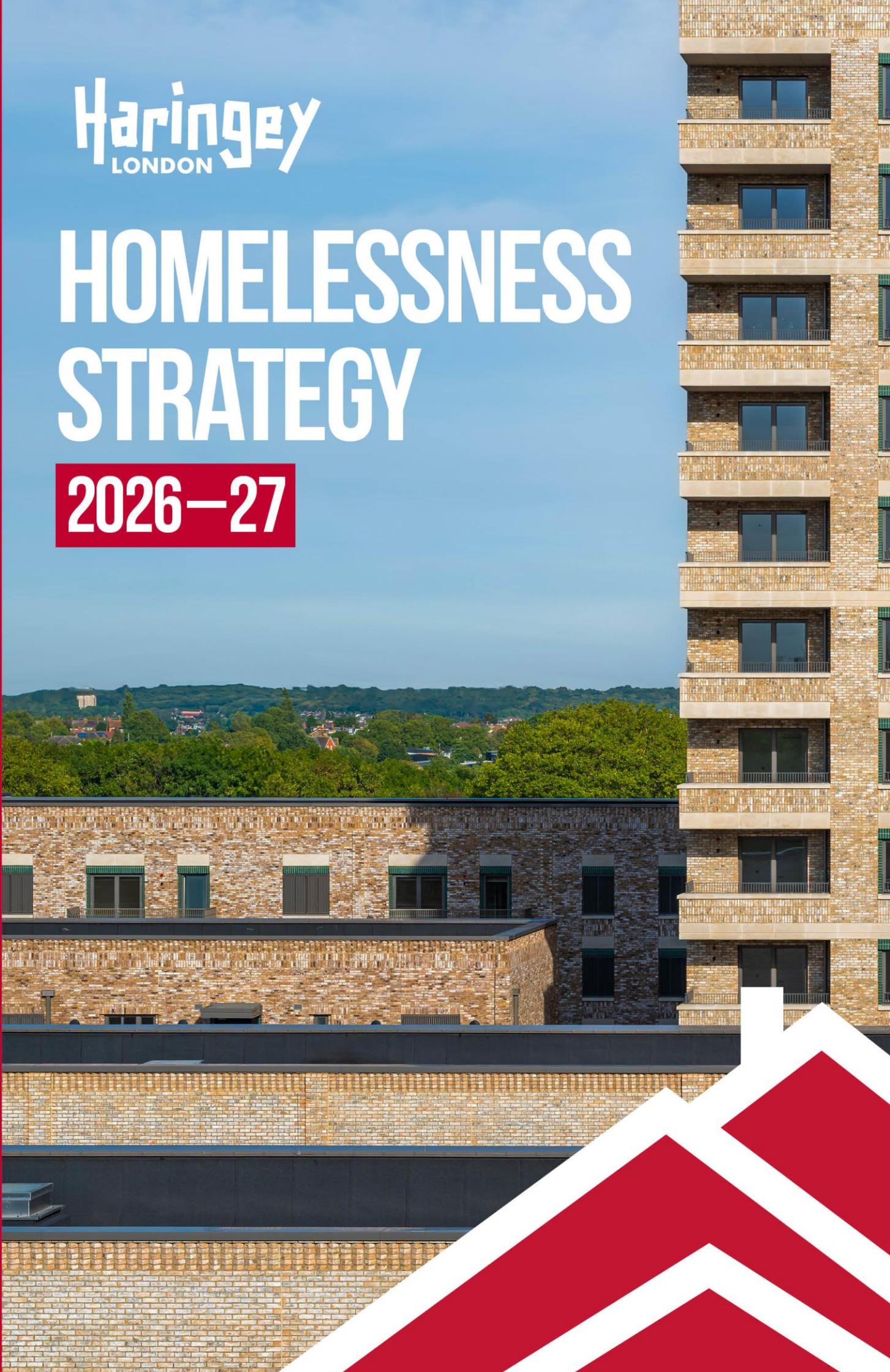


Haringey
LONDON

HOMELESSNESS STRATEGY

2026—27



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FOREWORD



The driving mission of this Council is to build a fairer and greener borough.

The housing crisis in London is leaving more and more local residents unable to afford their rent, let alone ever

afford to buy. We desperately need more affordable housing – genuinely affordable housing. We’re building thousands of new council homes that we’re letting at council rents. 1,000 are complete and another 2,000 are under construction – on track to complete by 2031.

We’re one of the fastest council housebuilders in the country – and we’re expanding into building affordable homes for key workers and other residents on lower incomes. The housing crisis is deep though and our residents are still falling into homelessness as rents go up or landlords sell up – or of course for many other reasons.

The pre-2010 government very nearly abolished rough sleeping in Britain. But since 2010, rough sleeping and homelessness have risen dramatically. The number of homeless households in England placed by councils into temporary accommodation has more than doubled since 2010, increasing by 129%. The number of people sleeping rough across England increased even more sharply and is now 164% higher than in 2010. In London, nearly four times as many people are sleeping on the streets than in 2010. Austerity ripped away Supporting People and other national measures that were so effective.

Amid this, Haringey has built a first-rate street homelessness service. Rough sleeping is down 46% in the borough since 2022. That bucks the wider trend both nationally and across London.

We’ve made this a core priority in Haringey and we’re seeing the results.

We set an ambitious target to end the use of hotels for temporary accommodation – and we’ve met it. Bar absolute emergencies, we no longer house anyone in B&Bs or hotels.

This homelessness strategy sets out our strategic objectives and next steps. The objectives are:

1. Prevent homelessness in Haringey through more effective partnerships
2. Protect Haringey’s population from the risk of homelessness – tackling the root causes of homelessness
3. Provide specific support for people at higher risk of homelessness
4. Improve the council’s homelessness prevention services, preventing crisis and helping people stay in their homes
5. Improve temporary accommodation and make people’s experiences better if they do become homeless
6. Reduce the number of people sleeping rough for long periods, and ensure that people do not experience homelessness more than once

Sarah Williams

Cllr Sarah Williams
Deputy Leader of Haringey Council
and Cabinet Member for Housing and Planning

INTRODUCTION

Published in December 2025, the Government's *National Plan to End Homelessness* acknowledges the scale of the homelessness crisis: rising rough sleeping, record levels of families and children in temporary accommodation, poor housing supply, rising poverty, and over-stretched local services.

It acknowledges too the reality behind the numbers: the pain and trauma that leads into homelessness; a system that should support people out of homelessness, instead of compounding that trauma; and the ongoing effects of for all those affected - including children.

Haringey Council welcomes the *National Plan to End Homelessness*. The Haringey Homelessness Strategy aligns fully with its five pillars and sets out how the council will work with partners to meet its objectives in an extraordinarily challenging context.

The Haringey Homelessness Strategy forms part of our work towards the *Borough Vision*: making Haringey a place where we can all belong and thrive. Our vision for Haringey in 2035 is a place where all our residents have the opportunity to thrive and enjoy the best possible version of their life – and, at a time of insecurity and change, that Haringey is a place where people can put down roots and feel they really belong

The Haringey Homelessness Strategy should be read alongside our existing 2023-2027 Rough Sleeping strategy. We plan to review both strategies and combine them into a new single Homelessness and Rough Sleeping strategy within the next two years.

This strategy builds on all the work already underway in Haringey to prevent homelessness. This includes:

- The completion of 1,000 new Council homes for Haringey people in desperate need of somewhere affordable and secure to build a future. This milestone was reached in December 2005.
- A programme to complete another two thousand council homes by 2031
- An acquisition programme that has bought hundreds of homes from the private market so they can be let as settled and genuinely affordable homes for homeless families
- Design and development work to build two Lodges that will provide high-quality temporary accommodation to homeless families in their home borough
- Preparations to open a new Homelessness Hub with co-located independent specialist advice services
- Reducing rough sleeping. The December 2025 street count found 26 people sleeping on the streets - down from 48 two years ago, one of the biggest percentage drops in London

- Innovations such as the council's 'off-the-street' Assessment Centre at Osborne Grove where we also provide emergency safe spaces for women, the 'Floating Hub' at Finsbury Park which has supported people into longer-term housing and increased street outreach through partners

And we have moved all homeless households out of commercial B&B hotels.

In line with our obligations under The Homelessness Act 2002, the Haringey Homelessness Strategy focuses on:

- preventing homelessness
- ensuring 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

The Homelessness Strategy has been developed from a thorough review of the evidence, published as the Haringey Homelessness Review 2026, and through ongoing engagement with partners and those who have lived experience of homelessness.

Between October 2024 and April 2025, we spoke to 40 people with experience of homelessness across 26 different organisations and venues. We also received 136 responses to our online survey.

Almost everyone told us to improve the way we communicate with people experiencing homelessness and with the organisations supporting them by providing more in-person assessment and support, more person-centred and trauma-informed approaches.

They also reinforced the need for more, better quality, local temporary accommodation so that families could stay close to their support networks and schools.

We learnt from organisations supporting those people that the council can work with them as a better partner – and there are examples of best practice in the borough that we can seek to replicate.

We then consulted widely on a draft Homelessness Strategy between 27 November 2025 and 18 January 2026 by using an online Commonplace page and questionnaire, and encouraging stakeholders, partners, and the wider community across the borough to comment through those means. This included social media posts and articles, e-bulletins to council subscribers and partners, and direct engagement with young people in the criminal justice system.

Details of that consultation are set out in our Homelessness Review, published alongside this strategy.

Most responses supported the draft strategy by highlighting issues and calling for actions that it already addressed or proposed.

Several respondents raised issues that were not addressed by the draft strategy. The council has amended the strategy in response as follows:

- There were calls to bring empty homes into use. The strategy has been amended to address this issue by reflecting existing work to improve the efficiency with which we refurbish and relet council homes after tenants move out, and the existing Housing Strategy commitment on bringing empty homes back into use
- One response highlighted the need for interpreters. The strategy has been amended to reflect commitments in our Translation and Interpretation policy, making it clear that where it is requested, we will arrange for an interpreter.
- One respondent asked for clear performance indicators and clear, measurable goals. We have strengthened our commitment to publish a separate action plan with performance indicators that build on the strategic objectives and specific, measurable actions we have already committed to in the strategy.
- Some suggestions for specific actions – such as organising home share schemes - were considered but are not within the council's capacity at present.

This strategy has been developed in partnership with the Haringey Homelessness Reduction Board, led by Councillor Sarah Williams, Cabinet Member for Housing and Planning, and Deputy Leader of the Council.

The Haringey Homelessness Reduction Board brings together external partners and senior officers from across the council including from Housing Needs, Adult Social Care, Children's Services, Public Health, and Tenancy Services. External partners include:

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

The strategy sets out our commitment to improving the quality of our services and accommodation in the face of demographic and economic challenges including:

- a growing local population
- poverty and economic deprivation
- unaffordable rents
- sharp increases in the numbers of households owed immediate homelessness prevention– we are still dealing with the aftershocks from the pandemic and have processed more than double the number of assessments than in 2023-24
- a five-fold increase in the cost temporary accommodation compared to two years ago adding pressure to already strained council services and budgets
- an extremely challenging financial context for the council

For more detail on those challenges, please see the *Haringey Homelessness Review 2026*, published alongside this strategy.

EXECUTIVE SUMMARY

Prevent homelessness through more effective partnerships

We will build partnerships across Haringey. We will take a 'no wrong door' approach so nobody is turned away.

Reduce the risk of homelessness for Haringey residents by tackling the root causes

We will increase supply by building 3,000 new council homes by 2031. We will also ensure we provide timely and clear money advice, employment support and emergency financial help.

Provide specific support for people at higher risk of homelessness

We will enforce private renters' rights; reduce youth homelessness; ensure care leavers have homes and provide specialist, targeted help for more vulnerable people and those with complex needs.

Improve the council's homelessness prevention services, preventing crisis and helping people stay in their homes

We will improve communication and engagement with people who are homeless or at risk, online as well as face to face with our new homelessness prevention hub.

Improve temporary accommodation and make people's experiences better if they do become homeless

We will end the use of B&Bs except in absolute emergencies. We will increase our supply of settled homes for homeless households, build new family lodges and step up support to help families move on.

Reduce the number of people sleeping rough for long periods and ensure that people do not experience homelessness more than once

We will continue to prevent rough sleeping wherever possible and ensure that when it does occur it is rare, brief, and never repeated.

Foundations for delivery

We will deliver and track our actions to support this strategy, with clear targets and updates. By the end of 2027 we will develop a combined Homelessness and Rough Sleeping Strategy, with input from partners and those with lived experience of homelessness.

EXECUTIVE SUMMARY

This executive summary sets out key commitments from our Homelessness Strategy structured around its six strategic objectives.

Our first strategic objective: Prevent homelessness in Haringey through more effective partnerships

Any serious response to homelessness in Haringey requires shared commitment and co-ordination 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. A new Homelessness Reduction Partnership will build new partnerships across Haringey, drawing on and coordinating the strengths of a wide range of organisations to prevent homelessness and rough sleeping. The council will take a 'no wrong door' approach to homelessness so that and ensure nobody is turned away without the help they need. The partnerships we build through these commitments will help make Haringey a place where we can all belong and thrive.

Our second strategic objective: Protect Haringey's population from the risk of homelessness – tackling the root causes of homelessness

We aim to make homelessness rare by reducing risk across the whole population through early action. This section sets out how we will tackle the root causes of homelessness such as housing affordability and poverty. At the heart of this is a commitment to doing all we can to create a housing sector that works for everyone in Haringey. We are committed to delivering 3,000 new council homes by 2031. We will make better use of affordable housing, support older people and disabled residents to live independently, and bring empty homes back into use. For those facing financial hardship, we will provide debt, benefits and employment support, emergency financial help, and clear online information to help residents stay secure in their homes.

Our third strategic objective: Provide specific support for people at higher risk of homelessness

We will protect private renters by enforcing stronger rights under the Renters' Rights Act, including action against illegal evictions. We will aim to prevent youth homelessness and strengthen support for care leavers, so they never leave care into homelessness. We will provide specialist help for women facing hidden homelessness, those affected by domestic abuse or exploitation, women engaged in street-based sex work, people leaving prison, refugees and migrants, veterans, people with complex needs, and victims of cuckooing.

Our fourth strategic objective: Improve the council's homelessness prevention services, preventing crisis and helping people stay in their homes

Our homelessness prevention services will offer trauma-informed, person-centred assessments and support for those at risk of homelessness, along with clearer and respectful communication for every applicant. We will improve our online services and

strengthen work to prevent unlawful evictions. Digital improvements will mean better case updates and faster responses.

Our fifth strategic objective: Improve Temporary Accommodation and make people's experiences better if they do become homeless

We aim to ensure that, if people do become homeless, they receive high-quality support. By providing high-quality support we will deliver our vision that where homelessness does occur, it is brief. We will do all we can to keep homeless people, and especially children, out of commercial B&Bs, improve the quality of temporary accommodation, and reduce its cost. We are committed to expanding the number of good-quality homes we can use for temporary accommodation. We will acquire more homes, build new family lodges, and work with landlords to ensure properties are safe, stable, and affordable. For families in temporary accommodation, we will improve support for health, schooling and move-on into settled homes.

Our sixth strategic objective: Reduce the number of people sleeping rough for long periods, and ensure that people do not experience homelessness more than once

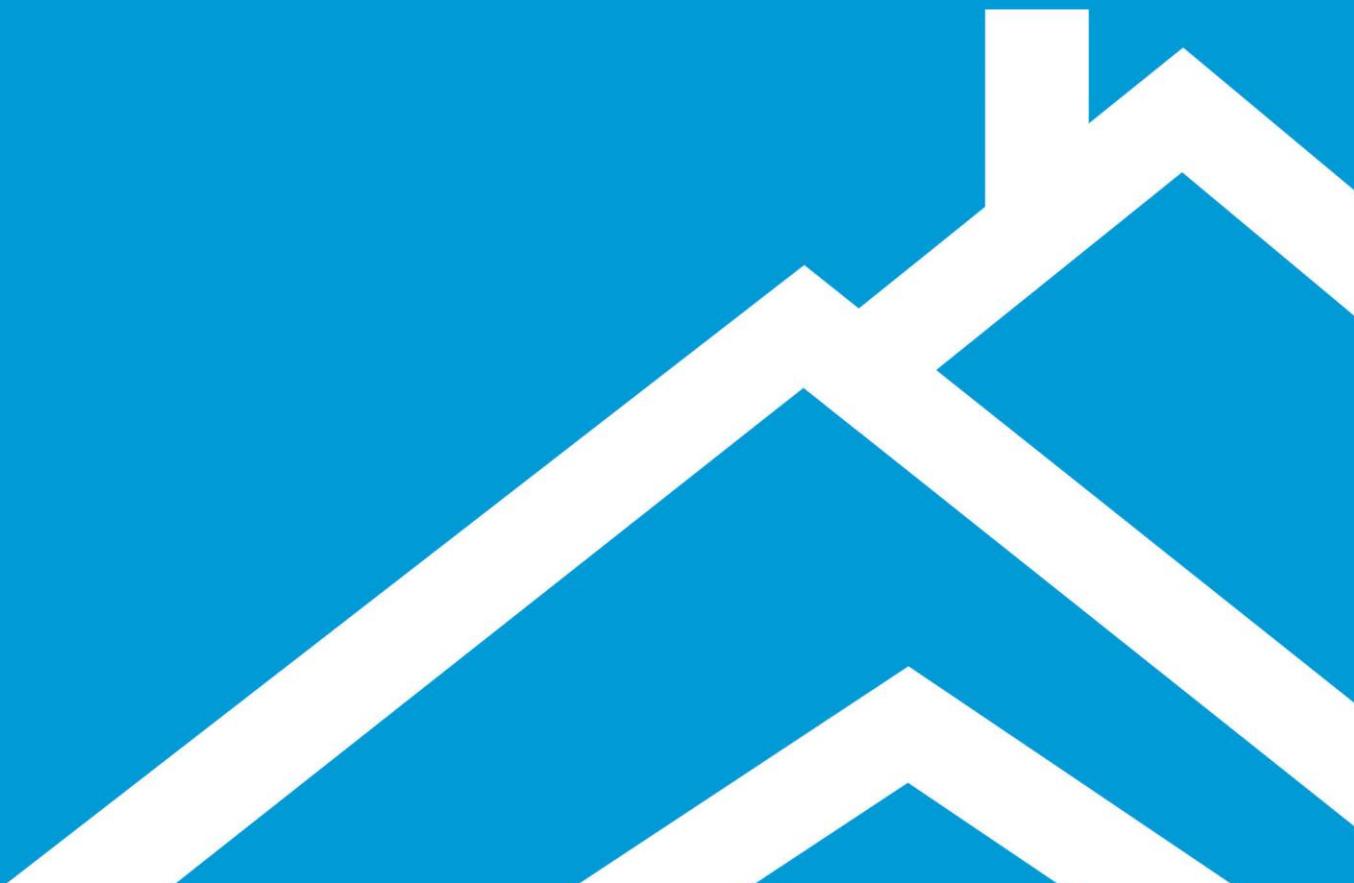
We will continue working to prevent rough sleeping wherever possible and ensure that when it does occur it is rare, brief, and never repeated. We are committed to halving long-term rough sleeping by 2029. We will offer specialist support with health, employment, and housing, and collaborate closely with partners and people with lived experience to build a new combined Homelessness and Rough Sleeping Strategy by 2027.

Foundations for delivery

We will publish a detailed Delivery Action Plan by September 2026. We will track progress using clear targets, including reducing the use of B&Bs, halving long-term rough sleeping, and increasing the number of people helped to stay in their homes. Residents will be able to see regular updates on our progress.

1

**PREVENT HOMELESSNESS
THROUGH MORE EFFECTIVE
PARTNERSHIPS**



PREVENT HOMELESSNESS THROUGH MORE EFFECTIVE PARTNERSHIPS

The partnerships we build through these commitments will help make Haringey a place where we can all belong and thrive by answering two of the *Borough Vision's* Calls for Action: for safe and affordable housing supported by high-quality advice, and for tackling inequalities in health and wellbeing. We recognise the need for a systems approach, implementing preventative approaches and working collaboratively with community leaders and our voluntary and community sector.

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 co-ordination 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.

Sharing information, acting quickly on warning signs, and working closely together is crucial to helping people stay in their homes and preventing homelessness from occurring at all.

The council will put in place a new Homelessness Reduction Partnership to build on the work of the Homelessness Reduction Board, developing new partnerships across our area, drawing on the strengths of these organisations to reconnect people, rebuild trust, and prevent returns to homelessness and rough sleeping.

The Homelessness Reduction Partnership (HRP) will play a key role in building that partnership approach strategically but also by responding to operational issues and developing relationships. The HRP will engage a wider range of members and include a focus on networking, problem-solving, and more informal conversations, and a bi-annual homelessness reduction workshop.

The council and each HRP member organisation will take a co-operative 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, and to prepare for a new 'duty to collaborate', over the next two years each member of the Homelessness Reduction Partnership 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.
- work in partnership to help people rebuild social networks, access practical support, and reconnect with services following periods of homelessness.

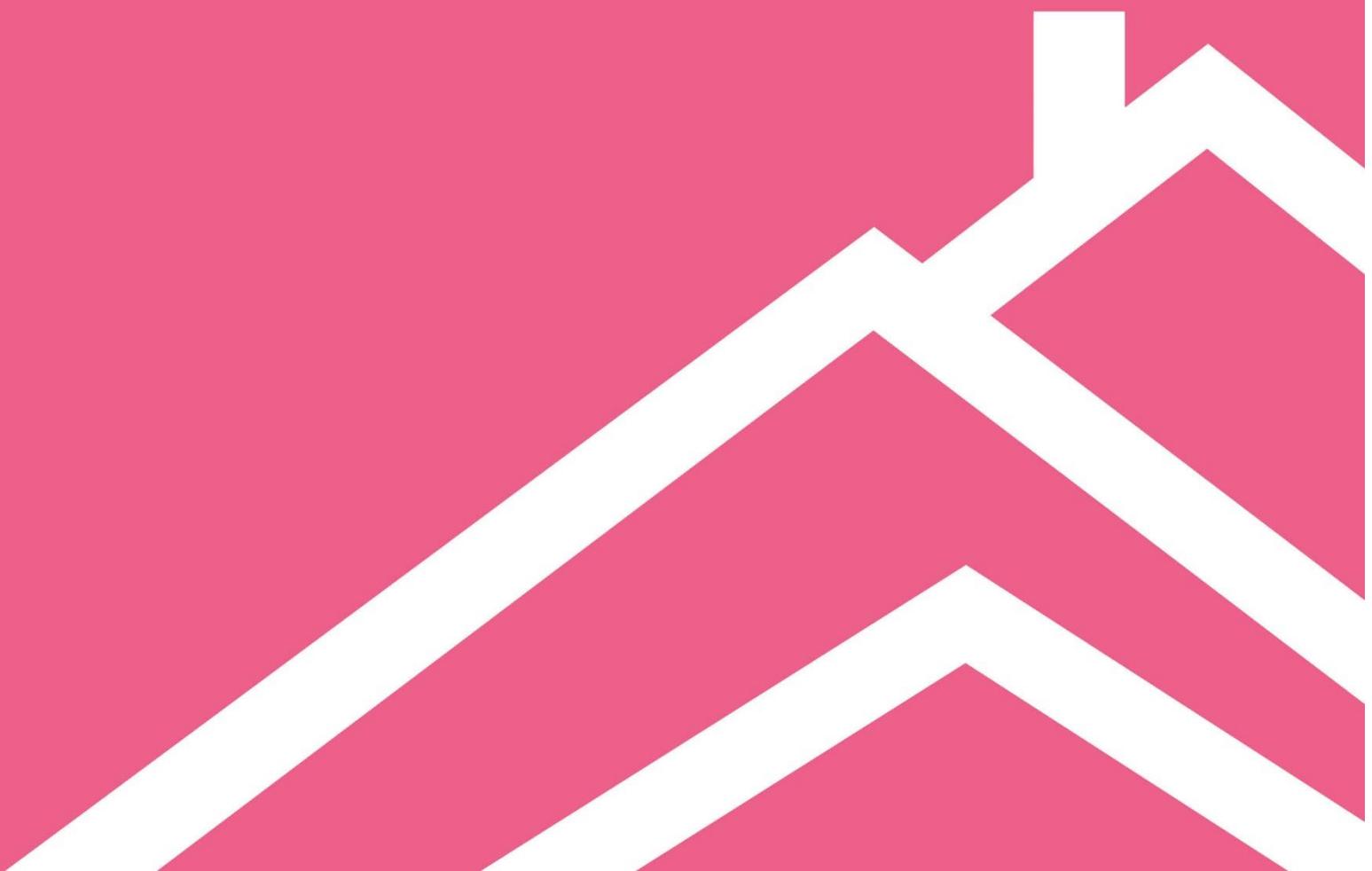
The council has a particular role at the heart of this partnership approach, and to support it over the next two years will:

- 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.
- Over the lifetime of this strategy we will work with partners to implement MHCLG's 2024 Discharging People at Risk of or Experiencing Homelessness Guidance

2

**REDUCE THE RISK OF
HOMELESSNESS FOR
HARINGEY RESIDENTS
BY TACKLING THE
ROOT CAUSES**



REDUCE THE RISK OF HOMELESSNESS FOR HARINGEY RESIDENTS BY TACKLING THE ROOT CAUSES

This strategic priority supports the First Pillar of the National Plan to Prevent Homelessness, **Universal Prevention**. We aim through actions here to make homelessness rare by reducing risk across the whole population through early action. It will help make Haringey a place where we can all belong and thrive by answering two of the *Borough Vision's* Calls for Action: for safe and affordable housing, and for tackling inequalities in health and wellbeing. This section sets out how we will tackle the root causes of homelessness such as housing affordability and poverty.

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

Having a decent 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 national housing shortage, and a chronic shortage of homes that residents can afford, which 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'll build by 2031 will not only protect thousands of people from homelessness in the future - they will also move thousands of people out of Temporary Accommodation.

We have already completed and let 1,000 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 have 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 will continue to build up our partnership with Housing Associations and Registered Providers including by focusing on ensuring that as many homes for social rent as possible are let through our Common Housing register to those who need them most – including the first lets of all homes funded by the Social and Affordable Housing Programme. This approach which pools resources will benefit tenants of all Registered Providers as well as all those who are waiting for a suitable home 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 People's 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.

For some disabled residents, timely adaptations to their home can enable them to live comfortably and independently without fear or risk of losing their home. So we will work to reduce the waiting times for aids and adaptations.

We are committed to bringing empty homes in the borough back into use.

We will continue working to repair and refurbish council homes more efficiently so we can relet them as soon as possible after they become vacant.

Where privately-owned homes stand empty, we put pressure on owners to bring them back into use by doubling their Council Tax after two years. After a home has stood empty for five years or more, we triple the owner's Council Tax. And we charge Council Tax at four times its basic rate on homes that have stood empty for ten years or more.

We know that in most cases support and advice are the most effective ways to bring empty homes back into use. We take a risk-based approach, doing everything we can to help and encourage owners of empty homes to bring them back into use. We always offer advice and assistance first, and in most cases this will be sufficient. However, where owners of empty homes cannot be traced, or they are unwilling to work with us in a meaningful way towards bringing their property back into use, we will not hesitate to use the range of enforcement powers available to us. These include Empty Dwelling Management Orders, enforced sale, and compulsory purchase.

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

We will continue to provide the following support to residents:

- up-to-date and accessible information online about the services available to help all residents facing financial pressures.
- tailored advice and support through our Financial Inclusion Team regarding money and budgeting, maximising access to social security benefits, council tax, employment support, and the cost of utilities. We will ensure that our homelessness prevention services are equipped to assess people's financial difficulties well enough to make appropriate referrals to specialist debt and money advice services.
- emergency financial assistance to residents in crisis through our Haringey Support Fund, Household Support Fund, and Discretionary Housing Payments.
- 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.
- signposting to employment support through Haringey Works to improve financial resilience. By offering joined up 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 create 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 work to 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 and 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.

We will continue to embed peer roles and lived experience in service design and delivery, in line with National Institute for Health and Care Excellence guidance.

While we recognise that we'll be working within the limits of a highly constrained budget over the next several years, we are committed to delivering support to vulnerable people at risk of rough sleeping in innovative and person-centred ways. We will explore grant funding opportunities and partnerships to continue to provide supported accommodation, information, advice, and guidance on a range of issues affecting people living in Haringey.

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

3

**PROVIDE SPECIFIC
SUPPORT FOR PEOPLE
AT HIGHER RISK OF
HOMELESSNESS**



PROVIDE SPECIFIC SUPPORT FOR PEOPLE AT HIGHER RISK OF HOMELESSNESS

This strategic priority supports the Second Pillar of the *National Plan to Prevent Homelessness*, **Targeted prevention**. It will help make Haringey a place where we can all belong and thrive by tackling inequalities in health and wellbeing. As the *National Plan* sets out, some people are more likely to face homelessness because of difficult life experiences or crises, such as leaving institutions like the care system, prison or hospital. Additionally, some individual factors may mean people have needs which put them at an increased risk of homelessness, for example survivors of domestic abuse and exploitation, young people and migrants. Through actions set out here we will give tailored support to people who are more likely to face homelessness.

We commit to preventing more private renters from becoming homeless

The loss of a privately rented home is the most common event that causes homelessness.

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 want to work constructively with landlords, supporting them to provide good homes for their tenants. We will use our Private Landlords Forum to do this, including by helping landlords understand and respond to the Renters' Rights Act. We will supplement this with online information and advice.

We will use our landlord forum and the positive relationships that it forms, along with associated communications channels, to proactively ensure landlords understand how they can work with the council if they have a tenant at risk of homelessness, and how their properties could be used to provide homes for households in need.

Licensing also gives us the opportunity to work positively with landlords to improve the professionalism of the sector. It allows us to move from a reactive to a strategic approach, so we can help 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 and Homelessness Officers responsible for delivering housing advice services and 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 supportive and collaborative role with Housing Advice and 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.

As soon as the Act's various specific provisions takes effect, we will be ready to advise and support private renters around them.

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 preventing our young care leavers from 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.

The transition into independent living is especially challenging for young care leavers. If a young care leaver in their first social housing tenancy finds that they are not ready for living independently in their own home, we will support them to end that tenancy in a planned way and return to supported housing – and, crucially, this will not prevent them from being referred with the same level of priority back onto the housing register for a second chance when they are assessed by their Pathways Manager as being ready for the challenges of their own independent home.

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 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 Homeless 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 will develop an approach over the period of this strategy to ensure that by April 2029 we see a 50% reduction in the proportion of people who become homeless in Haringey on their first night out of prison and are subject to probation supervision, alongside an

overall increase in the number of prison leavers in settled accommodation three months after their release.

We commit to providing targeted support for women whose homelessness is hidden

We recognise that women experiencing homelessness often remain hidden, relying on unsafe and precarious arrangements such as sofa surfing, staying in abusive or exploitative relationships, or sleeping in insecure environments. Many of those women face multiple disadvantages, including experiences of domestic abuse, sexual exploitation, mental health challenges, substance use, and involvement with the criminal justice system. These intersecting issues require a gender-informed, trauma-informed, and multi-agency response.

We commit to providing multi-agency support to women engaged in street-based sex work.

Some women engage in street-based sex work in Haringey. Many of them experience multiple and intersecting disadvantage and stigmatisation, including around issues of substance dependency, exploitation, complex immigration status, trafficking, and modern slavery. Many of them are homeless or in insecure housing situations, and like many other women that homelessness is often hidden. This drives unsafe behaviour and puts them at increased risk so that they are frequently the victims of violence. We have worked hard to create supportive pathways for this complex and unique cohort, but there remain issues in relation to borough boundaries and a lack of consistent and independent outreach and support. We will work with partners to deliver a multi-agency pilot programme led by the voluntary sector across Enfield and Haringey to provide outreach, advocacy, daytime services, wrap-around support including for mental and physical health, and access to housing support and accommodation to this highly vulnerable local group. We will centre the voices of women with lived experience of sex work in our design and delivery process so that those services are dynamic, useful and utilised.

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

We will work towards 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.

Over the next two years, 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 work towards a Whole Housing Approach within DAHA principles.

This means that we want Temporary Accommodation to be safe and secure, and to meet decent home standards and be suitable for families, including by providing space for children. We want it to 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 2027.

We commit to supporting vulnerable single people and those with complex needs when they are homeless or at risk of homelessness

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 understand that for many people the journey of recovery from homelessness is not linear. So anybody moving from supported housing or through Housing First into a council or housing association tenancy can end that tenancy in a planned way and return to supported housing – and, crucially, this will not prevent them from being referred with the same level of priority back onto the housing register for a second chance when they are assessed by their Pathways Manager as being ready for the challenges of their own independent home.

We commit to supporting victims of cuckooing who are at risk of homelessness

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 supporting refugees and migrants who are homeless or at risk of homelessness

We will continue to work in partnership to make Haringey a welcoming borough for all, and to campaign to ensure equal access to services like housing, healthcare, education and employment for migrants, refugees, diaspora communities and all residents of our borough.

Over the lifetime of this strategy we will strengthen officers' awareness of exploitation and trafficking, helping frontline services to better recognise victims and assess their vulnerabilities within the context of homelessness

We commit to supporting those who have military experience when they are homeless or at risk of homelessness

Instances of veteran homelessness are thankfully low. Nonetheless, we recognise that their experiences may mean their needs are different to civilians. We will therefore ensure that we can offer appropriate advice, guidance and support to veterans including through the Op FORTITUDE referral pathway.

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

To better meet the community's need for culturally appropriate accommodation, we will look to provide new pitches for the Gypsy and Traveller community during the lifespan of this strategy.

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.

4

**IMPROVE THE COUNCIL'S
HOMELESSNESS
PREVENTION SERVICES,
PREVENTING CRISIS
AND HELPING PEOPLE
STAY IN THEIR HOMES**



IMPROVE THE COUNCIL'S HOMELESSNESS PREVENTION SERVICES, PREVENTING CRISIS AND HELPING PEOPLE STAY IN THEIR HOMES

This strategic objective supports the third Pillar of the National Plan to End Homelessness, **Preventing crisis**. It will help make Haringey a place where we can all belong and thrive by answering two of the *Borough Vision's* Calls for Action: for safe and affordable housing, and for tackling inequalities in health and wellbeing by focusing on preventative pathways. Through actions in this section, we aim to ensure people at imminent risk of homelessness are given as much help as possible to stay in their homes through early identification of people who need help and personalised interventions that meet their needs. No one needs to sleep rough or become homeless before receiving this assistance. Where preventing homelessness is not possible, we will ensure it is **as brief as possible**, and in particular, take steps to prevent people experiencing long-term homelessness or rough sleeping.

We commit to offering 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 homeless; 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. Over the next two years we will create a new training package to 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 offer 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 offer 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 believe that all members of the community have the right to equal access to information and services provided by the council. For this reason we provide translation, interpretation and communication services for people who:

- do not speak English
- are blind or have a visual impairment
- are Deaf or have a hearing impairment

We offer the following services:

- interpretation, including sign language
- language translations
- Braille, Large Print and audiotape (English and other languages)

If you visit a council office or have an appointment to see a council officer, you can ask for an interpreter. We will arrange for an interpreter to interpret for you, either in person or over the phone. If an interpreter is not available, we will arrange another appointment for you with an interpreter. You will not have to pay for the interpreter.

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.

5

**IMPROVE TEMPORARY
ACCOMMODATION
AND MAKE PEOPLE'S
EXPERIENCES BETTER
IF THEY DO BECOME
HOMELESS**



IMPROVE TEMPORARY ACCOMMODATION AND MAKE PEOPLE'S EXPERIENCES BETTER IF THEY DO BECOME HOMELESS

This strategic objective supports the fourth Pillar of the *National Plan to End Homelessness*, **Improving Emergency Responses**. It will help make Haringey a place where we can all belong and thrive by answering three of the *Borough Vision's* Calls for Action: for safe and affordable housing, supporting children and young people, and tackling inequalities in health and wellbeing. Through the actions here we aim to ensure that, if people do become homeless, they receive high-quality support. In the long term, as services shift from crisis response to prevention, there will be less need for emergency responses, and by providing high-quality support we will deliver our vision that where homelessness does occur, it is brief. We have moved all homeless households out of B&Bs, and we will ensure that no children are placed in B&Bs again - except rarely and for very short periods when no other options are available. We will improve the quality of temporary accommodation and reduce the cost.

We will ensure that we only ever use commercial B&Bs and hotels in emergencies, when there are no better options available - and that such placements are rare and brief

Commercial B&B accommodation – often insecure, poor quality and hugely expensive – is meant only for absolute emergencies. In Haringey as across the country, the homelessness crisis has meant that far too many people, including children, have over the last two years had to endure this deeply unsuitable and damaging kind of accommodation for months at a time. We have been working hard to change this, and in February 2026 we were finally able to move the last Haringey household out of B&B. We are determined to ensure that no household, and particularly those with children, have to endure this again. We are putting in place options to ensure that they do not.

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

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 explore innovative partnership to bring funding from institutional investors—such as pension funds—to support the development and acquisition of additional affordable housing to provide settled homes for homeless households.

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 explore offering longer-term leases for private landlords and property owners, establishing an approach for leasing many properties over the long term. We aim to introduce long leases of this kind for 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 transparency and placement efficiency, helping to 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.

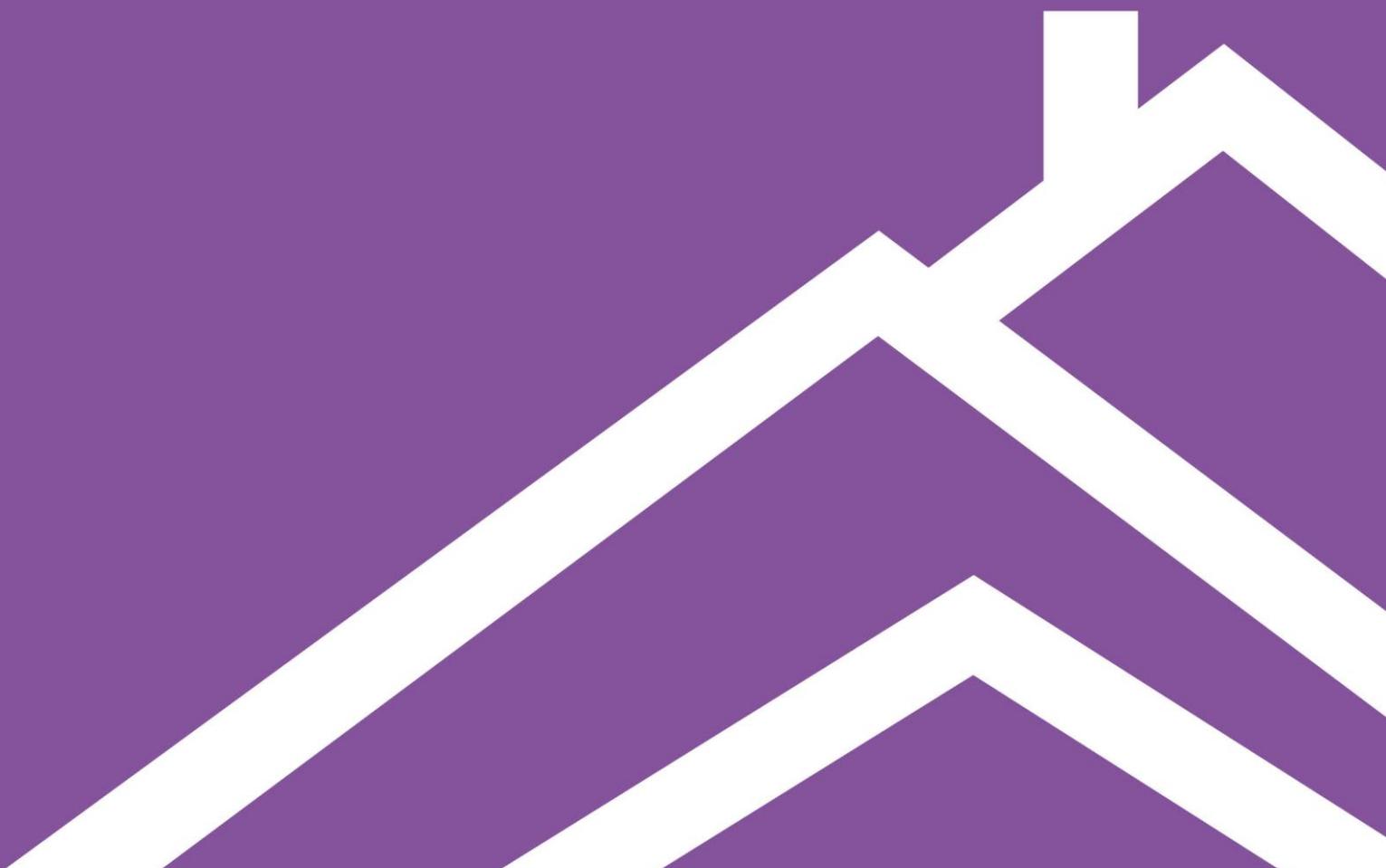
During 2026 we will bring forward a Supported Housing Strategy that will include our approach to Exempt Accommodation. We will aim through the strategy to preserve the number of supported bedspaces in Haringey at the same time as we drive out poor quality provision.

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.

6

**REDUCE THE NUMBER OF
PEOPLE SLEEPING ROUGH
FOR LONG PERIODS AND
ENSURE THAT PEOPLE
DO NOT EXPERIENCE
HOMELESSNESS MORE
THAN ONCE**



REDUCE THE NUMBER OF PEOPLE SLEEPING ROUGH FOR LONG PERIODS, AND ENSURE THAT PEOPLE DO NOT EXPERIENCE HOMELESSNESS MORE THAN ONCE

This strategic objective supports the fifth Pillar of the *National Plan to End Homelessness, Recovery and Preventing Repeat Homelessness*. It will help make Haringey a place where we can all belong and thrive by answering two of the *Borough Vision's* Calls for Action: for safe and affordable housing supported by high-quality advice, and for tackling inequalities in health and wellbeing. Recovery and preventing repeat homelessness means more than finding a home; it is about helping people rebuild their lives with the right support. A settled home is the foundation, but lasting recovery requires coordinated help from public services and communities. Nearly one sixth of homeless people may experience homelessness more than once, and for some it may be many times, often due to poor health, lack of support or trauma. We are committed to supporting the most vulnerable individuals and the actions here show how we will work towards the target to halve long-term rough sleeping.

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.

Our Rough Sleeping Strategy supports the government's commitment to halve the number of people sleeping rough on a long-term basis by 2029.

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

Alongside other priorities, that strategy will focus on supporting people furthest from services, strengthening support to access employment, improving health access and remove stigma for people experiencing homelessness and rough sleeping, ensuring full alignment with the 10-Year Health Plan for England and the Men's Health Strategy.

7

FOUNDATIONS
FOR DELIVERY



FOUNDATIONS FOR DELIVERY

We will work with partners and those with lived experience of homelessness on an Action Plan to deliver this strategy.

We will establish targets and KPIs to drive delivery with a commitment to strong accountability, transparency, and continuous improvement

This will include adopting the new national Outcomes Framework for local government with priority outcomes including ending the use for more than six weeks of B&B accommodation for families, halving long-term rough sleeping, and increasing the proportion of people who are supported to stay in their own home or helped to find alternative accommodation when they approach their local council for support.

We will publish our Delivery Action Plan by Autumn 2026.