NOTICE OF MEETING

EXTRAORDINARY FULL COUNCIL

Monday, 23rd November, 2026, 7.25 pm - Tottenham Town Hall Town Hall Approach Road London N15 4RY (watch the live meeting Here and watch the recording here)

From: The Mayor of Haringey Council – Councillor Dawn Barnes
To: Councillors of Haringey Council

In accordance with Part 4 - Section A [4.2] of the Constitution, it being an extraordinary meeting of the Council, no other business shall be considered other than those items stated on the summons. Any tabled items will relate to those shown on the summons.

Quorum: 15

1. FILMING AT MEETINGS

Please note 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. TO RECEIVE APOLOGIES FOR ABSENCE

3. TO ASK THE MAYOR TO CONSIDER THE ADMISSION OF ANY LATE ITEMS OF BUSINESS IN ACCORDANCE WITH SECTION 100B OF THE LOCAL GOVERNMENT ACT 1972

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4. DECLARATIONS OF INTEREST

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

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

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

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

5. TO CONSIDER REQUESTS TO RECEIVE DEPUTATIONS AND/OR PETITIONS AND, IF APPROVED, TO RECEIVE THEM

To consider the E Petition - Make North Road (N6) Safe for Children: Urgent Road Safety Measures Outside Our Schools.

CSO 11 will apply to extraordinary meetings, and deputations will only be received where its purpose is related to an item of business on the summons.

6. CSO 3.1 (VI) ANNOUNCEMENTS FROM CABINET MEMBERS - REGULATOR OF SOCIAL HOUSING REGULATORY JUDGEMENT REPORT (PAGES 1 - 22)

7. TO CONSIDER THE FOLLOWING MOTIONS IN ACCORDANCE WITH COUNCIL RULES OF PROCEDURE NO. 13

Motion A.1: Response to the Regulator for Social Housing's C4 Judgement

Proposer: Cllr Luke Cawley-Harrison
Seconder: Cllr Scott Bentham - Emery

Council notes:

- The C4 consumer grade, signifying “very serious failings” in how the Council is delivering the outcomes of the consumer standards, handed to the council by the Regulator of Social Housing;
- The “very serious failings” identified in:
    - Delivery of health and safety requirements
    - The provision of an effective, efficient, and timely repairs, maintenance and planned improvements service for the homes and communal areas for which the council are responsible
    - Delivery of adaptations
    - Working in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour and hate incidents in the neighbourhoods where social housing is provided
    - Treating tenants with fairness and respect
    - Handling of complaints
    - Communication with the regulator regarding compliance with consumer standards, including not providing full information to the regulator regarding overdue remedial actions;
- That the Regulator for Social Housing “has not yet seen sufficient evidence that [the council] understands the potential risk to tenants and is able to put matters right”;
- The 2023 Housing Ombudsman investigation due to “persistent poor performance over damp and mould complaints”, which resulted in a judgement that the council had a “culture of apathy and acceptance of poor practice” in its dealings with council tenants and leaseholders, and criticised “extremely poor” handling of leaseholder complaints; “unreasonable delays in the landlord’s response to reports of disrepair”; and “clear evidence of service failure”;
- The 2023 finding from the Regulator of Social Housing that Haringey had caused “serious detriment” to tenants after failing to complete several remedial fire safety actions, including 4,000 which were high risk, and not having up to date electrical safety reports for thousands of homes;
- The year-long 2024 investigation by Liberal Democrat councillors, which resulted in the uncovering of at least seven cases where Haringey’s had failed to follow legislation for charging leaseholders for major works, leading to the council being forced to refund over £130,000 to leaseholders;
- The most recent (2024/25) comparative statistics on Tenant Satisfaction Measures, showing Haringey is the worst council in the country for satisfaction with repairs;
- That Haringey’s most recent (2025/26) Tenant Satisfaction Measures show overall satisfaction at just 46%; satisfaction with repairs at 50%, and satisfaction that the home is safe at only 59%;
- The data from USwitch Energy showing Haringey was the most complained about Local Authority for damp and mould in both 2025 and 2026, the only council with over 30 complaints per 10,000 social housing units in each year;
- Haringey’s housing department’s rolling strike from October 2024 based on issues including the repairs service “failing badly on its key

performance measures due to a failure of management" and management "not taking staff and resident safety seriously".

Council believes:

- That opportunities to begin taking action on failures in the housing service were consistently missed by the council in previous years;
- That Haringey Council's defensive and adversarial culture has been a key barrier to improving the service;
- That the council misled the Regulator for Social Housing in failing to provide full information about the backlog of fire safety remedial actions;
- That the council has failed to take adequate learnings and accountability from the previous self-referral to the Regulator;
- The council's structural reorganisation, combining the adult social care and housing services into a single directorate, was not a sensible course of action;
- The Housing Improvement Board, set up after previous failings, has been shown to provide insufficient protection in its current format to prevent further failures in governance;
- That the Regulator's report detailing that the council supplied only partial information over remedial actions, failing to provide full information of a new and growing backlog, raises serious concern over what further information may not have been shared with the Regulator, Housing Improvement Board and other governance processes;
- That fundamental reform of performance-based incentives and consequences for council staff is needed if the service is to be turned around.

Council resolves that the following executive action be strongly considered and taken forward by the appropriate Senior Officers and Cabinet:

- To formally apologise to tenants and leaseholders in writing for its failings;
- To carry out an immediate a root and branch investigation into the council's housing department and the serious failures in the service, including all processes, structures, record-keeping and delivery;
- To formally request a temporary, targeted uplift in funding from central government to undertake emergency remedial works, with appropriate oversight measures in place;
- To commission an independent expert organisation to run an emergency improvement programme;
- To reform the Housing Improvement Board to include tenant and leaseholder representatives and external specialists, to be chaired by an external and independent expert, and to give it formal powers to recommend policy to cabinet;
- To review and reform the current structures for Resident Voice and Empowerment ensuring that residents are being listened to and actions taken;
- To independently verify safety assurance data, including fire safety compliance, electrical testing and asbestos management;

- To produce open-book monthly reporting on all areas of compliance and fire safety using live data, published on the council website;
- To formally investigate the failure to provide full information to the Regulator, and the actions of individuals or processes that led to this;
- To undertake an immediate independent governance review that will lead to a new Governance and Accountability Policy for Housing that will include ongoing governance, including executive oversight, and governance around submissions to external bodies such as the Regulator;
- To introduce strict KPIs and oversight mechanisms for all staff within the housing service, including third-party contractors, with monitoring carried out external to the service;
- To undertake an expedited complete stock survey;
- To commence immediate action to clear all compliance backlogs across the main six statutory compliance areas, and provide live public reporting on this;
- To commence an immediate repairs backlog review, writing to all tenants and leaseholders confirming any recorded outstanding repairs relating to their property (or none), and inviting them to respond with confirmation of items, or the addition of unrecorded works;
- To introduce an automatic compensation scheme for tenants and leaseholders for poorly done or late repairs;
- To introduce independent post completion spot-checks/auditing of repair works, and of complaints handling;
- To introduce a new complaints learning and action delivery process for housing complaints that leads to documented improved outcomes;
- To engage in a department-wide culture change process that places the interests of tenants and leaseholders at the heart of the operating culture;
- To alter the Council's formal repairs sign-off process from operative sign-off to resident-determined sign-off so repairs are only marked as satisfactorily complete when residents say so;
- To introduce pro-leaseholder reforms, including:
    - Tripling the notice period for major works
    - Creating an optional sinking fund
    - Granting leaseholders the right to find their own tradespeople to carry out works when issued a S20 notice.

8. TO RECEIVE REPORTS FROM THE FOLLOWING BODIES - CABINET REPORT ON REGULATION 19 CONSULTATION ON PROPOSED SUBMISSION VERSION OF HARINGEY LOCAL PLAN 2028-2043 AND SUBMISSION TO SECRETARY OF STATE (PAGES 23 - 2210)

a) The Cabinet – Regulation 19 consultation on Proposed Submission version of Haringey Local Plan 2028-2043 and submission to Secretary of State.

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Friday, 13 November 2026