to proceed with the most urgent projects in advance of a final decision.

This project was proposed, due to the extent of deterioration of the roof coverings, potential issues with the roof structure and associated areas identified in the condition review. Officers informed the Cabinet Member that condition works would last for approximately a year, and an award would be completed sometime between August and October.

## **RESOLVED**

The Cabinet Member for Children, Education and families, pursuant to Contract Standing Orders 0.08 and 2.01(b),

Approved the commencement of a tendering process for a construction works contractor to deliver condition works on the west site at Coleridge Primary School.

### **Reasons for decision**

The school had suffered from an historical shortfall of investment and subsequently the roof covering of the building had deteriorated. The structure of the roof was predominantly constructed with wood wool, a deleterious material, which could lose its structural integrity if it became wet. Therefore, it was essential to engage a construction works delivery contractor to undertake the roof works.

Replacing the leaking roof at the school was essential to ensure the safety and well-being of students, staff, and visitors. A roof constructed with wood wool, while initially cost-effective and environmentally friendly, could deteriorate over time, especially when exposed to moisture. The current leaks not only compromised the structural integrity of the building but also posed significant health risks, such as mould growth and potential respiratory issues. Additionally, a well-maintained roof was crucial for preserving the school's infrastructure, preventing further damage, and ensuring a conducive learning environment. Investing in a new roof would ultimately save on long-term repair costs and demonstrate the council's commitment to providing a safe and supportive educational setting.

It was proposed to procure a contractor on a single-stage, JCT traditional form of contract using the London Construction Programme Education Framework or DPS. Soft market engagement has been undertaken to ascertain interest and availability within the market, with positive feedback of the proposed approach.

### **Alternative options considered**

Do nothing - The council could decide not to tender the scheme and continue repairing the leaking roof instead. This may seem cost-effective in the short term, but it is not a sustainable solution. The ongoing repairs are unlikely to fully resolve the underlying issues, especially given the roof's construction with wood wool, which is prone to deterioration when exposed to moisture. This approach risks recurring leaks and further damage, leading to escalating repair costs over time. Ultimately, the repeated repairs may prove to be more expensive than investing in a comprehensive

roof replacement. By not addressing the root cause, the council is potentially compromising the safety and integrity of the building, which could have more serious financial and operational implications in the future.

In-house – There is currently no resource within the Council that has the capacity, specialist expertise or qualifications to deliver this service.

Invite open tenders via Contracts Finder. This would result in a protracted tender period and would delay delivery of the project.

Use an alternative public sector DPS. This would not be compliant with CSO 8.02, given the LCP Framework or DPS has been deemed suitable for the requirements being sought.

## **7. EXCLUSION OF THE PRESS AND PUBLIC**

Item 8 was subject to a motion to exclude the press and public from the meeting as it contained 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

## **8. EXEMPT COLERIDGE PRIMARY SCHOOL - CONDITION WORKS - PERMISSION TO INITIATE TENDER ACTION FOR A CONSTRUCTION WORKS CONTRACT**

The exempt information was considered.

CHAIR:

Signed by Chair .....

Date .....

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## **MINUTES OF THE Cabinet Member Signing HELD ON Thursday, 18th December, 2025, 1.45 - 1.50 pm**

### **PRESENT:**

**Councillors: Dana Carlin**

#### **9. FILMING AT MEETINGS**

##### **RESOLVED:**

The filming at meetings notice was noted.

#### **10. APOLOGIES FOR ABSENCE**

There were none.

#### **11. DECLARATIONS OF INTEREST**

There were none.

#### **12. URGENT BUSINESS**

There were none.

#### **13. DEPUTATIONS / PETITIONS / QUESTIONS**

There were none received.

#### **14. AWARD PRINT/POST SERVICES CONTRACT TO SUPPORT REVENUES AND BENEFITS, HOUSING, PLANNING AND PENSIONS**

The Parking IT System Contract Manager introduced the report. The rationale for the explained.

The monitoring for the contract was questioned. Officers noted that there were no specific monitoring procedures in place, therefore it was asked by the Cabinet Member that the service update the Cabinet Member quarterly against the spend and the performance of the contract.

##### **Update**

##### **RESOLVED:**

That the Cabinet Member for Finance and Corporate Services:

1. Approved the award of contract for the provision of secure print and post services for the Revenues and Benefits, Housing, Planning and Pensions Service Areas to DSI Billing Services Limited as permitted under Contract Standing Orders 7.02 (access and call off a framework) and 2.01(c) (approval of awards at £500k or more) for a period of up to 2 years up to a total contract value of £1.398 million.
2. Agreed that the proposed contract commence on 1st February 2026 for a period of 2 years until 31st January 2028.

### **Reasons for decision**

The current contract expired in January 2026.

Production of the notices laid out in section 1.4 was an essential service, with the Council having a statutory requirement to issue notices for Revenues and Benefits under the Local Government Finance Acts 1988 & 1992.

£193 million in Council Tax and £84 million for NNDR (Business Rates) had been billed that financial year. All customers who had not opted into e-billing had to be issued a respective bill by post; otherwise, they did not have to pay.

DSI Billing Services Limited specialised in high-volume hybrid mail solutions for Revenues and Benefits, Housing, Planning, Pensions and related services, providing secure printing and postal services for Council Tax, NNDR and Housing Benefit correspondence and recovery notices.

The award of this contract resulted in a fixed unit cost for production, which spared the Authority index-linked price increases and maintained economies of scale where volumes of outbound correspondence fell. The cost of Royal Mail postage, however, continued to be variable.

### **Alternative Options Considered**

Do nothing – This was not an option and would have placed the Council in breach of its statutory obligations. It would also have resulted in a significant reduction in income to the Council, as Council Tax and Business Rates could not be collected unless the associated statutory notices had been issued.

Undertake a full procurement – This was discounted, as procurement through a framework allowed the Council to take advantage of accumulated pricing based on the framework.

## **15. EXCLUSION OF THE PRESS AND PUBLIC**

That the press and public be excluded from the remainder of the meeting as remaining items contained exempt information as defined under paragraph 3, Part 1, Schedule 12A of the Local Government Act 1972: Information relating to the financial or business affairs of any particular person (including the authority holding that information).

## **16. EXEMPT AWARD PRINT/POST SERVICES CONTRACT TO SUPPORT REVENUES AND BENEFITS, HOUSING, PLANNING AND PENSIONS**

The exempt report was discussed

**RESOLVED:**

That the Cabinet Member for Finance and Corporate Resources:

1. Noted the exempt report and agreed the exempt recommendations

CHAIR:

Signed by Chair .....

Date .....

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## **MINUTES OF THE Cabinet Member Signing HELD ON Monday, 5th January, 2026, 3.00 - 3.12 pm**

### **PRESENT:**

**Councillors: Sarah Williams**

#### **1. FILMING AT MEETINGS**

##### **RESOLVED:**

The filming at meetings notice was noted

#### **2. APOLOGIES FOR ABSENCE**

There were none.

#### **3. DECLARATIONS OF INTEREST**

There were none.

#### **4. URGENT BUSINESS**

There was none.

#### **5. DEPUTATIONS / PETITIONS / QUESTIONS**

There were none received.

#### **6. KENNETH ROBBINS HOUSE - CORRECTION OF CONTRACTOR'S NAME**

The Head of Major Works, Housing introduced the report. The rationale for the report was explained.

It was noted that the report was required to correct the contractor title to reflect their full title, in order to ensure that the contract was correctly awarded. It was stressed that all other points from previous approvals remained the same.

##### **RESOLVED:**

That the Cabinet Member for Housing and Planning (Deputy Leader):

1. Approved the correction of the contractor's name in the Cabinet reports and approved minutes dated 29 October 2024 and 06 October 2025.

2. The contractor's name had previously been recorded as "United Living"; however, approval was required to amend the records to reflect the contractor's full name as stated in the contract award letter dated 31 December 2024. The contractor's full name was recorded as: "United Living (South) Limited."

### **Reasons for decision**

On 08 April 2024, the Council had received tenders from eleven bidders for the Major Works Programme at Kenneth Robbins House. Following a comprehensive evaluation process, the contract was formally awarded to United Living (South) Limited. This was confirmed in the contract award letter dated 31 December 2024. The contract award letter was attached at Appendix A of the report.

The Cabinet report and approved minutes dated 29 October 2024 had recorded the contractor's name as "United Living." This had been identified as an error that required correction to ensure Council records were accurate and reflected the contractor's full legal name. A subsequent Cabinet report and approved minutes dated 06 October 2025 had also referred to "United Living" as the named contractor. This was likewise noted as an error requiring correction, as the full name of the contractor had not been stated in the report.

The contractor's full name was recorded as: "United Living (South) Limited." Following discussions with Legal and Democratic Services, it had been confirmed that the correction of the contractor's name did not nullify or materially impact the decisions made by Cabinet. The report referred to the same contractor, with the same scope and value of works as detailed in the original cabinet reports. The error in the recorded name was therefore regarded as a misnomer, which could be rectified by way of a non-key decision.

## **7. STELLAR HOUSE - CORRECTION OF CONTRACTOR'S NAME**

The Head of Major Works, Housing introduced the report. The rationale for the report was explained.

It was noted that the report was required in order to correct the contractor title to reflect their full title, to ensure that the contract was correctly awarded. It was stressed that all other points from previous approvals remained the same.

### **RESOLVED:**

That the Cabinet Member for Housing and Planning (Deputy Leader):

1. Approved the correction of the contractor's name in the Cabinet reports and approved minutes dated 29 October 2024 and 06 October 2025.
2. The contractor's name had previously been recorded as "Equans"; however, approval was required to amend the records to reflect the contractor's full name as stated in the contract award letter dated 31 December 2024. The contractor's full name was recorded as: "Equans Regeneration Limited."

## **Reasons for decision**

On 25 March 2024, the Council had received tenders from fifteen bidders for the Major Works Programme at Stellar House. Following a comprehensive evaluation process, the contract was formally awarded to Equans Regeneration Limited. This was confirmed in the contract award letter dated 31 December 2024. The contract award letter was attached at Appendix A of the report.

The Cabinet report and approved minutes dated 29 October 2024 had recorded the contractor's name as "Equans." This had been identified as an error that required correction to ensure Council records were accurate and reflected the contractor's full legal name. A subsequent Cabinet report and approved minutes dated 06 October 2025 had also referred to "Equans" as the named contractor. This was likewise noted as an error requiring correction, as the full name of the contractor had not been stated in the report.

The contractor's full name was recorded as: "Equans Regeneration Limited." Following discussions with Legal and Democratic Services, it had been confirmed that the correction of the contractor's name did not nullify or materially impact the decisions made by Cabinet. The report referred to the same contractor, with the same scope and value of works as detailed in the original cabinet reports. The error in the recorded name was therefore regarded as a misnomer, which could be rectified by way of a non-key decision.

## **8. TO AWARD A NEW ASBESTOS CONTRACT AND APPOINT A UKAS ACCREDITED ASBESTOS CONTRACTOR.**

The Assistant Director for Repairs & Compliance introduced the report. The rationale for the report was explained.

It was explained that the proposed contract included surveying services, bulk sampling and air monitoring and project specific services for up to four years. It was noted that there was an increased demand on undertaking surveys.

It was explained that funding for the contract was accounted for within the Medium-Term Financial Strategy.

### **RESOLVED:**

That the Cabinet Member for Housing & Planning and Deputy Leader:

1. Pursuant to Council's Contract Standing Order (CSO) 8.01 (use of Council Dynamic Purchasing System) and CSO 2.01(C) (Cabinet approved awards of contracts valued at £500,000 or more), approved the award of a contract to Tenderer A (for asbestos services including asbestos surveying, bulk sampling and air monitoring for the sum of £1,815,540.00, plus additional costs in relation to project-specific services for surveying, sampling and air monitoring,

- for a duration of up to four years from the commencement of the contract.
2. Approved the delegation of expenditure of the additional sums in relation to project-specific work under the contract, identified through surveys, to the Assistant Director of Repairs & Compliance in consultation with the Head of Finance as set out in the exempt part of the report.
  3. Pursuant to Council's CSO 16.04, approved the issue of a letter of intent to the preferred contractor. This was for an amount up to, but not exceeding, £181,554.00, representing 10% of the surveying contract sum. This enabled mobilisation of the contract to be completed while the contract particulars were finalised.

### **Reasons for decision**

Haringey Council had an obligation to comply with the Health and Safety at Work Act 1974 and all regulations that sit beneath it, such as The Control of Asbestos Regulation 2012. Due to these obligations, it was not possible to accommodate a break in the service provision for asbestos surveying and associated services. This was to ensure residents and other building users or visitors remained safe in relation to the existence and risks regarding asbestos.

It was therefore crucial that this contract was awarded to facilitate a seamless changeover between the old and new contracts by the end of December 2025.

### **Alternative options considered**

Do nothing – This was not an option as it would have meant the Council was not able to deliver statutory services in accordance with current Health and Safety legislation. Carry out the work through in-house resources – The Council was unable to deliver these works in-house due to a lack of suitably trained and certified operatives. There were not enough operatives, and the timescales required to recruit and train them would have resulted in the same outcome as set out above. Haringey Council did not carry out asbestos works in-house due to the insurance premiums associated with such works. Given the resourcing, necessary accreditations, training, consumables and general overheads involved in such a division, this was not seen as a viable option.

Use existing contracts or contractors – Current contracts had expired or reached extension limits. A new contract ensured compliance and up-to-date pricing.

## **9. EXCLUSION OF THE PRESS AND PUBLIC**

### **RESOLVED:**

That the press and public be excluded from the remainder of the meeting to consider exempt information as defined under paragraph 3, Part 1, Schedule 12A of the Local Government Act 1972: Information relating to the financial or business affairs of any particular person (including the authority holding that information).

**10. EXEMPT - KENNETH ROBBINS HOUSE - CORRECTION OF CONTRACTOR'S NAME**

The exempt report was discussed.

**RESOLVED:**

That the exempt report and recommendations were noted and agreed.

**11. EXEMPT - STELLAR HOUSE - CORRECTION OF CONTRACTOR'S NAME**

The exempt report was discussed.

**RESOLVED:**

That the exempt report and recommendations were noted and agreed.

**12. EXEMPT TO AWARD A NEW ASBESTOS CONTRACT AND APPOINT A UKAS ACCREDITED ASBESTOS CONTRACTOR.**

The exempt report was discussed.

**RESOLVED:**

That the exempt report and recommendations were noted and agreed.

CHAIR:

Signed by Chair .....

Date .....

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## Delegated Decisions taken by Corporate Directors

### For Reporting to Cabinet - December 2025

Corporate Director	Date	Title	Decision	Exempt?
Corporate Director of Environment and Resident Experience	05/12/2025	S.278 Highways Agreement under the 1980 Highways Act.	Authorisation to enter and seal a s278 agreement under the Highways Act 1980 in connection with planning application relating to the site, described as 313 The Roundway and 8-12 Church Lane, N17 7AB. Planning reference HGY/2022/0967	Yes
Corporate Director of Adults, Housing and Health		Approval for Implementation of Standing Order CSO 7.02 as permitted under CSO 2.05.1 (n) and award of contract for the provision of operational vehicles .	Approve the implementation of CSOs 7.02 (call off from a framework by other public bodies) as allowed under 2.05.1 (n) and award for the provision of operational vehicles to Northgate Vehicle Hire LTD under Pretium Total Fleet Solutions Framework  The contract enables the Council to pay the outstanding balance and to procure vehicle hire and fleet management services in a compliant, efficient, and cost-effective manner for a period of five months from 01/08/2025 to 31/12/2025 at a total cost of £490,000.00 (exc. VAT)	

Corporate Director of Environment and Resident Experience	17/12/2025	<p>Approval to waive CSO 12.02 (Obtain 3 quotes) and award a contract to Poolpod Products LTD in accordance with CSO 2.05.1 (n) for provision of Leisure Centre Accessible Pool Access at Haringey Leisure Centres as allowed under CSO 18.01.2 d (ii) and in accordance with CSO 18.01.5.</p>	<p>For the Director of Environment &amp; Resident Experience to waive CSO 12.02 as allowed under CSO 18.01.2 d (ii) and in accordance with CSO 18.01.5 and award a contract to Poolpod Products LTD in accordance with CSO 2.05.1 (n), for the provision of Leisure Centre Accessible Pool Access.</p> <p>The value of this contract is £131,912.00 and will be for a period of 9 months from 16/01/2026.</p>	Yes

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

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