

# Haringey Homelessness Review 2026

A summary of the evidence base for the Haringey Homelessness Strategy 2026-2027

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# What data tells us about the Haringey context

## 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.

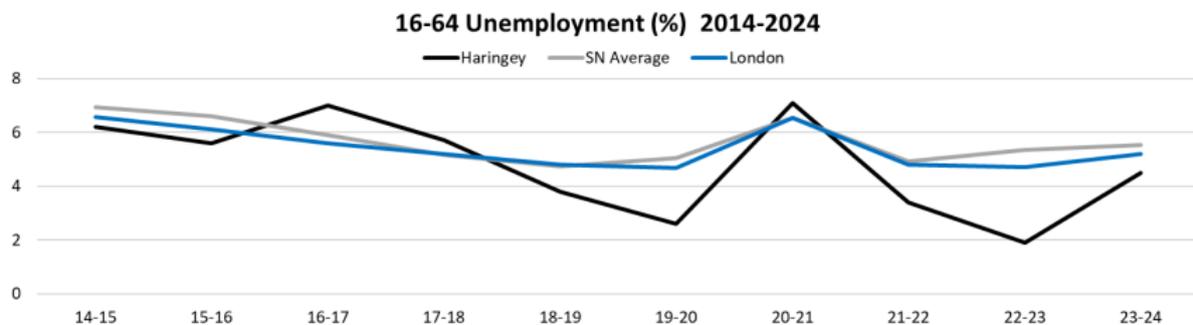
Haringey's population is currently around 268,400 and over the next five years is expected to rise by 7,410 people to 275,852.

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.

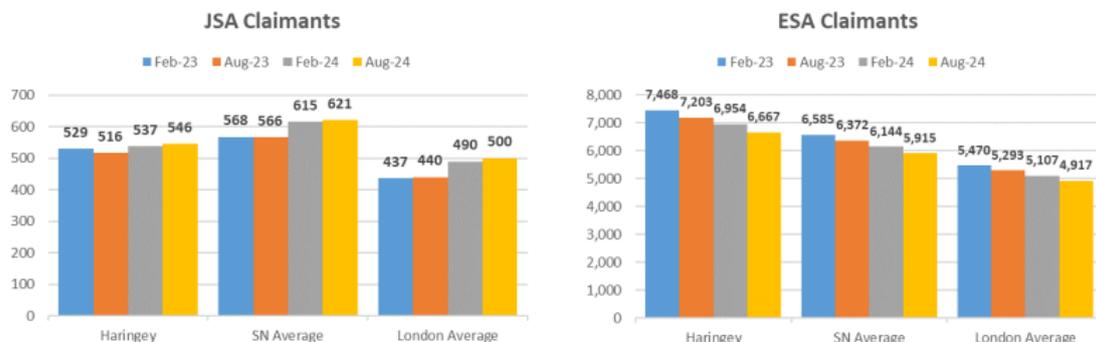
### Around a quarter of Haringey households live in financial poverty

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.



Source: Annual Population Survey, 2014-2024



Source: DWP available from Stat-Xplore

Unemployment rates in Haringey were falling pre-pandemic, before sharply rising in the first year of it to 7.1%. Since then however they have rapidly declined, and despite a large increase in the last year are now the thirteenth lowest in London at 4.5

In the last year Haringey's unemployment rose from an absolute of 1.9% to 4.5

Haringey has a larger number of JSA and ESA claimants than the London average. Claimant numbers have since fallen to below pre-Covid levels while ESA claimants have continued their downwards trend, with Haringey constantly having a higher number of claimants than the SN and London average throughout

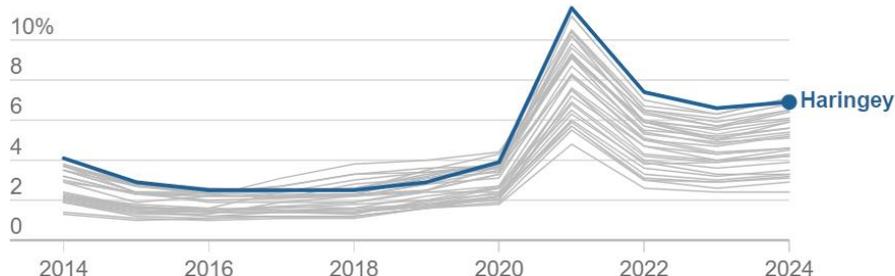
22% of the population aged 16 to 64 years were "economically inactive" in the year ending December 2023 - 44,000 people who were not in employment but don't meet the criteria for being "unemployed". This means they have not been seeking work within the previous four weeks or were unable to start work 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

ONS figures show that the average Haringey house price in March 2025 is 16.63 times more than the average Haringey income.

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.

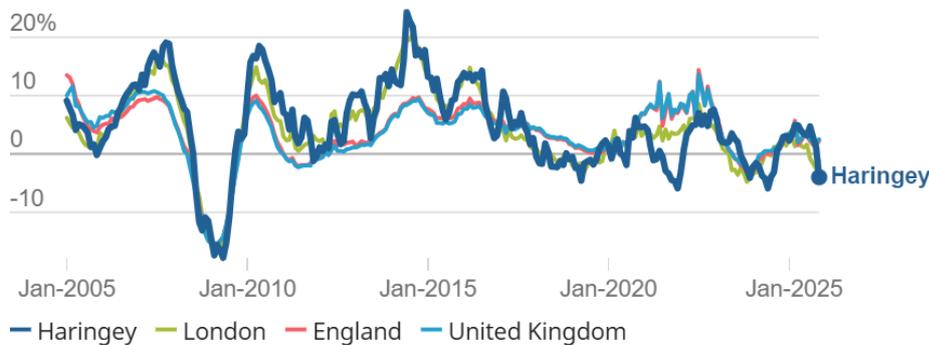
The ONS shows that by February 2025 the average house price in Haringey had reached £637,000, up 3.6% from February 2024. This was higher than the rise of 1.7% across London over the same period.

By November 2025, the average house price in Haringey had fallen back to £613,000. This was steeper than the fall in London (1.2%) over the year to November 2025.

This fall was driven by lower selling prices for more expensive properties. In November 2025, the average *flat* in Haringey cost £459,000, a rise of £15,000 since the beginning of the year.

### Annual change in house prices in Haringey

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



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

### First-time buyers in Haringey paid £520,000 on average in November 2025

This was 4.3% lower than the average of £543,000 in November 2024 (revised).

In comparison, home-movers in Haringey paid an average of £770,000 in November 2025. This was lower than £799,000 a year earlier.

For homes bought with a mortgage in Haringey the average price was £606,000 in November 2025 (provisional). This was lower than an average of £631,000 in November 2024 (revised).

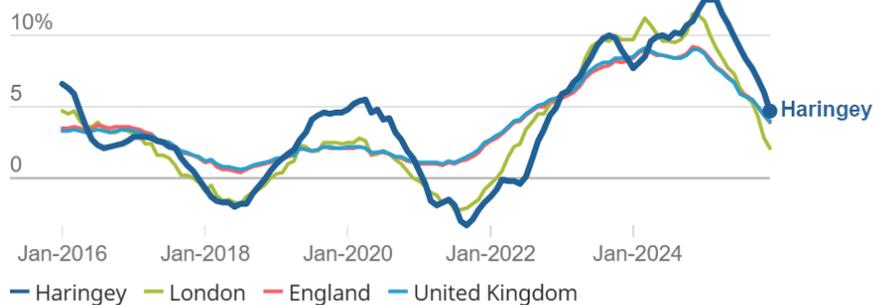
The number of new mortgages for first-time buyers in London fell in 2023 to its lowest annual total since 2012. And while mortgages with LTV ratios of more than 90% comprised over a third of lending to first-time buyers in London before the financial crisis, they nearly disappeared after it and despite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

Some recent figures suggest that the number of first-time mortgages in London are increasing again.

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

## Annual change in rents in Haringey

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



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

Though the rate of increase slowed last year, private rents have risen steeply, particularly over the last three years.

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.

The average monthly private rent in Haringey was £2,202 by December 2025. This was an increase from £2,103 in December 2024, **a 4.7% rise**.

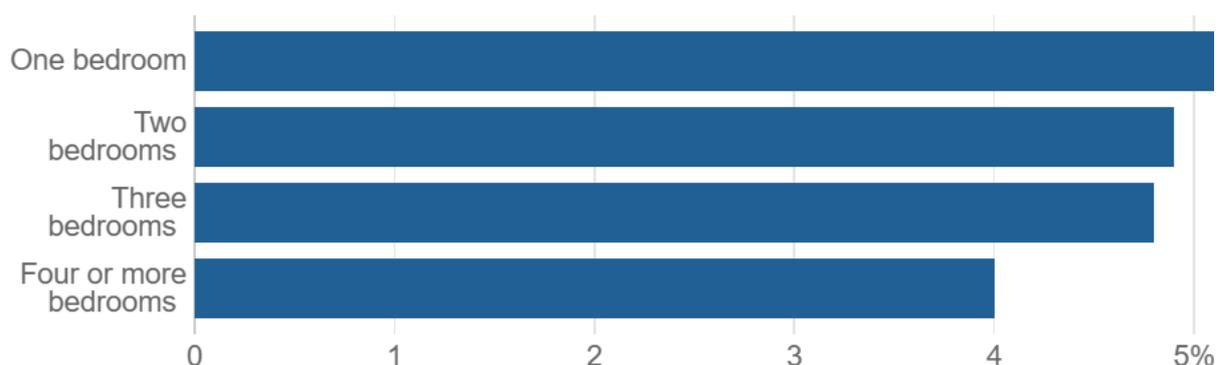
These rent increases were unevenly distributed across different kinds of home.

The average rent for flats or maisonettes rose by 4.9%, while for detached properties, it increased by 4.0%.

Average rent for one-bedroom properties rose by 5.1%, while the average for four-or-more bedroom properties increased by 4.0%.

## Change in average rents by bedroom number in Haringey

Monthly private rental price, annual inflation, December 2025



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

By how many bedrooms there are in a property, average rents as of December 2025 in Haringey were:

- One bedroom: £1,623
- Two bedrooms: £2,016
- Three bedrooms: £2,331
- Four or more bedrooms: £3,176

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%.

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.

Affordability has improved in Haringey somewhat over the last four years but remains extremely challenging. Modelling by the ONS suggests that the average private rent in Haringey in March 2024 would cost the average Haringey household 48.1% 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. The table below shows the maximum rates of LHA payable in each area for households needing different numbers of bedrooms.

To meet the average weekly rent of £374.54pw 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 £365.23 pw. This means an unemployed family with two same-sex children renting an average two-bedroom flat would need to find £43.04 every week from the portion of their benefit payments designed to provide basic subsistence.

There is a shortfall on average of £147.85 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 improved – and private renters are now more likely than those renting social housing to say that they are struggling to make ends meet, going without basic needs and/or relying on debt.

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.

Two years later, in July 2025, there had been significant improvement in the financial situation of homeowners and social renters in London: 12% of homeowners and 23% of social renters were still struggling.

The situation for private renters had barely changed: 24% were still 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 reported in 2025 that real terms Core Spending Power (CSP) per person fell by 1% between 2015-16 and 2023-24.

Between 2010-11 and 2015-16, Core Spending Power (CSP) – a measure of the funding available from government grants, council tax and locally retained business rates – decreased by 25%, largely driven by reductions of 52% in central government funding. This in turn impacted those local authorities most reliant on government funding. Between 2015-16 and 2023-24, CSP increased by 4% in real terms to £55.7 billion. On a real terms per person basis, which considers both population and inflation, CSP per person fell by 7% between 2015-16 and 2019-20, before rising up to 2023-24

Research by Lloyds Bank Foundation highlights that councils are increasingly forced to shift spending away from preventative services to meet crisis needs – exactly the opposite from what the government wants to achieve in the area of homelessness. 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.

Nationally, £2.13 billion was spent on temporary accommodation by local authorities in 2023-24; this is nearly double what was spent in 2015-16

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.

Though this is welcome, 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' strong financial commitment to affordable housing helps to ensure our housing delivery programme will be financially sustainable for the next decade. Haringey could still benefit from the increased capital funding available for acquiring homes to help move people out of emergency and Temporary Accommodation.

The final government settlement was published in February 2026, and for us it means that over the next three years we'll be getting £15.9m more than we expected to receive from central government. Though this is welcome news, it remains an incredibly challenging situation. We will still require Exceptional Financial Support of £84m next year.

Since 2018, seven local authorities have issued a Section 114 report that they cannot balance their budgets

42 local authorities have needed Exceptional Financial Support to help manage financial pressures since 2020-21

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**

### **The National Plan to End Homelessness**

In December 2025, the government published a National Plan to End Homelessness.

The strategy firstly acknowledges the scale of the housing and homelessness crisis.

Not enough social and affordable housing has been built for decades. Alongside this, poverty and cost-of-living pressures have contributed to financial strain for many people, leading to higher levels of rent arrears and housing insecurity. As a result, the gap between housing costs and incomes has placed many individuals and families at risk of homelessness.

Every day last year, around 900 households, including almost 300 families with children, were newly made homeless or threatened with homelessness.

The number of people sleeping rough on our streets in England is at near-record levels; two and a half times higher than 2010.

There are a record 132,410 households, including 172,420 children, living in temporary accommodation in England.

In London, on average, one child in every classroom does not have a permanent place to call home.

Whilst some temporary accommodation is of decent quality, much is not. At the worst extreme, 2,070 families are currently living in B&B-type accommodation and hotels beyond the 6-week statutory limit. This is both unlawful and deeply damaging.

The National Plan sets out the government's belief that the best way to end homelessness and rough sleeping is to prevent it before it happens: building more homes that are affordable, raising living standards, supporting individuals through crises and reforming public services to put prevention at their heart. The strategy also aims to give councils greater freedoms and accountability to make changes locally.

At the same time, the strategy outlines immediate action intended to help councils address the most unacceptable forms of homelessness and rough sleeping: eliminating unlawful Bed & Breakfast (B&B) use for families, tackling poor-quality temporary accommodation more widely, and halving the number of people experiencing long-term rough sleeping.

The strategy sets out the government's belief that councils are caught in a cycle of crisis response rather than prevention: not only does this come at a cost to society but also to the taxpayer; £3.7 billion was spent on homelessness in England in 2024/25 and the cost to local councils of temporary accommodation has doubled in just two years.

This crisis response is reflected across the public sector, with vulnerable people often finding themselves shunted from one service to the next rather than receiving the support they need. As a result, their needs worsen and costs to the public grow. Increasingly, there is evidence of people having to sleep rough in order to access services. This, in turn, puts these services under further pressure and reduces their ability to help the most vulnerable and marginalised people.

The national Plan's long-term vision is to end homelessness and rough sleeping and make sure that everyone has access to a safe, decent and secure home. This means that, where homelessness does occur, these experiences should be rare – because homelessness is prevented wherever possible, brief – in that people should have access to support quickly, and non-recurring – because no-one should have to experience homelessness more than once in their life.

The National Plan recognises, however, that we cannot end homelessness and rough sleeping overnight: there will be a transition period as the situation stabilises and services move away from crisis response towards longer-term, preventative solutions, including a more housing-led response. That is why this strategy, and the Action Plan accompanying it, sets out the actions we are taking to drive change across the short, medium and long term. It outlines the tangible actions and targets set for delivery this parliament, which will act as milestones on the way to achieving our long-term vision. This strategy aligns with the long-term housing strategy, which will be published in the first quarter of next year.

That action plan includes:

Long-term sustainable change to address the root causes of homelessness:

- Building 1.5 million homes, including a generational increase in new social and affordable homes backed by £39 billion investment.
- Making sure that social homes go to people who need them, by updating social housing allocations guidance and making best use of the current stock.
- Reforming the private rented sector via the Renters' Rights Act, banning Section 21 evictions and improving security for tenants.
- Tackling poverty and boosting living standards by scrapping the two-child limit to lift 450,000 children out of poverty, increasing the National Living Wage by 4.1% from next

April and making a sustained, above inflation increase to the standard rate of Universal Credit.

Medium-term change to shift away from crisis and put prevention at the heart of public services:

- Setting a new national target to prevent homelessness for more households and to help **more people into stable homes quickly, this parliament.**
- Investing £3.5 billion in homelessness and rough sleeping services over the next three years, supporting over 300,000 households each year<sup>[footnote 71](#)</sup> via new, more flexible multi-year funding arrangements that enable councils to invest more in prevention.
- Placing new legal duties on public services to identify, act and collaborate to prevent and address homelessness.
- Outlining our ambition that no one should leave a public institution into homelessness – something that happened to almost 34,000 households last year – underpinned by new cross-government targets to reduce homelessness from prisons, care and hospital.
- Ending the perceived need to sleep rough before getting help by building on the work of the Mayor of London and other councils to support all areas to develop plans that move away from verification towards assessment based on need.

Immediate action on temporary accommodation, particularly B&B use:

- Setting a new target to eliminate the use of B&Bs for families, other than very short-term use in emergencies, by the end of this parliament.
- Increasing the supply of good-quality temporary accommodation, both through the £950 million fourth round of the Local Authority Housing Fund, and through exploring options for partnerships with social impact and institutional investors.
- Improving experience for people living in temporary accommodation, including action on standards, schooling, healthcare and out-of-area placements.
- Supporting local models via updated guidance, toolkits and expanded £30 million Emergency Accommodation Reduction Programme.

Action to address rough sleeping, focussed particularly on those who have slept on the streets the longest:

- Setting a new national target to halve long-term rough sleeping by the end of this parliament.
- Launching a £124 million supported housing programme, reaching over 2,500 people, both to prevent homelessness and to help people off the streets and into more stable housing.
- Launching a £15 million programme to tackle long-term rough sleeping, working with targeted areas to test innovative approaches and spread learning.
- Providing £37 million for the Ending Homelessness in Communities Fund, working with the voluntary, community and faith sector to improve support given to people experiencing long-term rough sleeping.

- Working with councils and wider public services to define consistent expectations on effective and proportionate engagement and enforcement to address persistent anti-social or harmful behaviour in a rough sleeping context, where necessary.

Everyone has a role to play in preventing homelessness and delivering this action plan. That is why we are transforming how we hold ourselves and partners to account, by:

- Introducing new national targets for this parliament, as outlined above.
- Requiring every council to publish an action plan to accompany their local homelessness strategy, and setting a new requirement that these should include local targets aligned with the metrics in the new Outcomes Framework for local government.
- Calling on Mayors to ensure real ambition across their regions on these outcomes, giving them funding to drive coordination and collaboration between local councils, services and other partners.
- Strengthening oversight and support for councils on delivery – including closely monitoring areas with particular challenges, providing targeted expert support and taking action to strengthen improvement when progress is not good enough.
- Funding a new National Workforce Programme to provide essential training, expert housing and homelessness advice, and skills for the homelessness and rough sleeping workforce.
- Publishing progress reports at least every two years to track progress at a national level against our actions and targets, overseen by the Inter-Ministerial Group, which will continue to meet to drive action and learn lessons from frontline delivery.
- Continuing to convene our Lived Experience Forum and Expert Group to help us monitor impact on the ground and to ensure the interventions we set out are facilitating the much-needed shift towards prevention, responding to emerging issues, adapting as necessary and supporting continuous improvement across the system.
- Continuing to build on our high-quality data and evidence, adopting a test and learn approach, and where local areas trial innovative practice, roll it out where it is effective and share learning.

## The Renters Rights Act 2025

The Renters' Rights Act received Royal Assent on 27 October 2025. It 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.

Most provisions become operational From 1 May 2026:

- The abolition of fixed-term assured shorthold tenancies and therefore of section 21 'no fault' eviction
- An end to bidding wars – landlords must stick to no more than the advertised rent price
- Changes to the grounds available to landlords for ending a tenancy
- Restriction of rent in advance payments to a maximum one month's rent upfront
- Restrictions of rent increases to 'market level' on an annual basis
- Rules to combat discrimination making it illegal to refuse tenants because they receive benefits or have children.

- renters can now ask to live with a pet, and landlords must consider it fairly.

From late 2026, further measures will be introduced under the Act:

- A Private Rented Sector Database - a register of all landlords and rental properties in England, so you can check who you're renting from.
- The Private Landlord Ombudsman will be launched to help renters sort complaints against landlords quickly and fairly - without needing to go to court.

The government is looking to extend Awaab's Law to private rentals - forcing landlords to act fast when homes are unsafe. A consultation on how best to do this will be launched soon, so private tenants can benefit from protections like those already supporting social housing tenants.

By 2030, the government plans to require that all privately rented homes must meet new energy efficiency standards (EPC rating C or better), unless exempt. That means better insulation, lower bills and greener living.

The government has committed to introduce a Decent Homes Standard for privately rented homes. This new standard will help raise the bar across the board, giving renters confidence that their home meets basic safety and quality rules - and giving councils more power to crack down on landlords who don't meet them.

## **The 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. 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.

The Act allows the government to create new National Supported Housing Standards and introduce licensing regulations. It requires Local Authorities to produce Supported Housing Strategies. 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.

However, the key provisions in the Act require the government to publish regulations and guidance before these measures take effect.

A consultation on the Act's measures, including supported housing licensing proposals and the draft National Supported Housing Standards for support, was published in 2025. The government has not yet published its response or consulted on draft licensing regulations and guidance. On 19 January 2026 Alison McGovern, the Minister for Housing, Communities and Local Government, told the House of Commons that guidance for the duty on local authorities to produce supported housing strategies will be published in February 2026.

## **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.

## What do we know about homelessness in Haringey?

### Rough sleeping

**The London context: 260% increase in the number of people sleeping rough since 2010 and a 63% increase over ten years**

The number of people sleeping rough across England on one night has increased by 164% since 2010.

In London, nearly four times as many people are sleeping on the streets than in 2010. CHAIN data shows that 3,673 people slept rough in London during 2009-10. By 2024-25 that number had risen by 260% to 13,231.

Across the last ten years, the number of people recorded rough sleeping has risen year on year, with the exception of 2017-18, and 2021-22.

The increase in 2024-25 is the fifth largest during the ten-year period, both in terms of proportion (10%) and actual numbers (1,238 people). The 2024-25 total is the highest ever recorded and is 63% higher than the total of 8,096 people seen rough sleeping ten years ago, in 2015-16.

**After the end of Covid and the 'Everyone In' initiative, the number of people having to sleep on Haringey's streets rose sharply but is now falling again**

In that context, Haringey has since July 2018 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.

However, this number fell by 7% in 2024/25 to 410.

## Street counts also suggest that the council is successful in its approach to helping people move off the streets

The council's December 2025 count found 26 people sleeping on the streets, down from 48 two years ago, highlighting the borough's continued progress in tackling this form of homelessness and supporting some of its most vulnerable residents.

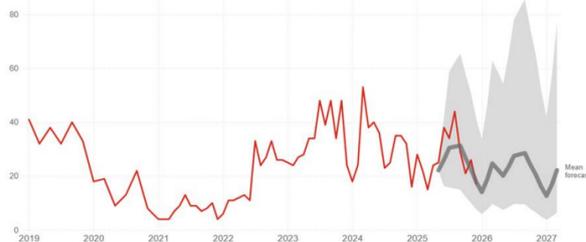
This was a major fall of 46% and one of the biggest percentage drops among the 11 London boroughs conducting such counts.

## Mulberry Junction and Street Count

	23-24 Baseline	24-25 Baseline	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	YTD	Crude EOY projection
Number of visits to Mulberry Junction	7,721	5,603	380	381	468	401	346	335	537	501	401	664			4,414	5,297
Number of clients attending Mulberry Junction	883	763	133	126	134	145	127	136	173	178	156	183				721
New clients approaching Mulberry Junction	669	510	46	35	40	54	27	35	46	57	46	61			447	536
Street Count	46	30	24	25	38	34	44	29	21	26	17					

Bi-Monthly Street Count (with forecast to end of FY 26/27)

People seen bedded down on single night. Shaded region is 90% confidence interval for forecast.



Forecast baselined to May 2025 figures. Black line is mean expected figure, grey is 90% confidence interval

The forecast is in good agreement with the actual number of residents seen on a single night.

Data collection and forecasting has moved to a monthly schedule - new and historic figures have been updated to reflect this.

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, have all helped to make a significant difference.

Mulberry Junction provided a range of services in 2023-24 to 883 single homeless people, many of whom are sleeping rough, and 763 in 2024-25.

## More than half the people sleeping rough are new to the streets and a third had been renting privately as their last settled base

236 people, 58% of people seen rough sleeping in the borough during 2024-25, were new rough sleepers – a significant fall from the previous year when 65% were having to sleep rough for the first time.

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.

58% of new rough sleepers had come from some form of long-term accommodation, including 28% who had been living with family, friends or a partner, and 23% who had been tenants in private rented accommodation. These proportions are broadly consistent with those seen in 2023/24. 444 new rough sleepers (8%) were recorded as not having had a settled base since arriving in the UK. continues to represent a significant route onto the streets of the capital. Section 4.3 examines this in more detail.

### **The asylum system continues to represent a significant route onto the streets**

Across London, of those new rough sleepers during 2024/25 with information recorded about their last settled base prior to sleeping rough in London, 18% had been staying in asylum support accommodation. This compares to 17% of new rough sleepers coming from asylum support accommodation in 2023/24

### **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.

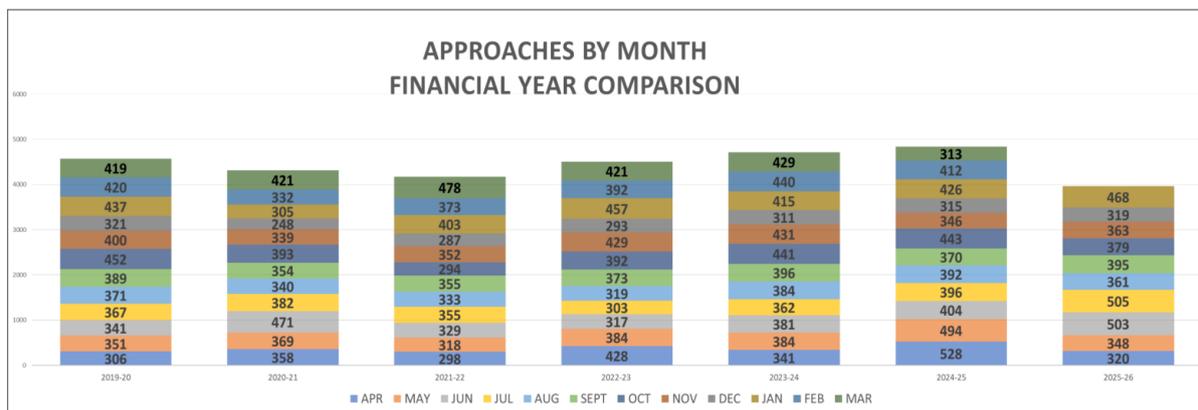
## **Statutory homelessness**

### **Households assessed and owed a prevention or relief duty**

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.

The number of people approaching us for help because they are homeless or threatened with homelessness rose from 2022 before falling back from March 2025.



**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.

In 2024-25, 39% of households owed a prevention duty and 29% of households owed a relief duty included dependent children

In 2024-25, 31% of those threatened with homelessness and **44%** of those already homeless were single men; 23% of those threatened with homelessness and **22%** already homeless were single women; 4.7% of those threatened with homelessness and 7% already homeless were either couples or multiple-adult households without children.

**A surprisingly low proportion of those owed a homelessness duty in Haringey identify as LGBTQ+**

2.7% of Haringey residents are gay or lesbian; this is slightly above the London average of 2.4%.

Most households owed a relief or prevention duty did not wish to disclose their sexuality. 43.4% identified as heterosexual. Just 1.3% as gay, lesbian, bisexual, or another form of sexuality - This compares with 2.9% of those owed a duty in London

Eleven people owed a prevention or relief duty identified as transgender - 0.5% of those owed a homelessness duty. It is worth noting that this is the 20<sup>th</sup> lowest proportion out of 295 Local Authorities in England, and considerably lower than the 1.5% proportion of those owed a duty across London.

**Three quarters of those owed a prevention or relief duty were not in any form of paid work. Only 10% 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.

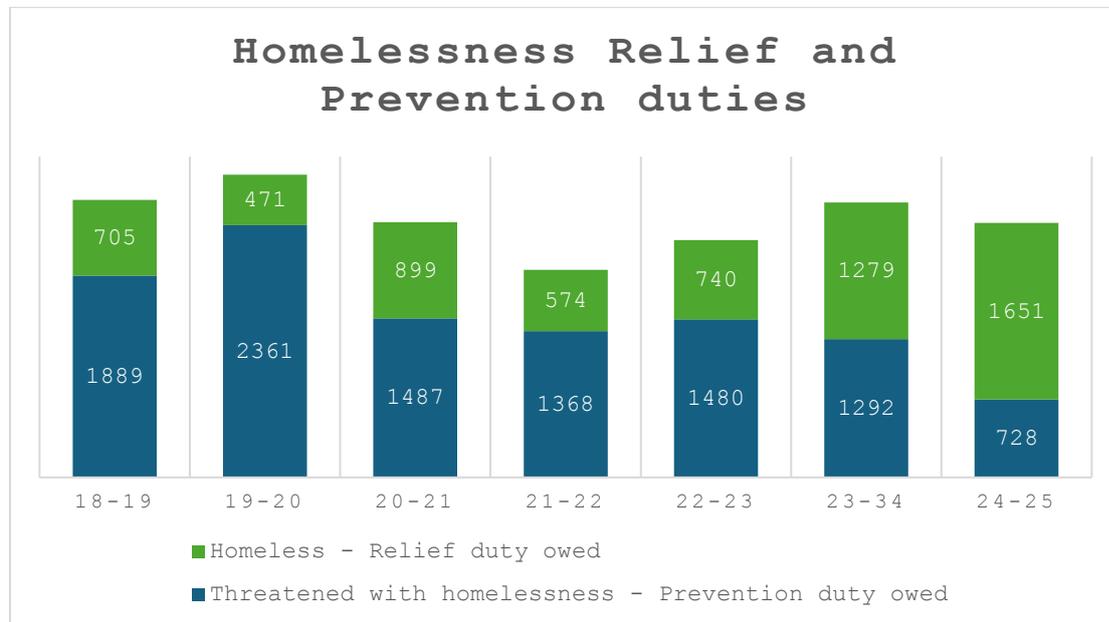
In 2024-25, just 27% were in any form of paid employment: 13.8% of those owed a prevention or relief duty were working full time; 14.2% were working part time; and 3.2% were working irregular hours.

The proportion of those owed a duty who were retired, registered unemployed, or unable to work because of long-term sickness or disability increased between 2023-24 and 2024-25:

34.9% were registered unemployed, 13.3% were unable to work because of long-term illness or disability, and 3.6% were retired.

Just 1.2% were students or in training.

**Until the last two years around two thirds of people needed help because they were threatened with homelessness. 70% of applicants are now already homeless.**



As the graph above shows, 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.

Numbers rose sharply during 2023-24 before falling slightly last year, when 2,379 the council assisted households because they were either threatened with homelessness or already homeless – almost exactly the same number as the years before covid.

As the graph shows, although 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.

Until 2024-25, most people came to the council because they were *threatened* with homelessness rather than because they were already homeless.

Over time, the proportion of people approaching because they are already homeless has grown substantially.

In 2019-20, 16% of people owed an initial duty were already homeless: by 2024-25, 69.45% 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 471 households in 2019-20, the year before the covid pandemic. In 2022-23, that had risen to 740 households; in 2023-24 to 1,279; and in 2024-25 to 1,651 – two and a half times more than before covid.

Meanwhile the number of households owed a prevention duty has fallen by nearly 70%.

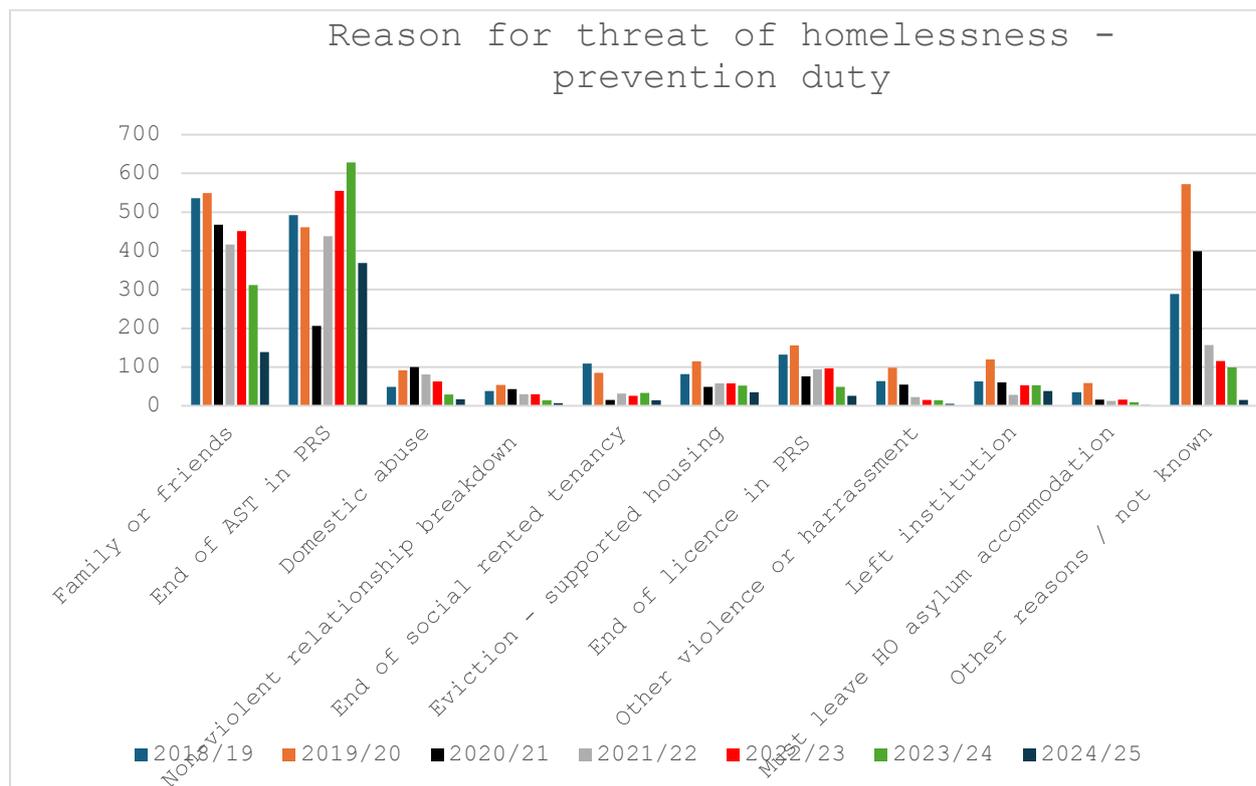
**The most common reason for the threat of homelessness is the threat of eviction by a private landlord.**

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 moratorium was lifted and by 2023-24 was higher than before covid. The number of applicants needing help because their private landlord was ending their Assured Shorthold Tenancy fell by around a half last year – from 628 to 369 – but remains by far the main reason people come to us threatened with homelessness.

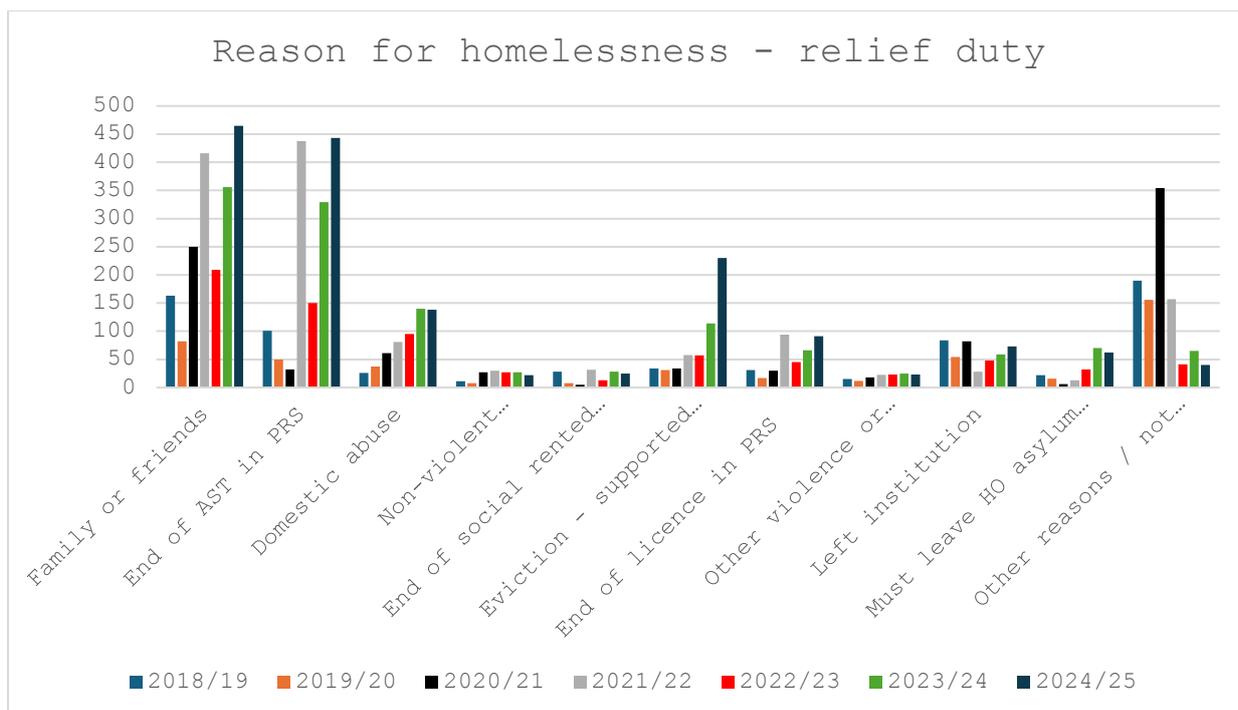
Since covid, far fewer households have been *threatened* with homelessness because their family or friends can no longer accommodate them – 139, down from 549 in the year before covid - though it remains the second most common reason people are threatened with homeless.

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

The threat of eviction from social housing effectively stopped during covid. It rose during the following two years but fell back last year to 14, the lowest figure in the last seven years.



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



The numbers of people needing assistance because they are already homeless have risen in almost every category.

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 has risen from 163 in 2018-19 to 465 in 2024-25.

The number of households made homeless by their private landlord has increased more than four-fold since before covid. In 2018-19, 101 households were made homeless by eviction from a private Assured Shorthold Tenancy and 31 from a license agreement. Last year, in 2024-25, 443 households were made homeless from a private Assured Shorthold Tenancy and 91 from a private license agreement. Numbers jumped by a third from 2023-24 to 2024-25.

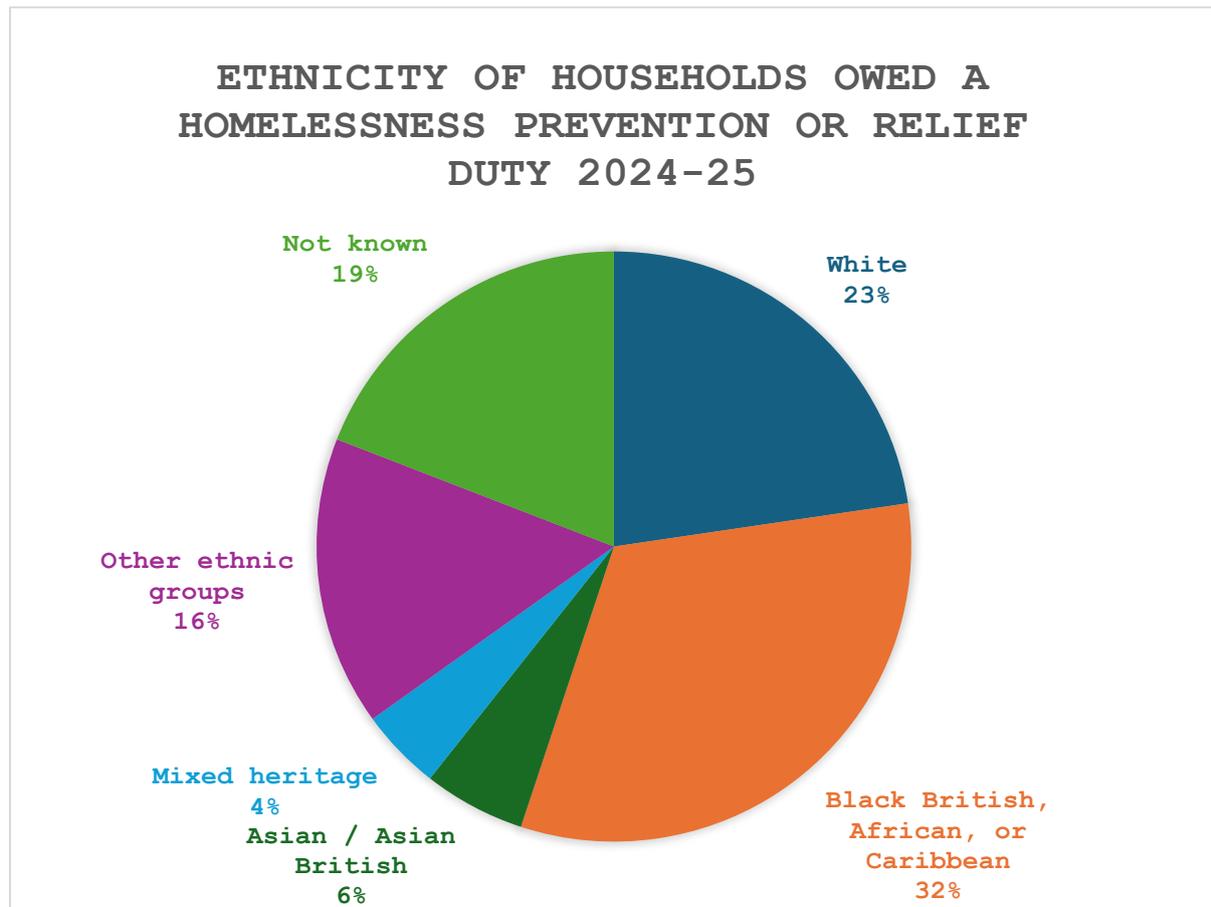
The numbers of people presenting as homeless because they are escaping domestic abuse have risen steadily – nearly doubling to 61 during lockdown, then rising to 81 in the year after lockdown ended, 95 in 2022-23, 140 in 2023-24 and 138 in 2024-25. Six times more households approached us as homeless following domestic violence than five years ago.

Numbers of households made homeless because of eviction from a social tenancy jumped sharply after covid's eviction moratorium but have now stabilised, returning to a similar level to pre-covid. Last year, 38 households needed relief from homelessness caused by eviction by a Registered Provider.

Starting from 2021-22, the surge in homelessness as a result of eviction from supported housing is particularly striking, nearly doubling to 58 in 2021-22, doubling again to 114 in 2023-24 – and again in 2024-25, when 230 people needed to be accommodated after losing their supported housing.

Increasing numbers of refugee households have become homeless after having 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, 70 in 2023-24, and 62 in 2-24-25 – three times the number six years ago in 2018-19.

The ethnicity of applicants owed a prevention or relief duty has remained broadly similar over the last five years - except for a slight decrease in the proportion of main applicants who are either White or Black and a doubling in the proportion of households from other ethnic groups from 7.2% to 15.8%.



## Homeless households owed the main housing duty

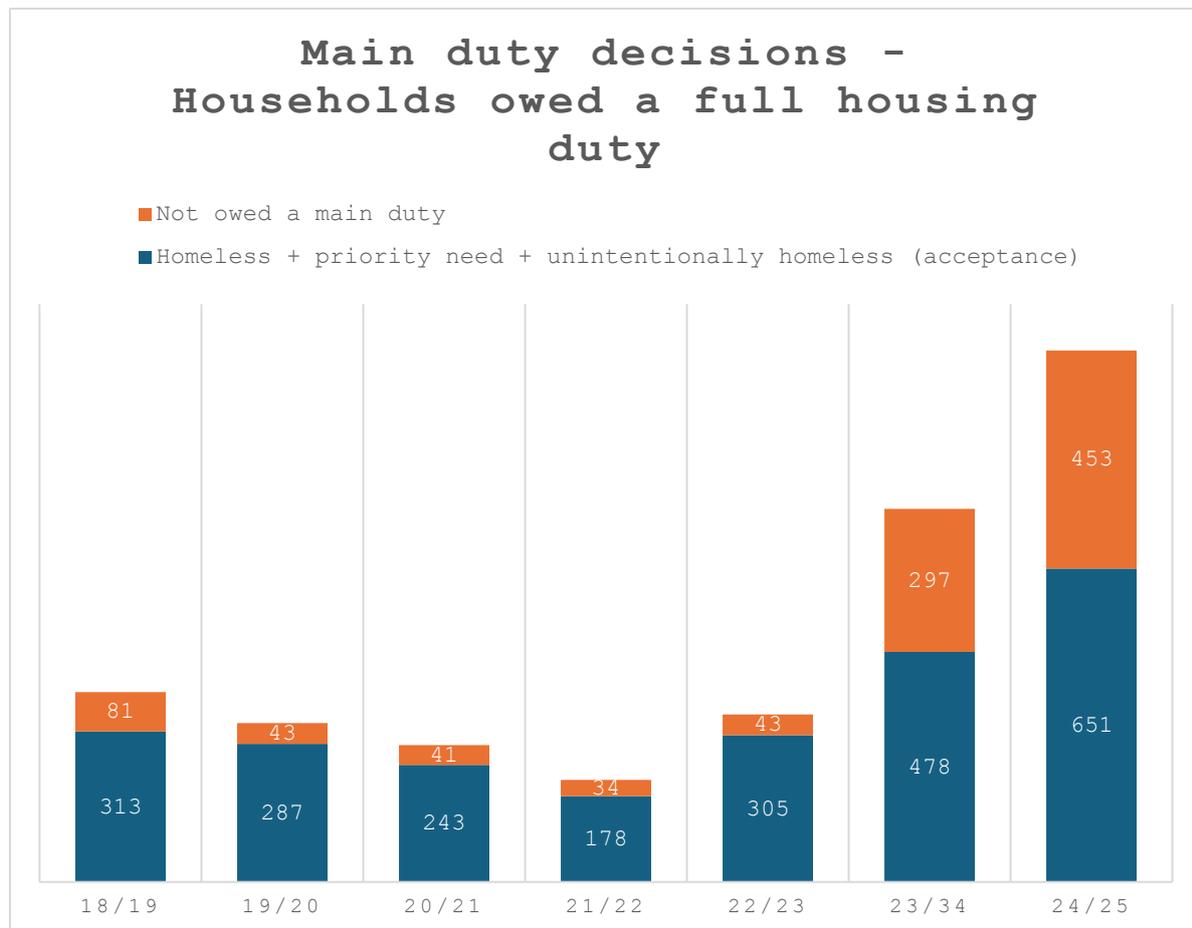
Following the increasing numbers of households requiring relief from homelessness, the total number of main duty decisions has tripled over the last three years

The number of those assessed who are owed a full housing duty is rising steeply, even as the proportion owed that duty is falling sharply.

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.

Eligible 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.

As the graph below shows, in 2024-25 only 59% of households were found to be owed a full housing duty, significantly lower proportion than in recent years.



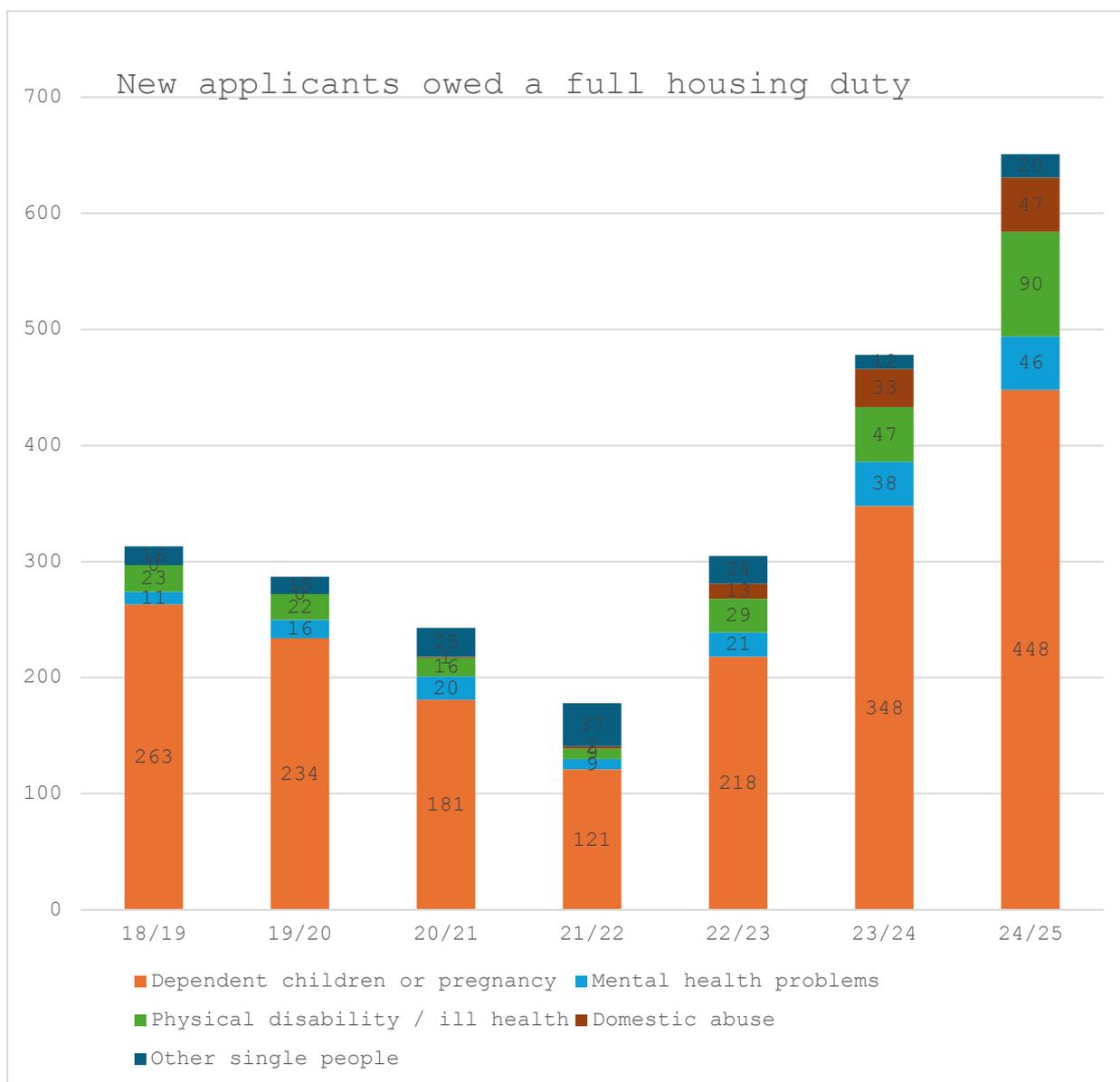
**The number of households without children owed a full housing duty has risen sharply during and since covid – both as a proportion and as a quantum.**

**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.**

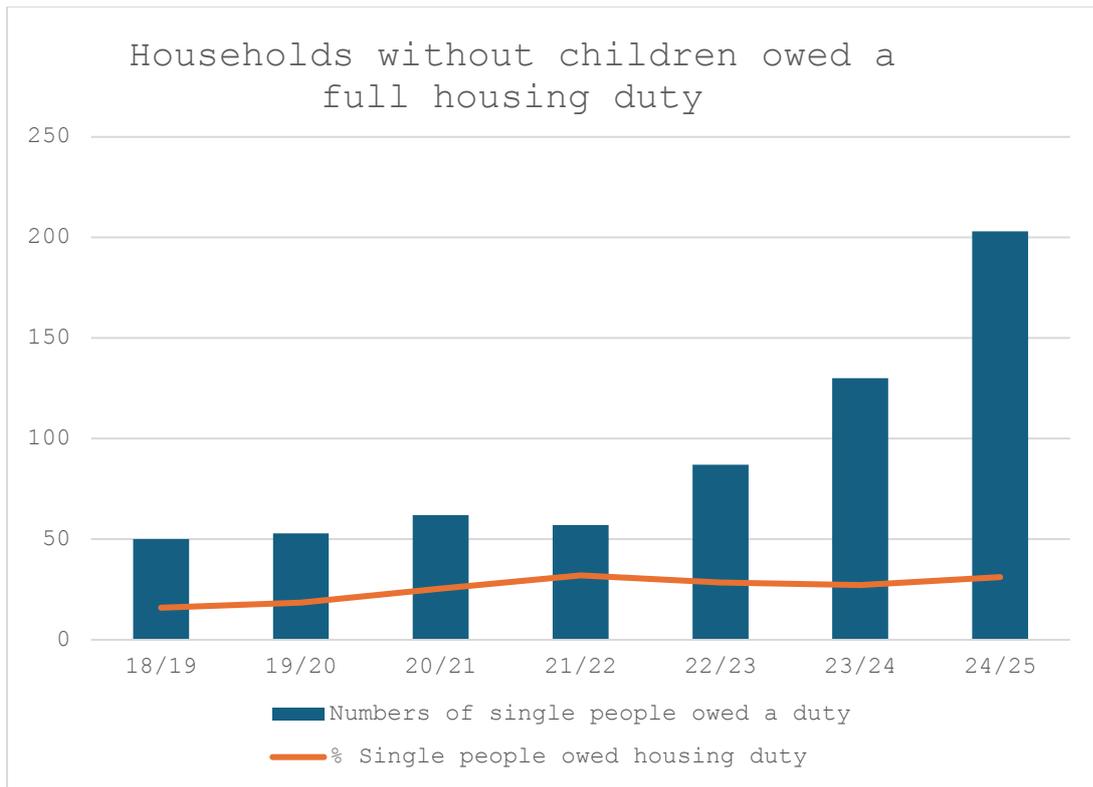
In the year before covid 53 childless households were owed a full homeless duty – 16% of all cases. Last year, that number rose to 130 – 27% of all homelessness duties were to people who were assessed as having a priority need on the basis of their own extreme vulnerability rather than because they had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



As shown in the graph below, the number of households without children owed a full housing duty has also risen – many more households without children are owed the full housing duty, and a slowly increasing proportion of all those owed a full housing duty are households without children.



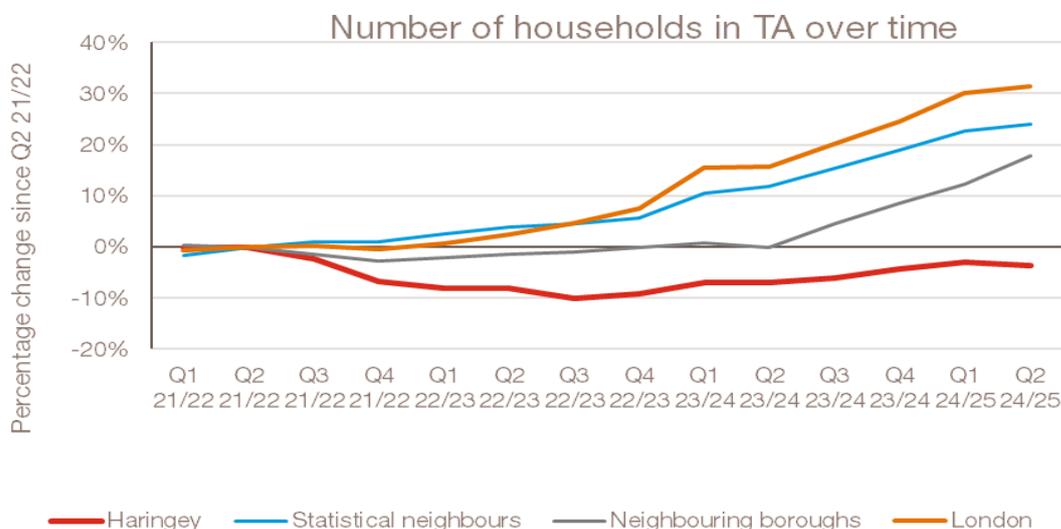
## Temporary Accommodation

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 across London** rose by **662% between April 2022 and April 2024**. Haringey has bucked that trend.

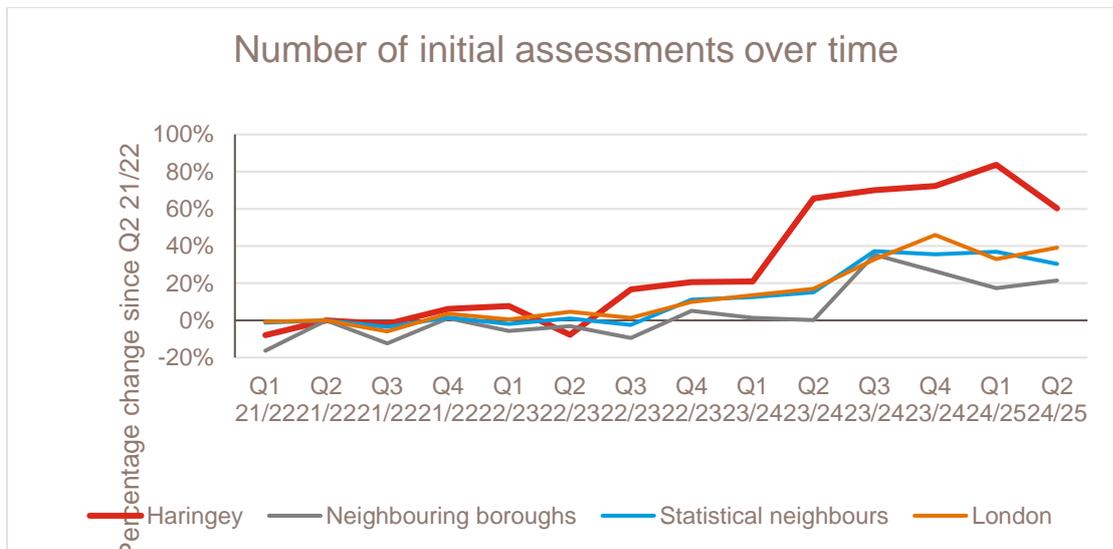


**In Haringey, we have managed to keep our numbers in TA relatively stable, in contrast to others.**

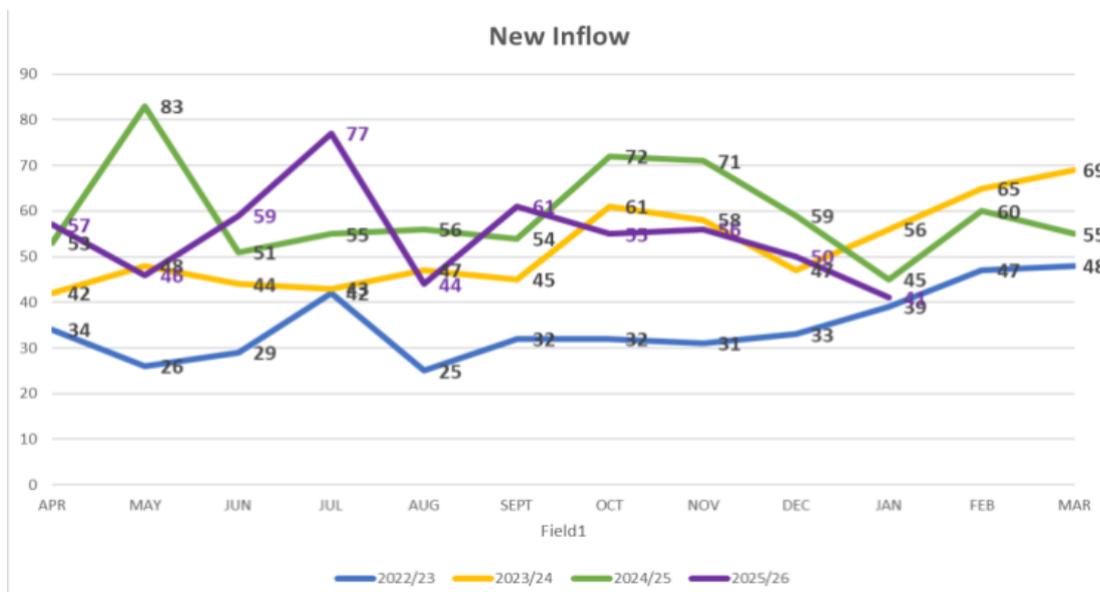
**2,674 households were in TA at the end of January 2026.** Numbers have remained broadly stable since January 2025.

This is despite the steep rise both in the number of homeless households approaching us and the number of homeless households owed a full housing duty: as shown in the preceding section, 1,104 new households were owed the full housing duty in 2024-25 compared to 348 in 2022-23, the year after the Covid lockdown. This is three and a half times the 330 households owed the main housing duty in 2019-20, the year before Covid.

And we have seen a sharper rise in the number of homeless households approaching us than other London boroughs.

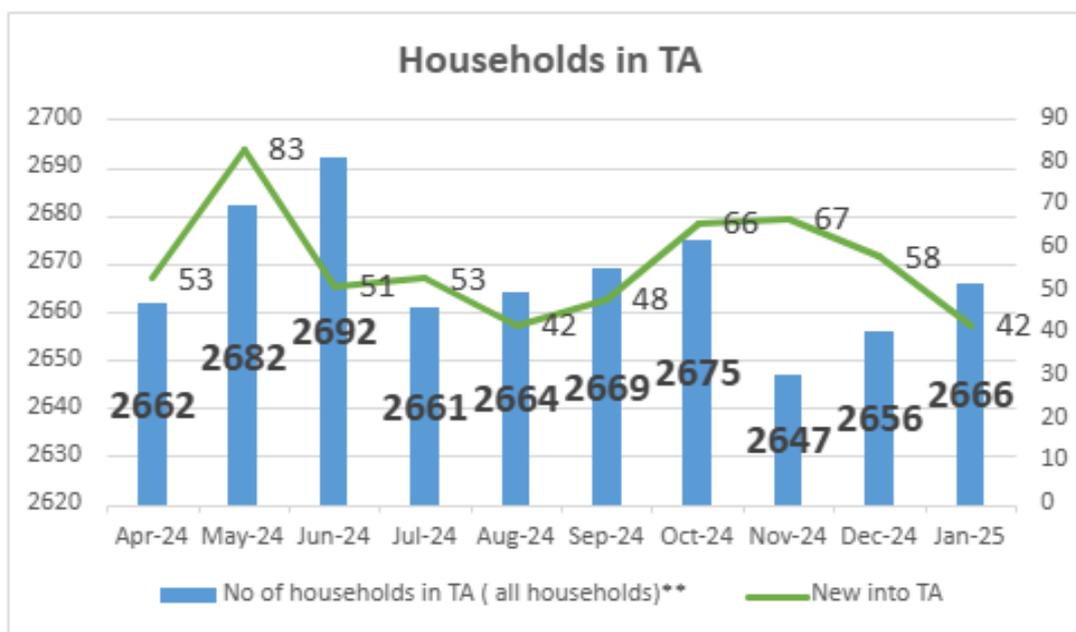


This feeds into increasing numbers of households moving into Temporary Accommodation. As shown in the graph below, until January 2026 the number of households moving into TA have been consistently higher over the last two years than during 2022-23 and 2023-24.

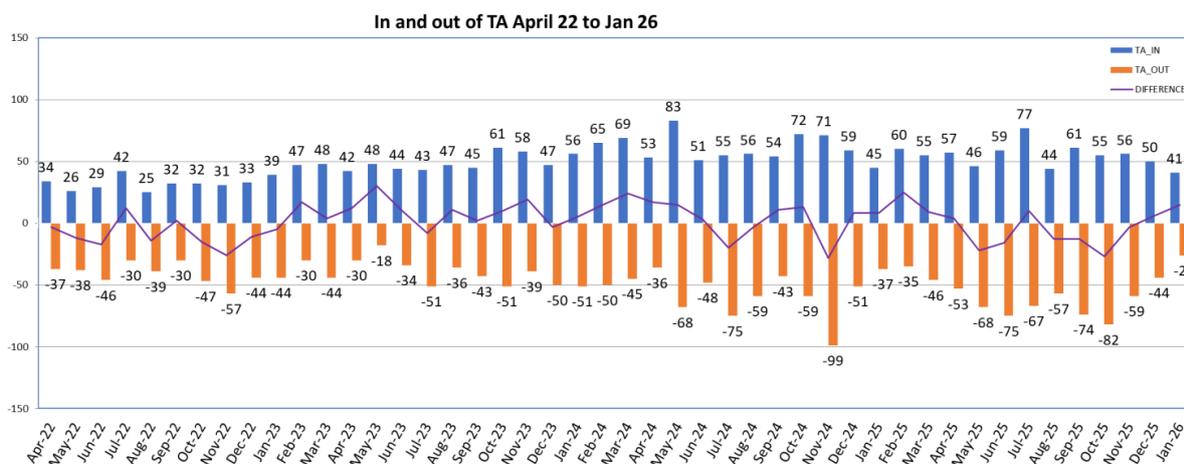


In spite of this, the number of Haringey households living in Temporary Accommodation has broadly stabilised after a sharp increase between April 2023 and July 2024. It remains significantly below pre-covid numbers.

**2,674 households were in TA at the end of January 2026.** Numbers have remained broadly stable since January 2025.



As shown in the graph below, the numbers of households in Temporary Accommodation has remained broadly stable only because the council has managed to increase the numbers moving into settled accommodation – including a higher number of social lets to TA households as a result of the council housing delivery programme.



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.

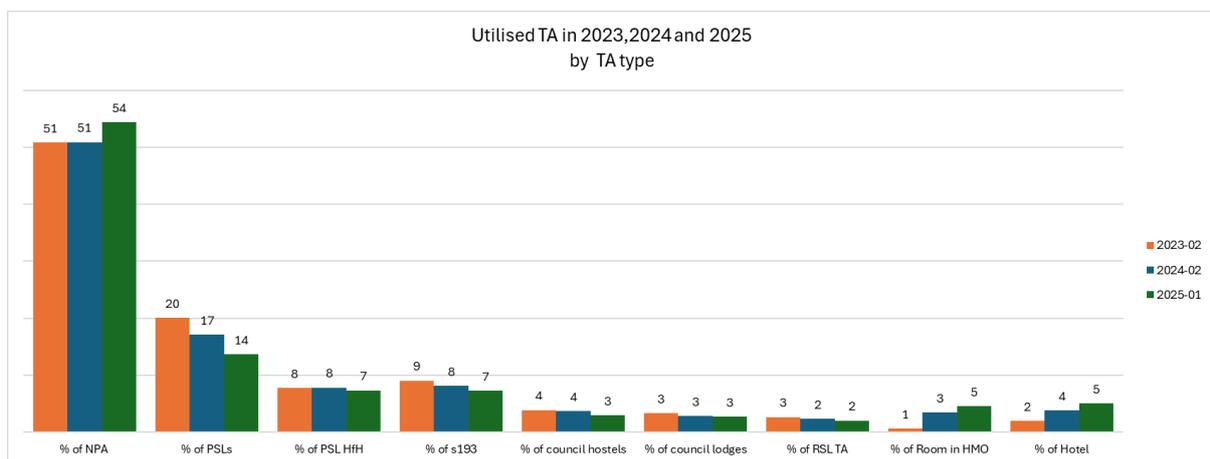
Alternatives we have put in place include work through Haringey Community Benefit Society which allows acquisitions to be leased and let to homeless households at affordable rents and on stable tenancies. The Find Your Own scheme provides financial help to customers who have found a private sector tenancy and need help with a deposit

HCBS and Apex Gardens provide 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

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



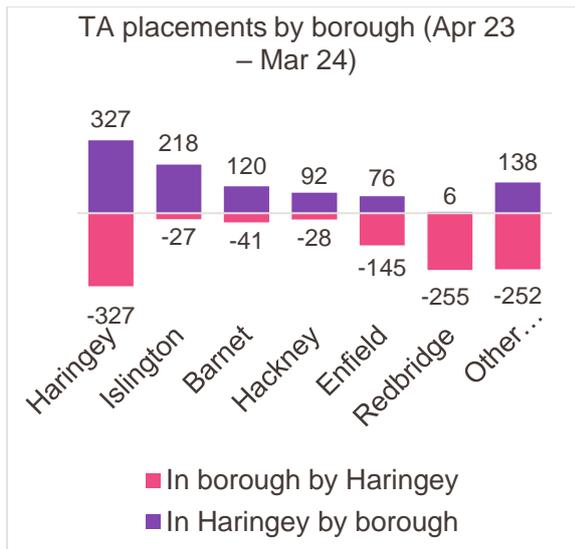
We still manage to place most of our homeless households in Haringey or near to it.

As of January 2026, 47% of Temporary Accommodation placements were in Haringey; 52% were in London but outside Haringey, with the neighbouring boroughs of Enfield and Barnet having the largest proportion of our TA households (60% and 7% of London placements outside Haringey respectively).

Only 1.4% of TA households – 38 in total - are out of London, most of which are in Broxbourne, just north of London and accessible from Haringey by direct train.

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).



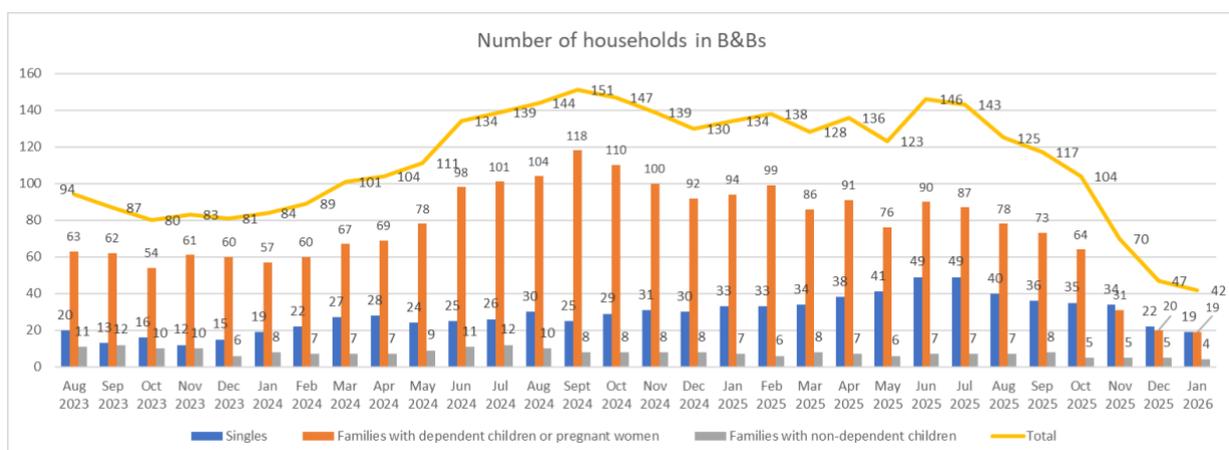
## Households in B&Bs

B&B accommodation is insecure, often poor quality and hugely expensive. It is meant only for emergencies. In Haringey as across the country, the homelessness crisis has meant that far too many homeless people have over the last two years had to endure this deeply unsuitable and damaging kind of accommodation for months at a time. B&Bs are particularly unsuitable for households with children.

The B&B crisis reached a peak in October 2024 when 151 households were placed in commercial B&Bs. At its worst, 118 homeless households with children were living in commercial hotels. In July 2025, 146 households were still placed into commercial B&Bs – including 87 households with children.

By January 2025, households placed in B&B accommodation in Haringey were having to stay there for on average 20.7 weeks. Children were having to stay in B&Bs for on average 18.1 weeks.

We have been working hard to change this, and on 19 February 2026 we moved the last homeless households out of commercial B&B accommodation.



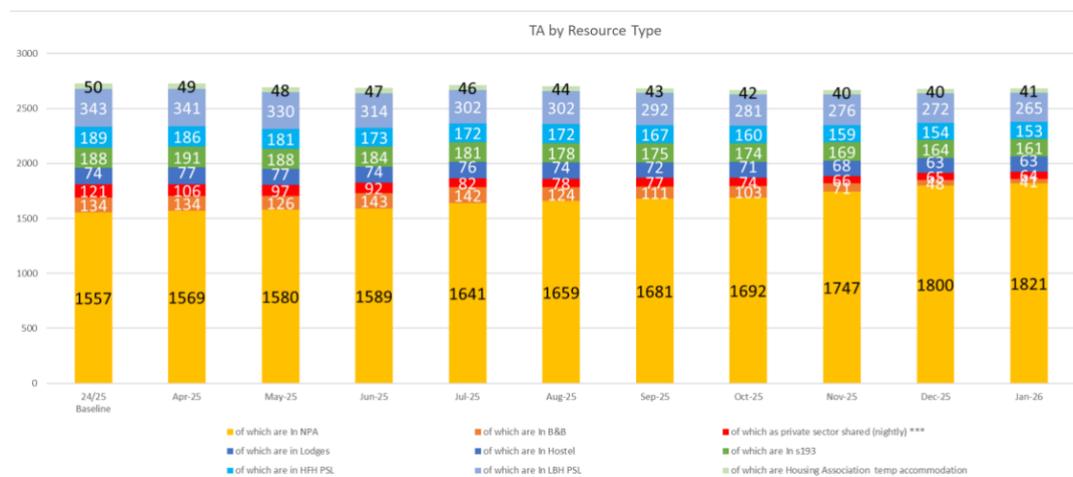
From a low point in October 2024 when 151 Haringey households were accommodated in B&Bs, including 110 households with children, by January 2026 42 households were placed in commercial B&Bs – including 18 households with children.

**And on 19 February 2026 we were finally able to move every homeless household out of commercial B&Bs.**

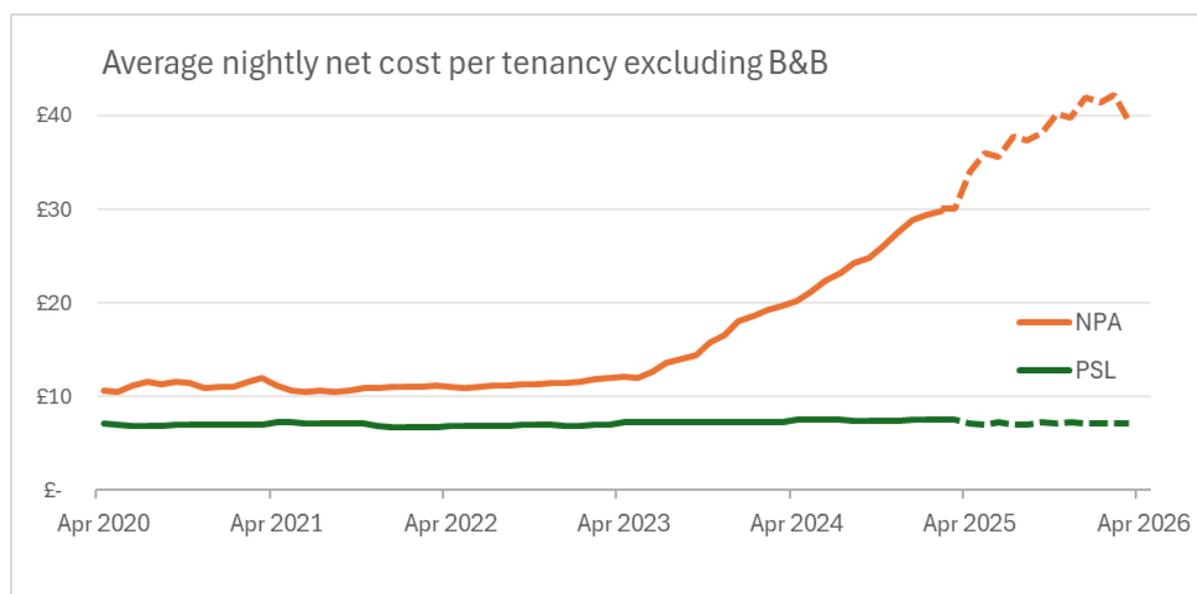
## The Cost of Temporary Accommodation

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.

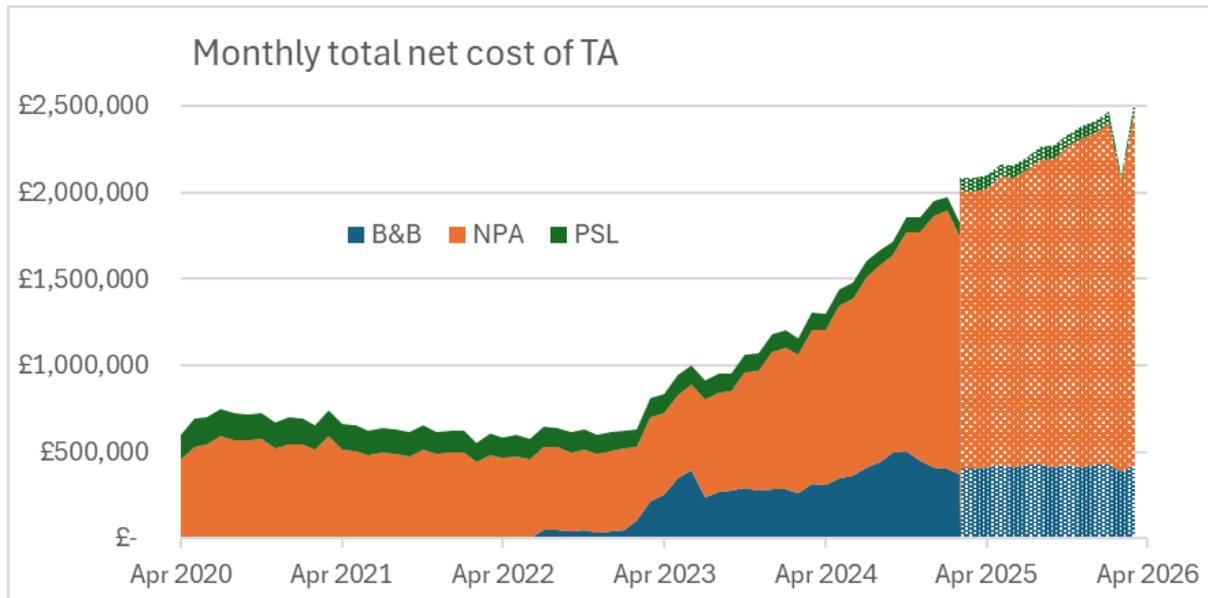
Most of our accommodation is sourced on a nightly-paid basis:



A significant factor in the soaring cost of Temporary Accommodation 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.

## Formal Consultation

In order to introduce any or all of the proposed changes to, and to adopt, the Homelessness Strategy, the council is required to consult such public or local authorities, voluntary organisations, or other persons they consider appropriate.

That consultation was carried out from 27 November 2025 until 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.

There were 684 visits to the Commonplace site during the consultation period but only 30 visitors left comments.

Respondents to the consultation were disproportionately from national backgrounds other than British. 43.1% of respondents identified their national identity as British, 15.6% as English, 6.3% as Irish, 3.1% as Kosovan, 3.1% as Italian, 3.1% as Polish, 3.1% as Somali, and 3.1% as North American. 18.8% defined their national identity as other than any of the options listed. Census data shows that 27% of Haringey residents identified with no UK national identity.

Comments were left by visitors who were disproportionately in older age groups: 20% were aged 50-59 and 40% were aged over 60. Respondents broadly reflected the socioeconomic profile of the borough: 54% were qualified to university degree level or above, broadly in line with the borough-wide figure of 52%. 73.9% said they did not receive means-tested benefits of any kind.

Most responses supported the draft strategy by highlighting issues and calling for actions that it already addressed or proposed. The strongest messages were as follows:

Several responses praised the strategy as comprehensive and well structured. The “no wrong door” model was praised as a strong, inclusive approach. Respondents appreciate the ambition and the breadth of the strategy.

There was strong support for the strategy’s articulation of existing commitments to build more council homes.

There were calls for the council to work more effectively with other organisations and to coordinate its own services. The draft strategy already addressed this with a range of commitments in its first strategic priority, to prevent homelessness in Haringey through more effective partnership working.

Several respondents believe the strategy is good but express concerns that it is unfunded or underfunded. The draft strategy addressed this point, setting out that the council is constrained by very challenging financial context. However, all commitments in the draft strategy were either contained in existing budgets or are subject to ongoing grant applications.

Several responses highlight that high rents and insecurity in the private rented sector are pushing people into homelessness. The draft strategy already addressed these concerns with a range of actions within its specific focus on preventing homelessness for private renters.

Several responses raised concerns that single people who are not statutorily vulnerable fall through gaps or that the council prioritises only vulnerable groups. This is a valid concern in financially constrained context, but it is addressed by the existing strategy, especially through its focus on measures to prevent homelessness in the wider population, which is explicitly aimed at reducing homelessness across all sectors of the population; and through the focus on private renters, which is aimed at preventing homelessness across a range of residents, many of whom are unlikely to be considered as vulnerable. Separately, the Housing Strategy commits the council to delivering the high quality and sustainable new homes Haringey needs, including the right mix of homes for our communities.

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 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 will 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.

One respondent asked the council to improve its own management of void properties . We have not amended the strategy in response to this, but the issue is directly addressed in our Housing Improvement Plan, and this is driving improved performance in this area.

Some suggestions for specific actions – such as organising home share schemes - were considered but are not within the council's capacity at present.

The council also sought to reconvene the codesign group that met during the engagement phase. Unfortunately, none of its members was available to consider the draft strategy.