CABINET MEMBER SIGNING

Monday, 9th February, 2026, 1.00 pm - George Meehan House, 294 High Rd, London N22 8JZ (watch the recording here)

Councillors: Sarah Williams- Cabinet Member for Housing and Planning(Deputy Leader)

Quorum: 1

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 FOR ABSENCE

To receive any apologies for absence.

3.   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.

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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

4. **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).

5. **DEPUTATIONS / PETITIONS / QUESTIONS**

To consider any requests received in accordance with Part 4, Section B, paragraph 29 of the Council's Constitution.

6. **RE PURPOSE CUSTOMER SERVICES SPACE FOR HOMELESSNESS PREVENTION HUB (PAGES 1 - 62)**

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Fiona Alderman
Director of Legal & Governance (Monitoring Officer)
George Meehan House, 294 High Road, Wood Green, N22 8JZ

Friday, 30 January 2026

Report for:	Councillor Williams – Cabinet Member for Housing and Planning (Deputy Leader) 15.1.2026
Item number:	
Title:	Repurpose Customer Services Space for Homelessness Prevention Hub
Report authorised by:	Maddie Watkins. Sara Sutton. Taryn Eves (Section 151 Officer)
Lead Officers:	Bev Faulkner, Head of Housing Needs, Beverley.faulkner@haringey.gov.uk Cleo Andronikou, Service Development Manager Cleo.andronikou@haringey.gov.uk Emoke Thomas, Interim Operations Manager Emoke.thomas@haringey.gov.uk

Ward(s) affected: All

Report for Key/ Non-Key Decision: Key Decision

1. Describe the issue under consideration

1.1. This report seeks approval for the relocation of back office and customer facing provision through the repurposing of the Customer Services space in Tottenham Green Leisure Centre for use as a 'Homelessness Prevention Hub', providing an in-person, appointment-based assessment space for residents at risk of or experiencing homelessness.

1.2. The Customer Services face to face offer will formally consolidate into the Wood Green Customer Service Centre.

2. Cabinet Member Introduction

N/A

3. Recommendations

The Cabinet Member for Housing and Planning is asked to:

3.1. To approve the repurposing of the Customer Services space within Tottenham Green Leisure Centre for use as a dedicated Homelessness Prevention Hub, including co-location of a voluntary sector advice and advocacy service.

3.2.   To formalise the consolidation of the Customer Services Operation at the Wood Green Customer Services Centre, following the earlier relocation of the service due to operational pressures.

3.3.   To approve the creation of a new back-office workspace within the adjacent area of Tottenham Green Leisure Centre, ensuring sufficient operational capacity to support the delivery of the Homelessness Prevention Hub.

4.   **Reasons for decision**

4.1.   The council is obligated under the Homelessness Code of Guidance (S. 11.14-11.15) to provide 'at least one face to face interview' for homelessness assessments in 'most circumstances'. This is supplementary guidance to the Homelessness Reduction Act 2017, and the government requires that local housing authorities must have regard to this guidance when exercising functions related to homelessness.

4.2.   An options analysis was undertaken, to understand potential options on where to best accommodate the Homelessness Prevention Hub, in collaboration with Capital Projects and Property, The Customer Services space at Marcus Garvey Library, with a 'back office' in Tottenham Green Leisure Centre, was identified as the most viable, cost-effective and practical option.

4.3.   The benefits of this option include:

- Demand for the Housing Needs service comes primarily from the east of the borough, situating the Hub in closest proximity to many of its users.

- Repurposing the space will improve the experience of residents facing homelessness and allow the service to comply with the Homelessness Code of Guidance requirement for face-to-face appointments.

- The capacity for parking at Marcus Garvey Library/Tottenham Green Leisure Centre offers a much better resident experience for residents homeless on the day, who may have belongings with them. Being able to access the space via car where possible will assist with this.

- The Housing Needs Service, Citizens Advice Haringey and other relevant teams will jointly use the vacated space, creating a single, accessible point for residents to receive housing assessments and specialist advice. By bringing services together, this approach enhances partnership working, strengthens early intervention, and delivers a more coordinated and resident focused service.

- This space is already set up as a customer service space, meaning that minimal capital works are required, limiting cost and disruption to service users.

4.4.   Consolidating face to face Customer Service into the Wood Green Customer Services centre ensures a more resilient service model for staff and residents, at a time when the council's finances are under severe strain. It creates economies of scale that enable more consistent service levels when there are unplanned staff shortages and peaks in demand.

4.5.   Historically the Wood Green Customer Services site has attracted around 50% more footfall than Marcus Garvey Library/Tottenham Green Customer Services site because it is centrally located, well connected by public transport, and offers proximity to other council services and amenities.

4.6.   Marcus Garvey Customer Services had to shut temporarily due to staff shortages on 3 October 2026, and the footfall fully transferred to Wood Green Customer Centre with minimal disruption. Wait times for customers to be seen have reduced and both customers and staff have experienced the benefits of a bigger team all in one location.

5.   Alternative options considered

5.1.   Do nothing – This option would mean continuing with the current Housing Needs service model in the reception at 48 Station Road, relying on online and telephone-based support without a dedicated face-to-face offer. The current facilities are not sufficient to support compliance with the Homelessness Code of Guidance, which sets out the requirement that customers should receive face-to-face interviews. This option was therefore discounted.

5.2.   Alternative locations - several alternative locations were considered as part of the options appraisal for this project, including other configurations of the space at Marcus Garvey Library. Other location options were discounted on the basis of their location, insufficient space to accommodate the Hub, and where building works were deemed excessively costly or disruptive.

6.   Background information

Context

6.1.   During the COVID-19 pandemic, the Housing Needs service moved to full remote working, having previously operated from a dedicated appointment centre. The loss of face-to-face work had implications on some customers, for example, where a household is presently homeless on the day.

6.2.   Remote working has since been supplemented with a very limited face-to-face offer from the reception space in 48 Station Road, but this does not offer the capacity nor the sensitivity of experience that should be provided to vulnerable residents.

6.3.   The Housing Needs service recognises that the restricted face-to-face offer affects residents' experience of the service, as in-person assessments play a key role in supporting households at risk of homelessness.

6.4.   Changes in homelessness legislation introduced in 2018, and the increase in local provision regarding services for single people, have led to a change in customer demographic and around 60% of approaches for assistance come from single people or couples with no dependents. Whilst a proportion of these customers benefit from the wrap-around support services provided by Mulberry Junction, the majority have no vulnerability or support needs above housing.

6.5.   Prior to the pandemic, single people (except for those under 18 and over 50 years of age) were directed to Mulberry Junction where they were able to make a statutory homelessness application as well as access the other services available.   The demand on the smaller space at Mulberry Junction was disproportionate to that at 48 Station Road and many single households did not require or want the additional support. Therefore, a future hub needs to allow for a provision that can accommodate a mixture of single people and households with children in one Hub, with the option to co-locate alongside partners such as Citizens Advice Haringey and the ability to ensure that our most vulnerable single residents can still be supported at Mulberry Junction.

6.6.   The creation of a Homelessness Prevention Hub is a priority for the service, responding to shifts in resident need and the continuing increase in demand for homelessness support.

6.7.   The temporary unplanned closure of Marcus Garvey Customer Services on 3 October 2025 was caused by staff shortages due to sickness, and the loss of resilience caused by the reduction in overall workforce size in 2025 and previous years.

6.8.   Whilst the closure of the Marcus Garvey Customer Service Centre was unplanned, it has enabled us to test this proposal for its permanent closure and evaluate its impact, which has had some benefits for both staff and customers. It has created a more resilient cohesive service and enabled more consistent service levels when there are unplanned staff shortages and peaks in demand.

Proposal Development and approval process

6.9.   An options appraisal was undertaken by colleagues across Housing and Capital Projects and Property and a proposal developed in consultation with Customer services and Leisure services, which set out the reason for the recommendations, estimated budgetary impacts, identified and mitigated risks and scoped the activities needed to relocate the Housing Needs Service and create the Homelessness Prevention Hub and back office, including co-location of a voluntary sector advice and advocacy service.

6.10.   The proposal was considered at Capital Projects Steering Group (CPSG 15.5.25) and Strategic Capital Board (SCB 9.6.25), with each agreeing the proposal could

be progressed and noting the assumed budgetary impacts and estimated costs of works.

6.11. The cost for implementing the recommended option was agreed to be met by the Corporate Property Budget at SCB. The most up to date information provides an estimate of £338,186.

6.12. Procurement of works will be subject to a tender exercise in accordance with the Councils Contract Standing Orders.

6.13. A project group has been mobilised with a view to overseeing progress of the various activities required to implement the proposal, including but not limited to the formal tender process for the works required and to ensure alignment with a parallel project being undertaken by Leisure services.

6.14. The proposal provides an improved face to face offer for Housing Needs customers, supporting improved compliance with the Homelessness Code of Guidance.

6.15. In scoping the various options for the Homelessness Prevention Hub, existing arrangements with a nursery and the Friends of Marcus Garvey Library and the space occupied, were noted. The recommended option does not result in any changes to existing agreements.

6.16. The construction of a 'back office' space in the multi-function room in Tottenham Green Leisure centre interacts with a proposal to turn this space into an extension of the existing gym provision within the Leisure Centre. The construction of a back office will reduce the space in the multi-function room by approximately a third, reducing the potential annual income generation possible from the use of this space as a gym by approximately £225,000. This income generation impact was discussed during the planning stage of the project, and noted and agreed by Strategic Capital Board on 9th June 2025.

6.17. This proposal repurposes the Customer Services space within Marcus Garvey Library for a Homelessness Prevention Hub. It does not propose closing the library or altering library services and therefore does not trigger the statutory consultation duty under the Public Libraries and Museums Act 1964.

6.18. However, Officers met with the Friends of Marcus Garvey group in November 2025 to discuss the proposal. The Friends group raised a number of questions and concerns which were responded to as comprehensively as possible. A follow up discussion took place with the Assistant Director of Housing Demand on the 18th of November 2025.

6.19. The change represents an operational consolidation of Customer Services into a single location at Wood Green, where face-to-face provision continues.

6.20. There is no general duty to consult on this operational change; however, an Equality Impact Assessment has been completed to ensure reasonable access

and compliance with equality duties, and a summary of this is provided below in section 9.4.

6.21. The overall service provision remains unchanged, with Customer Services continuing at Wood Green. There is clear signposting within Marcus Garvey Library directing residents to the Wood Green site.

7. Contribution to strategic outcomes

7.1. Corporate Delivery Plan 2024-2026
The current Corporate Delivery Plan contains a commitment to the developed of a new Homelessness Strategy. The commitment to establish a Homelessness Prevention Hub in the borough is included in the draft Homelessness Strategy, which is currently undergoing public consultation. This strategy was produced through engagement with key resident stakeholder groups.

7.2. The Haringey Deal
The Haringey Deal includes a commitment to 'getting the basics right', including making resident interactions with the council as easy, effective, and supportive as possible, in order to build trust. The establishment of a Homelessness Prevention Hub, and the provision of a face-to-face service, will enable some of Haringey's most vulnerable residents to access more direct and supportive interactions with the council, aligning with the principles of the Haringey Deal.

7.3. Haringey Borough Vision 2035
The first call to action in Haringey's Borough Vision is 'safe and affordable housing in Haringey', including a greater availability of high-quality advice. The establishment of a Homelessness Prevention Hub will ensure that residents at risk of or experiencing homelessness can access support and advice around housing more effectively.

8. Carbon and Climate Change

8.1. In line with Haringey's Carbon Management Policy, the repurposing of the existing Customer Service Centre into a Homelessness Prevention Hub prioritises sustainable practices to minimise environmental impact. Key mitigations include the reuse of the current reception area to avoid unnecessary construction, and the repurposing of existing office furniture and fixtures wherever suitable. These measures reduce waste generation, limit embodied carbon associated with new materials, and support the borough's commitment to resource efficiency and carbon reduction.

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

9.1. Finance

The cost of the implementation of the proposals in this report, estimated at £388,000, will be funded from the approved General Fund capital programme, scheme 316 Asset Management of Council Buildings. In addition, the loss of income of £0.,225m to the Leisure Service has been included in the proposed budget for 2026/27.

9.2. Procurement

Strategic Procurement note the contents of this report (including the pending procurement exercise), and confirm there are no procurement related matters preventing the Cabinet Member for Housing and Planning approving the recommendations stated in paragraph 3 above.

9.3 Head of Legal & Governance [Fiona Alderman, Director of Legal & Governance]

There is no legal impediment to this decision being taken.

9.4 Equality

9.4.1 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

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.

9.4.2 EQIAs conducted on the recommendation to create the Hub and the closure of Marcus Garvey Customer Services Centre were completed.

9.4.3 For the creation of the hub the EQIA demonstrates that it is likely to have a positive impact for residents whose protected characteristics are disproportionately affected by homelessness. This includes residents identifying as from a Black or "Other" ethnic background, children and young adults, residents living in the east of the borough, as well as those on low incomes or experiencing multiple disadvantage.

9.4.3 The choice of location at Tottenham Green is likely to have a positive impact for residents living in the east of the borough since the greatest proportion of residents threatened with or experiencing homelessness live there. It may, however, provide a barrier for residents living in the west of the borough compared to a more central location.

9.4.4 Mitigating actions for customers who would be disadvantaged by attending a face-to-face appointment at the Tottenham location include utilising existing home visit, digital, outreach and remote service offers for customers.

9.4.5 Ongoing service usage data monitoring and an EQIA refresh within the first 12 months of operation will be completed to identify any emerging barriers and any further mitigations required.

9.4.6 The EQIA for the closure of Marcus Garvey Customer Services highlights a slightly less accessible face-to-face customer service offer for residents living in the east of the borough. This will particularly affect residents identifying as from a Black ethnic background, those with the protected characteristic of disability and those on lower incomes and those experiencing pregnancy and maternity. No negative or positive impact on other protected characteristics is expected.

9.4.7 The mitigations for the loss of access in Marcus Garvey include improving the accessibility of the Customer Services telephone service, improving the digital offer via the council's Service Modernisation programme, and the new Digital Inclusion Policy and Roadmap being brought to Cabinet in March 2026.

9.4.8 Everything that Customer Services supports residents with can be done over the phone, except for two very low-volume tasks. Attending a customer centre in person is therefore chosen by residents who prefer it, or those who struggle to communicate over the phone. Customer Services has been given temporary additional budget to recruit four staff in our telephony contact centre team who will start in early 2026 and reduce the long telephone wait times that customers have been experiencing over the last six months and make the phone a more accessible access channel for residents. This in turn should reduce the number of residents who choose to visit us in person.

9.4.9 The opening of the Homelessness Prevention Hub is also a mitigation for those residents facing homelessness.

9.4.10 Finally, staffing at the Wood Green Customer Centre has been increased by four in late December 2025, with two more staff due to be recruited in early 2026, to boost the quality and performance of the service we can offer, and

create more capacity for staff training and development, which is essential as the team will be adopting a brand new CRM system in 2026 and will start offering more support for residents who need help to access online services.

10.   Use of Appendices

10.1. Equality Impact Assessment: Customer Services
10.2. Equality Impact Assessment: Homelessness Prevention Hub

11.   Background papers

None

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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

Name of proposal:	Repurpose Customer Services Space for Homelessness Prevention Hub
Service Area:	Customer Services
Officer Completing Assessment:	David Plank
Equalities Advisor:	
Cabinet meeting date (if applicable):	9th February 2026
Director/Assistant Director	Kari Manovitch

2. Executive summary

Please complete this section *after* completing the rest of the form and summarise:

- **The policy proposal, its aims and objectives, the decision in consideration. Please focus on the change that will result from this decision.**
- **Results of the analysis: potential positive and negative equality impacts**
- **Mitigations that will be taken to minimise negative equality impacts (if relevant)**
- **Next steps (this may include: if/when the EQIA will be refreshed, planned consultation, future stages of the project).**

Customer services at Marcus Garvey/Tottenham Leisure Centre opened in 2016, however historically Wood Green Customers Services has attracted 50% more footfall than Marcus Garvey due to its central location, transport links and proximity to other amenities.

The unplanned temporary closure of Marcus Garvey Customer Services on 3 October 2025 was due to staff shortages, and the footfall fully transferred to Wood Green Customer Centre with minimal disruption. Wait times for customers to be seen have reduced due and both customers and staff have experienced the benefits of a bigger team all in one location.
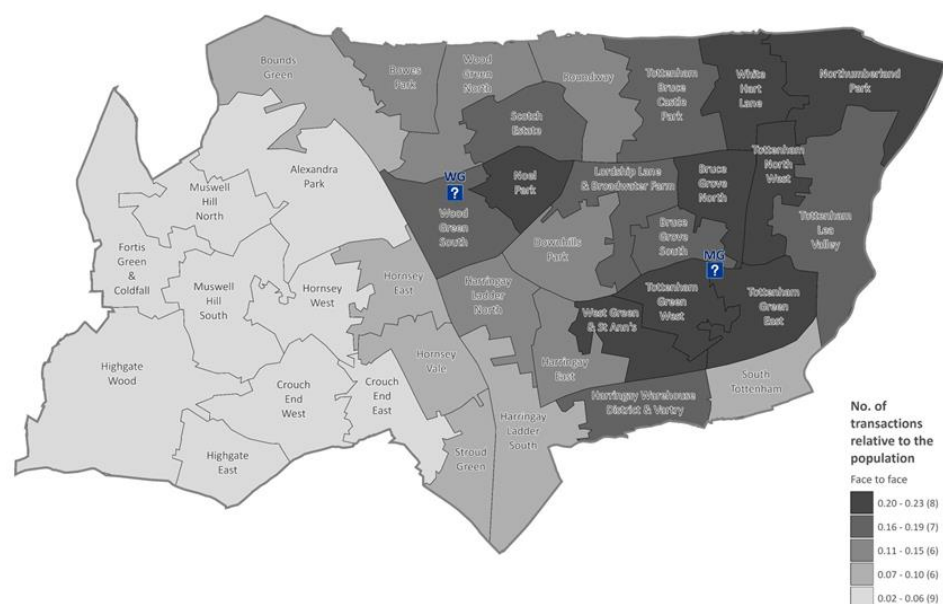
The EQIA considers the impacts of making this change permanent on those with protected characteristics.

3. Consultation and engagement

The closure of Marcus Garvey Customer Services impacts residents who rely on face-to-face interactions to access council services. In the 12 months prior to closure (Oct 2024 – 3 Oct 2025), Marcus Garvey recorded 16,141 visits, demonstrating significant demand.

Analysis shows that most face-to-face customers come from the east of the borough, meaning the change creates longer travel times for many residents.

The map in this slide shows only transactions rates for F2F interactions. Here the skew towards neighbourhoods in the East is even stronger.

1. Impact on Protected Groups

The profile of the 16,141 visitors reveals that the closure disproportionately impacts residents who fall under protected characteristics. 4,765 visits were related to homelessness, and therefore will resume at Marcus Garvey when the Hub opens.

2. Engagement and Feedback Gap

There is a notable tension between the high usage numbers and the "limited" feedback received since the closure.

- The lack of formal complaints does not necessarily equate to satisfaction. Residents with low literacy, mental health conditions, or English as a second language are statistically less likely to navigate formal complaint procedures.
- While the majority of residents have made no mention of the change, there is some anecdotal feedback from residents mentioning they miss the Marcus Garvey service.

3. Facility Quality and Resilience

While the consolidation at Wood Green offers operational resilience, the engagement data suggests the physical environment is a step backward for the user experience:

- Environment: Wood Green Library is a poor quality environment for staff and residents, with old furniture and décor and no natural light in the Customer Centre. The lack of private meeting rooms at Wood Green is particularly concerning for residents discussing sensitive housing or financial issues.
- Operational Trade-off: The larger and therefore more resilient service available at Wood Green Customer Centre is a benefit, with this showing in reduced wait times, and a wider pool of CS staff is helpful for ensuring query resolution, but it may be inaccessible to the east-borough residents who cannot make the longer journey.

4. Summary

The engagement data indicates that while the move achieves administrative efficiency, it places a challenge on residents who are face digital and socio-economic exclusion. When the new Homelessness Prevention Hub at Marcus Garvey opens it will attract the residents in housing need that previously visited Customer Services, and the aim is that these residents will get a much better experience via the new Hub than Customer Services was able to offer.

It is also important to note that everything that Customer Services supports residents with can be done over the phone, except for two very low-volume tasks. Attending a customer centre in person is therefore chosen by residents who prefer it, or those who struggle to communicate over the phone. During the 2025 calendar year, Customer Services processed 4,765 enquiries regarding housing advice and homelessness

Customer Services has been given temporary additional budget to recruit four staff in our telephony contact centre team who will start in early 2026 and reduce the long telephone wait times that customers have been experiencing over the last six months and make the phone a more accessible access channel for residents. This in turn should reduce the number of residents who choose to visit us in person.

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 Hub will require a communications campaign to inform residents of the change to the purpose of the space at Marcus Garvey library. This is likely to include physical signage in the space, informing customers of the upcoming change, posts on social media informing customers of the change and where they can go to have their queries resolved, and information in routing communications including Haringey People Extra and HomeZone.

Given that Customer Services at Marcus Garvey stopped on 3rd October 2025, residents have already adapted to this change, as footfall has wholly transferred to the Customer Centre at Wood Green. The communications about the new change is ensuring that residents in housing need visit the Hub not Customer Services, and that residents who need access with anything else including temporary accommodation and housing tenancy matters go to Wood Green.

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.

A consultation exercise has not been completed as the closure of Marcus Garvey Customer Services on 3 October 2025 was an unplanned change due to staff shortages, however the staff have transferred to Wood Green Customer Centre and engage daily with residents who might have previously visited Marcus Garvey, and limited feedback positive or negative has been provided.

4. Data and Impact Analysis
Note: officers may want to complement their analysis with data from the State of the Borough and ward profiles, found here: https://www.haringey.gov.uk/local-democracy/about-council/state-of-the-borough.

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

There are two main data sources that have been used in the development of this Equality Impact assessment. These are as follows:
- Data from the 2021 Census commissioned by the Office for National Statistics (ONS). This was used to establish a baseline for the population of the Borough as a whole.
- Locally held data on households approaching Customer Services. This includes:
    o The postcode of the customer
    o Information about the reason for contact
    o Limited information about support needs

Equalities data is not currently captured by Customer Services.

As a proxy, however, we have used postcode data and corresponding data from the Census to infer the makeup of residents that contact customer services. Although imperfect, it does have the advantage of going beyond a simple "borough average" and hopefully better reflecting our residents at a more local level.

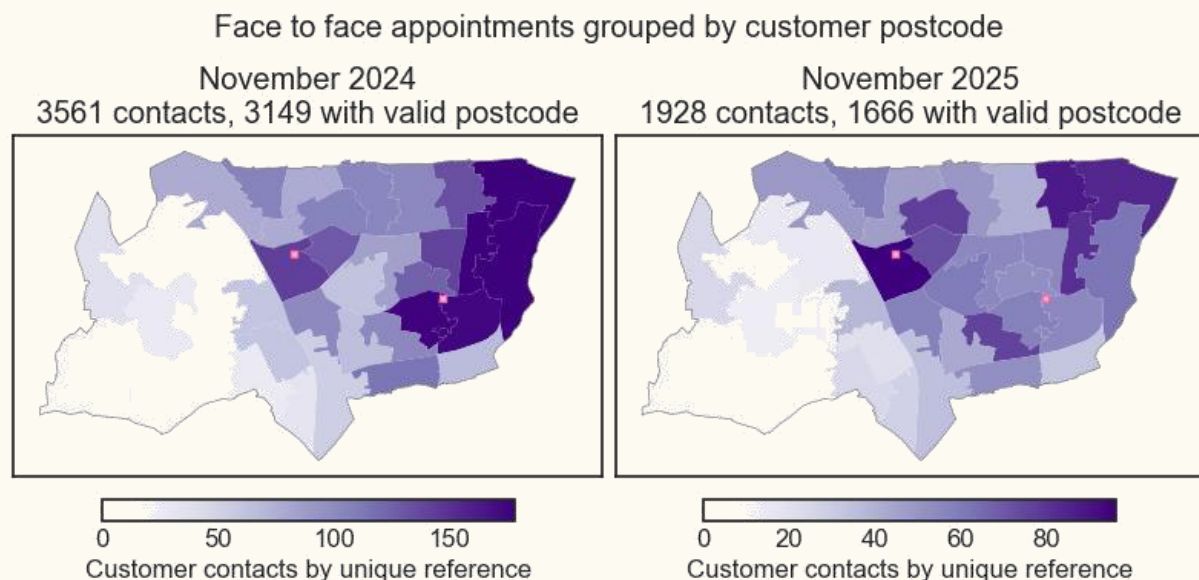Key limitations and assumptions are:
- Information is held at case reference level covering November 2024 and November 2025. Only records with a matching Haringey postcode are included, and duplicate contacts with the same case reference are excluded. By extension this means that contacts by the same household but with different case reference numbers will all be included.
- Many residents have a query that does not require their postcode to be captured, so they cannot be included in the geographic analysis
- The geographic distribution of contacts is uneven across the borough and may differ from the density of households. This is evidenced by mapping the customer contacts for the respective time periods.
- Data is collected at the most granular level available and aggregated to borough level.
- The likelihood of a contact with Customer Services is solely dependent upon where the person lives, and not upon any other protected characteristic. This is an oversimplification but necessary within the limits of the available data. Factors including systemic racism[1], and inequality even at the most local levels[2] will almost certainly impact some communities more than others.
- Estimates of demographics are based upon extrapolating household data to resident level. This inherently assumes that the likelihood of different

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[1] S. Fitzpatrick, G. Bramley, J. McIntyre, N. Ayed, & B. Watts-Cobbe, Race, Ethnicity and Homelessness in the UK: Final report of a knowledge and capacity building programme (2025). Available at https://doi.org/10.17861/D78C-M498.

[2] C. D. Lloyd et al., An ethnic group specific deprivation index for measuring neighbourhood inequalities in England and Wales (2024), *The Geographical Journal*, 190, e12563. Available at https://doi.org/10.1111/geoj.12563.

household types, for example single households and families, is the same (which may not be the case).

Where other data sources have been used, these shall be referenced in the relevant section of this EqIA. Throughout this EqIA figures with raw counts of less than three have been suppressed to prevent disclosure of individuals and are denoted by an asterisk (*).

Face to face appointments grouped by customer postcode

November 2024
3561 contacts, 3149 with valid postcode

November 2025
1928 contacts, 1666 with valid postcode

There has been a drop in the total number of contacts made to Customer Services between November 2024 and November 2025. Proportionally the greatest drop has been for customers living close to Marcus Garvey.

4a. Age
Data
Figures reflect the total number of residents. Percentages use the "People" figure as the denominator and may not total to 100% due to rounding.

The age profile reveals the problem in using a statistical technique too infer the age of those who visit us in Customer Services, because we only directly serve and capture data from and about adults, and a disproportionate number of those who visit us are in the older age groups, but this is not evident from the data below.

Age group	Borough[3]	Face-to-face appointments	
		November 2024	November 2025
0-4	14,948 (5.7%)	473 (5.8%)	246 (5.7%)

[3] Population estimates for England and Wales: mid-2024 – Office for National Statistics (ons.gov.uk)

5-14	30,297 (11.5%)	950 (11.6%)	495 (11.5%)
15-24	30,935 (11.7%)	1,051 (12.8%)	539 (12.5%)
25-34	49,898 (18.9%)	1,566 (19.1%)	825 (19.2%)
35-44	44,753 (16.9%)	1,363 (16.7%)	725 (16.9%)
45-54	37,690 (14.3%)	1,150 (14.0%)	604 (14.0%)
55-64	27,975 (10.6%)	851 (10.4%)	448 (10.4%)
65-74	15,957 (6.0%)	448 (5.5%)	240 (5.6%)
75+	11,753 (4.4%)	334 (4.1%)	179 (4.2%)
People	264,206	8,186	4,302
Median age (years)	36	35	35

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

Potential Impacts
   - **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

Older residents are over represented in those who choose to access Customer Services in person rather than over the phone or digitally, and older people are more likely to struggle with travelling longer distances, therefore this is likely to have a negative impact on older residents who need support in-person.

4b. Disability
Data
Borough Profile
   - **Disabled under Equality Act – 13.7%[4]**
      o **Day to day activities limited a lot – 6.1%**
      o **Day to day activities limited a little – 7.5%**
   - **7.5% of residents people diagnosed with depression[5]**
   - **1.7% of residents diagnosed with a severe mental illness[6]**
   - **0.4% of people in Haringey have a learning disability[7]**

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[4] Census, 2021 – Disability, England and Wales - Office for National Statistics (ons.gov.uk)
[5] NHS Quality Outcomes Framework – Prevalence of diagnosed depression among GP registered population age 18+
[6] NHS Quality Outcomes Framework – Prevalence of diagnosed mental health diagnosis among GP registered population age 18+
[7] PHE Learning disability profiles – https://fingertips.phe.org.uk/learning-disabilities#page/0/gid/1938132702/pat/6/par/E12000007/ati/102/are/E09000014

Target Population Profile

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

Data from Customer Services	Face to face appointment		Not face-to-face	
	November 2024	November 2025	November 2024	November 2025
Customer contacts where main reason was related to a disability[8]	55 (1.5%)	42 (2.2%)	140 (3.9%)	62 (0.7%)
Customer support needs include "accessibility"	Not recorded	68 (3.5%)	Not recorded	85 (1.0%)
Sample size	3,561	1,928	3,561	8,639

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

There is insufficient data to draw conclusions.

Potential Impacts
   • **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

The closure of Marcus Garvey is likely to have had a slightly negative impact with respect to the protected characteristic of disability. This is due to the reduction in availability of a local face-to-face service offer for disabled residents in the East of the borough. This is mitigated by the very good public transport access of the Wood Green Customer Service Centre.

4c. Gender Reassignment

Under the Equality Act 2010, a person has the protected characteristic of gender reassignment if "the person is proposing to undergo, is undergoing or

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[8] Defined as if the main reason for contact was related to a Blue Badge, companion badge, disabled parking bay, disabled Freedom Pass, or new aids and adaptations within a property.

has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex." In this context the term "trans" is used in this EqIA to describe anyone who defines as having their gender identity different to their sex registered at birth. This includes those who identify as a trans man, trans woman, non-binary, another minority gender identity, or no specific gender identity.

Data
Borough Profile[9]

Updated guidance has recently been published by the ONS (26 March 2025) regarding the applicability and suitability of gender identity figures obtained from the 2021 Census.[10,] This states that "The Census 2021 gender identity estimates should not be used to provide estimates of the sizes of the population who identified as trans man, trans woman, non-binary, and all other gender identities".

For context a strong spatial correlation can be seen (at both local and London-wide levels) between areas with a higher proportion of residents identifying as a gender different from the sex registered at birth and those with residents reporting little or no English language proficiency.[11,12] In Haringey this is particularly evident in the east of the borough. At the same time, there may be systematic under-reporting from certain communities, especially in cases where the Census return was filled out by the head of the household on behalf of younger family members.

	Haringey
Proportion of 2021 Census respondents who • were coded as a trans man or a trans woman and provided a response to the gender identity write-in that was different to their response to the sex question, for example, sex female and gender identity write-in "man", and/or • provided a gender identity write-in that was an unambiguously trans response, for example, "non-binary", "trans man", "gender fluid"	0.32%
Proportion that identified as having a gender identity different from their sex assigned at birth	1.24%

[9] Census, 2021 – Gender identity, England and Wales - Office for National Statistics (ons.gov.uk)
[10] Census 2021 gender identity estimates for England and Wales, additional guidance on uncertainty and appropriate use - Office for National Statistics
[11] Quality of Census 2021 gender identity data - Office for National Statistics
[12] ONS letter to the OSR on Census 2021 gender identity estimates - Office for National Statistics

The true proportion of residents in Haringey that identify as trans is likely between these two bounds. The first value is a lower bound as it is probable that the categorisation used may have genuinely missed some residents identifying as trans, specifically those that did not provide a response in the gender identity write-in box. Meanwhile the second value is a lower bound for the reasons highlighted above.

Target Population Profile

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

Data about a person's gender identity (including the protected characteristic of gender reassignment) is not recorded within existing Customer Services 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?**
   b) **Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?**

Potential Impacts
   • **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

Due to a lack of suitable and reliable information we are unable to determine what the impact of the Hub will have on the protected characteristic of gender reassignment. However, there is no current reason to believe that the impact on residents with this protected characteristic will be disproportionately felt compared to cisgender residents.

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 [13]
   • **Divorced or formerly in a same-sex civil partnership which is now legally dissolved: (9.9%)**
   • **Married or registered civil partnership: (35.8%)**

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[13] Census, 2021 – Marriage and civil partnership status in England and Wales - Office for National Statistics (ons.gov.uk)

- **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%)**

Target Population Profile

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

Unfortunately data about a person's marital status is not recorded within existing Customer Services data within an easily reportable format.

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

Potential Impacts
- **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

Due to this data being unavailable, it is not possible to determine what impact there will be (if any) on residents with this protected characteristic.

4e. Pregnancy and Maternity
Note[14]:
- **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

Borough

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[14] Equality and Human Rights Commission, 2022 – Pregnancy and maternity discrimination.

Pregnant[15] Within 26 weeks of giving birth	2,450 – 2,670 1,530
Total	3,980 – 4,200 (6.4 to 6.8%)
Sample size	62,138

Target Population Profile

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

Unfortunately data about a person's marital status is not recorded within existing Customer Services data within an easily reportable format.

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

Potential Impacts
   • **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

As this data is unavailable, it is not possible to determine what impact there will be (if any) on residents with this protected characteristic. However it is logical to assume that those experiencing pregnancy or maternity in the east of the borough who need to access Customer Services will experience more barriers on average to travel to the Wood Green location than those not experiencing pregnancy or maternity.

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.[16]

Data

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[15] ONS - Births in England and Wales: birth registrations - Office for National Statistics. In 2023 there were 3,064 reported live births in Haringey. Assuming that 80-90% of all pregnancies go to term (Baby loss statistics | Tommy's), and an average gestation period of 38 weeks, this gives a range of the number of residents that are likely to be pregnant at any one time. Denominator for percentage is the ONS 2023 mid-year estimate for females aged 16-44 years old (62,138 people).
[16] Race discrimination | Equality and Human Rights Commission (equalityhumanrights.com)

The "Other ethnic group" category includes residents from a Latin American background. There is a local commitment to better capture and record information from this group, however at the time of writing this has not been fully implemented within the council.

Ethnic group	Borough[17]	Face to face appointments	
		November 2024	November 2025
Asian	**8.7%**	**842 (10.0%)**	**431 (9.8%)**
Bangladeshi	1.8%	192 (2.3%)	102 (2.3%)
Chinese	1.5%	175 (2.1%)	83 (1.9%)
Indian	2.2%	170 (2.0%)	89 (2.0%)
Pakistani	0.8%	76 (0.9%)	39 (0.9%)
Other Asian	2.4%	229 (2.7%)	118 (2.7%)
Black	**17.6%**	**2,028 (24.3%)**	**998 (22.9%)**
Black African	9.4%	1,109 (13.3%)	548 (12.6%)
Black Caribbean	6.2%	692 (8.3%)	331 (7.6%)
Other Black	2.0%	227 (2.7%)	119 (2.7%)
Mixed	**7.0%**	**586 (7.0%)**	**298 (6.8%)**
White & Asian	1.5%	94 (1.1%)	49 (1.1%)
White & Black African	1.0%	90 (1.1%)	47 (1.1%)
White & Black Caribbean	2.0%	196 (2.3%)	96 (2.2%)
Other Mixed	2.5%	206 (2.5%)	106 (2.4%)
Other	**9.7%**	**964 (11.6%)**	**500 (11.4%)**
Arab	1.0%	99 (1.2%)	50 (1.1%)
Any Other Ethnic Group	8.7%	865 (10.4%)	450 (10.3%)
White	**57.0%**	**3,933 (47.0%)**	**2,133 (48.9%)**
White British	31.9%	1,957 (23.4%)	1,054 (24.2%)
White Irish	2.2%	137 (1.6%)	75 (1.7%)
Gypsy or Irish Traveller	0.1%	10 (0.1%)	5 (0.1%)
Roma	0.8%	66 (0.8%)	36 (0.8%)
Other White	22.1%	1,763 (21.1%)	962 (22.1%)
Prefer not to say Unknown			
Sample size	264,234		
Sample size ex. unknown	264,234		

Detail the findings of the data.

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[17] Census 2021 - Ethnic group, England and Wales - Office for National Statistics (ons.gov.uk)

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

Ethnic group	Face to face appointment			Not face to face appointment		
	November 2024	November 2025	Change in share	November 2024	November 2025	Change in share
Asian	842 (10.0%)	431 (9.8%)	-1.9%	2,677 (9.9%)	1,980 (9.9%)	+0.8%
Black	2,028 (24.3%)	998 (22.9%)	-5.7%	6,347 (23.4%)	4,583 (23.1%)	-1.6%
Mixed	586 (7.0%)	298 (6.8%)	-2.6%	1,913 (7.1%)	1,402 (7.0%)	-0.1%
Other	964 (11.6%)	500 (11.4%)	-0.6%	3,025 (11.2%)	2,231 (11.2%)	+0.5%
White British	1,957 (23.4%)	1,054 (24.2%)	+3.2%	7,070 (26.1%)	5,199 (26.1%)	+0.2%
White - not White British	1,976 (23.7%)	1,078 (24.7%)	+4.5%	6,084 (22.5%)	4,507 (22.7%)	+0.9%
Total	8,353	4,359		27,116	19,902	

In the above table, change in share is defined as how much that category's respective share has changed between November 2024 and November 2025. For example, if 20% of appointments in November 2024 were made by White residents, but only 10% in November 2025, then the change in share would be: (10% - 20%) divided by 20% = -50%.

Residents with an ethnicity other than White are overrepresented in those who visit Customer Services

Potential Impacts
- **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

The closure of Marcus Garvey Customer Service Centre may have had a negative impact on residents from non-white ethnic groups within the Asian, Black, Mixed and Other categories, because they are overrepresented in the East of the borough and those who visit Marcus Garvey. This is based solely upon the home postcode of the customer. Mitigations are set out in section 7.

4g. Religion or belief
Data

Borough Profile [18]
- **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%**

Target Population Profile

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

Data about a person's religion is not recorded within existing Customer Services data within an easily reportable format.

Potential Impacts
- **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

As this data is unavailable, it is not possible to determine what impact there will be (if any) on residents with the protected characteristic of religion.

4h. Sex
Data

		Face to face appointments	
Sex	Borough[19]	November 2024	November 2025
Female	137,540 (52.1%)	4,378 (52.5%)	2,274 (52.2%)
Male	126,310 (47.9%)	3,968 (47.5%)	2,083 (47.8%)
Sample size	263,850	8,346	4,357

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[18] Census, 2021 – Religion, England and Wales - Office for National Statistics (ons.gov.uk)
[19] Population estimates for England and Wales: mid-2024 – Office for National Statistics (ons.gov.uk)

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

Data is inconclusive.

Potential Impacts

- **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

The proposed decision will likely have a neutral impact with respect to the protected characteristic of a person's sex, other than the fact that those assigned female at birth are the only people who experience pregnancy and maternity according to UK definitions, who are more likely to find it hard to travel a longer distance than those not experiencing pregnancy or maternity.

4i. Sexual Orientation
Data
Borough profile [20]

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

Target Population Profile

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

Unfortunately data about a person's sexual orientation (including the protected characteristic of gender reassignment) is not recorded within existing Customer Services data within an easily reportable format.

Detail the findings of the 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?**

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[20] Census, 2021 – Sexual orientation, England and Wales - Office for National Statistics (ons.gov.uk)

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

Potential Impacts

- **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

As this data is unavailable, it is not possible to determine what impact there will be (if any) on residents with this protected characteristic.

4j. Socioeconomic Status
Data
Income

- **7.7% of the population of Haringey aged 16-64 were claiming unemployment benefit as of October 2025.**[21]
- **27.1% of residents aged 16-65 were claiming Universal Credit as of October 2025.**[22]
- **Around 29% (CI: 23.3 to 33.9%) of jobs in Haringey are paid below the London Living Wage.**[23]

Educational Attainment

- **Haringey ranks 24th out of 32 in London for GCSE attainment (% of pupils achieving strong 9-5 pass in English and Maths).**[24]
- **Around 6.1% (CI: 2.8 to 9.4%) of Haringey's working age population had no qualifications as of 2024.**[25]
- **5.0% were qualified to level one only (equivalent to grade 1-3 at GCSE).**[26]

Area Deprivation
As measured by the overall 2025 Index of Multiple Deprivation (IMD 2025), Haringey is either the 3rd (by average score) or 6th (by average rank) most deprived London borough. These figures, however, hide the deep rooted and multifaceted inequality within the borough. The most deprived LSOAs (Lower Super Output Areas, or small neighbourhood areas) are more heavily concentrated in the east of the borough, as shown in the map below.

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[21] ONS Nomis – ONS Claimant Count by sex and age

[22] DWP, StatXplore – Universal Credit statistics, People on Universal Credit - GOV.UK (www.gov.uk)
ONS – Population estimates for the UK, England, Wales, Scotland and Northern Ireland - Office for National Statistics

[23] ONS – Number and proportion of employee jobs with hourly pay below the living wage - Office for National Statistics

[24] Department for Education - Explore data - Create your own tables on key stage 4 performance

[25] ONS Annual Population Survey – Your Data - Nomis - Official Census and Labour Market Statistics

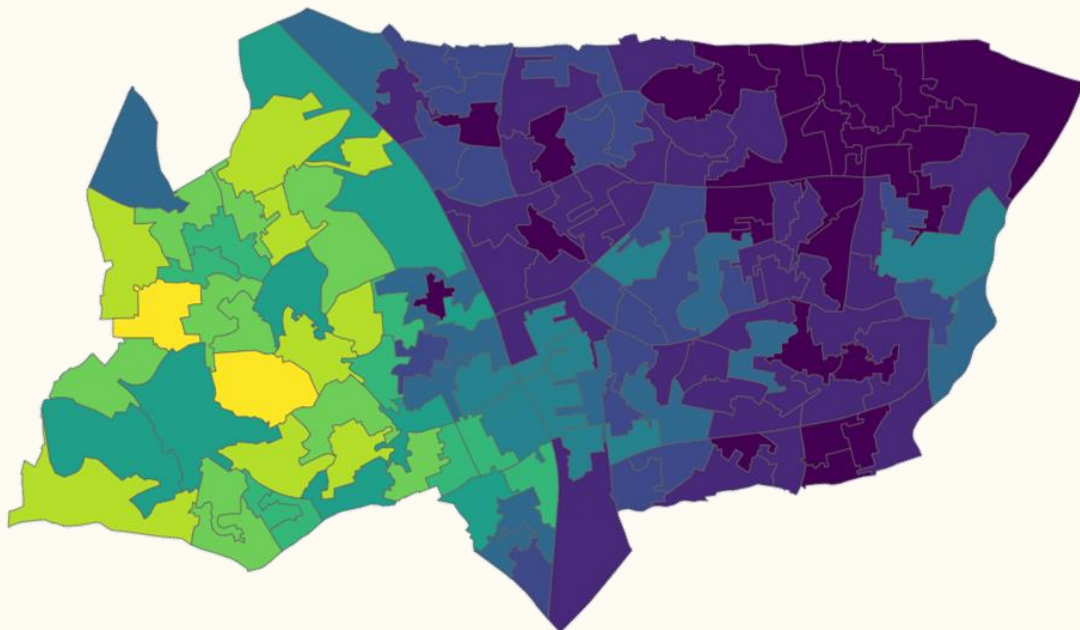[26] LG Inform – Data and reports | LG Inform (local.gov.uk)

A total of 43.7% of Haringey's population live in neighbourhoods classified as some of the most deprived in the country (the extent measure). Alternately almost 1 in 5 residents (19.3%) live in the 10% most deprived areas nationally – both figures are the highest proportion of all London boroughs.
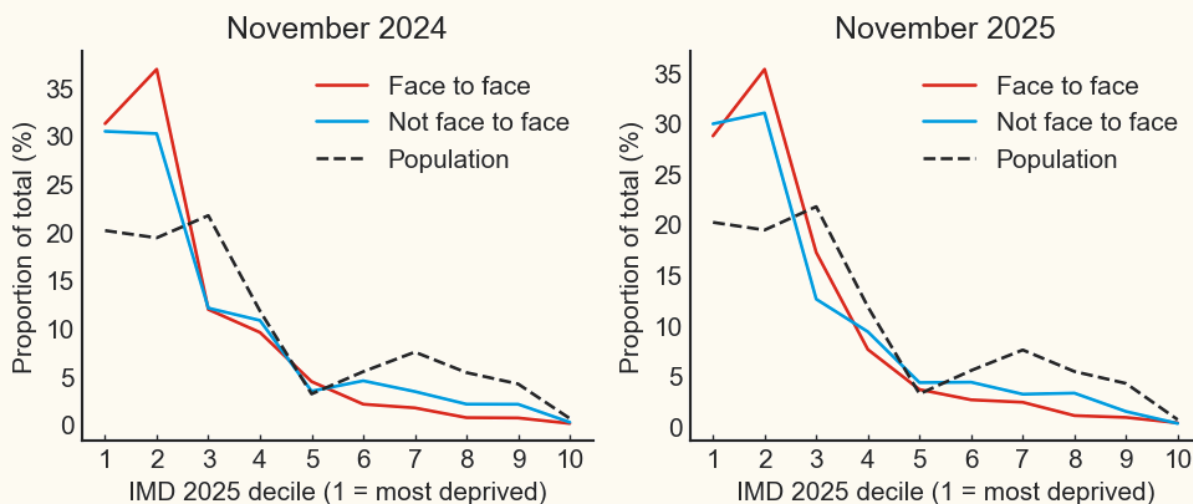
The IMD is comprised of a series of domains, each weighted to give the overall score. Compared to other London boroughs, Haringey ranks particularly poorly in the Crime and Barriers to Housing and Services domains but does reasonably well in the Education and Health domains.

Index of Multiple Deprivation (IMD) Decile (where 1 is most deprived 10% of LSOAs)

Decile ●1 ●2 ●3 ●4 ●5 ●6 ●7 ●8 ●9 ●10

Target Population Profile
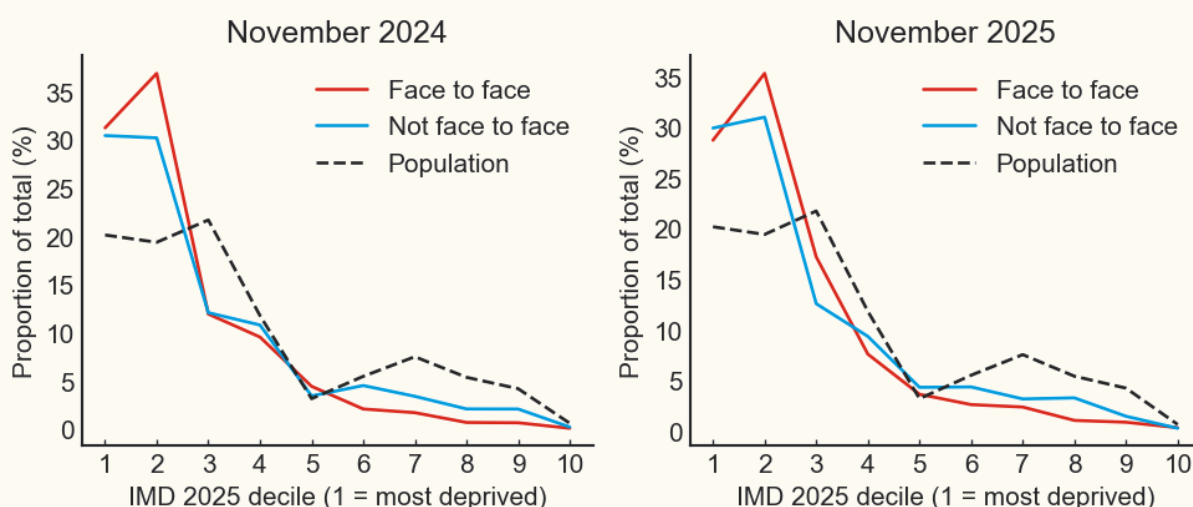
November 2024 / November 2025

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

Residents contacting Customer Services are more likely to be living in more socioeconomically deprived areas of the borough compared to the borough average. Furthermore residents in the most deprived areas were slightly more likely to have a face-to-face appointment compared to the least deprived. This does, however, not appear to have changed significantly as a result of the closure of Marcus Garvey.

Potential Impacts
 • **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

November 2024 / November 2025

The closure of Marcus Garvey is likely to have had a slightly negative impact for residents with lower incomes. Residents living in the east of the borough may have to make additional journeys to Wood Green that they otherwise may have been able to travel on foot.

Note that this conclusion is solely based upon the postcode of customers contacting Customer Services. The Index of Multiple Deprivation reflects an average across a neighbourhood of approximately 1,500 people; an individual household's experience can differ significantly from their immediate neighbours. Future work is required to fully determine any realised impacts for this locally protected characteristic. This includes a deeper dive into the circumstances around why residents contact Customer Services.

5. Key Impacts Summary
5a. Outline the key findings of your data analysis.

The closure of Marcus Garvey may have indirectly resulted in a slightly reduced face-to-face offer for residents identifying as from a Black ethnic background, and those with the protected characteristic of disability. This conclusion is reliant upon incomplete data and a series of assumptions.

5b. Intersectionality
- **Many proposals will predominantly impact individuals who have more than one protected characteristic, thereby transforming the impact of the decision.**
- **This section is about applying a systemic analysis to the impact of the decision and ensuring protected characteristics are not considered in isolation from the individuals who embody them.**
- **Please consider if there is an impact on one or more of the protected groups? Who are the groups and what is the impact?**

As several data sets are unavailable it has not been possible to complete an analysis on intersectionality.

5c. Data Gaps
Based on your data are there any relevant groups who have not yet been consulted or engaged? Please explain how you will address this

There is limited data gap with respect to equalities information (including their protected characteristics) recorded by Customer Services. Throughout this EqIA this has been partially mitigated for by using proxy data generated through the customer's postcode.

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

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

In your answer, please consider the following three questions:
- **Could the proposal result in any direct/indirect discrimination for any group that shares the relevant protected characteristics?**
- **Will the proposal help to advance equality of opportunity between groups who share a relevant protected characteristic and those who do not?**
- **Will the proposal help to foster good relations between groups who share a relevant protected characteristic and those who do not?**

The closure of Marcus Garvey may have a negative impact on residents from non-white ethnic background, and those with the protected characteristic of disability, and pregnancy and maternity, and those on lower incomes living in the east of the borough.

These conclusions are reliant upon limited data and a series of assumptions, and should, therefore, be treated with a degree of caution. Future ongoing and regular monitoring of any impacts upon protected characteristics should be carried out. This will be aided by a new customer resource management system being adopted in the next few months. Mitigations to reduce any potential impact on residents in the east of the borough, as well as those with a disability, should be considered.

7. Amendments and mitigations

7a. What changes, if any, do you plan to make to your proposal because of the Equality Impact Assessment?
Further information on responding to identified impacts is contained within accompanying EQIA guidance

No changes as mitigations were already in train.

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:

While the Council encourages residents who can use alternative channels to do so, we recognise that many customers - such as older people, disabled residents, and those with limited English or digital skills - require tailored support.

To mitigate the impact of closing Marcus Garvey and ensure continuity of service for these residents, the following measures have been / are to be implemented:

- Continued face-to-face access at Wood Green, with a larger team of customer services staff and managers on site and a central location with improved transport links.
- Repurposing Marcus Garvey as a Homelessness Prevention Hub, offering in-person appointments for vulnerable clients in line with statutory guidance.
- Customer Services will provide a reception and triage service at the Hub, continuing the role they have always played for residents in housing need. These staff will be able to answer very basic questions or support residents with digital access via the public PCs which are remaining. The staff will also continue to offer access to a phone for residents who need it to speak to Customer Services in detail and don't have a working phone.
- Customer Services has been given temporary additional budget to recruit four staff in our telephony contact centre team who will start in early 2026 and reduce the long telephone wait times that customers have been experiencing over the last six months and make the phone a more accessible access channel for residents. This in turn should reduce the number of residents who choose to visit us in person.
- improving the digital offer is being worked on as part of the council's Service Modernisation programme, and a new Digital Inclusion Policy and Roadmap is being brought to Cabinet in March 2026. Together these should enable more residents to access services online instead of in person or over the phone.
- Assisted digital support is offered at Wood Green and over the phone, helping digitally excluded residents complete online forms and access services with staff assistance.
- Ongoing monitoring of visit volumes and customer feedback, ensuring that any emerging issues are identified and addressed promptly.

These mitigations aim to balance operational sustainability with equitable access, safeguarding vulnerable residents while consolidating services into a more resilient model.

Lead officer: David Plank

Timescale: **08/01/2026**

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:

N/A

7. Ongoing monitoring

Summarise the measures you intend to put in place to monitor the equalities impact of the proposal as it is implemented.

- **Who will be responsible for the monitoring?**
- **What the type of data needed is and how often it will be analysed.**
- **When the policy will be reviewed and what evidence could trigger an early revision**
- **How to continue to involve relevant groups and communities in the implementation and monitoring of the policy?**

Ongoing service usage data monitoring and an EQIA refresh within the first 12 months of operation will identify any emerging barriers and any further mitigations required.

Date of EQIA monitoring review:

07/01/2027

8. Authorisation

EQIA approved by (Assistant Director/ Director)   Kari Manovitch

Date   28.01.26

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.

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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

Name of proposal:	Homelessness Prevention Hub
Service Area:	Housing Demand
Officer Completing Assessment:	James Vale
Equalities Advisor:	
Cabinet Member Signing Date:	15 January 2026
Director/Assistant Director	Maddie Watkins

2. Executive summary

The Homelessness Prevention Hub (henceforth referred to as the Hub or HPH) is in essence the restoration of a "front door" service for the Haringey Housing Needs team. Prior to the Covid-19 pandemic, the team were based in Wood Green and able to take face-to-face appointments for people threatened with or currently experiencing homelessness. Social distancing restrictions during the pandemic, the insourcing of Homes for Haringey, and the rationalisation of council buildings meant that much of this service has been lost as of 2025. As it stands, the proposal is to open the Hub in Tottenham Green.

Creation of the Hub is likely to have a positive impact upon residents identifying from a Black or Other ethnic background, children and young people, as well as those from disadvantaged socioeconomic backgrounds. This is due to these groups being disproportionately represented in households that are threatened with or experiencing homelessness.

Siting the Hub in Tottenham Green is also likely to advantage the groups listed in the above paragraph, as this not only reduces average travel distance for these groups, but also sites the Hub in the location with the most need in terms of demand for the service. It may, however, inadvertently result in disadvantage for residents living in the west of the borough (especially those with a disability or in contact with multiple services) compared to a more central location. Although the proposal reflects a proportionate means to a legitimate aim, mitigation may be necessary to reduce the impact upon a small group of residents.

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.

No formal consultation period has been undertaken for this decision, upon the advice from colleagues in the Legal and Governance service. The provision of a face-to-face assessment space is required of local authorities by statutory guidance, and this additional service provision is expected to have a largely positive equalities impact, as set out below.

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.

N/A

4. Data and Impact Analysis

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

There are two main data sources that have been used in the development of this Equality Impact assessment. These are as follows:

- Data from the 2021 Census commissioned by the Office for National Statistics (ONS). This was used to establish a baseline for the population of the Borough as a whole.
- Locally held data on households approaching the Haringey Housing Needs team. This includes:
  - Equalities data (age, gender, ethnicity, marital status, disability, sexual orientation of main applicant)
  - The duty owed to the main applicant under the Homelessness Prevention Act and relevant sections of the Housing Act 1996.
  - Data collected as part of the regular H-CLIC reporting to the Ministry of Housing, Communities, and Local Government (MHCLG)

Where other data sources have been used, these shall be referenced in the relevant section of this EqIA. Throughout this EqIA figures with raw counts of less than three have been suppressed to prevent disclosure of individuals and are denoted by an asterisk (*).

Statistical testing has been used to assess potential differences between the population impacted by this proposal and the borough as a whole. The choice of technique used is dependent upon the type of data to be compared. The output of these tests is typically a score or statistic (chi-squared, z-score).

A useful metric is the "p-value". In the context of this EqIA it essentially reflects the likelihood that the observed difference between the target population and the borough population is simply due to chance, as opposed to some underlying effect. This is expressed as a decimal: a p-value of less than 0.05 (5%) is generally considered as a "statistically significant" difference. It is good practice to reference the test statistic and number of degrees of freedom as well as the p-value; this has been done throughout this EqIA.

Note that the p-value is a somewhat blunt tool as it is impacted by relative sample sizes. Even if a difference is found to be statistically significant, it does not necessarily mean that it will have a large practical significance in the real world. In the case of categorical variables (for example ethnicity, gender) it is also useful to consider the "effect size". This is a quantitative measure which describes the scale of any difference. As defined in this EqIA a value of 0.1, 0.3, and 0.5 would be considered evidence of a small, medium, or large effect respectively.

In some instances, the 95% confidence interval (abbreviated as CI) has been shown and expressed as a range of values. This is a measure of the statistical uncertainty about a central value, for example in a proportion or ratio. For brevity this central value is not always shown.

Figures in tables that have been appended with a double asterisk (**) refer to an age-standardised rate rather than a simple rate (numerator divided by denominator). An age-standardised rate is useful in circumstances where the demographics of a population differs significantly from the borough average, but one wants to compare the two on an equal footing. Both the borough average and the target population are directly standardised to the 2021 European Standard Population using commonly used approaches.

Definitions and scope

"Approach and assessed" is all households approaching Haringey Housing Needs between 1 April 2024 and 31 March 2025. For various reasons not all of these households will have had their formal assessment.

"Lost contact" refers to all households where the status of the initial appointment is recorded as "did not attend", or where the first decision was recorded as "no contact" or "contact lost".

A "successful prevention" is defined as the household securing accommodation for at least 6 months (either their current or alternative accommodation) at the end of prevention duty. An "unsuccessful prevention" is defined as any other outcome.

Main duty acceptance is defined as the household being owed the main housing duty (S193) under the Housing Act 1996. A local authority will owe an applicant the main housing duty when the duty to relieve homelessness has ended, and they are satisfied the applicant is, homeless and eligible for assistance, in priority need, and not intentionally homeless.

4a. Age

Data

Figures reflect the total number of residents. In the case of the "Lost contact" column, this refers to the number of main applicants due to data recording limitations. Percentages use the "People" figure as the denominator, and may not total to 100% due to rounding.

Age group	Borough[1]	Approach and assessed	Lost contact[†]	Successful prevention	Main duty acceptance
0-4	14,960 (6%)	591 (10%)	-	61 (10%)	165 (16%)
5-14	29,287 (11%)	882 (15%)	-	99 (17%)	251 (24%)
15-24	31,961 (12%)	873 (15%)	71 (12%)	97 (17%)	149 (14%)

[1] Population estimates for England and Wales: mid-2024 – Office for National Statistics (ons.gov.uk)

25-34	49,161 (19%)	1156 (20%)	190 (31%)	100 (17%)	159 (15%)
35-44	42,623 (16%)	905 (16%)	123 (20%)	80 (14%)	171 (16%)
45-54	35,636 (14%)	631 (11%)	108 (18%)	64 (11%)	91 (9%)
55-64	30,471 (12%)	448 (8%)	72 (12%)	47 (8%)	50 (5%)
65-74	17,039 (6%)	189 (3%)	40 (6%)	22 (4%)	21 (2%)
75+	12,712 (5%)	64 (1%)	12 (2%)	15 (3%)	6 (1%)
People	263,850	5,739	616	585	1,063
Median age (years)	35	29	38	28	21
Chi-squared statistic		382	24.4	34.7	207
Degrees of freedom		8	6	8	8
p-value		< 0.001	< 0.001	< 0.001	< 0.001
Effect size		0.183	0.141	0.172	0.312

† Main applicants only

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

The age distribution of residents approaching Housing Needs is broadly similar to the borough profile, albeit skewed towards younger adults and children. This is unsurprising given that 1 in 4 households approaching between April 2024 and March 2025 were families with dependent children. The observed disparity becomes more pronounced when considering households that were accepted for main housing duty. This is also expected given that families with dependent children have a priority need.

Data reporting limitations mean that the "contact lost" data refers to the number of main applicants, not the total number of individuals.

Potential Impacts
- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

The Hub is projected to have a positive impact for children and young adults (aged under 25) in particular, as this group are disproportionately affected by homelessness compared to the borough as a whole. It is projected to have a neutral impact for other age groups.

4b. Disability
Data
Borough Profile

- Disabled under Equality Act – 13.7%[2]
  - Day to day activities limited a lot – 6.1%
  - Day to day activities limited a little – 7.5%
- 7.5% of residents people diagnosed with depression[3]
- 1.7% of residents diagnosed with a severe mental illness[4]
- 0.4% of people in Haringey have a learning disability[5]

In the 2021 Census, people were asked "Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?". If people answered yes, a further question "Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?" was asked. The response options were: "Yes, a lot", "Yes, a little", or "Not at all"

In Haringey residents living in social housing were significantly more likely to report that at least one of the members of the household were disabled under the Equality Act (43%) compared to the borough average (28%).

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?

In the context of this EqIA, a household approaching Housing Needs contains someone who reports having a disability if at least one of the following is true: the main applicant is recorded as having a disability; or the household is recorded as having one or more support needs relating to either physical ill health and disability, history of poor mental health, or a learning disability.

Figures reflect the total number of households – note that this not the same as the number of individuals that may be experiencing homelessness. Percentages use the "Sample size" figure as the denominator, and may not total to 100% due to rounding.

	Borough	Approach and assessed	Lost contact	Successful prevention	Main duty acceptance
Household contains at least one resident who has a disability	27.7%	561 (16.9%)	72 (11.7%)	66 (18.3%)	102 (23.3%)

[2] Census, 2021 – Disability, England and Wales - Office for National Statistics (ons.gov.uk).
[3] NHS Quality Outcomes Framework – Prevalence of diagnosed depression among GP registered population age 18+
[4] NHS Quality Outcomes Framework – Prevalence of diagnosed mental health diagnosis among GP registered population age 18+
[5] PHE Learning disability profiles – https://fingertips.phe.org.uk/learning-disabilities#page/0/gid/1938132702/pat/6/par/E12000007/ati/102/are/E09000014
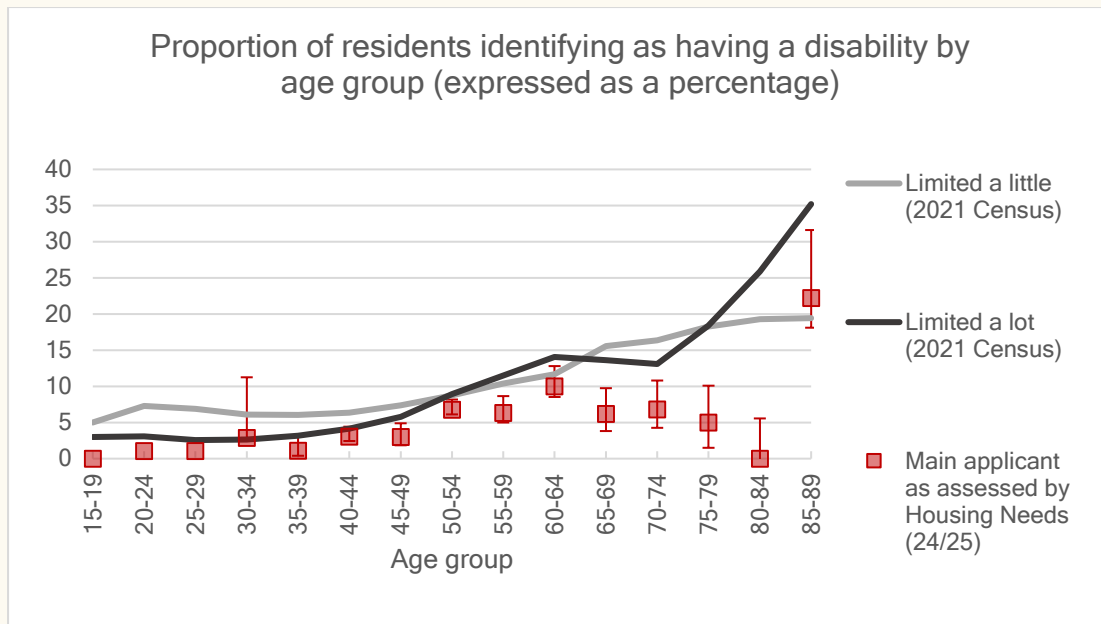
Priority need of:					
- Mental health		240 (7.2%)	36 (5.8%)	21 (5.8%)	37 (8.4%)
- Learning disability		31 (0.9%)	4 (0.6%)	7 (1.9%)	10 (2.3%)
Sample size	105,092	3,325	616	360	438
- Main applicant has a disability	14.0%**	114 (3.4%)	19 (3.1%)	23 (6.4%)	8 (1.8%)

The data suggest that residents approaching Housing Needs may be slightly less likely to have a disability compared to other residents in the borough. This discrepancy, however, narrows for households owed main housing duty. Various factors likely contribute to this observation.

Limitations in reporting mean that although it is possible to know if someone in the household has a disability, it is not possible to determine exactly who that is in the household. As shown above (Age), the age distribution of residents experiencing or threatened by homelessness is generally younger than the population of Haringey, with a clear over-representation of children and young adults.

Data from the 2021 Census shows that older residents are generally more likely to report having a disability that limits their day-to-day activities. Direct comparison is somewhat difficult as local and ONS frameworks for describing disability may not be uniformly aligned. However, the proportion of main applicants that report having a disability by age group is broadly similar to residents that reported being significantly impacted by their condition or illnesses in the 2021 Census ("limited a lot" category).

A clear exception to this trend is evident for older age groups, who are less likely to report a disability compared to the borough average. Possibilities for this include: being less likely to be the main applicant or already being housed in other settings (for example sheltered housing or being supported by adult social care).

Proportion of residents identifying as having a disability by age group (expressed as a percentage)

Potential Impacts

- **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

Opening the Hub in the east of the borough (where there is the most need) and in an area with good public transport will improve access for residents, especially those that have a disability that limits their mobility. The site is close to twelve bus routes which are all wheelchair accessible. Access from other parts of the borough however – especially the west – may be more difficult as this would require at least one change of bus. Local underground and train stations do not have level access from the platform to the street.

4c. Gender Reassignment

Under the Equality Act 2010, a person has the protected characteristic of gender reassignment if "the person is proposing to undergo, is undergoing or has undergone a process (or part of a process) for the purpose of reassigning the person's sex by changing physiological or other attributes of sex." In this context the term "trans" is used in this EqIA to describe anyone who defines as having their gender identity different to their sex registered at birth. This includes those who identify as a trans man, trans woman, non-binary, another minority gender identity, or no specific gender identity.

Data

Borough Profile[6]

Updated guidance has recently been published by the ONS (26 March 2025) regarding the applicability and suitability of gender identity figures obtained from the 2021 Census.[7,] This states that "The Census 2021 gender identity estimates should not be used to provide estimates of the sizes of the population who identified as trans man, trans woman, non-binary, and all other gender identities".

For context a strong spatial correlation can be seen (at both local and London-wide levels) between areas with a higher proportion of residents identifying as a gender different from the sex registered at birth and those with residents reporting little or no English language proficiency.[8,9] In Haringey this is particularly evident in the east of the borough. At the same time, there may be systematic under-reporting from certain communities, especially in cases where the Census return was filled out by the head of the household on behalf of younger family members.

	Haringey
Proportion of 2021 Census respondents who • were coded as a trans man or a trans woman and provided a response to the gender identity write-in that was different to their response to the sex question, for example, sex female and gender identity write-in "man", and/or • provided a gender identity write-in that was an unambiguously trans response, for example, "non-binary", "trans man", "gender fluid"	0.32%
Proportion that identified as having a gender identity different from their sex assigned at birth	1.24%

The true proportion of residents in Haringey that identify as trans is likely between these two bounds. The first value is a lower bound as it is probable that the categorisation used may have genuinely missed some residents identifying as trans, specifically those that did not provide a response in the gender identity write-in box. Meanwhile the second value is a lower bound for the reasons highlighted above.

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

[6] Census, 2021 – Gender identity, England and Wales - Office for National Statistics (ons.gov.uk)
[7] Census 2021 gender identity estimates for England and Wales, additional guidance on uncertainty and appropriate use - Office for National Statistics
[8] Quality of Census 2021 gender identity data - Office for National Statistics
[9] ONS letter to the OSR on Census 2021 gender identity estimates - Office for National Statistics

	Borough	Approached and assessed	Successful prevention	Main duty acceptance	Mulberry Junction
Number (crude rate)	0.3 – 1.3%	11 (0.2 to 0.6%)	* (< 2.4%)	* (< 2.5%)	9 (0.6 to 2.2%)
Sample size		3,325	360	346	763

The number of main applicants approaching Housing Needs that identify as trans appears to be broadly in line with the borough profile. Between 1 April 2024 and 31 March 2025 Mulberry Junction had 1.2% of its visitors identifying as a gender different to the sex they were assigned at birth. This is towards the upper end of estimates for the borough profile, and significantly higher than for residents approaching Housing Needs.

The variation between Mulberry Junction and Housing Needs data may in part reflect differences in demographics of visitors to the respective services (single adults versus mostly families). Many individuals identifying as trans may not feel comfortable sharing this with public authorities, for a variety of reasons. Some of these fears may be assuaged through having an inclusive and welcoming environment.

There is an identified data gap (Section 5c) for residents who are not the main applicant, particularly for children and young adults. Data from the 2021 Census suggests 16-24 year olds are the most likely to identify as trans (between 0.63 and 1.00% across England and Wales), with lower figures and greater uncertainty for older age groups.[10]

Potential Impacts
- **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

Due to a lack of suitable and reliable information we are unable to determine what the impact of the Hub will have on residents of a given gender identity. However, there is no current reason to believe that the impact on residents with this protected characteristic will be disproportionately felt compared to cisgender residents.

4d. Marriage and Civil Partnership

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[10] Data on gender identity is only collected for respondents aged 16 and over. Breakdowns by age at more local level may be unreliable for the reasons highlighted earlier.

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 [11]
- 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%)

Target Population Profile

Married or registered civil partnership	Borough	Housing Needs Triage
Crude rate	33.8%	10.5% (8.0 to 14%)
Age-standardised rate	30.2%	
Sample size	218,993	488

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

Information about a person's marital status is captured within individual case records, but unlike other protected characteristics this is unfortunately not available in an easily reportable format. A desktop assessment of cases triaged by the Housing Needs team suggests that around 1 in 10 main applicants were married or in a registered civil partnership. This is significantly lower than the borough as a whole even after adjusting for differences in age profiles. This finding is caveated by that triage is the very first stage of a homelessness approach, and further information frequently comes to light at latter stages of a formal assessment. Relationship breakdown is also a common factor leading to homelessness; either directly through

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[11] Census, 2021 – Marriage and civil partnership status in England and Wales - Office for National Statistics (ons.gov.uk)

being asked or forced to leave the family home, or indirectly through subsequent financial difficulties for example.

Potential Impacts
- **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

It is not possible to determine what impact there will be (if any) on residents with this protected characteristic. The Hub will, however, act without discrimination.

4e. Pregnancy and Maternity

Note[12]:
- Pregnancy is the condition of being pregnant or expecting a baby.
- Maternity refers to the period after the birth. 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[13]	Approached and assessed	Lost contact	Successful prevention	Main duty accepted
Pregnant[14]	2,450 – 2,670	78	9	11	18
Within 26 weeks of giving birth	1,530	20	3	*	6
Total	3,980 – 4,200 (6.4 to 6.8%)	98 (6.8 to 10%)	12 (3.7 to 11%)	11 (5.0 to 15%)	24 (7.0 to 15%)
Sample size z-score p-value Effect size	62,138	1,181 1.567 0.117 0.065	187 -0.063 0.950 -0.007	123 0.691 0.490 0.088	233 1.432 0.152 0.133

** Number of children aged under 6 months in TA. Unable to tell from the data available if the mother gave birth within 26 weeks and the child had passed away, was placed with family members, placed into care etc.

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[12] Equality and Human Rights Commission, 2022 – Pregnancy and maternity discrimination.
[13] ONS - Births in England and Wales: birth registrations - Office for National Statistics
[14] ONS - Births in England and Wales: birth registrations - Office for National Statistics. In 2023 there were 3,064 reported live births in Haringey. Assuming that 80-90% of all pregnancies go to term (Baby loss statistics | Tommy's), and an average gestation period of 38 weeks, this gives a range of the number of residents that are likely to be pregnant at any one time. Denominator for percentage is the ONS 2023 mid-year estimate for females aged 16-44 years old (62,138 people).

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

There is no significant difference between the proportion of residents threatened with or experiencing homelessness that are pregnant or have given birth in the last 6 months compared to other residents in the borough.

Potential Impacts
   - **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

We are unable to fully determine what impact the Hub will have upon residents who are threatened with or experiencing homelessness that are pregnant or have given birth in the last 6 months. However, it is expected that the provision of an in-person, psychologically-informed space will be able to better support residents experiencing or at risk of homelessness at a time of increased vulnerability, including during pregnancy and early maternity.

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.

Data

All percentages shown use the sample size excluding unknown as the denominator. Locally held data is recorded differently to the ONS harmonised Census categories for ethnic groups. In order to make a somewhat direct comparison with ONS data the Other White, Other White European, White Greek Cypriot, White Kurdish, White Turkish, and White Turkish Cypriot categories have been aggregated into a "White Other" category. Similarly, the East African Asian and British Asian categories have been included in "Other Asian", while the Black British category has been included in "Other Black".

Note that the ONS harmonised categories for Black African and Black Caribbean are in fact Black/Black British African and Black/Black British Caribbean. This means that some residents listed locally as Black British may identify as Black/Black British African or Black/Black British Caribbean if this option were given. The result of this is a possible systematic over-reporting of differences for the Other Black ethnic group

and under-reporting for Black African and Black Caribbean. A similar argument follows for residents of Asian ethnic background.

The "Other ethnic group" category includes residents from a Latin American background. There is a local commitment to better capture and record information from this group, however at the time of writing this has not been fully implemented within the council.

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

Figures reflect the ethnicity of the main applicant – this is not the same as the number of individuals that may be experiencing homelessness. Percentages use the "Sample size ex. unknown" figure as the denominator and may not total to 100% due to rounding.

Ethnic group	Borough[15]	Approach and assessed	Lost contact	Successful prevention	Main duty accepted
Asian	**8.7%**	**165 (6.2%)**	**23 (4.8%)**	**21 (6.9%)**	**34 (9.7%)**
Bangladeshi	1.8%	51 (1.9%)	9 (1.9%)	8 (2.6%)	11 (3.1%)
Chinese	1.5%	10 (0.4%)	*	3 (1.0%)	* (< 0.9%)
Indian	2.2%	5 (0.2%)	*	* (< 1%)	* (< 0.9%)
Pakistani	0.8%	21 (0.8%)	*	4 (1.3%)	5 (1.4%)
Other Asian	2.4%	78 (2.9%)	14 (2.9%)	6 (2.0%)	18 (5.1%)
Black	**17.6%**	**1,024 (38.2%)**	**147 (30.6%)**	**118 (38.8%)**	**117 (33.4%)**
Black African	9.4%	544 (20.3%)	71 (14.8%)	52 (17.1%)	62 (17.8%)
Black Caribbean	6.2%	245 (9.2%)	40 (8.3%)	31 (10.2%)	28 (8.0%)
Other Black	2.0%	235 (8.8%)	36 (7.5%)	35 (11.5%)	27 (7.7%)
Mixed	**7.0%**	**185 (6.9%)**	**32 (6.7%)**	**17 (5.6%)**	**28 (8.0%)**
White & Asian	1.5%	12 (0.5%)	4 (0.8%)	* (< 1%)	* (< 0.9%)
White & Black African	1.0%	38 (1.4%)	3 (0.6%)	* (< 1%)	8 (2.3%)
White & Black Caribbean	2.0%	53 (2.0%)	8 (1.7%)	8 (2.6%)	9 (2.6%)
Other Mixed	2.5%	82 (3.1%)	17 (3.5%)	9 (3.0%)	11 (3.1%)
Other	**9.7%**	**503 (18.8%)**	**106 (22.1%)**	**41 (13.5%)**	**75 (21.4%)**
Arab	1.0%	34 (1.3%)	7 (1.5%)	* (< 1%)	5 (1.4%)
Any Other Ethnic Group	8.7%	469 (17.5%)	99 (20.6%)	41 (13.5%)	70 (20.0%)

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[15] Census 2021 - Ethnic group, England and Wales - Office for National Statistics (ons.gov.uk)

White	**57.0%**	**769 (28.7%)**	**165 (34.3%)**	**103 (33.9%)**	**96 (27.4%)**
White British	31.9%	245 (9.2%)	56 (11.7%)	45 (14.8%)	27 (7.7%)
White Irish	2.2%	43 (1.6%)	9 (1.9%)	5 (1.6%)	7 (2.0%)
Gypsy or Irish Traveller	0.1%	4 (0.2%)	3 (0.6%)	* (< 1%)	* (< 0.9%)
Roma	0.8%	* (< 0.2%)	*	* (< 1%)	* (< 0.9%)
Other White	22.1%	477 (17.8%)	97 (20.2%)	53 (17.4%)	62 (17.8%)
Prefer not to say		**32 (1.2%)**	**7 (1.5%)**	**4 (1.3%)**	***** **(< 0.9%)**
Unknown		**647**	**132**	**52**	**83**
Sample size	264,234	3,325	612	356	433
Sample size ex. unknown	264,234	2,678	480	304	350

Residents from ethnically diverse backgrounds are significantly more likely to approach the council compared to those identifying as White British. A more detailed breakdown is shown in the table above. Residents identifying as White British were more likely to have a successful prevention compared to the average across all other ethnic groups. Rates of lost contact were broadly the same for all ethnic groups.

In each case the range shown (XX – XX) is the 95% confidence interval for the ratio of residents identifying as from that ethnic group compared to the equivalent group identifying as White British. A value of less than 1 means that group is less likely to have that outcome, more than 1 means that it is more likely to have that outcome, with 1 meaning no difference. It can then be inferred that no significant disproportionality between that ethnic group and White British can be seen if that range spans 1, for example, 0.8 – 2.0. All values are reported to two significant figures for conciseness.

Values highlighted in red indicate relative likelihoods significantly different compared to the White British group. This is the case for almost all ethnic groups

Ethnic group	Approached and assessed	Lost contact	Main duty accepted
Asian	**2.0 – 2.9**	**1.1 – 2.7**	**2.9 – 7.8**
Bangladeshi	2.9 – 5.3	1.5 – 6.2	3.8 – 16
Chinese	0.44 – 1.6	*	*
Indian	0.11 – 0.65	*	*
Pakistani	2.1 – 5.3	*	2.8 – 19
Other Asian	3.0 – 5.1	1.7 – 5.6	4.6 – 15
Black	**6.7 – 8.8**	**3.5 – 6.6**	**5.2 – 12**
African	6.6 – 9.0	3.1 – 6.3	5.1 – 13
Caribbean	4.0 – 5.8	2.3 – 5.2	3.0 – 8.5
Other Black	15 - 22	8.0 - 19	11 – 32
Mixed	**3.5 – 5.1**	**2.1 – 5.0**	**3.6 – 10**

White & Asian	0.82 – 2.6	0.78 – 5.9	*
White & Black African	4.4 – 8.9	0.68 – 7.0	5.5 – 27
White & Black Caribbean	1.6 – 2.9	0.67 – 2.9	1.5 – 6.9
Other Mixed	3.9 – 6.4	2.6 – 7.8	3.0 – 12
Other	**5.7 – 7.8**	**4.5 – 8.5**	**5.8 – 14.1**
Arab	3.4 – 7.0	2.0 – 9.6	2.5 – 17
Any Other Ethnic Group	5.9 – 8.0	4.6 – 8.8	6.0 – 15
White (not White British)	**2.2 – 3.0**	**1.7 – 3.2**	**2.0 – 4.8**
White British	—	—	—
White Irish	1.6 – 3.1	1.0 – 4.2	1.4 – 7.6
Gypsy, Irish Traveller, or Roma	2.3 – 17	6.3 - 65	*
Other White	2.3 – 3.1	1.7 – 3.3	2.0 – 4.9
Sample size	2,546	484	535

Potential Impacts

- **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

The Hub will have positive impacts for residents identifying as from Black and Other ethnic groups, as these groups are disproportionately represented by homelessness.

4g. Religion or belief

Data

The religion or belief of residents approaching Housing Needs is not recorded. It is possible, however, to gain an estimated breakdown. For someone identifying as from a certain ethnic group and age group, the likelihood of that person following a given belief is assumed to be the same whether they approach the council for assistance or not. The distribution of the belief of residents can therefore be approximated as the 2021 Census figures reweighted by the appropriate ethnic group and age distributions of residents approaching the council.

	Borough[16]	Approached and assessed (main applicants)	Residents in TA (individuals)
Buddhist	0.9%	0.8%	0.9%
Christian	39.3%	46.0%	45.7%
Hindu	1.3%	0.6%	0.8%

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[16] Census, 2021 – Religion, England and Wales - Office for National Statistics (ons.gov.uk)

Jewish	3.6%	2.1%	2.7%
Muslim	12.6%	16.7%	21.1%
No religion	31.6%	22.5%	18.3%
Not answered	8.0%	7.9%	7.7%
Other religion	2.3%	3.2%	2.7%
Sikh	0.3%	0.1%	0.2%
Sample size	264,237	2,651	9,405

The data suggest that residents experiencing homelessness are more likely to follow some religion or belief compared to the rest of the borough. This is likely to be an indirect consequence of certain ethnic groups being proportionally over-represented in TA, particularly members of the Black community and residents from "any other ethnic group".

Potential Impacts

- **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

The Hub may have a disproportionately positive impact for residents following a belief, likely as an indirect consequence of certain ethnic groups being proportionately over-represented in residents approaching Housing Needs relative to the borough average. We are, however, unable to determine conclusively whether this is the case due to incomplete recording of belief. The Hub will not discriminate on the basis of religion, and mitigations available to the wider cohort are equally available to all religious groups.

4h. Sex

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

Sex	Borough[17]	Approached and assessed	Contact lost	Successful prevention	Main duty accepted
Female	137,540 (52.1%)	2,903 (50.7%)	266 (43.5%)	308 (52.6%)	614 (58.1%)
Male	126,310	2,818	349	277	445

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[17] Population estimates for England and Wales: mid-2024 – Office for National Statistics (ons.gov.uk)

	(47.9%)	(49.3%)	(56.7%)	(47.4%)	(41.9%)
Sample size	263,850	5,721	615**	485	1,059
Chi-squared statistic		2.16	9.51	0.009	7.10
Degrees of freedom		1	1	1	1
p-value		0.142	0.002	0.923	0.007
Effect size		0.013	0.088	0.003	0.058

** Main applicants only, not total individuals

Between April 2024 and March 2025 residents identifying as male were disproportionately more likely to lose contact with Housing Needs than those identifying as female. The reason for this is unclear but may be related to a higher proportion of one-person households identifying as male. Meanwhile residents owed main housing duty were more likely to identify as female. This is likely related to the majority of single parent households approaching Housing Needs including the mother.

Potential Impacts

- **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

Improving the face-to-face offer is likely to result in fewer instances of lost contact with Housing Needs, and so, the data suggests may result in positive impacts for male residents. It will also likely have positive impacts for female residents since siting the Hub in the area with the most need will likely improve access.

The proposed decision is likely to have a neutral impact overall, however this will need to be regularly monitored over time to ensure that there is no indirect discrimination.

4i. Sexual Orientation

Data

Haringey does not currently record the sexual orientation of all that approach Housing Needs, only the main applicant. This means that a significant portion of residents will not have this information captured, particularly for children and young adults. There is also a distinction between single households and families.

For someone identifying as from a certain ethnic group and age group, the likelihood of that person having a given sexual orientation is presumed to be the same regardless of setting.[18,19,20] The proportion of residents approaching the council aged

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[18] This may not be strictly true, given that there is some evidence that people identifying as LGBTQ+ are more likely to experience homelessness, however it is a sensible presumption to first order.
[19] LGBT in Britain - Home and Communities (2018) | Stonewall
[20] LGBT Youth Homelessness Research Report 2025 - There's No Place Like Home - akt

16 and over that identify as having a sexual orientation other than heterosexual (abbreviated as LGB+) can therefore be approximated as the appropriate figures from the 2021 Census reweighted by the respective ethnic group and age distributions of residents approaching.

Figures in the "Expected" row refer to the number of main applicants expected to identify as LGB+ based on 2021 Census data given their reported age and ethnic background. All statistical tests are based upon the reweighted borough average.

Sexual orientation	Borough[21]	Approached and assessed	Lost contact	Main duty accepted
Straight or Heterosexual	83.4%	1,363 (79.7%)	266 (77.6%)	199 (88.1%)
Gay or Lesbian	2.7%	22 (1.3%)	7 (2.0%)	* (< 1.3%)
Bisexual	2.1%	4 (0.2%)	* (< 0.9%)	* (< 1.3%)
All other sexual orientations	0.8%	31 (1.8%)	11 (3.2%)	3 (1.3%)
Not answered	11.0%	290 (17.0%)	59 (17.2%)	23 (10.2%)
Unknown		1,615	273	212
Sample size	216,006	3,325	616	438
Sample size exc. unknown		1,710	343	226
Identifying as LGB+ (95% CI)	5.6% (original) 4.7% (reweighted)	57 (2.5 to 4.3%)	18 (3.3 to 8.1%)	3 (0.4 to 4.1%)
Expected (after reweighting)		124	23	17
z-score		-2.01	0.351	-2.09
Two-tailed p-value		0.045	0.725	0.036
Effect size		-0.069	0.027	-0.206

Overall residents approaching Housing Needs were less likely to identify as LGB+ as the borough average. The exception was for those residents that lost contact with Housing Needs, where the figure was in line with the borough average. A partial explanation for this can be found when breaking down further by household type, specifically those households with children, and those without. This is shown in the table below. Households with children are less likely to have someone identifying as LGB+ compared to those without. It is important to remember, however, that households without children are generally younger.

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[21] Census, 2021 – Sexual orientation, England and Wales - Office for National Statistics (ons.gov.uk)

Identifying as LGB+	Borough[22]	Approached and assessed	Lost contact	Main duty accepted
- Household with no children	8.39%	47 (3.0 to 5.2%)	15 (3.4 to 9.0%)	* (< 8.8%)
- Household with children	2.16%	8 (0.8 to 3.2%)	3 (1.5 to 13%)	3 (0.8 to 6.9%)
- Other household types	7.54%			

New guests at Mulberry Junction (FY 24/25) that self-identify as having any sexual orientation other than heterosexual or straight: 7.0% (95% confidence interval: 4.9 to 9.9%)

Potential Impacts
- **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

We are unable to determine conclusively what the impact of the Hub will be upon this protected characteristic due to incomplete data.

4j. Socioeconomic Status
Data
Borough profile
Income
- 7.7% of the population of Haringey aged 16-64 were claiming unemployment benefit as of October 2025.[23]
- 27.1% of residents aged 16-65 were claiming Universal Credit as of October 2025.[24]
- Around 29% (CI: 23.3 to 33.9%) of jobs in Haringey are paid below the London Living Wage.[25]

Educational Attainment
- Haringey ranks 24th out of 32 in London for GCSE attainment (% of pupils achieving strong 9-5 pass in English and Maths).[26]

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[22] Census, 2021 – Sexual orientation, England and Wales - Office for National Statistics (ons.gov.uk)
[23] ONS Nomis – ONS Claimant Count by sex and age
[24] DWP, StatXplore – Universal Credit statistics, People on Universal Credit - GOV.UK (www.gov.uk)
    ONS – Population estimates for the UK, England, Wales, Scotland and Northern Ireland - Office for National Statistics
[25] ONS – Number and proportion of employee jobs with hourly pay below the living wage - Office for National Statistics
[26] Department for Education - Explore data - Create your own tables on key stage 4 performance

- Around 6.1% (CI: 2.8 to 9.4%) of Haringey's working age population had no qualifications as of 2024.[27]
- 5.0% were qualified to level one only (equivalent to grade 1-3 at GCSE).[28]

Area Deprivation

As measured by the overall 2025 Index of Multiple Deprivation (IMD 2025), Haringey is either the 3rd (by average score) or 6th (by average rank) most deprived London borough. These figures, however, hide the deep rooted and multifaceted inequality within the borough. The most deprived LSOAs (Lower Super Output Areas, or small neighbourhood areas) are more heavily concentrated in the east of the borough, as shown in the map below.

A total of 43.7% of Haringey's population live in neighbourhoods classified as some of the most deprived in the country (the extent measure). Alternately almost 1 in 5 residents (19.3%) live in the 10% most deprived areas nationally – both figures are the highest proportion of all London boroughs.
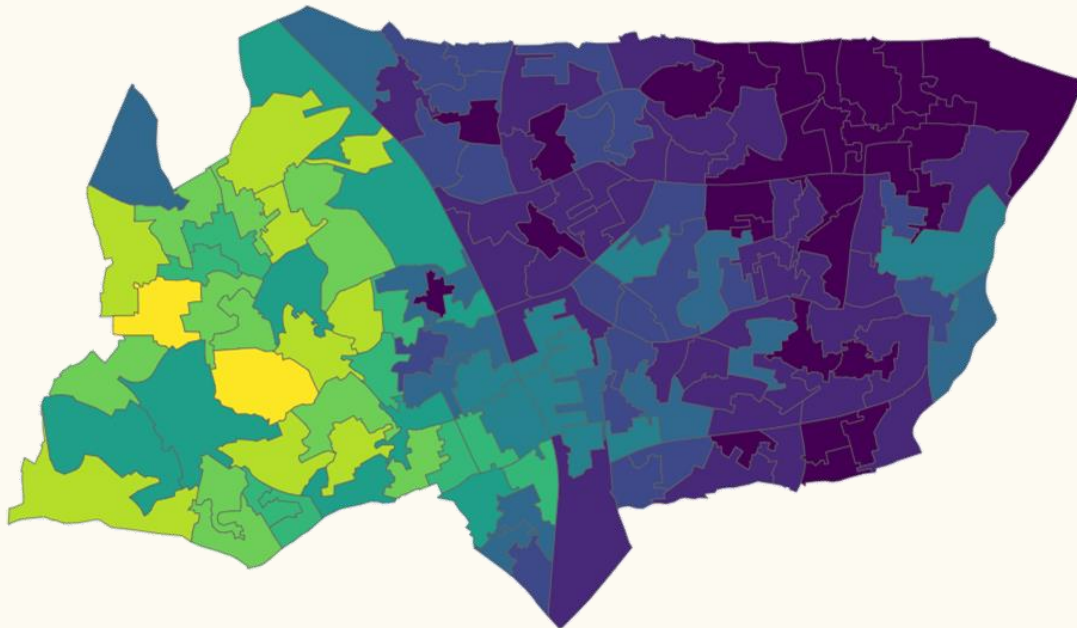
The IMD is comprised of a series of domains, each weighted to give the overall score. Compared to other London boroughs, Haringey ranks particularly poorly in the Crime and Barriers to Housing and Services domains but does reasonably well in the Education and Health domains.

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[27] ONS Annual Population Survey – Your Data - Nomis - Official Census and Labour Market Statistics
[28] LG Inform – Data and reports | LG Inform (local.gov.uk)

Index of Multiple Deprivation (IMD) Decile (where 1 is most deprived 10% of LSOAs)

Decile ●1 ●2 ●3 ●4 ●5 ●6 ●7 ●8 ●9 ●10

Target Population Profile

What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?
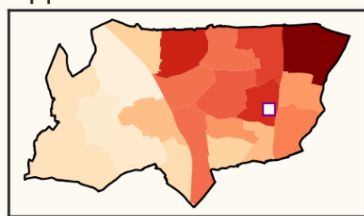
Detail the findings of the data.
- a) **Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?**
- b) **Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?**

Ward at approach	Locality	Approached and assessed (24/25)	Lost contact	Successful prevention rate	Main duty accepted
HARINGEY		**2,152**	**373**	**267 (12.4%)**	**280**
Northumberland Park	East	234	39	34	33
Woodside	Central	183	29	30	14
Tottenham Central	East	177	32	18	27
Bruce Castle	East	166	25	24	29
West Green	Central	150	29	15	23
Harringay	Central	139	25	13	14
White Hart Lane	East	138	25	13	15
Noel Park	Central	137	21	20	12
South Tottenham	East	127	26	12	22

St Ann's	Central	111	16	11	8
Tottenham Hale	East	109	23	11	14
Seven Sisters	East	86	12	16	11
Hornsey	West	85	9	12	11
Bounds Green	Central	61	18	8	9
Hermitage & Gardens	Central	58	11	4	7
Stroud Green	West	46	9	7	7
Highgate	West	39	5	6	6
Fortis Green	West	38	9	4	6
Crouch End	West	27	5	5	4
Muswell Hill	West	26	2	2	7
Alexandra Park	West	15	3	2	1
OTHER		**221**	**21**	**24 (10.9%)**	**56**
UNKNOWN		**952**	**222**	**69 (7.2%)**	**102**
TOTAL		**3,325**	**616**	**360 (10.8%)**	**438**

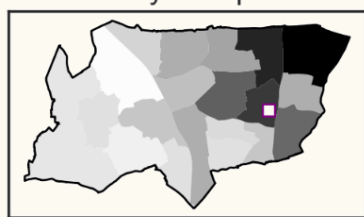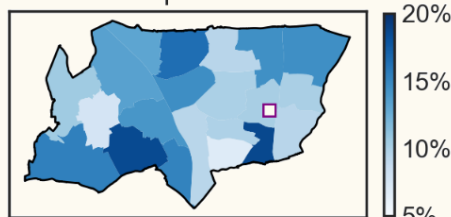| Locality	West	Central	East	Total
Volume (24/25)	276	839	1,037	2,152
Lost contact	42 (15.2%)	149 (17.8%)	182 (17.5%)	373 (17.3%)
Successful prevention rate	38 (13.8%)	101 (14.4%)	128 (12.3%)	267 (12.4%)
Main duty accepted	42 (15.2%)	87 (10.4%)	151 (14.6%)	280 (13.0%)

Approached and assessed

Lost contact rate

Main duty acceptances

Successful prevention rate

By volume the greatest number of assessments were for households located in the East of the borough. It also had the lowest rate of successful preventions in 2024/25 (1 in 8 of all approaches), and almost twice as many main duty acceptances compared to the Central locality.

The proposed site for the Hub is in PTAL Zone 6a, indicative of very good access to local public transport.[29] A total of 12 bus routes stop within 400 m of the Hub, with Seven Sisters underground and train stations also within 800 m.

Potential Impacts

- **Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).**

The Hub will have a positive impact for residents threatened with or experiencing homelessness. This disproportionately affects residents on low incomes, since they are more likely to be precariously or unsuitably housed.

5. Key Impacts Summary
5a. Outline the key findings of your data analysis.

The Hub is likely to have a positive impact for children and young adults, as these groups are disproportionately impacted by homelessness. For similar reasons it is also likely to have a positive impact for residents identifying as from ethnically diverse backgrounds, particularly members of the Black community and residents identifying as having an "Other" ethnic background.
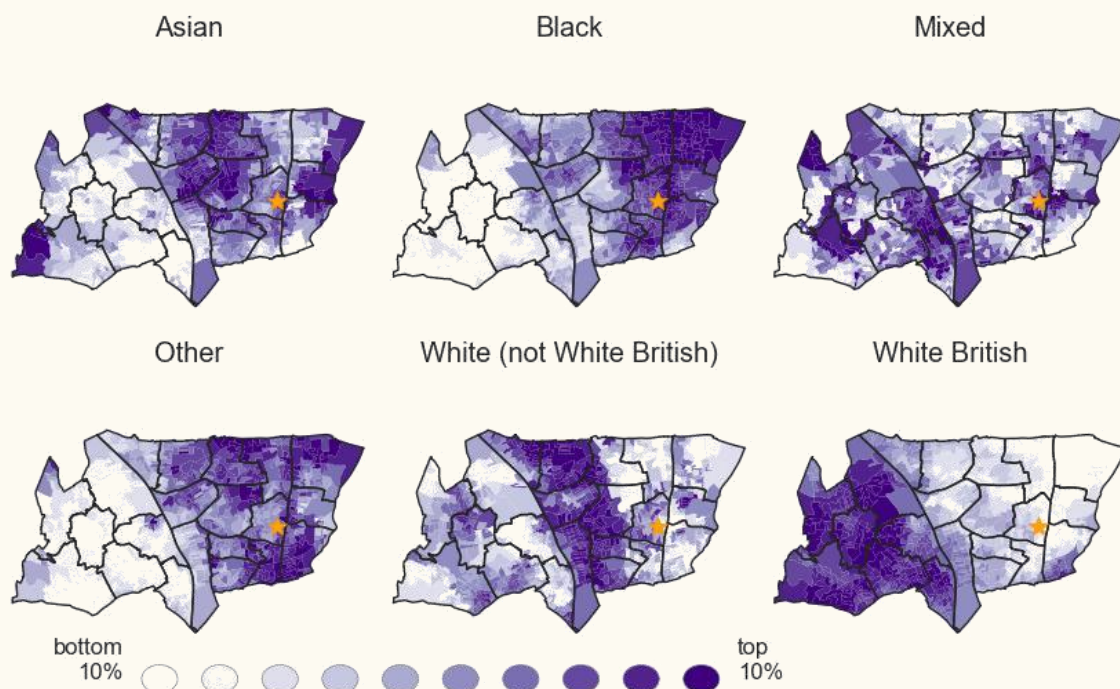
5b. Intersectionality

Age group	Female		Male		Female: Male ratio
	Borough[30]	Approach and assessed	Borough	Approach and assessed	Approach and assessed
0-4	7,313 (5.3%)	285 (9.8%)	7,615 (6.0%)	303 (10.8%)	0.91
5-14	14,903 (10.9%)	426 (14.7%)	15,406 (12.1%)	456 (16.2%)	0.93
15-24	15,747 (11.5%)	494 (17.0%)	15,190 (12.0%)	379 (13.5%)	1.30
25-34	26,103 (19.1%)	644 (22.2%)	23,799 (18.7%)	498 (17.7%)	1.29
35-44	23,096 (16.9%)	492 (17.0%)	21,666 (17.0%)	413 (14.7%)	1.19
45-54	19,560 (14.3%)	291 (10.0%)	18,131 (14.3%)	339 (12.0%)	0.86

[29] PTAL is Public Transport Accessibility Level, Each area is graded between 0 and 6b, where a score of 0 is very poor access to public transport, and 6b is excellent access to public transport. WebCAT 3.0 - Web-based Connectivity Assessment Toolkit
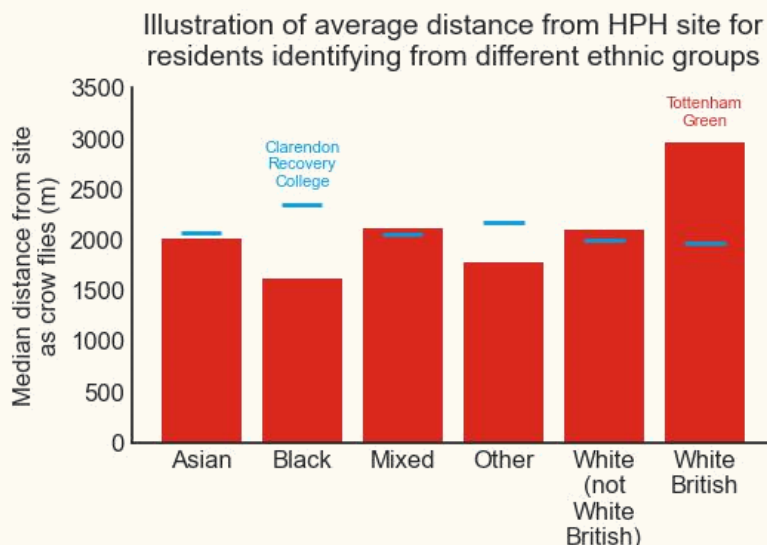
[30] Census, 2021 – Population and household estimates, England and Wales - Office for National Statistics (ons.gov.uk)

55-64	14,716 (10.7%)	173 (6.0%)	13,278 (10.4%)	275 (9.8%)	0.63
65-74	8,642 (6.3%)	69 (2.4%)	7,335 (5.8%)	120 (4.3%)	0.58
75 and over	6,923 (5.1%)	29 (1.0%)	4,825 (3.8%)	35 (1.2%)	0.83
Residents	137,003	2,903	127,245	2,818	
Median age (yrs)					
- All		28		30	
- Main applicant		35		41	

Women were generally younger than men when approaching the council, based on median age. There are two factors behind this. The first is women of child-bearing age (and especially those approaching as a family) being disproportionately represented in residents that are threatened with or experiencing homelessness. Males aged between 45 and 74 make up around a third of residents sleeping rough within the borough,[31] and it is likely that this group is a significant contributor to the inequality in the observed gender ratio for these age groups.

Asian   Black   Mixed

Other   White (not White British)   White British

bottom 10%   top 10%

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[31] Combined Homelessness and Information Network (CHAIN), July-September 2025

Illustration of average distance from HPH site for residents identifying from different ethnic groups

The proposed location of the Hub in Tottenham Green has the advantage of reducing travel distances for communities that are likely to see the greatest need proportional to their population. It may, however, disadvantage residents living in the west of the borough. Geographic data on ethnicity of residents has been taken from the 2021 Census and is shown in the maps above. An orange star highlights the proposed site of the Hub.

The bar chart above shows the median distance as the crow flies from a resident's home and the Hub grouped by ethnicity. Residents identifying as Black or from an Other ethnic background have the lowest average travel distances (1.01 and 1.11 miles respectively), while White British residents have the longest (1.84 miles). This is proportionate to the expected need relative to their respective population size. For illustrative purposes the results of a similar calculation are also shown for the former Clarendon Recovery College, located in the centre of the borough.[32] In this case the average distance is more similar across ethnic groups, ranging between 1.23 (White British) and 1.46 miles (Black).

Siting the Hub near to Mulberry Junction will likely improve outcomes for single residents experiencing homelessness. A Housing Needs officer is already based at Mulberry Junction, and other support services are also present at various times during the week. Families on the other hand may have some additional travel since services are not co-located; the Locality Hub in the east of the borough is in Northumberland Park for example.

5c. Data Gaps
In some cases the findings as presented refer to the main applicant only, and there is a systematic gap in the analysis with respect to other household members. This

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[32] This is a nominal choice of a council-owned asset located in the centre of the borough. It is not a formal proposal of an alternative site for the Homelessness Prevention Hub.

means that it may significantly underrepresent the impact on children; and to a lesser degree, co-habiting adults including but not limited to partners and other family members such as grandparents. This is noted in the respective section if a gap has been identified.

6. Overall impact of the policy for the Public Sector Equality Duty
Summarise the key implications of the decision for people with protected characteristics.

Under the Equality Act 2010, indirect discrimination occurs when "a policy which applies in the same way for everybody has an effect which particularly disadvantages people with a protected characteristic. Where a particular group is disadvantaged in this way, a person in that group is indirectly discriminated against if he or she is put at that disadvantage. Indirect discrimination can also occur when a policy would put a person at a disadvantage if it were applied. This means, for example, that where a person is deterred from doing something, such as applying for a job or taking up an offer of service, because a policy which would be applied would result in his or her disadvantage, this may also be indirect discrimination."

The proposed decision to create the Hub is likely to have a positive impact for residents whose protected characteristics are disproportionately affected by homelessness. This includes residents identifying as from a Black or "Other" ethnic background, children and young adults, residents living in the east of the borough, as well as those on low incomes or experiencing multiple disadvantage.

The choice of location at Tottenham Green is likely to have a positive impact for residents living in the east of the borough since the greatest proportion of residents threatened with or experiencing homelessness live there. It may, however, provide a barrier for residents living in the west of the borough compared to a more central location.

7. Amendments and mitigations

7a. What changes, if any, do you plan to make to your proposal because of the Equality Impact Assessment?
Further information on responding to identified impacts is contained within accompanying EQIA guidance
Please delete Y/N as applicable

NOT COMPLETED

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.

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?

Mitigating actions for customers who would be disadvantaged by attending a face-to-face appointment at the Tottenham location include utllising existing home visit, digital, outreach and remote service offers for customers.

8. Ongoing monitoring

Summarise the measures you intend to put in place to monitor the equalities impact of the proposal as it is implemented.

- Who will be responsible for the monitoring?
- What the type of data needed is and how often it will be analysed.
- When the policy will be reviewed and what evidence could trigger an early revision
- How to continue to involve relevant groups and communities in the implementation and monitoring of the policy?

Ongoing service usage data monitoring and an EQIA refresh within the first 12 months of operation will identify any emerging barriers and any further mitigations required.

Date of EQIA monitoring review: 01 September 2026

8. Authorisation

EQIA approved by Maddie Watkins Assistant Director Housing Demand

Date   *MWatkins*   **16/01/2026**

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.