

Homeless Review 2025

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

Haringey's population is growing steadily – and though it remains relatively young, half the population growth is expected amongst people aged over 55.

In March 2021, at the height of the COVID-19 pandemic, Haringey's population was 264,200. The population had grown by 3.7% since 2011 – a significantly lower rate than across London which grew in total by 7.7% over the decade.

Haringey's population is currently around 268,400 and over the next five years is expected to rise by 7,410 people to 275,852.

Over the next 15 years, half the borough's population growth is associated with the older population, with over 65s projected to increase by 16,117 and those aged between 55 and 64 by 6,229.

Around a quarter of Haringey households live in financial poverty

ONS data shows that 23% of Haringey's households and 35% of Haringey's children live in poverty.

18.5% of residents work in jobs that are paid below London Living Wage. 49% of workers in part-time jobs are paid below London Living Wage.

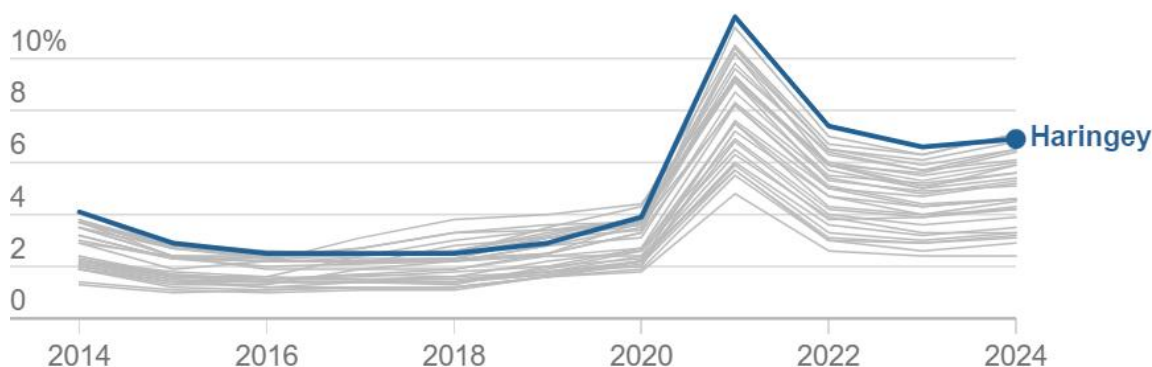
22% of the population aged 16 to 64 years were "economically inactive" in the year ending December 2023 - 44,000 people who were not in employment but don't meet the criteria for being "unemployed". This means they have not been seeking work within the previous four weeks or were unable to start work within the next two weeks. Common reasons include being retired, looking after the home or family or being temporarily or long-term sick and disabled. This compares with around 37,900 people (19.5%) in the year ending December 2022. Economic inactivity in Haringey is higher than across London and Great Britain.

13,005 Haringey people were claiming unemployment-related benefits in March 2024, up from March 2023, when there were 12,450 claimants.

The proportion of people aged 16 to 64 years in Haringey who were claiming unemployment-related benefits was 6.9% in March 2024, an increase compared with March 2023 when it was 6.6%.

Claimant Count (%) for areas in London

Among those aged 16 to 64 years, March 2014 to March 2024



Source: Claimant Count from Department for Work and Pensions

Disabled adults in every region are more likely than non-disabled adults to say they find it difficult to afford their rent or mortgage, including just over half of all disabled adults in London.

Around 7% of Haringey people do not speak English well or do not speak it at all

29.7% of Haringey residents do not speak English as their main language. This is the 6th highest rate in London and is above the statistical neighbour and London averages.

Of those whose main language is not English in Haringey, one in four (24%) either do not speak English well or do not speak it at all. This is the second largest proportion of all London boroughs and is above the statistical neighbour and London levels.

Housing has become increasingly unaffordable

For many people, home ownership and even private renting are out of reach. And there are not enough homes available for social or affordable rent.

For many Haringey people, home ownership is out of reach

In the ten years to 2024, the median house price in Haringey rose 47% - from £385,000 to £565,000. At the same time, earnings increased by 30% - from £30,325 to £39,453.

The ONS shows that average house price in Haringey was £637,000 in February 2025, up 3.6% from February 2024. This was higher than the rise in London (1.7%) over the same period.

ONS figures show that for March 2025 the average house price to earnings ratio is now 16.63 in Haringey.

The number of new mortgages for first-time buyers in London fell in 2023 to its lowest annual total since 2012. And while mortgages with LTV ratios of more than 90% comprised over a third of lending to first-time buyers in London before the financial crisis, they nearly disappeared after it and despite a recovery now comprise just 12% of new mortgages. FCA, Mortgages Product Sales Data. Quoted in London Housing evidence base 2024.

In February 2025, the average flat in Haringey cost £484,000.

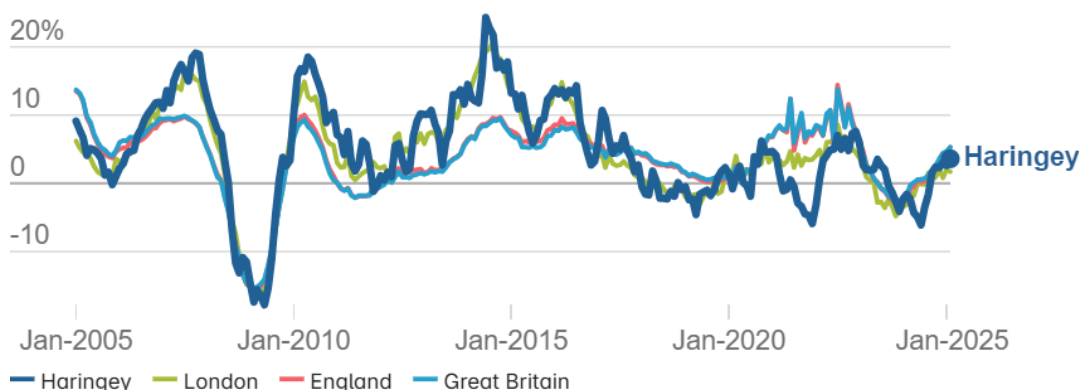
The average price paid by first-time buyers was £544,000 in February 2025. This was 3.9% higher than the average of £523,000 in February 2024.

In comparison, home-movers in Haringey paid an average of £792,000 in February 2025. This was higher than £768,000 a year earlier.

For homes bought with a mortgage, the average house price was £629,000 in February 2025 (provisional). This was 3.6% higher than the average of £607,000 in February 2024 (revised).

Annual change in house prices in Haringey

House price annual inflation, Haringey, January 2005 to February 2025



Source: UK House Price Index from Office for National Statistics and HM Land Registry

Private renting is out of reach for more and more people – especially those on a low income.

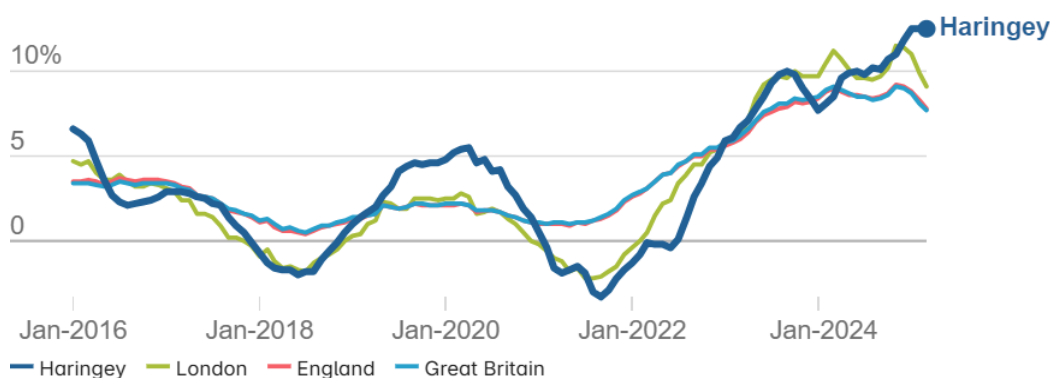
As of March 2025 average rents in Haringey were:

- One bedroom: £1,583 (365.31pw) for a one-bedroom home
- Two bedrooms: £1,970 (£454.62 pw) for a two-bedroom home
- Three bedrooms: £2,277 (£525.46pw) for a three-bedroom home
- Four or more bedrooms: £3,120 (£720pw) for a four-bedroom home

Private rents have risen especially steeply over the last three years.

Annual change in rents in Haringey

Private rental price annual inflation, Haringey, January 2016 to March 2025



Source: Price Index of Private Rents from the Office for National Statistics

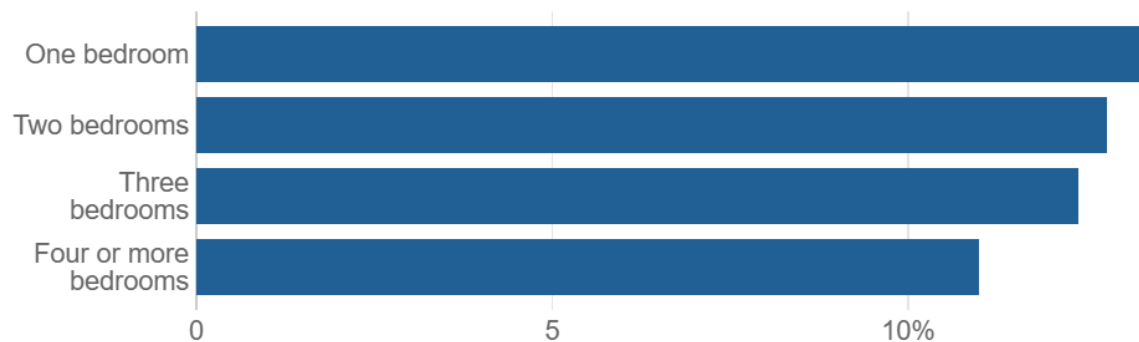
The average monthly private rent in Haringey rose by 12.5% in the year to March 2025. This was higher than the 9.1% rise in London over the same period.

In Haringey, the average rent for flats or maisonettes rose by 12.9%, while for terraced properties, it increased by 11.9%.

Average rent for one bed properties rose by 13.3%, while the average for four-or-more bed properties increased by 11%.

Change in average rents by bedroom number in Haringey

Monthly private rental price, annual inflation, March 2025



Source: Price Index of Private Rents from the Office for National Statistics

The affordability of average private rents (including ongoing as well as new tenancies) in London compared to average earnings improved between 2020 and 2022 but has since worsened.

Modelling by the ONS suggests that the average private rent in Haringey would cost the average Haringey household 41.1% of their income.

For households who are not in paid work or who are in low-paid work, private renting has become increasingly unaffordable.

Over 400,000 private renters in London – approximately one in seven – rely on Local Housing Allowance to cover their housing costs.

Local Housing Allowance (LHA) caps the amount of financial assistance available to households claiming social security benefits. The level of the cap depends on the location of the home and the size of the household.

The availability of listings affordable to households relying on LHA to cover their rent gradually reduced throughout 2023-24 for all property sizes. Despite the government raising LHA in April 2024 to cover the lowest 30% of local market rents, by July-September 2024 only 5% of London listings were affordable on LHA. This is because the LHA uplift in April used rental data from September 2023 and in the context of rapidly rising rents these rates quickly fell out of step with market conditions.

Most of Haringey falls within the Outer North London Broad Rental Market Area with a small area falling in the Inner North London BRMA.

To meet the average weekly rent of £365.31pw for a one-bedroom home, LHA in Outer North London is restricted to £264.66.

LHA of £322.19 pw is available for a two-bedroom home whose average rent is £454.62 pw.

There is a shortfall on average of £135.28 pw for a three-bedroom home, and of £213.70 pw for a four-bedroom home.

Outer North London Broad Rental Market Area valid from 1 April to 31 March

Year	Shared Accommodation Rate	1 Bed	2 Beds	3 Beds	4 Beds
2025	£136.93	£264.66	£322.19	£390.08	£506.30

Inner North London Broad Rental Market Area valid from 1 April to 31 March

Year	Shared Accommodation Rate	1 Bed	2 Beds	3 Beds	4 Beds
2025	£163	£331.39	£412.86	£497.10	£704.22

YouGov has been regularly surveying Londoners on the cost-of-living crisis on behalf of the GLA since January 2022. In the last year, the financial situation of homeowners and especially social renters seems to have improved. The situation for private renters has not.

In July 2023, 12% of London homeowners, 26% of private renters and 40% of social housing tenants said they were struggling to make ends meet, going without basic needs and/or relying on debt to pay for them.

A year later in July 2024 there had been significant improvement in the financial situation of social renters in London: 11% of homeowners, 26% of private renters and 28% of social housing tenants said they were struggling to make ends meet, going without their basic needs and/or relying on debt to pay for them.

Public services are under strain

The National Audit Office estimates that real terms spending power for local government across England was 26% lower in 2020/21 than in 2010/11. This was despite council tax rising by 15.6% in real terms over the same period. The drop was mainly due to a real terms decline of more than 52% in government-funded spending power.

Research by Lloyds Bank Foundation highlights that councils are increasingly forced to shift spending away from preventative services to meet crisis needs. The research also found that cuts impact deprived communities the most. This is despite demand typically being higher in these communities.

London Councils, the umbrella organisation for London's 33 Local Authorities, has calculated that boroughs' funding per Londoner has fallen by 28% since 2010, despite rising demand for services which have become more costly to provide. As a result, across London boroughs faced a funding gap of at least £500m in 2025-26: £180m overspend on adult social care, £150m on children's social care, and £270m on homelessness (a figure that has doubled in the past 12 months).

In Haringey, we receive around £143m a year less in real terms in core government grants than we did in 2011. At the same time, Haringey's population has continued to increase, including a 24% rise in the number of residents over-65.

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

We have received £37m of Exceptional Financial Support through government borrowing in order to balance our budget for 2025/26 and fund day to day activities.

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

London Councils estimates at least one in 50 Londoners is homeless – including on average at least one homeless child in every London classroom – and that London boroughs spend around £4m a day on temporary accommodation - up nearly 60% from last year.

In this context, the Government's Spending Review in June 2025 set out its priorities nationally for day-to-day spending over the next three years and for capital spending over the next five years.

The three-year funding settlement means that for the first time in many years the council can plan with some certainty about the money we will be receiving from government over the medium term. This gives the council more control over its budget, making it easier to plan investments and enter into long-term contracts.

There is a clear commitment to local government, with growth planned for the sector year on year. However, London Councils' view is that the modest overall increase to council funding means boroughs' budgets still face an 'extremely difficult' outlook in the immediate term and 'serious risks' to financial stability.

The Spending Review's strong financial commitment to affordable housing helps to ensure our housing delivery programme will be financially sustainable for the next decade. Haringey could benefit from the increased capital funding available for acquiring homes to help move people out of emergency and Temporary Accommodation. However, there is no additional funding for the day-to-day costs either of Temporary Accommodation or for Adult Social Care, the two areas that are driving the council's biggest overspends.

Similar pressures exist across all public services.

Health spending growth since 2010 had until the pandemic been below average, resulting in a cumulative underspend of hundreds of billions. The June 2025 Spending Review has sought to reverse this underspend and address some of the most severe pressures in the history of the NHS. Around 6.39 million people are currently waiting for treatment because of the backlog in secondary care, while the UK has a very low total number of hospital beds relative to its population (2.4 per 1,000 people, well below the average of 5 per 1,000 people in OECD EU nations).

The criminal justice system is facing extraordinary pressure after more than a decade of austerity. Day-to-day spending on probation, the prison service and the courts has fallen since 2010 with spending substantially lower in 2023-24 than in 2007-08.

Police expenditure declined in real terms by 16.2% between 2009/10 and 2016/17, and though it has risen significantly in recent years it remains below 2009-10 levels.

The voluntary sector is an integral part of the public services system. For decades, charities have warned that contracts and grants are not keeping up with inflation. This problem has become much worse due to cuts to local government funding.

The announcement in June 2025 of funding for new community help partnerships to bring together local services could reduce duplication and potentially help manage pressure on frontline services. However, only £100mn has been committed to this initiative and so positive impacts are not likely to be felt until it is scaled up.

The legislation and policy context

Renters Rights Bill

The Renters' Rights Bill had its second reading in the House of Lords in February 2025 and is expected to become law in October 2025. It will be known as the Renters' Rights Act when it comes into force.

The Bill introduces the most extensive reform of private renting for decades, significantly improving the rights of private renters and introducing new powers and duties for local authorities to enforce those rights. Key provisions include:

- The abolition of fixed-term assured shorthold tenancies and therefore of section 21 'no fault' eviction
- Changes to the grounds available to landlords for ending a tenancy
- Restrictions of rent increases to 'market level'
- Rules to combat discrimination
- New rules on private rented sector disrepair
- New private rented sector Ombudsman
- a new database of all residential landlords and private rented accommodation.
- Extended powers of investigation for local authorities
- New duties for local authorities to enforce renters' legal rights and a new requirement to report on enforcement activity.
- Increased financial penalties for landlords breaching conditions, including extension of the range of offences that can trigger a Rent Repayment

Supported Housing Act 2023

The Supported Housing (Regulatory Oversight) Act 2023 came into force on 29 August 2023. The Act sets out to introduce changes to how supported exempt accommodation is regulated. However, the key provisions in the Act require the government to publish regulations before these measures take effect. Those regulations are expected in ...

The Act plans to introduce new standards for supported housing and make changes to how this type of accommodation is regulated.

The Act allows the government to create new National Supported Housing Standards and introduce licensing regulations.

It also sets out how a new Supported Housing Advisory Panel will work and makes changes to the rules on intentional homelessness when a person leaves accommodation which does not meet national standards.

The Act has been passed as a response to issues with the quality of the accommodation, care and support provided in exempt accommodation. Some providers were seen to place profits over the actual provision of care and support which is an essential part of this kind of accommodation.

Home Office Accommodation

The Home Office is responsible for asylum and protection in the UK, including supplying accommodation for people seeking asylum who would otherwise be destitute. The Home Office tries to source houses or flats for most of its accommodation, but when these are not available it uses hotels as a contingency measure.

In August 2023, the Home Office changed the point at which people granted refugee status were given notice to leave asylum accommodation from 28 days after receiving the documentation needed to demonstrate their status, to 28 days after being notified of a positive decision. In practice, this meant people often had no time to find alternative accommodation or were made homeless without evidence of their right to claim benefits or receive assistance. As a result there was a significant increase in refugee homelessness. In response to pressure, the Home Office ended this practice in late December 2023. But this still falls short of the 56 days granted elsewhere under the statutory homelessness prevention duty: so people leaving the asylum system continue not to have enough time to find suitable move-on accommodation.

The government has set out plans to end the use of hotels to house destitute asylum seekers by 2029, including by deciding more asylum cases and building new government-owned accommodation for asylum seekers.

1. What do we know about homelessness in Haringey?

Rough sleeping

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

Since July 2018 Haringey has achieved a 71% reduction in rough sleeping. This has been achieved by significant local investment, new approaches to working with people experiencing multiple disadvantage, new supported housing and by creating rent-free bedspaces for people affected by immigration restrictions. However, the number of people forced onto the streets has been increasing since the end of the Everyone In initiative.

442 people were seen rough sleeping in the borough in 2023/24 - a 45% increase from 2022/23.

Two thirds of people sleeping rough are new to the streets and a third had been renting privately as their last settled base

65% of people seen rough sleeping in the borough during the year were new rough sleepers.

30.3% of new rough sleepers had been privately renting as their last settled base; 29.4% had been living with friends or family. 15.6% had been made to leave accommodation provided by the Home Office to asylum seekers; 2.3% had had no settled base since leaving prison.

32% of rough sleepers were British nationals; 31% were nationals of EEA countries, with 11% being Polish; and 25% were nationals of African countries, with 11% being Eritrean. 3.7% were nationals of Asian countries and 3.1% of American countries.

90.7% were men.

Most people sleeping rough were aged between 26 and 45. Just 6.6% were aged 18-25; and 9.3% were aged over 55.

75% of people sleeping rough had a support need around their alcohol, drugs or their mental health including 40.2% who had needs around a combination of those factors.

Nearly half of all people moving from the streets into accommodation were placed by the council into Temporary Accommodation

In 2023-24, 58 people moved from the streets into Temporary Accommodation - 43.6% of all those moving from the streets. 67 people came off the streets and into short-term hubs, shelters, and emergency accommodation subtotal – 50.4% of all moves off the street.

Statutory homelessness

Households assessed and owed a prevention or relief duty 23/24 and 24/25

When a local authority believes that an applicant is likely to become homeless in the next 56 days, it has a duty to try to prevent that homelessness. That "prevention duty" applies regardless of whether that applicant is vulnerable and regardless of their local connection.

But if a local authority is satisfied that an applicant is *already* homeless, it must take reasonable steps to help the applicant secure accommodation for at least six months. That “relief duty” ends if after 56 days, either because the applicant is no longer homeless, or because the local authority is satisfied that the applicant is in priority need and not homeless intentionally, in which case the local authority might then owe the main housing duty.

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

In 2023-24 only 28% of households needing help either preventing or relieving homelessness had children.

35.8% of those threatened with homelessness and 45% of those already homeless were single men; 31.5% of those threatened with homelessness and 23.4% already homeless were single women; 4.7% of those threatened with homelessness and 2.9% already homeless were either couples or multiple-adult households without children.

Most households owed a relief or prevention duty did not wish to disclose their sexuality. 43.4% identified as heterosexual, 1.3% as gay or lesbian.

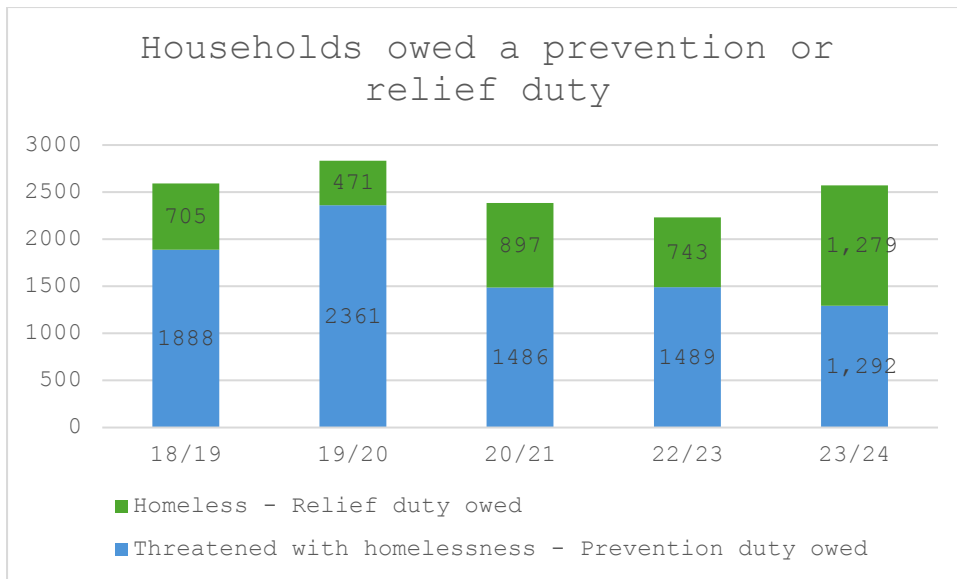
Less than a third of those owed a prevention or relief duty were in any form of paid work. Only 13% were in full time work.

The proportion of applicants who are in work fell during and after covid but has broadly returned to pre-covid levels.

In 2023-24, 13.2% of those owed a prevention or relief duty were working full time; 15.6% were working part time; and 2.5% were working irregular hours. 32.6% were registered unemployed, 11% were unable to work because of long-term illness or disability, 2.6% were returned, and 1.6% were students or in training.

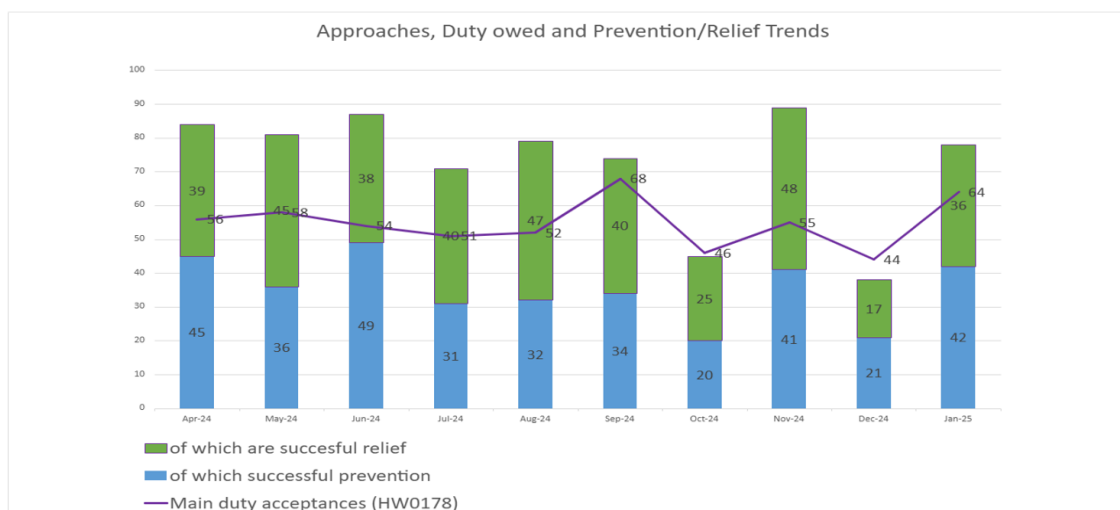
The number of households owed a prevention or relief duty is rising

The number of households owed either a relief or prevention duty fell during 2020-21, the covid pandemic and attendant lockdown, and again the year after the covid lockdown. It rose sharply during 2023-24 when the council owed either a relief or a prevention duty to 2,571 households.



Approaches between April 2024 and January 2025 (4,114) are consistently higher than in the last two years and 7% higher than the same period last year (3,846). However January approaches are a lower than predicted and it is too early to tell if this is a trend.

Demand projections conducted earlier in the year estimated that a 13% increase of pressure at the front door was likely by year end.



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

Though the numbers of households owed a duty has returned to levels comparable to those before covid, the proportion of those owed a prevention and those owed a relief duty has changed dramatically.

Most people still come to us *threatened* with homelessness rather than because they're already homeless.

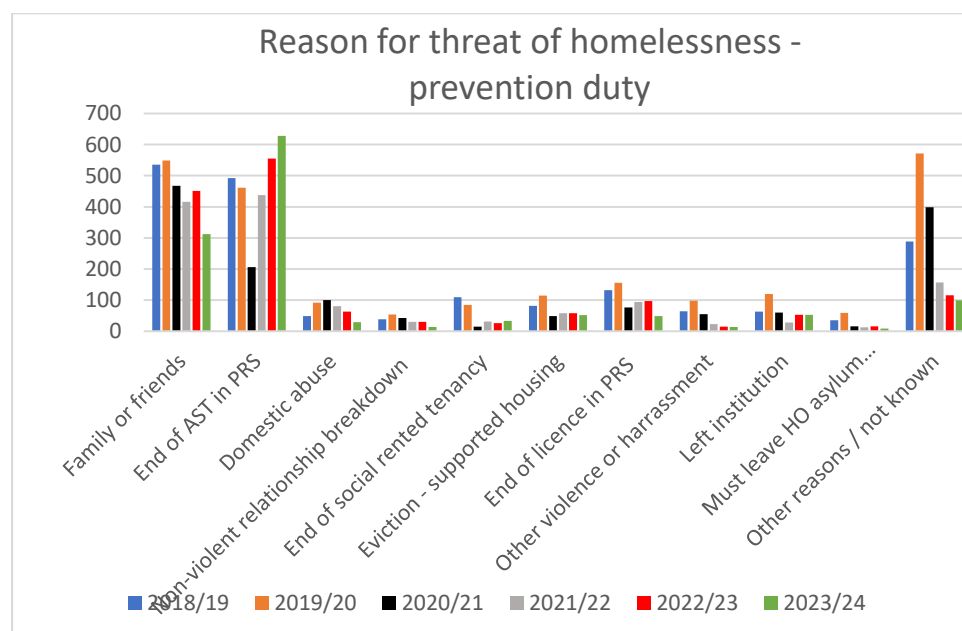
But the proportion of households owed an immediate homelessness prevention duty has risen dramatically. In 2019-20, 16% of people owed an initial duty were already homeless: by 2023-24 almost half were already homeless.

And not just more people as a proportion of those that come to us, but also more in total. We needed to relieve homelessness for 473 households in 2019-20. In 2022-23, that had risen to 740 households; and in 2023-24 to 1,279.

Meanwhile the number of households owed a prevention duty has fallen by more than a third.

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

The number of households threatened with homelessness because their private landlord is seeking to end their Assured Shorthold Tenancy fell by more than half during covid and the moratorium on evictions. It rose sharply after the was lifted and is now higher than before covid – by far the main reason people come to us threatened with homelessness.



Since covid, significantly fewer households have been *threatened* with homelessness because their family or friends can no longer accommodate them – though it's still the second most common reason people are threatened with homeless.

During covid, many more people came to us threatened with homelessness because of Domestic Abuse – but that number has fallen.

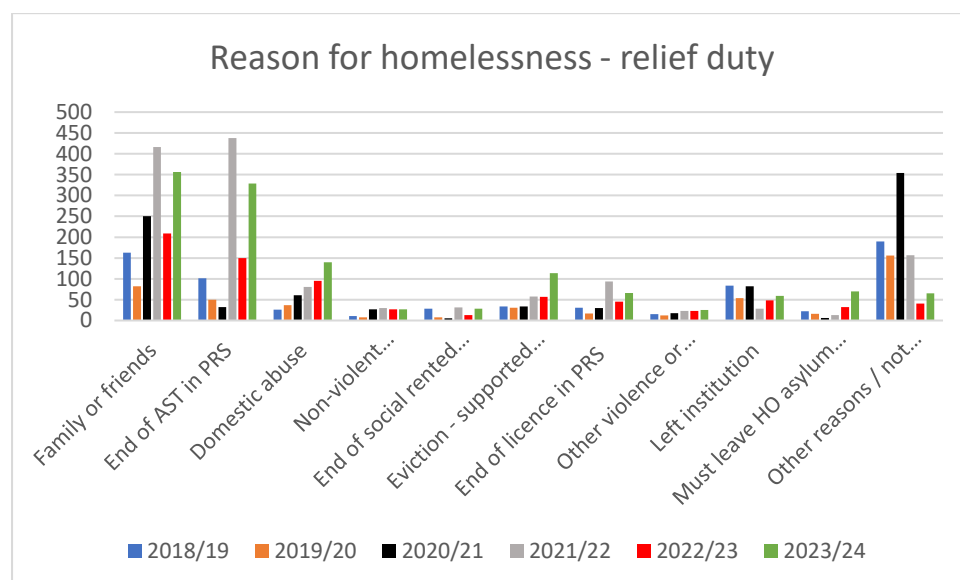
The threat of eviction from social housing effectively stopped during covid. Though it has risen since then, it remains much lower than before lockdown

The pattern of people needing a response because they're *already* homeless is completely different.

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.

There was an even more marked decline through covid in the numbers approaching when they’d already been evicted by their private landlord, to just 32 during the year of lockdown. There was a massive spike the following year – 438, four times what it had been before lockdown. Numbers dropped back in 2022-23, though it was still 50% more than pre-covid. In the year to March 2024, 329 household approached us for assistance having already been evicted from their Assured Shorthold Tenancy. Another 66 households had been evicted from other forms of private sector tenure, making the loss of a private rented home the most common cause for homelessness.

While the number of people *threatened* with homelessness from family or friends has gradually declined since 2018, the number of people approaching us because they’d already had to leave family or friends’ homes shot up during covid and especially in the year after covid – from 82 in 2019/20 to 416 in the year after lockdown ended and 209 in the year to March 2023. In 2023-24 it rose sharply to 356.



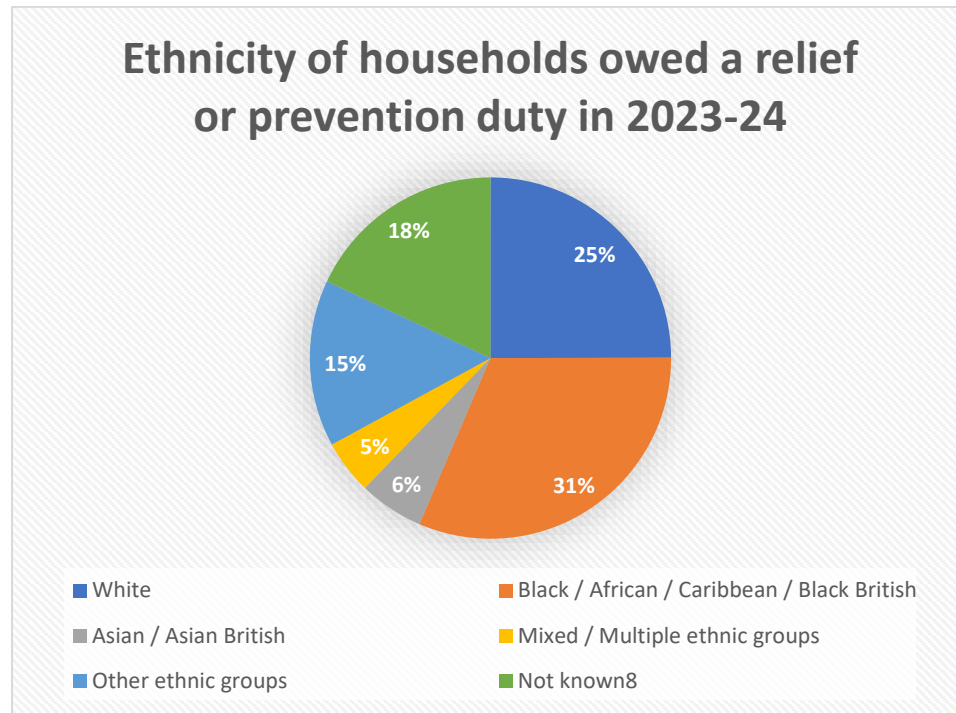
The numbers of people presenting as homeless because they are escaping domestic abuse have risen steadily – nearly doubling to 61 during lockdown, then rising to 81 in the year after lockdown ended, 95 in 2022-23, and 140 in 2023-24. Six times more households approached us as homeless following domestic violence than five years ago.

In the year after lockdown ended, there was a spike in social housing tenants approaching after being evicted– 31 households. 28 former social housing tenants approached us because they were homeless in 2023-24.

Homelessness because of evictions from supported housing though have surged after covid, almost doubling – around 30 a year up until and during Covid and then 58 in 2021-22, 57 in 2022-23, and 114 in 2023-24.

Increasing numbers of households became homeless after leaving an institution – 59 in 2023-24 - and especially because they have had to leave Home Office Accommodation following a decision on their claim for asylum. 32 households were made homeless from Home Office accommodation in 2022-23 and 70 in 2023-24.

The ethnicity of applicants owed a prevention or relief duty has remained broadly similar over the last five years - except for a decrease in the proportion of main applicants who are Black (from 40% before covid to 31% in 2023-24) and an increase in other ethnic groups from 7.2% to 11.7%.

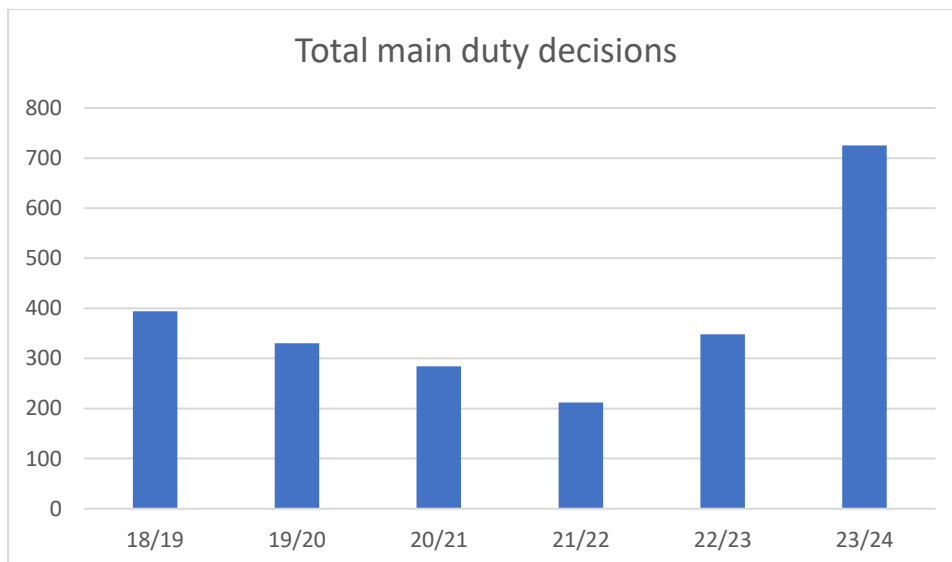


Homeless households owed the main housing duty

55% of households owed a prevention duty required a full homelessness assessment because after 56 days they were homeless.

This is a slight increase in proportion from previous years - although the proportions and numbers have varied over the last five years, it's always been less than half of cases that move on to a full homelessness assessment.

The number of full homelessness assessments more than doubled in 2023-24

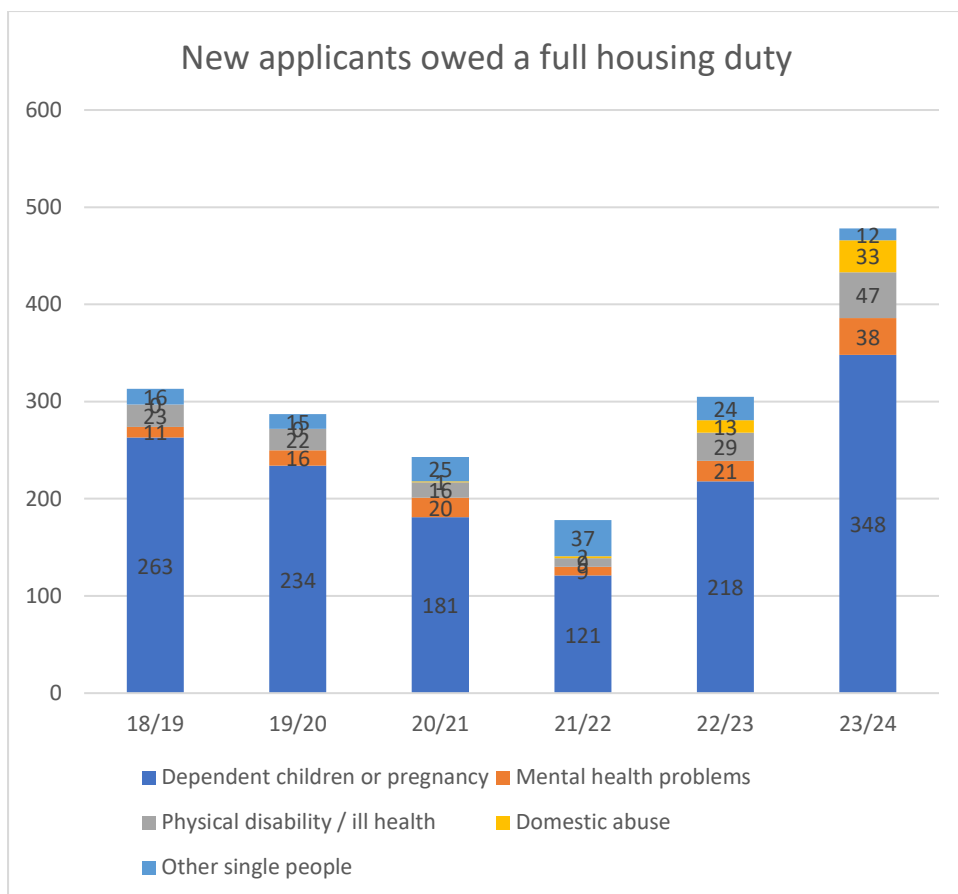


The number of new applicants owed a full housing duty is rising sharply, more than doubling since 2022 and 50% higher than before covid.

This full housing duty only applies where five legal tests are met: the household must not only be homeless, but they must also be eligible for assistance because they aren't excluded by immigration law, they can't be said to have deliberately caused their own homelessness, they must have a connection to the local area, and they must be judged to be in priority need.

Households with dependent children automatically have priority need, and so do pregnant people. Where there are no children or pregnancy, priority need is only given to people assessed as being exceptionally vulnerable – more vulnerable than most other homeless people.

In 2023-24, 65.9% of assessments found that the household was owed a full housing duty, significantly lower proportion than in recent years: 79.4% in 2019-20, 87.0% in 2020-21, 85.6% in 2021-22, 84.0% in 2022-23, and 87.6% in 2023-24



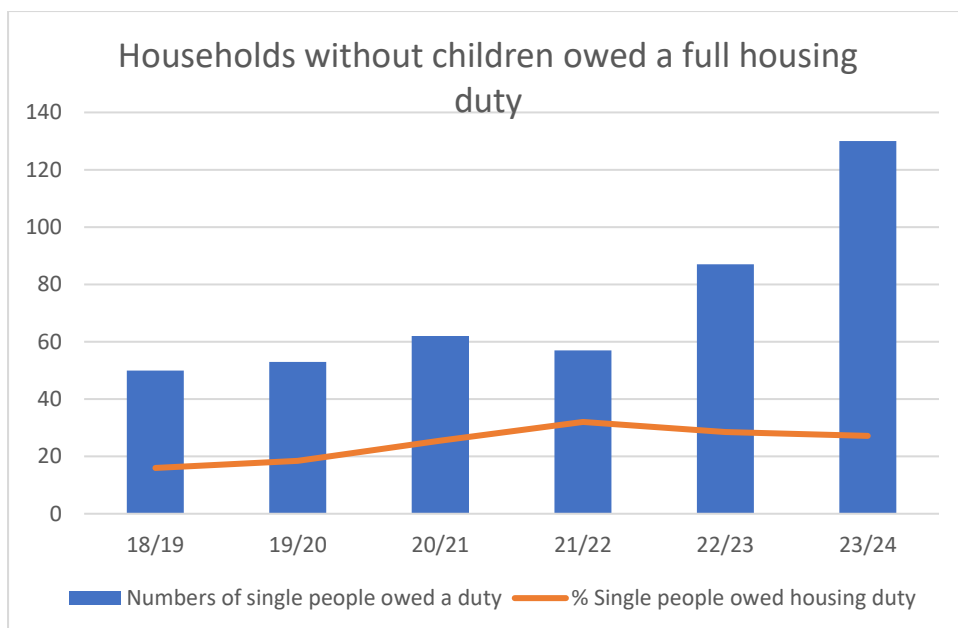
The number of households without children owed a full housing duty has risen sharply during and since covid – both as a proportion and as a quantum.

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.

In the year before covid 53 childless households were owed a full homeless duty – 16% of all cases. Last year, that number rose to 130 – 27% of all homelessness duties were to people who were assessed as having a priority need on the basis of their own extreme vulnerability rather than because they had children.

Within the growing cohort of households without children, the numbers assessed as vulnerable because of their experience of domestic abuse has grown from zero to 33.

In 2023-24, 47 households were owed the full housing duty because they were vulnerable as a result of physical disability or ill health, and 38 as a result of mental illness.



Temporary Accommodation

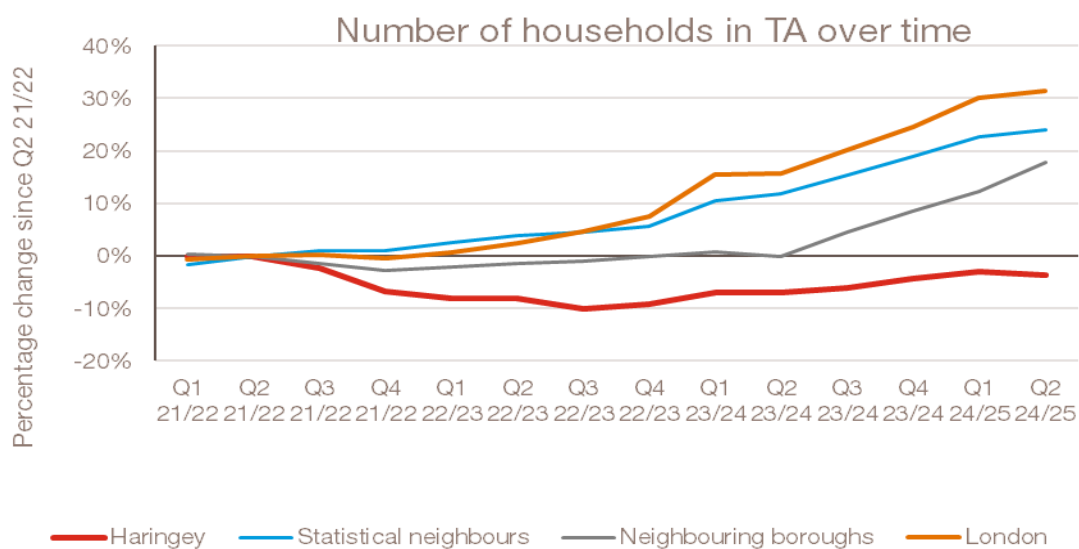
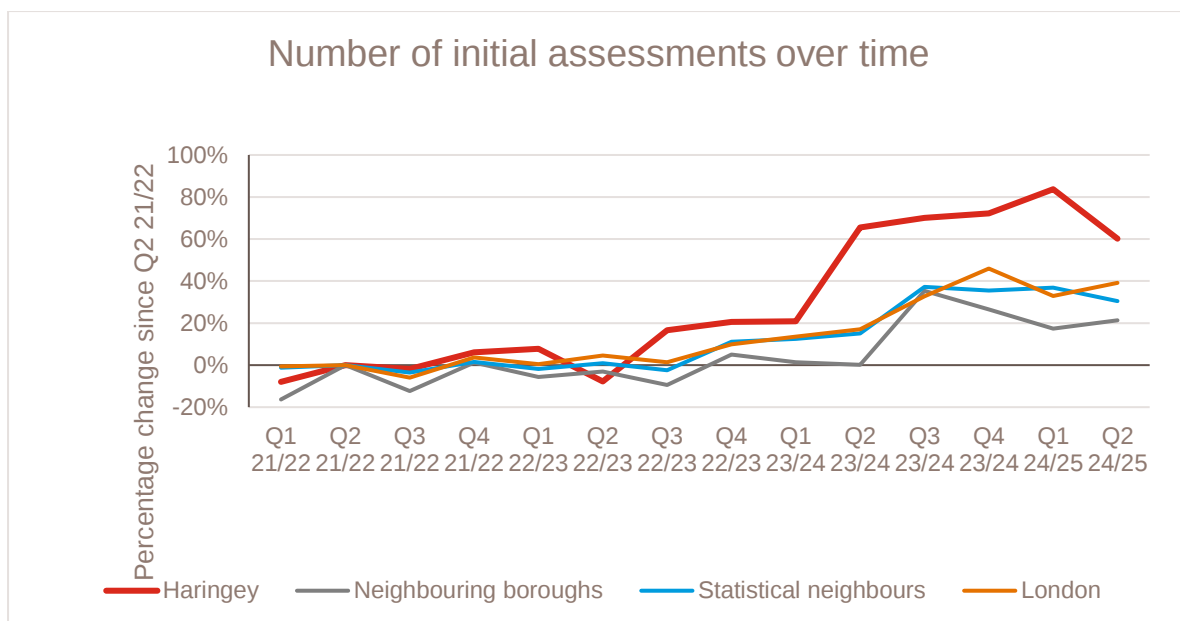
Where a household is owed a full housing duty, the council must provide it with settled accommodation or with Temporary Accommodation until settled accommodation can be provided.

Over **183,000 Londoners** are homeless and living in **temporary accommodation (TA)**—the highest number ever recorded. This means at least **1 in 50 Londoners** is homeless.

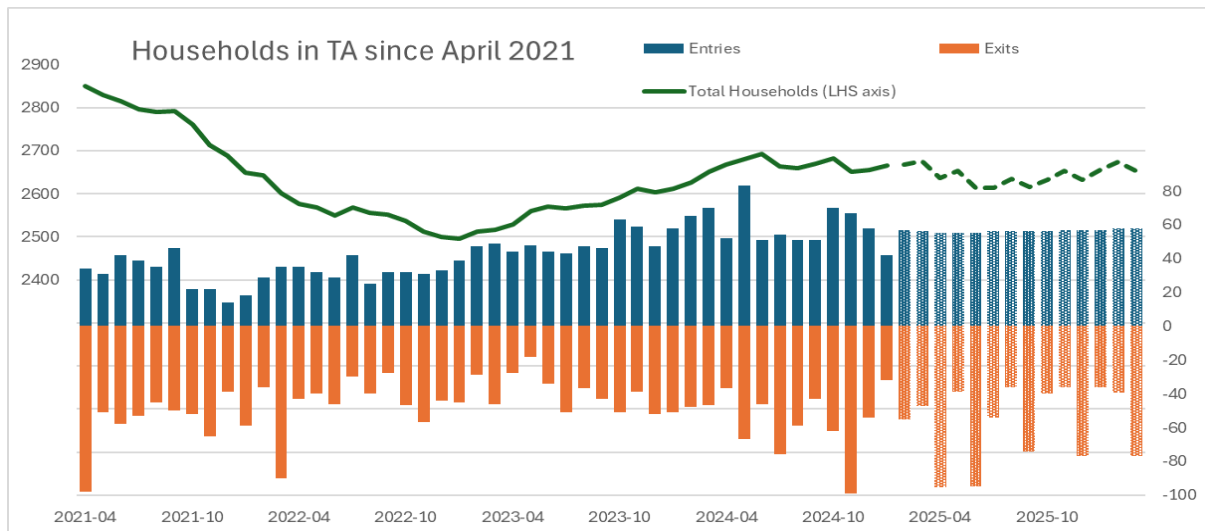
There are **89,000 homeless children** in London, meaning **1 in every 21 children** lives in temporary accommodation—at least **one homeless child in every London classroom**.

The number of homeless families placed in **B&Bs** has risen by **662%** between April 2022 and April 2024.

In Haringey, we have managed to keep our numbers in TA relatively stable, in contrast to others, despite an anticipated **13% increase** in approaches by year end and higher percentage increase in initial assessments.



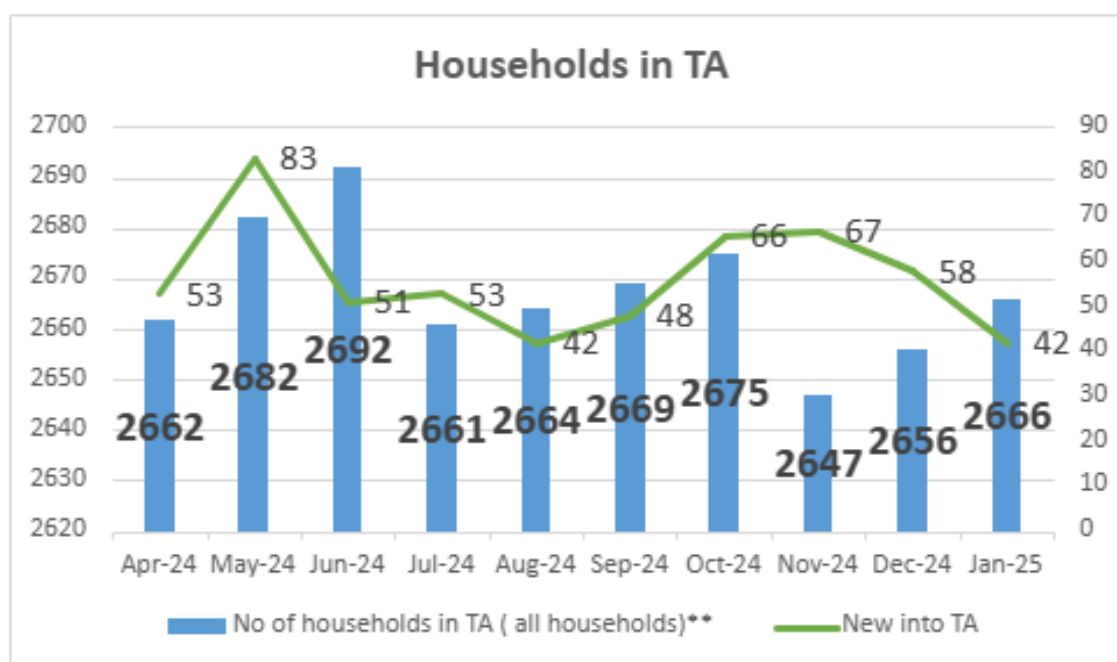
The number of households living in Temporary Accommodation has broadly stabilised after a sharp increase between April 2023 and July 2024. It remains significantly below pre-covid numbers.



2666 households were in TA at the end of January 2025. Numbers have remained broadly stable to October 2025.

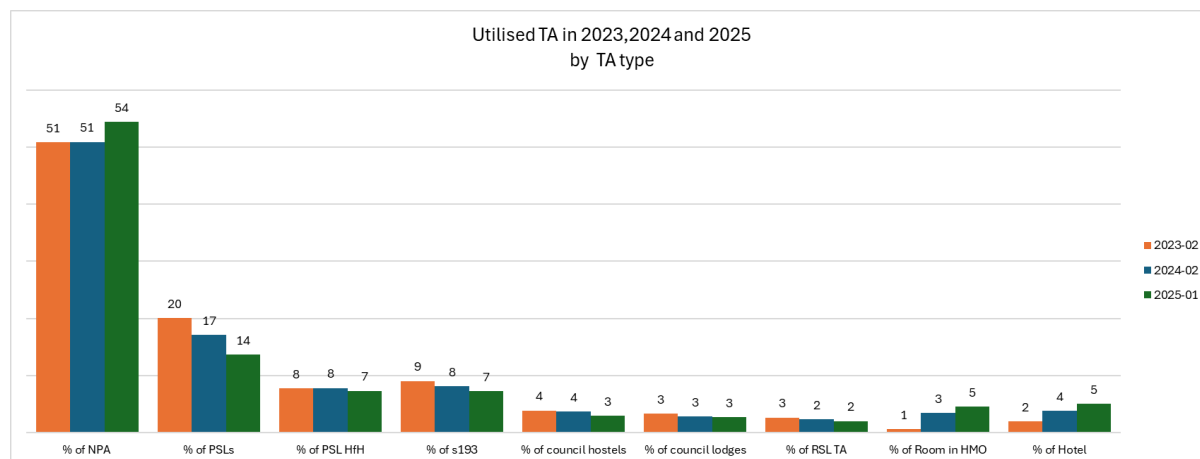
Until January, inflow has been consistently higher than the last 2 years and while outflow has also been consistently higher this has not managed to offset higher demand.

Although down from a high in June, there has been an overall increase in number of households in TA. This is despite a higher number of social lets to TA households as a result of the council housing delivery programme.



Most of our Temporary Accommodation is sourced on a Nightly Paid basis from private landlords – the most expensive model for the council alongside shared private sector and hotel accommodation.

The amount of Temporary Accommodation provided though longer private sector leases has reduced, continuing a longer trend of landlords withdrawing from this arrangement



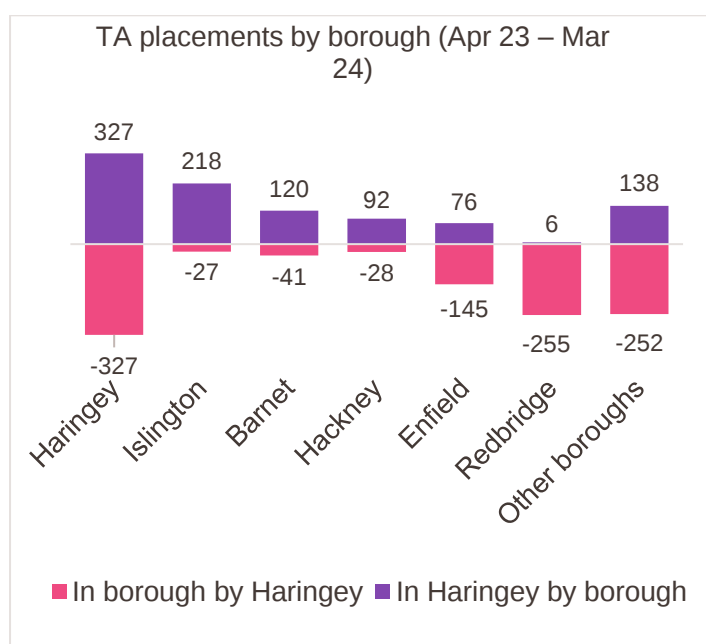
We still manage to place most of our homeless households in Haringey or near to it.

As of 31st January 25, 48% of Temporary Accommodation placements are in Haringey; 51% are in London but outside Haringey, with the Enfield and Barnet Areas having the largest proportion of our TA households (27% and 3% respectively).

Only 1% of TA households are out of London, most of which are in Broxbourne

Many other boroughs place their own households in Haringey. Between April 2023 and March 2024 only a third of residents in TA placements within Haringey were placed there by Haringey council.

In this period Haringey was a “net importer” from some boroughs (particularly Islington, Barnet, and Hackney). However, we were a “net exporter” to others (particularly Redbridge, Enfield, Ealing, and Bromley).

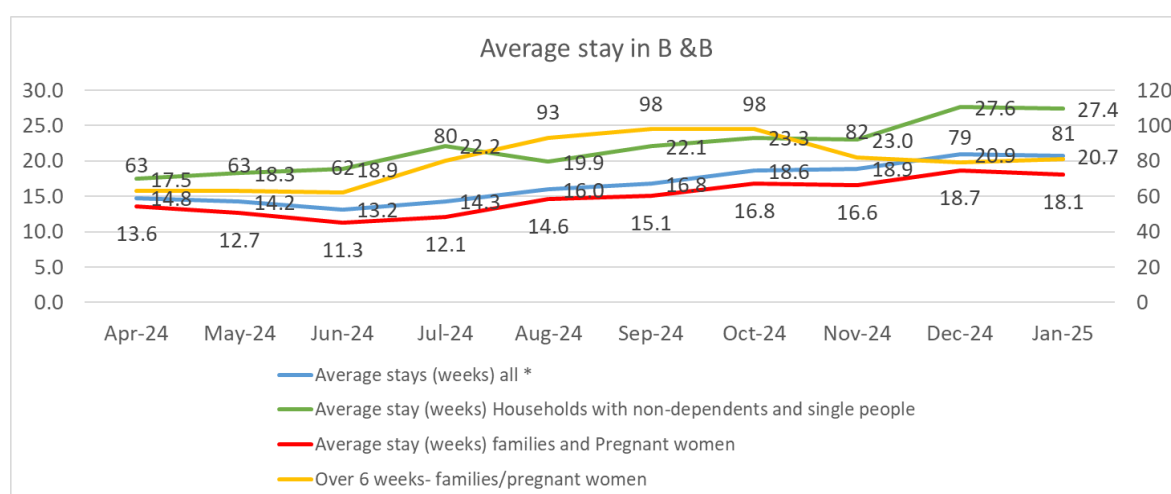
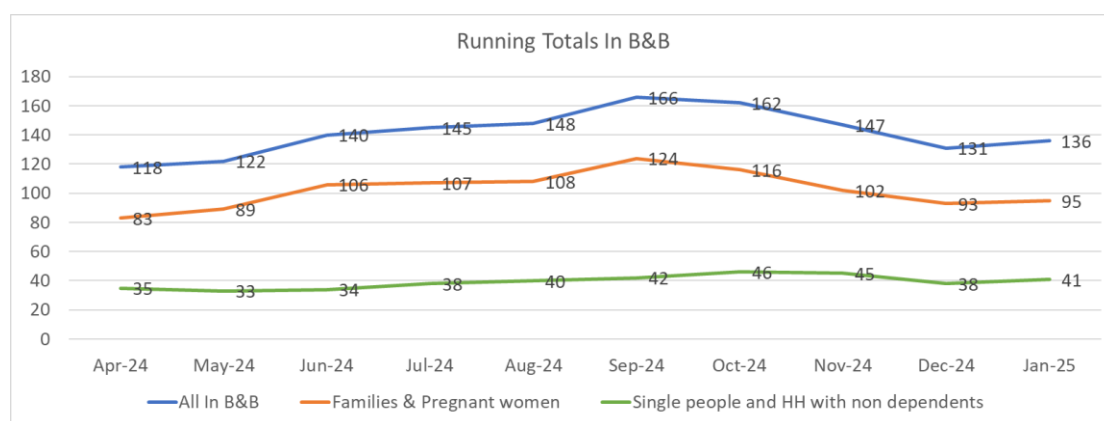


On average, households with children have to live in Temporary Accommodation for 6.2 years.

Within that, households with children placed in commercial B&Bs have remained in those hotels for an average of 4.4 months. Those in annexes and council-owned hostels have remained on average for over 5 years.

Households without dependent children have to live in Temporary Accommodation for an average of 5.73 years.

Within that, households with no children have remained in commercial B&Bs for an average of 10.8 months. Those in annexes and council-owned hostels have remained on average for around 6 years.



Despite 323 households moving on from B&B so far this year, there has been an increase in the number of households living in B&Bs since April 2024.

The total number of families with dependents, rose until its peak in September 24 and has since steadily reduced, with the numbers in B&B over 6 weeks also mirroring this reduction.

The average stay in B&B for families is below the overall average but is significantly over 6 weeks.

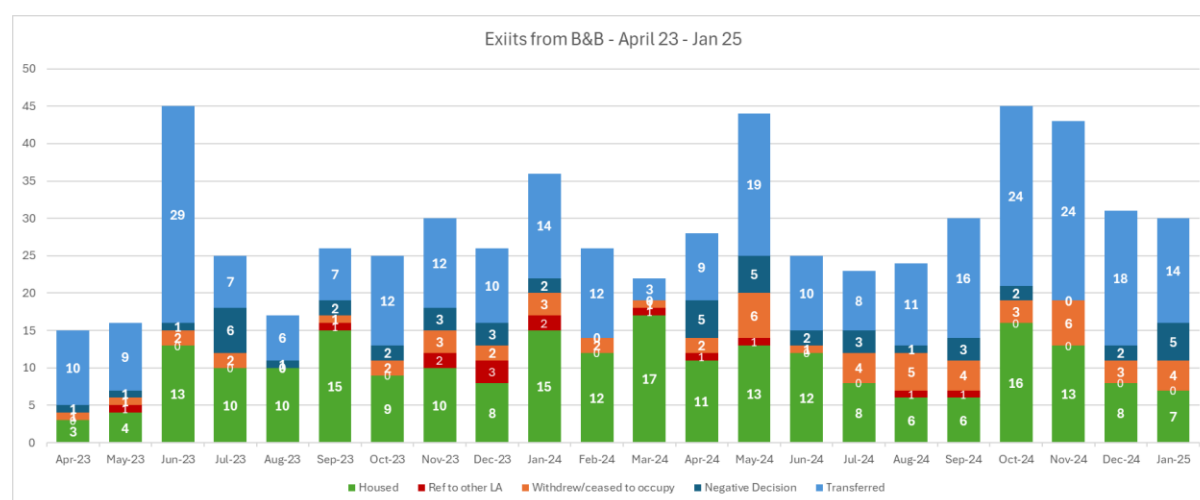
The number of single people and households with non-dependents has also increased since April 24, decreasing slightly since the highest point in October, but staying relative stable.

Single people are in B&B longer than the overall average.

From April 2023 to January 2025, 632 households have moved on from B&B, including 323 in the year to March 2025.

Of those 632 households,

- 226 were housed in settled accommodation (59% in the private rented sector accommodation, 32% in social housing and 7% in supported housing)
- 14 were referred to another local authority
- 108 left or a main duty was not accepted
- 284 were transferred to alternative temporary accommodation.



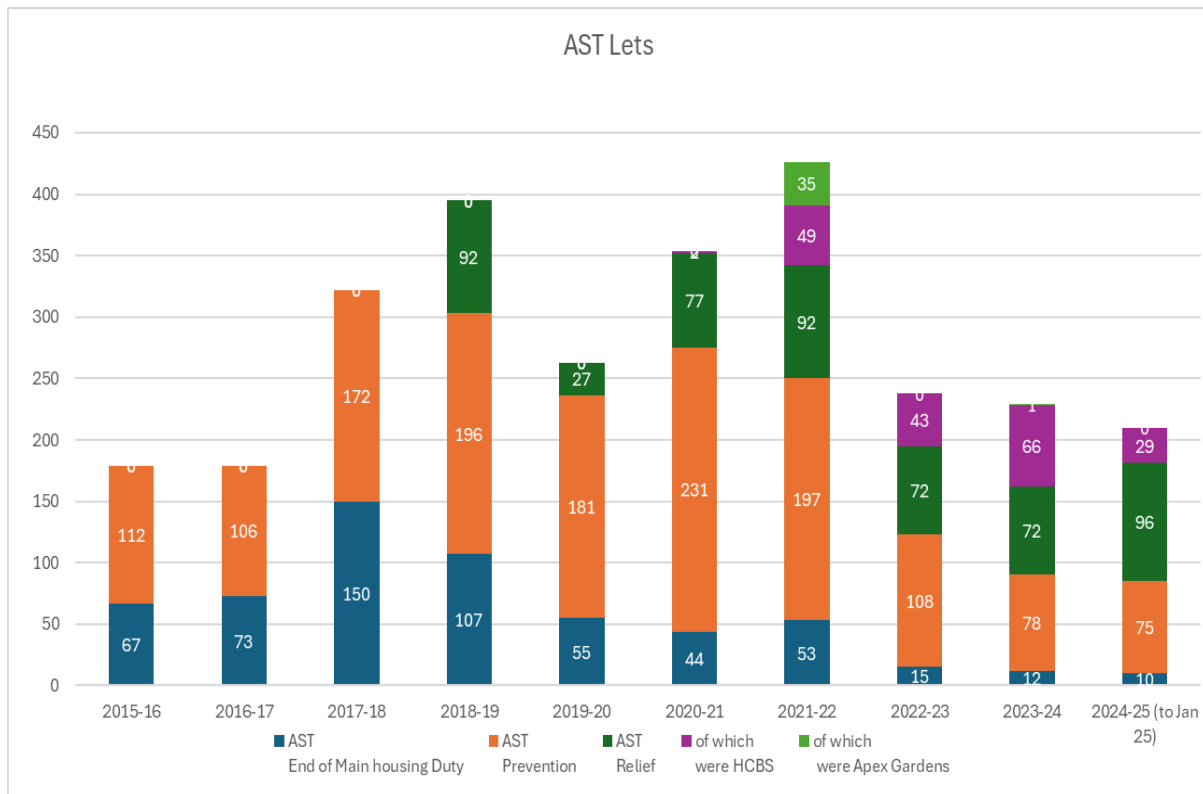
Our capacity to source settled accommodation in different forms of private sector housing has reduced since the period 2017-2022 but remains better than in 2017.

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

Alternatives to direct acquisitions of PRS include HCBS and the FYO scheme which provides financial help to customers who have found a private sector tenancy and need help with a deposit

HCBS and Apex Gardens affordable housing nominations secured by Haringey and prioritized for households in Temporary Accommodation ending a main housing duty.

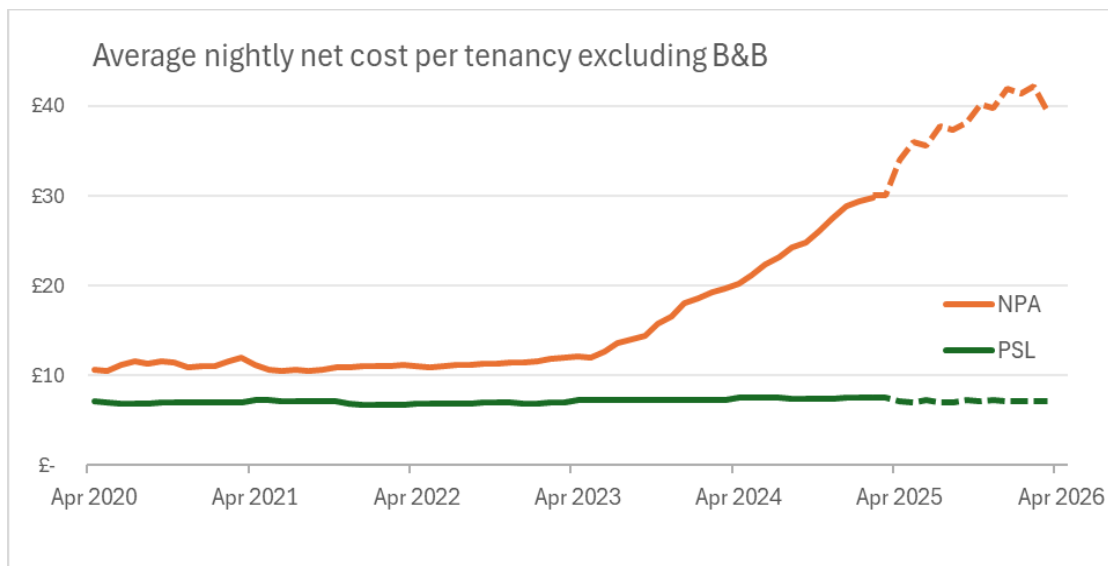
AST lets are a combination of properties sourced by officers and properties which customers chose and were supported into these with a deposit and resettlement grant. These together make up 21% of the total in 22/23 and 26% of the total in 23/24



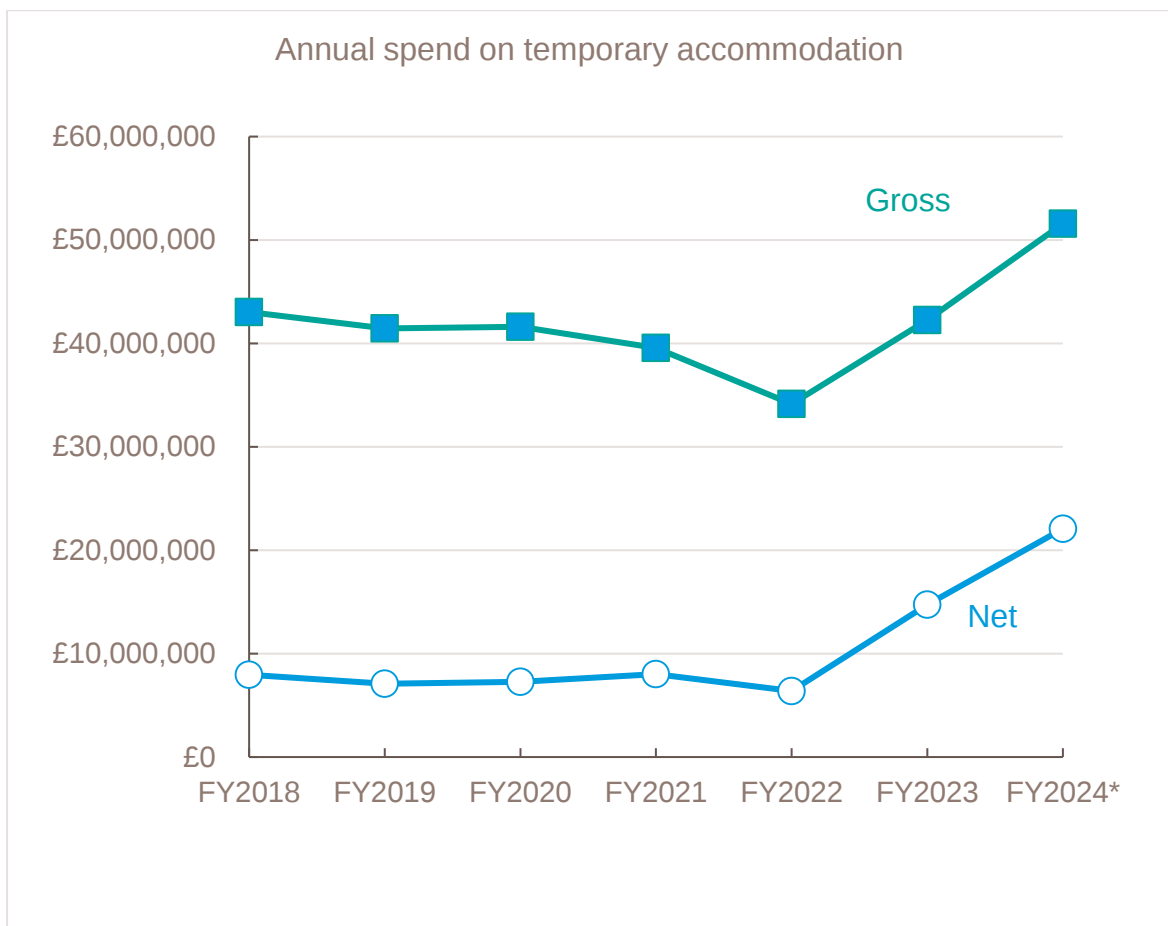
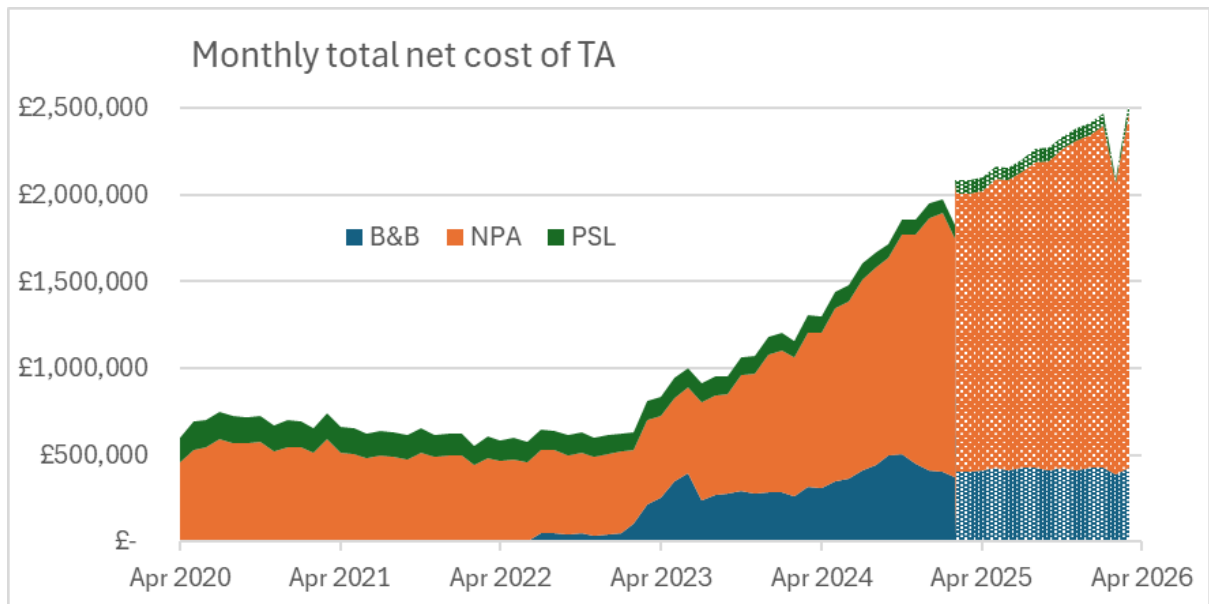
The Cost of Temporary Accommodation

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.

A significant factor in this is the increasing cost of accommodation leased on the basis of nightly-paid rates.



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



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. This first phase of engagement sought to understand the issues that people with lived experience wanted to see addressed in the homelessness strategy. Participants were also asked to suggest solutions.

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

The most consistent concern raised across all engagement events was the poor quality of communication between council officers and homeless applicants. Many people described being left without responses from housing demand officers for extended periods, despite multiple attempts to make contact. This contributed to feelings of being ignored, disrespected, and unsupported, and led to growing distrust in the council.

Participants highlighted a lack of continuity in case management, with no clear point of contact due to frequent staff turnover and poor handovers. The absence of a central, reliable contact number further compounded these difficulties, leaving people repeatedly passed between departments without progress. One service user described this experience as feeling 'ghosted' by the council.

Concerns were also raised about customer service interactions, with people reporting insensitive or dismissive treatment. The absence of clear timelines for case updates was another issue, alongside concerns about the lack of trauma-informed, compassionate, and person-centred approaches among frontline staff.

Poor communication between council services and external partners was another significant issue raised. Service users frequently described being transferred between different departments without follow-up or resolution, often having to retell traumatic personal stories, which negatively affected their mental health.

This lack of coordination resulted in service users falling through gaps in provision, with one individual at risk of suicide recounting being repeatedly transferred between departments without help.

Communication breakdowns between different local authorities were also highlighted, particularly affecting people moving between boroughs. Service users called for improved inter-agency coordination, clearer referral processes, and for residents to be copied into correspondence between services to improve transparency.

A striking example involved a delay in responding to a housing enquiry for an elderly resident, which resulted in the avoidable loss of a valuable four-bedroom property. This case illustrated the wider operational and community consequences of poor communication.

Many service users reported uncertainty and confusion about how to access homelessness services, particularly those with unresolved immigration status or No Recourse to Public Funds (NRPF). Fear of approaching the council prevented people from seeking help, highlighting the need for clearer, NRPF-friendly services and information.

Participants also described a general lack of information about what steps to take when facing homelessness. Many reported receiving inconsistent advice and struggling to navigate

eligibility rules and service options. The council's website was widely criticised for being unclear and difficult to use.

A recurring theme was the difficulty in identifying the correct point of contact within the council or locating reliable information. Service users emphasised the need for central, accessible, and consistently accurate guidance.

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

The engagement highlighted the serious impact of homelessness on individuals' mental and physical health. Service users described high levels of stress, anxiety, and depression caused by unstable living conditions and the constant risk of eviction.

Despite these issues, few participants reported receiving mental health support from council services, suggesting significant gaps in provision or a lack of awareness of available services. Instead, many relied on charities, community organisations, and faith groups for practical and emotional support.

Participants strongly called for homelessness services to adopt a holistic, person-centred approach that acknowledged the complexity of people's experiences and identities. Feelings of isolation — both physical and emotional — were commonly reported.

Several service users reflected on the emotional strain of repeatedly seeking help and being turned away, with one noting the damage caused when people are consistently denied support. Another, recently released from prison, described considering returning to custody to secure basic shelter and food.

The need for better access to mental health support alongside housing services was repeatedly emphasised, recognising the close relationship between stable housing and emotional wellbeing.

Concerns were raised about people being moved into independent housing from supported accommodation without appropriate follow-on support, increasing the risk of tenancy failure. Service users emphasised the importance of sustained, personalised support throughout their housing journey.

One service user shared a positive experience of following a structured, supportive pathway from hostel accommodation to independent living. The service's help in pursuing personal goals alongside housing support was particularly valued. It was suggested that consistently offering such pathways would improve outcomes for many.

Solutions

We also asked people with lived experience to tell us what actions they would like the council to take over the next two years.

Many service users cited the need for **in-person assessment and support** and the opportunity to speak to housing needs officers and to be able to have a better relationship with their housing needs officer.

The most frequently raised area related to calls for more **supportive, person-centred, and trauma-informed approaches**. Respondents repeatedly asked for wrap-around support, hands-on assistance, and consistent contact with dedicated staff. Suggestions included simplifying pathways to support, better triage, and ensuring services are culturally competent,

empathetic, and accessible, particularly for marginalized groups such as LGBTQ+ people, disabled residents, and those for whom English is not a first language.

There was strong support for the **Housing First** model and practical help with budgeting, employment, education, and furnishing new homes. Respondents wanted a shift from a transactional service model to one focused on personalised, holistic support.

Mental health support was a recurring priority. Respondents called for greater availability of services, including more drop-in centres, talking therapies, and organisations specifically supporting people with mental health issues. There was particular emphasis on integrating trauma-informed, holistic care into homelessness services and ensuring that young people and those placed in temporary or unsuitable housing receive mental health support as a matter of routine. Respondents also stressed that mental health challenges should never prevent individuals from accessing housing support.

Several respondents identified the need for expanded specialist services for people affected by **drug and alcohol** dependency. Feedback emphasised the importance of integrating addiction support with mental health and housing services and ensuring those with substance misuse issues are not excluded from housing options and broader support.

Feedback highlighted a need for clearer, more transparent **communication** from the Council and its partners. Service users wanted better, simpler information about their housing options, entitlements, and application processes. There were concerns about not being listened to, being pressured into accepting unsuitable offers, and difficulties experienced by people with additional language and communication needs. Respondents recommended more direct involvement of service users and voluntary sector organisations in service planning and delivery.

A recurring theme was the shortage of **social housing**. Many respondents called for an increase in the supply of council homes,

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.

Respondents expressed frustration at the private rented sector's role in contributing to homelessness, citing poor property conditions, rising rents, and the impact of Section 21 evictions. Suggestions included stricter regulation of landlords, expanding the council's enforcement capacity, producing landlord directories for those willing to accept tenants on benefits, and reducing over-reliance on the private rented sector for temporary accommodation.

Codesign group

We facilitated a group of six people who have been placed in Temporary Accommodation by the council to design solutions to the most frequently-raised areas of concern, communication, and support. The group recommended that the Homelessness Strategy should include the following 25 commitments:

- Treat everybody with empathy and respect as a fundamental starting point and develop a charter setting this out
- Respond to emails or calls within specific periods
- Apologise when we make a mistake

- Provide regular updates
- Provide clear information on legal requirements of the council and rights of people who are homeless, clear timelines – and commitments as to how we will meet them
- Personal housing plan (PHP) shared with all applicants, with clear rehousing options and information on timescales in every case
- Agree preferred means of communication – including face to face options – in the PHP
- Identified caseworker at all times with clear contact details who has responsibility for managing the process
- Communication and support about storage when moving into or between Temporary Accommodation (TA)
- Value and support staff and provide regular training including on cultural awareness, empathy, communication, disability, and mental health
- Inspect TA before placing there and confirm that this has been done, with a follow-up visit to check suitability
- Give sufficient notice when offering moves and build in time for people to consider offers
- Ensure standard communications are clear but not threatening, and are Personal – not copy and paste
- Professional cleaning and redecorations before people move into new homes
- Some communication about expected length of time you will be staying in accommodation
- Fire risk assessments on all TA and emergency accommodation
- Allocate accommodation that is as stable as possible
- Recognise importance of stability for children including around school placements
- Make support and advice available for people living in TA
- Provide good, reliable advice and support on benefits including UC
- Publicly accessible advice and information on homelessness and benefits law and rights – that is updated regularly
- System integration – LIFT, Policy in Practice, Housing systems
- Better use of IT to manage cases and ensure timeframes are met
- Able to log on and check case notes and see updates
- Rehousing officer to work closely with the caseworker – good communication between services and officers in the council

What partners have told us

Homelessness Reduction Board

The Homelessness Reduction Board, chaired by the Cabinet Member for Housing and Planning, brought together senior officers from across the council and representatives from a wide range of statutory and voluntary sector partner organisations working in the borough. The HRB met every two months from November 2024 in order to steer and inform the development of a draft strategy.

Key directions and insights from the HRB included:

Strategic Priorities

- **Inclusion and Prevention for Young People (16–24):** Develop targeted interventions for this age group.
- **Regulation and Partnership with Exempt Accommodation Providers:** Harness and regulate their role in homelessness prevention.
- **Concrete, Actionable Strategy:** Ensure clarity and specificity in all strategic actions.
- **Health and Homelessness:** Strengthen integration between health services and homelessness support.
- **Prison Release and Probation:** Improve information-sharing and service coordination for individuals leaving custody.

Operational Improvements

- **Homelessness Front Door:** Establish a physical co-located access point for clients and services.
- **Data Use and Sharing:** Improve internal data systems and enable cross-service access to support vulnerable individuals.
- **Tenancy Sustainment Team:** Create a dedicated team within landlord services for vulnerable tenants.
- **Trauma-Informed and Cuckooing Training:** Expand access to training for council and partner staff.

Systems and Navigation

- **“No Wrong Door” Approach:** Ensure seamless access to services regardless of entry point.
- **Technology and Accessibility:** Simplify forms and digital processes for service users and support workers.
- **Council Contact Directory:** Create a resource to clarify decision-making routes and escalation processes.
- **Resource List of Organisations:** Promote shared understanding of roles and services across the borough.

Community and Sector Engagement

- **Expand HRB Membership:** Include key organisations currently missing (e.g. Centrepont, Crisis, GPs, food banks, schools, faith groups).
- **Use Case Studies:** Foster multi-agency collaboration through real-life examples.
- **Improve Internal Council Coordination:** Address fragmentation and improve joint working across departments.

Partnership and Multi-Agency Working

- **Partnership working** is key to the success of any homelessness strategy
- **Mental Health Outreach:** Integrate assertive outreach and psychological support into homelessness prevention.
- **Formalise Relationships:** Use MoUs or SLAs to strengthen informal partnerships.
- **Multi-Agency Risk Responses:** Develop structured, trust-based responses to complex cases.
- **Supported Housing Provision:** Expand and improve housing for people with complex needs.
- **Adult Safeguarding:** Promote shared responsibility across all organisations.

Positive relationships and working practices identified included:

- Probation and Children's services especially through the duty to refer and Service Level Agreements
- Substance misuse services, Police Safer Neighbourhoods Teams, Council's Anti-Social Behaviour team
- DWP and the Council's financial inclusion team
- Adult Social Care with GP practices
- The Police, Haringey CCTV, and landlord services

Internally at the Council, examples of good working relationships between services include those between Children's Services and landlord services, the ASB team and the Homelessness team

Good practice examples supporting partnership working include Navnet's front line advice WhatsApp group network, social prescribers, connected communities, and internally at the Council, the Eviction panel which brings a range of services together before approving any eviction proceedings.

Citizen's advice Haringey are working with private landlords as well as tenants to ensure tenants' rights are respected.

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

Within the Council some services reported working well with other including:

- ASB enforcement, homelessness, and private sector licensing teams
- Housing management and financial inclusion
- Housing management and substance use commissioning team

We will aim to build on these positive relationships and practices through the Homelessness Reduction Board and the homelessness strategy.

Cuckooing is a significant issue requiring a coordinated partnership response.

Engagement with partners outside the HRB

The council engaged extensively with partners who were not represented on the Homelessness Reduction Board.

A recurring concern was that organisations did not feel treated as equal partners by the council. Many described feeling like intermediaries or ‘peacekeepers’ between frustrated clients and housing services, without access to decision-makers or the ability to resolve issues efficiently.

There was repeated feedback that multi-agency collaboration needed strengthening. Professionals asked for joint working opportunities, regular workshops — especially with young people — and improved connections between community groups, advice agencies, and council teams.

Communication challenges between homelessness services, commissioned partners, and the council were the most frequently raised concern, mentioned by over half of contributors. Many reported difficulties in contacting housing officers, with no direct points of contact, frequent staff turnover, and long response times. This contributed to delays in resolving cases, blocking waiting lists and leaving clients without clear information about their housing options.

Clear shared responsibilities between services, transparency on housing decisions, and multi-agency safeguarding arrangements were seen as essential.

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. Several highlighted that 20% or more of their referrals stemmed from residents being unable to reach council services themselves.

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.

Translation services and clear communication of residents’ rights and housing processes were additional concerns, particularly raised by advice providers and community organisations.

Many organisations emphasised the need to improve the support offer for people facing homelessness. Suggestions included more trauma-informed, compassionate services, with staff trained in understanding the complexities behind homelessness, including for those with no formal paper trail.

Specific gaps highlighted included support for LGBTQ+ young people, older residents in private rented accommodation, those released from prison, and individuals with no recourse to public funds. Several noted a worrying withdrawal of applications from LGBTQ+ individuals and the risk of losing specialist youth services.

Domestic abuse support was a significant theme. Stakeholders urged the council to adopt a victim-believing, empathetic approach from first contact and improve responses for women

placed in emergency accommodation. Providers asked for better training for council housing demand officers on domestic abuse, mental health, and trauma.

Advocacy, clear pathways, and better multi-agency working, particularly with VAWG organisations, were suggested to improve outcomes. There were also calls to increase the number of refuges and ensure domestic abuse is carefully considered on the housing register.

There was a widely shared view that prevention should be central to the council's homelessness strategy. Organisations working with those threatened with homelessness noted most clients approached services before losing their home, yet few preventative actions were in place. Early intervention, wrap-around support in temporary accommodation, one-to-one casework, and a prevention hub were among the proposed solutions.

Mental health support, improved links between adult social services and housing, better outreach, and counselling for those in temporary accommodation were also identified as priorities.

Some services cited positive examples, such as Hearthstone's good links with the council, and expressed hope that these models could be extended to other commissioned organisations.

Multiple organisations questioned the practice of discharging people into the private rented sector, particularly those who preferred or needed social housing. There were calls for pathways into the private sector for those open to it, but with managed expectations and clear support structures.

Data sharing between agencies was a recurring problem. Many services highlighted the need for better systems allowing people to give consent for information to be shared, reducing the need for them to repeat their experiences to multiple services.

There were also calls for more centralised homeless hubs.