

Haringey Homelessness Strategy 2025 – 2027: A draft strategy for consultation

Introduction

We believe every Haringey resident should have a safe, decent and comfortable home – which is why preventing residents from becoming homeless or helping them off the streets is a priority for the council.

But it's a tough job – and it's getting harder.

This strategy is the council's response to an extremely challenging external environment and increasing pressures on our frontline services.

It aims to build on best practice and the positive work we are already doing – for example our exemplar homelessness support service at Mulberry Junction and impacts of our new build programme which is enabling us to house a higher proportion of people in local temporary accommodation. It will also seek to take full advantage of the opportunities that new legislation (Renters Rights) will offer us.

Partnership and prevention are key themes – we know we cannot deliver our objectives alone. We want to build on the strong and positive relationships we have in place locally to improve the way we work with colleagues in our communities, with landlords and with residents to provide better and more joined up support – especially to more vulnerable groups. We will be acting on the insight they've provided us to shape our systems and communications going forward.

We have identified the following core priorities and actions for achieving them in the strategy:

- to prevent homelessness in Haringey through more effective partnership working
- to protect Haringey's population from the risk of homelessness
- to improve the council's homelessness prevention services for those facing the crisis of homelessness
- to provide specific interventions for groups at high risk of homelessness.
- to improve accommodation options for those experiencing the emergency of homelessness

A great deal of work is already underway, and the strategy will set out progress on that work reflecting publication date and including

- *Partnership working*
- *New homelessness hub opening*
- *Arrangements being put in place for renters rights act*
- *housing delivery programme figures (by the time this gets to cabinet we should have completed nearly 1,000 new council homes);*
- *designs and plans of TA lodges being developed*
- *acquisition programme figures*
- *housing demand modernisation project*
- *exempt accommodation work*

The strategy's context and key challenges

Haringey's population is growing – and many residents are under pressure.

Haringey's population expected to rise by 7,410 people over the next five years from 268,400 to 275,852 people. Half that growth is associated with people aged over 55.

Around a quarter of Haringey households live in financial poverty. 35% of Haringey's children live in poverty.

Housing has become increasingly unaffordable. For many people, home ownership and even private renting are out of reach.

The average house price to earnings ratio in Haringey is now 16.63. In the decade to 2024, the median house price in Haringey rose by 47%. At the same time, earnings increased by 30%.

The average monthly private rent in Haringey rose by 12.5% in the year to March 2025 and would cost the average Haringey household 41.1% of their income.

Only 5% of homes listed for private rent in London are affordable for low-income households relying on LHA.

In spite of the council's new housing delivery programme - which has built 721 new council homes in the last five years – 3,200 households are living in overcrowded or unsuitable housing waiting on our housing register for a social rent home.

Public services that support this population are under strain.

In the decade to 2021, local authorities suffered a real terms decline of more than 52% in government-funded spending power. Today, London boroughs' funding per Londoner is 28% since 2010.

The worsening homelessness emergency and spiralling spending on temporary accommodation pose a particular risk to London boroughs' finances.

Haringey is one of 29 Local Authorities – seven of them in London - that needed Emergency Financial Support through additional borrowing in 2025-26.

Since the end of Covid and the 'Everyone In' initiative, the number of people having to sleep on Haringey's streets has been rising sharply. Nearly half of all people moving from the streets into accommodation were placed by the council into Temporary Accommodation.

The number of households owed an immediate homelessness prevention or relief duty is rising. It rose very sharply during 2023-24 when the council owed either a relief or a prevention duty to 2,571 households.

Most people needing assistance either to prevent or relieve homelessness are single people or couples without children.

The most common reason for the threat of homelessness is the threat of eviction by a private landlord.

More and more people are coming to us when they're already homeless and it's too late to do prevention work.

Eviction by a private landlord is the most common cause of homelessness – but significant and increasing numbers are homeless because they have had to leave family or friends'

homes, because they are escaping domestic abuse, or because they have had to leave institutions, Home Office accommodation, or supported housing.

Homelessness and Temporary Accommodation

There are currently 2,666 households in Temporary Accommodation.

The number of full homelessness assessments more than doubled in 2023-24, and the number of new applicants owed a full housing duty is also rising sharply, more than doubling since 2022 and 50% higher than before covid.

The number of households without children owed a full housing duty has risen sharply during and since covid – both as a proportion and as a quantum. The numbers of people owed a full housing duty because of their experience of mental or physical ill health or domestic abuse have increased significantly.

Until January 2025, the number of households being placed each month in Temporary Accommodation has been consistently higher than during the last two years.

In spite of this, we have managed to keep our numbers in Temporary Accommodation relatively stable after a sharp increase between April 2023 and July 2024. It remains significantly below pre-covid numbers.

We still manage to place half our homeless households in Temporary Accommodation in Haringey. Almost all the other placements are in London – including 30% in Enfield and Barnet. Only 1% of TA households are out of London, most of which are in Broxbourne

On average, households with children have to live in Temporary Accommodation for 6.2 years. Households without dependent children have to live in Temporary Accommodation for an average of 5.73 years.

Market challenges have severely affected the ability to secure affordable private sector accommodation to prevent homelessness or end a main housing duty.

While the number of households living in Temporary Accommodation remains lower than during the period 2008-2018, the costs of that accommodation for the council has soared, especially in the last two years.

The cost to the council of placing people in Temporary Accommodation is in total nearly five times what it was just two years ago.

Homelessness and commercial B&Bs

Living in a commercial hotel or B&B is extremely challenging, with space and basic facilities very limited. The council therefore only places homeless households in B&Bs when there are no other options available. For many years, the council managed not to place anyone in a commercial hotel or B&B in connection with a homelessness duty. However, this changed from July 2023, when eight households were placed in B&Bs. By March 2024, 41 households were placed in B&Bs. Today, 136 homeless Haringey households are having to live in commercial hotels or B&Bs.

These are particularly challenging conditions for households with children. The number of families with dependents living in B&B accommodation rose sharply after July 2023, reaching its peak of 124 in September 2024. Since then numbers have steadily reduced, with 95 households with children in B&B in January 2025. 81 of those households had been living in B&Bs for more than six weeks, with the average length of stay 18 weeks.

Engagement and codesign

Between October 2024 and April 2025, we spoke to more than 100 people with experience of homelessness across 26 different organisations and venues. At the same time we ran a survey on our Commonplace site that received 136 responses.

Almost everyone asked the council to improve the way that it communicates with people experiencing homelessness and with the organisations supporting them.

Many people identified a need for the council to provide better support for people experiencing homelessness.

Many cited the need for in-person assessment and support.

The most frequently raised area related to calls for more supportive, person-centred, and trauma-informed approaches.

A recurring theme was the shortage of social housing.

Many people asked for improvements in the quality and availability of local temporary accommodation. There were repeated concerns about families being placed far from support networks and schools, with suggestions that temporary accommodation should be local, family-friendly, and appropriately equipped.

What partner organisations have told us

Our Homelessness Reduction Board has steered the commitments in this strategy including in response to issues raised by member organisations such as around partnership working and the role of closure orders in causing homelessness.

During engagement with organisations not currently represented on the HRB, a recurring concern was that organisations did not feel treated as equal partners by the council. There was repeated feedback that multi-agency collaboration needed strengthening.

Communication challenges between homelessness services, commissioned partners, and the council were the most frequently raised concern, mentioned by over half of contributors. Stakeholders called for better use of different communication methods — including face-to-face drop-ins, emergency lines for safeguarding cases, and clear, jargon-free, compassionate conversations. There was a repeated request for a directory or pathway document listing key housing contacts and managers. Improved communication was also needed around case outcomes, domestic abuse-related decisions, and housing placements.

Commissioned services expressed frustration that without a named contact or accessible pathway into housing teams, they struggled to escalate issues or manage client expectations effectively.

Mulberry Junction was identified as a good model of partnership working and colocation

Many organisations emphasised the need to improve the support offer for people facing homelessness. Domestic abuse support was a significant theme.

Introduction

The Homelessness Act 2002 requires local authorities to carry out a homelessness review and to formulate and publish a homelessness strategy based on that review. That strategy must be a strategy for:

- preventing homelessness
- securing that sufficient accommodation (of a range of types) is available for people who are or may become homeless
- providing satisfactory support for people who are or may become homeless, or who need support to prevent them becoming homeless again

We have developed this strategy in partnership through the Haringey Homelessness Reduction Board, led by Councillor Sarah Williams, Cabinet Member for Housing and Planning, and Deputy Leader of the Council. It held its first meeting in November 2023.

The Haringey HRB is made up of senior officers from across the Council including from Housing Strategy and Policy, Housing Needs, Adult Social Care, Children's Services, and Housing Services. External partners include:

- Metropolitan Thames Valley Housing, representing Housing Associations.
- Depaul UK
- Hestia
- Citizens Advice Haringey
- National Probation Service
- Northwest London NHS Integrated Care Board
- Metropolitan Police
- Department for Work and Pensions

Key to its development has been a wide-reaching engagement exercise with people who have lived experience of homelessness and with the organisations not represented on the HRB.

The following draft strategy will be subject to further formal consultation and as such constitutes a series of proposals.

The strategy proposes five strategic objectives, each with a series of commitments we make that will help us to meet those objectives. Each commitment has a set of actions for us to take over the next two years.

First strategic objective: To prevent homelessness in Haringey through more effective partnership working

- The council and each member organisation of the Homelessness Reduction Board commit to building shared commitment and coordination so that services across the borough work together to prevent and respond to homelessness.

Second strategic objective: To protect Haringey's population from the risk of homelessness

- We commit to doing all we can to create a housing sector that works for everyone in Haringey.
- We commit to doing all we can to support people in Haringey who are facing financial poverty and disadvantage.
- We commit to improving early-stage homelessness prevention.

Third Strategic Objective: To improve the council's homelessness prevention services for those facing the crisis of homelessness

- We commit to providing a face-to-face, trauma-informed, person-centred assessment and support service to people who are facing or experiencing homelessness, including those who are living in Temporary Accommodation.
- We commit to improving the way in which we communicate with applicants throughout their journey through our Housing Needs services so that we are always open, honest, respectful, and clear.
- We commit to using digital and online resources more effectively.

Fourth Strategic Objective: To provide specific interventions for groups at high risk of homelessness.

- We commit to stopping our young care leavers becoming homeless.
- We commit to helping people within the criminal justice system people find accommodation.
- We commit to reducing homelessness and harm for women and men who have been subjected to sexual and domestic violence and abuse.
- We commit to supporting vulnerable single people and those with complex needs so that they do not become homeless.
- We commit to preventing victims of cuckooing from becoming homeless.
- We commit to providing new pitches for our Gypsy and Traveller community.
- We commit to understanding better the housing needs of communities experiencing racial inequality.

Fifth Strategic Commitment: To improve accommodation options for those experiencing the emergency of homelessness

- We commit to increasing the availability of good quality homes to use as Temporary Accommodation and settled accommodation.
- We commit to empowering people who are facing or experiencing homelessness, including those who are living in Temporary Accommodation, to make well-informed choices.
- We commit to improve health and wellbeing outcomes of people in Temporary Accommodation and ensure a seamless move into settled accommodation.
- We commit to improving the quality of supported housing in Haringey – and, in challenging financial circumstances, to increase the overall number of supported housing places available.
- We commit to enabling people who rough sleep to achieve their aspirations, access the support they need and build a happy life off the streets.

First strategic commitment: To prevent homelessness in Haringey through more effective partnership working

The council and each member organisation of the Homelessness Reduction Board commit to building shared commitment and coordination so that services across the borough work together to prevent and respond to homelessness

Any serious response to homelessness in Haringey requires shared commitment and coordination between many different organisations - including the council, housing associations, charities, community and faith groups, NHS services, and probation and police services - as well as people with lived experience.

The council and all members of the Homelessness Reduction Board (HRB) are committed to continuing to build that commitment and coordination through a partnership approach to homelessness.

We will build on the many positive relationships and practices that exist across Haringey to achieve it.

We recognise that partnership approach as a core part of our shared Homelessness Strategy, and so it is embodied by many commitments in each of its areas. This section of the Strategy focuses on the ways in which we will work together over the next two years to build up and support that partnership approach.

The HRB will play a key role in building that partnership approach strategically but also by responding to operational issues and developing relationships.

The council will put in place a new structure of HRB meetings to promote partnerships with a much wider range of members, meetings that focus on networking, problem-solving, and more informal conversations, and a bi-annual homelessness reduction workshop.

The council and each HRB member organisation will take a cooperative and partnership approach to homelessness based on mutual trust, the open acknowledgement of mistakes as a learning opportunity, and the avoidance of a blame culture.

To support that approach, over the next two years each member of the Homelessness Reduction Board will:

- Take an 'ask and act' approach, asking as early as possible about each service user's housing situation, and then acting urgently and effectively to avoid them becoming homeless wherever that is a risk.
- Agree and publicise a shared protocol setting out the roles and responsibilities of all HRB partner agencies around homelessness.
- Produce and regularly update a guide for other HRB members summarising the work of their own organisation or department in relation to homelessness, its key procedures, and the contact details of key staff with descriptions of their responsibilities.
- Nominate an agreed individual to take strategic responsibility for facilitating joint work around homelessness.
- Provide opportunities for joint training and visits between agencies.

- Put in place and monitor Service Level Agreements, Memoranda of Understanding or protocols where relationships critical to the prevention of homelessness generate conflict or uncertainty – including between housing, the DWP, hospitals, and mental health services.
- Review mechanisms for ensuring that homeless people have clear access to assessment by Adults' and Children's Services through joint protocols between housing, social services, health, probation, police, and voluntary agencies.
- Take individual and shared responsibility for adult safeguarding and improving the health of homeless people.

The council has a unique role at the heart of this partnership approach, and to support it over the next two years will:

- Take a "no wrong door" approach to homelessness, responding to homelessness as an integrated organisation rather than separate teams so that residents quickly get the right support to prevent or relieve homelessness when they need it - even when they present to a service which is not directly responsible for meeting that need. We will support that approach by creating training modules on signposting and referrals, basic housing rights and homelessness, and we will make that training mandatory for all staff that have direct contact with residents or who manage staff that do.
- Set up a new homelessness hub that includes co-location of an independent advice service and creates opportunities for multi-agency assessment and support.
- Identify further opportunities for co-location of council and non-council services that can work together to prevent homelessness.
- Improve Adults' and Children's Service procedures for identifying clients at risk of losing their homes along with agreed referral protocols to Housing Needs and to specialist agencies that can meet their underlying needs including around mental health, drug, or alcohol problems.
- Continue to run and convene a range of practice and partnership forums for the wider homelessness community, including Housing Related Support Community of Practice forums and a restructured HRB.
- Continue to support capacity-building in the Voluntary and Third Sectors.
- Work with partners to continuously improve the structure and operation of partnership boards including those around Closure Orders and Safeguarding.
- Improve internal joint-working processes to improve the speed at which empty council homes are repaired, redecorated, and re-let.
- Ensure that housing needs officers give appropriate, supportive, and consistent advice to third sector providers on the impact of immigration status on housing rights.
- Put in place named partnership contacts in key services including across Housing, Adults', and Children's Services.
- Create and publicise a clearer escalation process for partners to use in the event of mistakes or failures in relation to homelessness and the risk of homelessness.

- Work towards a subregional hospital discharge protocol that aims to prevent people being homeless when they leave hospital.
- Continue to build partnership approaches with Housing Associations working in the borough including around homelessness prevention and antisocial behaviour.
- Put in place new digital and technology solutions to make it easier for other organisations – and individuals - to get advice and make homeless applications.
- Provide commissioned services with a named point of contact in Housing Needs that can be used to raise strategic casework issues.
- Work towards including commissioned and HRB partners in the 'Duty to Refer' system so that a wider range of organisations take responsibility for referring individuals they believe to be homeless or threatened with homelessness to the council's Housing Needs service.
- Work with partners to develop shared metrics across housing and NHS services for implementation after 2027.
- Ensure residents and professionals have access to accurate advice on housing pathways, policies, and re-housing, including social prescribing pathways, North Middlesex Connected Communities Pilot, hospital discharge teams and multidisciplinary health and care teams such as the MACC team Haringey Borough Partnership.

Second strategic objective: To protect Haringey's population from the risk of homelessness

We commit to doing all we can to create a housing sector that works for everyone in Haringey.

The right to a home is a fundamental human right. A good quality, secure home allows people to put down roots in a community. It gives children a safe place to play and learn. Good housing contributes to good health, both physical and mental. It helps with access to local jobs.

There is a housing shortage in Haringey, and a chronic shortage of homes that residents can afford – as there is across the whole of London.

Alongside the failure to build enough homes, our homelessness emergency stems from a failure to deliver enough affordable homes. This is a national crisis, but it has deep local impacts.

We will do everything in our power to address this. We will work with partners to support the delivery of new homes, with the right mix to meet our communities' diverse needs.

At the heart of this is our commitment to deliver 3,000 new council homes by 2031. Each one of those 3,000 homes will give a fresh start to people who have been homeless or struggling in overcrowded and deeply unsuitable conditions.

Many of these new homes will be let directly to homeless households in Temporary Accommodation. Those that are not let directly to homeless households will almost all be let to people living in severely overcrowded or otherwise unsuitable social housing, freeing up existing homes to be let to homeless households in Temporary Accommodation.

So the 3,000 new council homes we build and let at council rents and on secure tenancies will not only protect many thousands of people from homelessness in the future, but they will also move thousands of people out of Temporary Accommodation.

In the last two years, we have completed and let more than 500 new council homes.

Between December 2025 and December 2027, we will complete and let another 500 new council homes.

10% of the new council homes we build will be designed and delivered as supported housing for vulnerable people, providing vulnerable people with a secure and affordable home and the support they need to sustain it and prepare for independent living.

We will consult on a new Local Plan as we work towards its adoption in 2027. The Local Plan will set our policies as a Local Planning Authority. These local planning policies will guide new development in the borough and ensure that thousands of new homes are built in Haringey so that we meet the housing targets set for us by the Greater London Authority.

We will use the framework of the New Local Plan to ensure that the right mix of homes is built in Haringey – including new affordable housing. Our new Local Plan will set out in detail how we will use our planning powers to maximise the supply of affordable housing.

We will consult on a new Allocations Policy in 2026 that will determine how we allocate council and housing association rented homes across the borough. We know that homelessness and insecure housing has a profound and particular impact on children, so we want our new Allocations Policy to prioritise children when we allocate council and housing association homes through the housing register.

We want to make sure that there are routes to an affordable home for as many Haringey people as possible. For some this will be a secure home with an affordable rent; for others it will be a form of intermediate home ownership. We want any shared ownership homes built in Haringey to be genuinely affordable to as many people as possible, and we want Haringey households on median salaries to get priority access to them. During 2026 we will bring forward a new Intermediate Housing Policy to support these objectives.

During 2026 we will formally consult on a new Older Peoples Housing Strategy. The Strategy will **aim to** bring forward a better range of age friendly homes for older people - including additional extra care and specialist supported housing for older people - and better housing advice and support for older people.

We commit to doing all we can to support people in Haringey who are facing financial poverty and disadvantage

We will continue to use our website to provide up-to-date and accessible information about the services available to help all residents facing financial pressures.

We will continue through our financial support team to provide residents with personalised advice and support to help them improve their financial situation – including in relation to debt and budgeting, maximising access to social security benefits, council tax, employment support, and the cost of utilities.

We will continue to provide emergency financial assistance to residents in crisis through our Haringey Support Fund, Household Support Fund, and Discretionary Housing Payments.

We will continue to provide food vouchers to help support children eligible for Free School Meals during the school holidays. The number of children in Haringey eligible for free school meals is estimated to increase from around 10,000 to 17,500 as a result of the new link to Universal Credit announced in the Government's 2025 Spending Review.

Through Haringey Works we will continue to help residents into sustainable employment. Through close collaboration with Housing Needs and Financial Inclusion teams, we will develop robust referral pathways that enable early intervention. By offering support before a housing crisis develops and using warm handovers to connect residents directly with employment advisors, we will increase engagement and improve outcomes.

The Haringey Works employment support offer is designed for residents facing multiple and complex barriers to work. This includes individuals with health conditions or disabilities, care leavers, NEET young people, and those already at risk of homelessness. Each resident will continue to receive personalised support, including access to a dedicated employment advisor, careers guidance, CV and interview preparation, sector-specific training, apprenticeships, and live job vacancies. We will also continue to provide ongoing support once employment is secured to help residents maintain stability.

We will encourage early referral to employment support when tenancy issues arise. Employment can be a key factor in sustaining housing, and timely intervention can prevent escalation into homelessness. Haringey Works prioritises access to “good work”—jobs that are stable, fairly paid, and offer long-term prospects. By helping residents achieve financial independence and job security, we contribute directly to the borough's wider homelessness prevention goals.

We commit to improving early-stage homelessness prevention

We will take an approach to homelessness prevention where Every Contact Matters. By the end of this strategy, all council officers working directly with residents will be trained to provide good quality signposting to advice and support around tenancy rights and homelessness. To achieve this we will make training modules available on the intranet for all council staff on basic housing rights and homelessness, and we will make that training mandatory for all staff that have direct contact with residents or who manage staff that do.

We will improve our online offering to provide accessible, quality, and consistent advice on homelessness and tenancy rights, enabling residents to service their own help. By 2027, we will include on our website accredited AI and a system such as Advice Aid to move advice further upstream.

Over the next two years we will transform our data architecture in housing services. We will use that opportunity to help identify and proactively support residents at risk of homelessness.

We will use data already brought together through our commissioning of Policy in Practice's LIFT platform to identify residents and households at risk of homelessness in order to proactively reach out and provide tailored information and support.

We will ensure through implementation of our new Vulnerable Council Tenants Policy that we help vulnerable Council tenants and leaseholder access our housing management services and to sustain their tenancy. We recognise that helping vulnerable people access basic landlord services such as repairs is a critical part of helping people sustain their tenancies and avoid becoming homeless. Our housing management services take a holistic view of tenancy sustainment: supporting people to live well in the community is a key factor in preventing homelessness and is therefore a core part of housing management for us. Tenancy sustainment includes help with isolation or accessing healthcare, education, and employment, as well as help with money management, debt or rent arrears, and support with complex problems such as hoarding.

We will pilot two tenancy sustainment officer posts within the housing management services to provide support to vulnerable council tenants who may be at risk of homelessness. We will evaluate the success of this pilot by 2027.

Working within the limits of a highly constrained budget over the next two years, we will continue to commission as many high-quality floating support services as possible that are free, confidential, and work through visiting support to achieve outcomes that help residents across Haringey to both prevent and respond to a range of issues that if unaddressed might lead to homelessness such as rent arrears, mental ill health, unemployment or hospitalisation.

Similarly, we will continue as far as we can to commission and fund partners to provide free information, advice, and guidance on a range of issues affecting people living in Haringey. Key to this is the Haringey Advice Partnership which aims to ensure that people living in Haringey receive the right kind of information, advice, and guidance when they need it.

Housing-related support providers play a critical part in tackling homelessness, focusing on prevention and early intervention, and sitting between the council and universal services. We will work to include these partners in Homelessness Reduction Board partnerships.

We will strengthen our partnership with Housing Associations through a new programme of bi-annual round tables and bilateral meetings over the next two years. Our approach will include

This document has not been approved by Haringey Council and is for discussion only

a formal focus on developing best practice and shared approaches to tenancy sustainment and early intervention.

FOR DISCUSSION ONLY

Third Strategic Objective: To improve the council's homelessness prevention services for those facing the crisis of homelessness

We commit to providing a face-to-face, trauma-informed, person-centred assessment and support service to people who are facing or experiencing homelessness, including those who are living in Temporary Accommodation.

We will always carry out a holistic assessment of applicants' housing needs, support needs and the circumstances that led to them facing homelessness; and to agree a Personal Housing Plan with all eligible applicants who are threatened with homelessness or homeless.

We value and support our staff working across Housing Needs services. We recognise that the quality of the service we provide to homeless people depends on the quality of the support and training we provide to those staff. We will ensure all officers working with homeless people, including those living in Temporary Accommodation, can access comprehensive training and support on: good communication; mediation; mental health first aid; the specific needs of neurodiverse people and people with disabilities and mental ill health; domestic and sexual violence and abuse; and the principles of trauma-informed practice - safety, trust, choice, collaboration, empowerment and cultural consideration.

We will continue to provide trauma-informed, person-centred in-person assessment and support for homeless single people at Mulberry Junction.

We will build on the success of Mulberry Junction and open a new homelessness prevention hub. The new prevention hub will provide that trauma-informed, person-centred approach at an in-person, appointment-only assessment space for those at risk of or experiencing homelessness, providing a more sensitive and dignified experience, and maximising opportunities for homelessness prevention work.

We will co-locate an independent advice service at our new homelessness prevention hub.

We will review our online customer form to improve accessibility.

As set out above, we will improve our online offering to provide accessible, quality, and consistent advice on homelessness and tenancy rights, including through a system such as Advice Aid.

We will make better use of digital technology – including by redesigning our digital architecture - to manage homelessness cases more efficiently so that timeframes are met and communication with applicants is better and more prompt. The increased efficiency of processes will free up staff to do more relational and preventative work.

Our Housing Needs services will work in a coordinated, planned way with the Private Sector Housing Team and Trading Standards to enforce the rights of private renters' including as set out in the new Renters Rights Act. We set this out in detail in our Fifth Strategic Commitment.

We will make new arrangements to enforce against unlawful eviction, welcoming the fact that the Renters Rights Act introduces a duty for us to do so.

We commit to improving the way in which we communicate with applicants throughout their journey through our Housing Needs services so that we are always open, honest, respectful, and clear.

We will put in place a charter setting out customer standards including our commitments to:

- treat everybody - as a fundamental starting point - with empathy and respect
- clearly communicate what can be expected from our services
- apologise when we make a mistake
- respond to emails or calls within specified periods
- work with all eligible applicants who are homeless or threatened with homelessness to agree, share, and keep updated a Personal Housing Plan
- communicate options and provide basic support about personal storage of applicants' belongings when moving into or between emergency or Temporary Accommodation
- provide applicants with regular, routine updates on their case
- ensure standard communications about accommodation are clear but not threatening
- prioritise personal communication
- give applicants reasonable time to consider offers of accommodation, balancing the council's responsibility to run an efficient and cost-effective service with an understanding that for the individual households concerned the decision is a significant and complex one – especially where that household has additional vulnerabilities or needs.

We will ensure that each applicant has an identified caseworker. That caseworker will be responsible for communicating significant development and outcomes throughout the applicant's journey through the council's Housing Needs and Temporary Accommodation services.

We will work with every eligible applicant who is homeless, threatened with homelessness, or placed in Temporary Accommodation to agree an up-to-date Personal Housing Plan setting out a clear and realistic pathway towards a home, with information on stages and timescales. Each Personal Housing Plan will also identify the way in which each individual applicant has agreed they would like the council to communicate with them.

We will provide all applicants with clear written information on their rights as people who are homeless or threatened with homelessness, the legal duties of the council to homeless people and people threatened with homelessness, and clear commitments and timeframes that the council will work to in meeting those obligations.

We will always give applicants reasonable time to consider offers of accommodation - when offering moves, we will be clear about timescales but build in time for people to consider the offers they receive. We will ensure our communications about accommodation offers are clear but not threatening

We will ensure an integrated approach and good communication between council services and officers such as caseworkers and rehousing officers.

We commit to using digital and online resources more effectively

We will put in place digital communications with applicants to provide regular, routine updates about their case, contacting them in person whenever there is a significant development.

We will improve our online advice and information on the rights of people who are homeless or threatened with homelessness, and on the rights of people to access social security benefits including Universal Credit.

We will better integrate IT systems – including LIFT and our internal housing systems – to manage cases better and to drive better services and outcomes for people who are homeless or threatened with homelessness.

We will seek to create open-access case notes so that within GDPR requirements applicants and those housed in Temporary Accommodation can view key parts of their records and see progress on key aspects of their case.

FOR DISCUSSION ONLY

Fourth Strategic Objective: To provide specific interventions for groups at high risk of homelessness.

We commit to preventing more private renters from becoming homeless

More homeless people have been made homeless by the loss of a privately rented home than by any other single, immediate cause.

Working in partnership across the borough, we will do everything in our power to ensure all privately rented homes are decent and safe. We will make sure that private renters understand their rights and know how to exercise them.

The Renters' Rights Act 2025 gives us an opportunity over the next two years to make homes in the private rented sector more secure and to reduce the numbers of people becoming homeless from the private rented sector.

Our Housing Needs services will work in a coordinated, planned way with the council's Private Sector Housing, Licensing, Trading Standards, and Legal services to enforce the rights of private renters' including as set out in the new Renters Rights Act.

We welcome the fact that we will have a new duty to enforce against unlawful eviction. We will ensure that we are ready to take on the duty and enforce it robustly.

We welcome the government's commitment to fund any additional net costs incurred by local authorities due to the Renters' Rights Act, in line with the New Burdens Doctrine.

We will work closely with the government to quantify the costs of implementing the following actions through New Burdens Assessment. We will continue to review the increased pressure on services that these new duties and powers bring and work with government through post-implementation evaluation to ensure funding estimates were accurate.

It is only by ensuring that the additional costs are met in full that we will be able to implement all commitments in this area.

Through 2026 and 2027 we will conduct planned and sustained renters' rights campaigns, including through communications targeted at groups of renters who are hard to reach.

We will use our Private Landlords Forum to educate and support landlords around the Renters' Rights Act. We will supplement this with online information and advice.

Licensing gives the opportunity to educate and improve the professionalism of landlords, allowing the move from a reactive to a strategic approach, so that all landlords and agents in Haringey understand their basic obligation to provide decent, safe, and secure homes for their tenants, and to treat renters fairly under the law. Licensing allows us to identify good landlords, to support inexperienced landlords, and to challenge those that fail to improve.

- We will use our landlord licensing scheme as an opportunity to educate and support landlords and agents around the Renters' Rights Act.
- We will use the opportunity given by landlord Licensing to engage with and educate renters, so that they understand their rights and responsibilities.
- We will ensure that officers across the council are trained at an appropriate level to provide information, advice and signposting to private renters about their new rights.
- Housing Advice & Homelessness Officers responsible for delivering housing advice services & the assessments of statutory homeless applications will be trained with:

- Detailed understanding of the Act and how it changes the current private tenancy regime.
- Expected implementation dates
- Specific changes to homelessness legislation
- Practical knowledge of all the grounds for possession, when they can be used, the evidence needed to support that ground and defence and court procedures.
- Practical knowledge to be able to challenge a rent increase on behalf of a tenant including tribunal procedures.
- Full understanding of the new powers and duties on enforcement with regard to the general duty to enforce (including Protection from Eviction Act), new investigatory powers, and civil penalties.
- Practical knowledge of the changes to Rent Repayment Orders, when and how they can be used, and the format for doing so.

Housing Needs Officers in a support/collaborative role with Housing Advice & Homelessness Officers and Customer Service Officers providing a frontline housing needs triage service will be trained with a detailed understanding of how the Act changes the current private tenancy regime, its implementation dates, specific changes to homelessness legislation, and practical knowledge of grounds for possession. They will be trained with a basic understanding of other aspects of the new rights around rent increase the new powers and duties on enforcement and Rent Repayment Orders.

All other council officers working directly with members of the public will be trained with a basic understanding of all aspects of the new renters rights regime and equipped to signpost renters to appropriate advice and support services.

We will contract with trusted third-party providers to directly support tenant engagement, casework, and tribunal readiness for private renters in Haringey.

We will ensure that the Landlord Licensing and Enforcement Teams can draw on expertise within their own services to provide a detailed understanding of all aspects of the new Renters Rights Act.

We will put in place monitoring systems, processes, and reporting mechanisms processes that enable us from April 2026 to provide accurate and timely compliance and outcome reporting including around quantitative metrics, cases resolved, and satisfaction rates.

The Act will become operational in stages, and our preparations to enforce its provisions will work to those timelines.

From October 2025, we will be ready to advise and support private renters around

- Conversion of Assured Shorthold Tenancies to periodic Assured Tenancies
- Consequent end of 'no fault' 'section 21' eviction
- New framework of grounds for ending Assured Tenancies
- Tribunal-ready rent challenge framework
- Pet request process
- Ban on rental bidding
- Anti-discrimination enforcement and data collection

From September 2026, we will be ready to advise and support private renters around

- Decent Homes inspections & standards checks-
- Hazards remediation under Awaab's Law with clear response timelines-

- Local owner-landlord standards policy-
- Staff training and tenant tools.

From September 2026, we will be ready to advise and support private renters around

- Digital integration with PRS Database and Ombudsman-
- Local authority enforcement protocols & penalties-
- Rent repayment order upgrades.

We are committed to ensuring that by April 2027:

- tenant and staff feedback shows improved security and satisfaction
- Enforcement action and compliance rates have increased compared to benchmarks
- Civil Penalty Notice recovery and procedurally correct CPN issuance have increased compared to benchmarks
- Effective third-party support partnerships are in place
- We have capacity to meet demand from tenants and landlords without undue pressure on Council teams
- We have put in place a clear and operational reporting and governance framework with third-party partners
- We are providing tribunal advocacy and tenancy advice
- We are supporting tenant applications (pet requests, rent challenge cases)
- We are providing digital and in-person drop-in sessions for tenants to access advice
- We are reducing direct pressure on council staff by triaging cases and offering specialist tenant support.

We commit to preventing more young people from becoming homeless because of exclusion from the family home

Mediation can play a valuable role in preventing homelessness by helping to resolve family conflicts and improve communication, which can be key factors in preventing young people from becoming homeless.

We will provide housing needs staff with specialist training on mediation so that we can help young people and others at risk of being excluded from the family home, both to prevent the relationship breakdown where this is appropriate and to prevent the housing crisis that can arise where it is not.

We commit to stopping our young care leavers becoming homeless

As Corporate Parents we recognise that young people leaving care often face particular challenges. Within the terms of an agreed protocol, our Housing and Housing needs Services will work closely with our Children and Young People's Services to prevent homelessness and to ensure care leavers are provided with the right support and accommodation to help them successfully transition into adulthood.

We will provide new supported housing for young people with support needs leaving care to help them prepare for independent living.

We will continue to grant care leavers priority status on the housing register for secure and affordable social housing as soon as they are ready for independent living.

During the first year of a young care leaver's council tenancy, they may at any point end that tenancy and return to supported housing, with the opportunity to be placed back on the housing register when they are assessed as being more ready to cope with independent living.

We will put in place a protocol between Housing Associations in the borough and council services to underpin the better partnership working we need to ensure that young care leavers can sustain their Housing Association tenancies.

We commit to helping people within the criminal justice system people find accommodation

We will continue to work in close partnership with the Probation Service.

We will continue to collocate a housing needs officer at our local Probation Office in order to support, advise and assess clients of the probation service who are homeless or threatened with homelessness.

We are committed to the Haringey Resettlement Panel through which we work in partnership with the Probation Service, Single Homelessness Project, and St Mungo's to help those returning to the community after a period of detention find suitable housing and support services.

We will continue with the Probation Service to jointly commission supported accommodation for prison leavers without settled accommodation, helping ex-offenders to integrate back into the community, live independently, and access education training and employment.

We commit to reducing homeless and harm for women and men who have been subjected to sexual and domestic violence and abuse.

By 2027 we will gain Domestic Abuse Housing Alliance (DAHA) accreditation that our housing and housing needs services reflect best practice in the way they respond to domestic abuse.

That means that over the next two years we will work towards a Whole Housing Approach so that we work together to address the immediate and longer-term housing needs of victims/survivors across all tenure types, increase survivor accommodation sustainment and reduce homelessness.

As a landlord, we will use the Domestic Abuse Act to exclude perpetrators and facilitate safe housing for victims, including like-for-like transfers and other preventative measures.

We will formalise links between Domestic Abuse and tenancy management services.

Survivors will be offered genuine choices about where they live, including the option to remain in their own home with safety measures.

Victims and survivors will not be required to provide our housing management or Housing Needs services with inappropriate levels of evidence or statements from the police before being accommodated or helped. We recognise that those who are homeless or threatened with homelessness as a result of sexual and domestic violence and abuse will often be unable to provide documentary evidence. We do not require them to do so before being accommodated. We will investigate these situations with the utmost sensitivity.

Housing Needs staff will be trained in trauma-informed care and domestic abuse awareness. Housing Needs services will be culturally competent and inclusive of LGBTQ+ survivors.

Our Housing Needs services will work closely with Domestic Abuse services to ensure a safe and comprehensive assessment that leads to a safe and appropriate housing solution for women escaping sexual and domestic violence and abuse.

Housing Needs services will attend and participate in Multi Agency Risk Assessment Conferences which help protect high-risk victims and survivors of domestic abuse through multi-agency risk management.

We will put in place structures for more effective collaboration between Housing Needs, Children's Services and Domestic Abuse services to improve provision for people with No Recourse to Public Funds escaping sexual and domestic violence and abuse.

When we provide Temporary Accommodation or other kinds of emergency accommodation for survivors and victims of Domestic Abuse, we will take a Whole Housing Approach within DAHA principles.

This means that Temporary Accommodation will be safe and secure, meet decent home standards and be suitable for families, including by providing space for children. It will be located in areas that do not isolate survivors from support networks, schools, or employment. We will work to ensure that residents of Temporary Accommodation are linked to wraparound support services, including advocacy, mental health, legal, and housing advice. Women who are victims and survivors will never have to share facilities with men and will never be placed in accommodation that houses known perpetrators of Domestic Abuse or gendered violence.

With support from the Mayor of London's Domestic Abuse Safe Accommodation Homes Programme, we will also build new specialist supported housing in the borough for women who have been subjected to sexual and domestic violence and abuse. We will complete new supported housing for 14 women by the end of summer 2027.

We commit to supporting vulnerable single people and those with complex needs so that they do not become homeless

As set out below, we will develop a new delivery model that can significantly increase the quality and quantity of supported housing options for vulnerable homeless people.

We will provide access to council tenancies for single people with complex needs through the Housing First approach alongside the provision of long-term support.

We aim to move single people with complex support needs out of emergency and Temporary Accommodation into supported housing.

We will develop a new supported housing commissioning model between our Housing Related Support services and Adult Social Care services to provide better alternatives to supported living for adults with mental health needs and learning disabilities.

We will work towards a set of agreements with our partners so that during the first year of their council tenancy, anybody moving from supported housing or through Housing First into a council tenancy can at any point end that tenancy and return to supported housing, with the opportunity to be placed back on the housing register with the same level of priority when they are assessed as being more ready to cope with independent living.

We commit to preventing victims of cuckooing from becoming homeless

Cuckooing is the practice where somebody's home is taken over by another person, or by a group, for criminal purposes such as dealing or storing drugs, or for illegal sex work.

The experience of being "cuckooed" is often one of violence, psychological distress, substance addiction, and being indebted to criminal networks. Female victims have been known to disproportionately experience the additional torment of sexual coercion and assault. It puts its victims at a high risk of homelessness.

We do not seek to apportion blame to the victim: we view cuckooing as abuse. Like many forms of abuse, the relationship of the victim to the abuser can be complex.

We will establish a new Haringey Cuckooing Team to provide victim-focused, multiagency support where a vulnerable person has had their home taken over.

Alongside this we will establish a Cuckooing Protocol, Cuckooing Panel, and Steering Group.

The team will provide specialist training for staff and frontline professionals to identify and refer potential cuckooing cases.

We commit to providing new pitches for our Gypsy and Traveller community

By September 2026 we will complete construction work on five new pitches for the Gypsy and Traveller community.

We commit to understanding and meeting the housing needs of communities experiencing racial inequality

Structural racism means some communities are disproportionately affected, and affected in specific ways, by homelessness. In the case of some communities, the needs arising from that structural disadvantage are poorly understood – including in some cases because of a lack of data that causes a kind of official invisibility.

Over the next two years we will work to improve the way we collect data and other intelligence on the needs of our most marginalised racialised communities, including in relation to households approaching the council as homeless or threatened with homelessness. We will use that data to inform a strategic approach from 2027 that will be centred on partnership working with specialist organisations.

To begin to improve the way we prevent homelessness amongst those communities, we will also make specific arrangements during the next two years for communicating information about benefits and key housing rights information connected with the Renters Rights Act.

Fifth Strategic Commitment: To improve accommodation options for those experiencing the emergency of homelessness

We commit to increase the availability of good quality homes for use as Temporary Accommodation and settled accommodation.

This means that we can commit to reducing our use of commercial hotels and B&Bs over the next two years very dramatically. By March 2027, children will have to live in commercial B&Bs or hotels for more than six weeks only in exceptional cases.

We will expand our programme of acquisitions from the open market so that every year we acquire 250 homes for use as good quality settled accommodation.

We will improve homeless households' access to private rented accommodation by improving our own offer to landlords so that we grow the number of homes we lease for use as Temporary Accommodation or good quality, affordable and settled accommodation for homeless households.

We will use the additional demands on landlords of the Renters' Rights Act as an opportunity to encourage more landlords to lease their properties to us so that we can manage them in accordance with the new legislation.

We will introduce longer-term leases with private landlords and property owners, establishing an approach for leasing properties over a 40–50-year timeframe. We aim to introduce long leases of this kind for 500 homes that we will be able to use as good quality, affordable and settled accommodation for homeless households.

We will implement a revised Temporary Accommodation Retention Strategy so that, as the best partner we can be, we work in a more flexible and responsive way with landlords.

We will ensure that rents in Temporary Accommodation are clear, consistent, and affordable, set in line with our new Rent Setting policy.

We will improve standards in Temporary Accommodation by increasing the number of tenancy audits, improving void turnaround time, and working with our agents and partners to ensure that all Temporary Accommodation fully meets our quality and safety standards. We will require documentation that demonstrates this compliance, and we will carry out a rigorous programme of inspection and audit to confirm that standards are maintained - and that accommodation is occupied appropriately.

We will ensure that wherever we place a homeless household into accommodation, it has an up-to-date fire risk assessment and electrical safety checks in place.

We will review our Temporary Accommodation Placement Policy and Discharge of Homelessness Duty Policy to improve placement efficiency, reduce time in Temporary Accommodation, and support quicker transitions into a wider range of settled housing options.

We will provide as much stability as we can for children who become homeless, including around their school placements.

We will build two new Temporary Accommodation lodges in the borough for homeless households with children. They will provide high quality Temporary Accommodation that includes ensuite shower rooms and generous storage alongside shared cooking facilities, bathtubs for younger children, and external play space.

We will ensure that families moving into Temporary Accommodation have basic furniture and appliances in their accommodation. We will seek to budget from April 2026 to provide safe sleeping equipment - such as cots, Moses baskets, new baby mattresses with waterproof covers and baby gates – wherever these are needed for households with babies.

We commit to supporting better outcomes for people in Temporary Accommodation

We will improve move-on support for households in Temporary Accommodation, with dedicated staff providing tailored support to individual households.

We will consider how to put in place an expanded support offer for households in Temporary Accommodation. This will include working with NHS and public health partners to improve the health outcomes for people in Temporary Accommodation – for example, through teen health assessments and outreach around mental health, sexual health, and dental health.

During the next two years we will work to understand better the health needs of children and young people in Temporary Accommodation, and we will work with partners including NHS and education services to deliver more structured and effective ways of meeting those needs.

When we place households with children in Temporary Accommodation, and when we move them between placements, we will always use London Councils' Notify system to make education, social care, and health services aware so that families can be properly supported.

We will introduce additional capacity in Income Management and our Lettings and Rehousing teams to support Temporary Accommodation tenants with benefit applications and maximise the number of eligible receiving Housing Benefits.

We commit to improving the quality of supported housing in Haringey – and, in challenging financial circumstances, to increasing the overall number of supported housing places available

We will continue to commission and, in some cases, directly deliver high-quality hostels and supported housing for that helps Haringey's most vulnerable single adult residents build independent lives, in appropriate and safe housing, with the support from all services available to help them achieve their goals and vision of a good life.

During 2026 we will bring forward a Supported Housing Strategy that will include our approach to Exempt Accommodation. We will aim through the strategy to preserve the number of supported bedspaces in Haringey at the same time as we drive out poor quality provision.

We aim to place more of the vulnerable people who present to our Housing Needs services into good quality supported housing. Over the next two years we will develop a new delivery model that can significantly increase the quality and quantity of supported housing options for vulnerable homeless people – predominantly those who are vulnerable single people, but also vulnerable households with children.

10% of the new council homes we build will be delivered as supported housing. This will include Housing First options and specialist schemes for specific cohorts of vulnerable people including young people leaving care, adults with mental health needs, and adults with learning disabilities.

We commit to enabling people who sleep rough to achieve their aspirations, access the support they need, and build a happy life off the streets

We have a Rough Sleeping Strategy in place until 2027. The Rough Sleeping Strategy sets out a shared approach to enabling people who rough sleep to achieve their aspirations, access the support they need and build a happy life off the streets. It makes four clear commitments:

1. To ensure that rough sleeping is prevented where possible and that where it does occur, that it is rare
2. To ensure that where rough sleeping does occur, that it is brief
3. To ensure that rough sleeping is nonrecurrent
4. To exhaust all options to secure routes off the street for people who face immigration restrictions.

We will continue to follow this strategy when working with those who are at risk of sleeping rough, those who are having to sleep rough, and those who are moving away from the trauma of sleeping rough.

During the next two years, we will work with partners to produce an integrated Homelessness and Rough Sleeping Strategy for 2027 – 2032.