

A Strategy for Older People’s Housing in Haringey: a draft for consultation

Proposals for a fifteen-year strategy for making Haringey a place where homes support independence, dignity, and community in later living.

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Foreword

Our driving mission in Haringey 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 afford a home that meets their needs. We desperately need more affordable housing – genuinely affordable housing.

Haringey is building thousands of new council homes, let at council rents. More than 1,000 have been completed since 2020 and another 2,000 are under construction – on track to complete by 2031.

Our older community need affordable homes that meet their needs. We know that by 2040 we will need another 1,250 extra-care homes, almost 500 of which would be at council rents. We know too that around 400 local people will need wheelchair-adapted homes. At the same time, almost 60% of older people with care needs report loneliness.

Our draft strategy proposes to:

- Build dedicated council homes at council rents for older people
- Build dedicated affordable homes for older people on lower-middle (intermediate) incomes
- Build more affordable extra-care homes – and secure more private extra-care homes
- Build more affordable sheltered housing and renovate existing sheltered homes
- Support community-led housing developments for older people
- Support mixed communities within housing developments – including older people
- Create public and community spaces in and around developments where people can come together and older people can build and maintain social connections.
- Retrofit all council homes to a minimum EPC (Energy Performance Certificate) B-rating by 2035.

We are steadily expanding the supply of genuinely affordable housing in our borough – month on month, year on year – to help more and more residents from every community to have a home that works for them at a fair rent

Consultation and Next Steps

For this to be the right strategy, we need the knowledge, expertise, and passion of Haringey’s people. To develop the proposals within this draft strategy, we spent three months talking to as many older people as possible. Now we will consult formally on this draft strategy.

All of us – if we are lucky – will be an “older person” one day: this strategy matters for everyone in Haringey, so we will promote the consultation as widely as possible. Whatever your age or background, we want as many of Haringey’s residents as possible to participate and share their insights and knowledge.

We also want to hear from Haringey’s organisations, community groups, and businesses. How do you think your council should be leading change for older people’s housing options?

We will launch a Commonplace Site to support this consultation. You can access the site at (tbc)

Our Commonplace Site will contain this draft strategy document along with a summary of its proposed commitments and a survey for you to complete.

You can answer all of the survey's questions or just those questions that you have views on. It would be really helpful for you also to give us some information about yourself so that we understand how the range of views is reflected across Haringey's diverse community.

If you would like a paper copy of the survey, please contact us with your name and address at: Housing.Strategy@haringey.gov.uk or by writing to Housing Strategy, Haringey Council, Alexandra House, 10 Station Road, London, N22 7TY

The purpose of the survey is to find out whether the draft strategy's proposed direction and priorities are right, and whether we have missed anything. We will make the questions as open as possible so you can genuinely share your views.

We will also hold in-person sessions with older people's organisations across the borough.

After consultation we will:

- Analyse feedback we receive
- Revise the strategy in light of that feedback
- Ask cabinet to approve the new draft of the strategy
- Publish the strategy along with a broad implementation plan with specific timeframes and actions – and a summary of the feedback we receive during consultation, showing how we have responded to it.
- Introduce monitoring frameworks including by involving older people

The scope of this draft strategy

What are we already doing? The words we use in this draft strategy reflect the fact that this is a consultation document – a set of proposals and not a final plan. That is why the commitments we propose to make are set out here as aspirations, as things we *want* to do. They are based on evidence and reflect what older people have told us. But we are confident that all these proposals are realistic and achievable. And when our consultation is complete, we will put in place the specific budgets and plans needed to turn commitments into action.

In the meantime, there is lots we are already doing to improve older people’s housing. That includes continuing to invest in and improve our sheltered housing, building new homes for older people, and improving access to aids and adaptations. We will continue to support older homeowners to put energy-saving home improvements in place. We will continue working in partnership across the borough towards a neighbourhood health approach that designs and provides local services around the needs of Haringey’s distinct local community.

Who is an older person? We know that chronological age is not the only determinant of housing needs in later life, so we do not define a single fixed age at which someone becomes an “older person.” Instead, and in line with government’s Older People’s Housing Taskforce, we take a flexible and inclusive approach, recognising that housing needs typically begin to change from midlife onwards, especially around key life transitions such as retirement, bereavement, or the onset of health conditions. We therefore use the term “older people” pragmatically, generally focusing on people aged 55 and over but acknowledging firstly that many people aged over 55 do not identify as “old” or need services aimed at older people, and secondly that people’s experiences of aging are extremely various across and within different stages of their middle and later life.

It is important to note that the data and research underpinning this strategy consider ‘older age’ to begin at different ages: its conclusions are therefore not always directly comparable.

All of us – if we are lucky – will be an “older person” one day. So this strategy matters for everyone in Haringey, and in it we consider housing choices that will in due course affect everyone.

What do we think about when we think about housing? We are considering in this strategy a wide range of housing options. These include self-contained homes designed or adapted for older people, housing with support such as sheltered or retirement housing, specialist supported housing, and integrated retirement communities offering a mix of housing, care, and services. We also consider extra care housing, where residents have their own homes but also access to 24/7 care and support.

This strategy does not consider residential or nursing care homes – they are part of the care system. But we do recognise their importance and the crucial interface between housing and care.

We consider housing to be much more than bricks and mortar: we want the strategy to help provide homes that support people to live well in later life. So in this strategy we consider the support networks that older people might need to make choices about their homes and to live well in them.

The context for the draft strategy

Public services remain under intense strain

In the decade to 2021, local authorities suffered a real terms decline of more than 52% in government-funded spending power.

The capital's ongoing homelessness emergency and the spiralling cost of temporary accommodation pose a particular risk to London boroughs' finances.

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

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.

The Spending Review's strong financial commitment to affordable housing helps to ensure our housing delivery programme will be financially sustainable for the next decade.

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 in additional borrowing next year.

Haringey 2035: A place where we can all belong and thrive

We want an Older People's Housing Strategy that works towards our vision for Haringey in 2035: a place where all our residents have the opportunity to thrive and enjoy the best possible version of their life; where the quality of life in every part of the borough is comparable to our cleanest, greenest and safest neighbourhoods; and that at a time of insecurity and change, Haringey is a place where people can put down roots and feel they really belong

This vision for Haringey 2035 has been developed in partnership between Haringey Council and our residents, communities, partners, council staff and visitors. The process included surveys, workshops and focus groups aimed at understanding our existing strengths and assets, our challenges, and our priorities. This vision is a product of those conversations and aspirations. It recognises that a strengths-based approach with collaboration and partnership will be at the heart of our success.

During those conversations, people told us they wanted to see a number of key issues prioritised. Those with particular relevance to this strategy include:

- Housing conditions and the availability of more affordable homes
- Challenges around social isolation and cost of living pressures
- Inclusive public spaces that foster interactions and cultural exchange
- Reduction in crime, violence, and anti-social behaviour
- A celebration of the diversity, cohesion and welcoming spirit of our communities
- Facilitating a just transition towards making greener and cleaner choices

What older people have told us already

To inform the development of Haringey's Older People's Housing Strategy, the council undertook a two-phase engagement process between October 2024 and April 2025. The aim was to hear directly from older residents and carers about their housing experiences, needs, and priorities, with a particular focus on reaching a diverse cross-section of the borough's population.

Appendix 4 sets out the engagement and codesign process in more detail and provides a fuller account of what older people told us. But some key messages emerged very clearly. Older residents in the borough told us that they wanted:

- More affordable housing options
- More extra care housing, especially for rent.
- A range of housing models that promote independence and community
- Homes, buildings, and neighbourhoods designed to be inclusive and accessible
- Homes with good access to amenities and green spaces
- Homes and places that strengthen community connections and social engagement
- Homes that are safe and secure
- Staff across the council who have a better understanding of older residents' needs, including around the lived experience of disability.
- Better day-to-day communication across all council services
- Faster and more efficient repairs for older people and carers in sheltered and council housing
- A serious response to new sheltered housing tenants' increasing levels of need - and more work to build and sustain cohesive, positive communities within sheltered housing
- Better housing-related information, advice, and support for older people whether they own or rent their home — including advice on housing rights and options, downsizing, energy efficiency, and trusted contractors.
- Faster delivery of small adaptations such as handrails and ramps, and increased availability of occupational therapists.

What the evidence and research tell us

Appendix 5 provides a more detailed summary of the evidence, data, research, and policy context that inform the draft strategy. We have drawn some key conclusions from that evidence:

Haringey needs homes for a growing population of older people.

- Around 31,000 people aged over 65 live in Haringey, and that this will increase to 41,800 by 2035 and 44,800 by 2045.
- Modelling shows households aged 65+ will increase by 11,200 over the next 15 years, making up 57% of all household growth.

- Household projections: 5,900 more households aged 65–75, 3,800 aged 75–84, and 1,500 aged 85+.

There is a particular need for more extra care housing in Haringey.

- Haringey currently has only 153 extra-care homes, all for rent.
- Demand projections for the next 15 years show a need for 798 extra care homes for private sale and 465 for social rent, far exceeding current stock.
- Care home residency in existing conditions is expected to rise 58% by 2045, signalling increased need for supported housing and extra-care models.

There is a huge need for homes that are genuinely affordable to older people.

- Older people are significantly more likely to experience financial hardship than younger groups
- 24% of older Londoners (50+) live in poverty,
- 46% of older Londoners in social housing are in poverty.
- Older renters face high disability rates: 14.1% limited a lot, 12.7% limited a little.

There is a pressing need for more homes across all tenures for older people.

- Among household reference persons aged 50+, 30.6% own outright, 17% own with a mortgage, 19.9% rent from the council or a housing association, and 17.4% rent privately.
- Private renting declines with age but remains at a significant level: 28.8% at 50–54, down to 9.2% of those aged 65 and over. 58.1% of households aged 65 and over are owner occupiers
- Over the next fifteen years there will be a demand for around 2,350 new sheltered or retirement homes, and 800 extra care homes, for private sale; and 465 new extra care homes for social rent

There needs to be an increase in the number of accessible homes for older people

- 400 more households will require wheelchair-adapted homes by 2037, with 50% aged 75+.
- Among residents aged 50+, 14.1% are “limited a lot” in daily activities, 12.7% “limited a little”, and 7.6% have a long-term disability but are not limited. The number of older people with learning disabilities is projected to rise to over 1,000 by 2040.
- 69% of Adult Social Care clients aged 50+ need physical support, rising to 88% in those aged 90+.

Housing and housing-related services for older people must focus on neighbourhoods and local amenities.

- Older residents’ top priorities when moving are proximity to transport, shops, amenities, and pleasant neighbourhoods.
- There are strong spatial differences in the prevalence of health conditions among residents aged 55+. For example, Serious Mental Illness (SMI) is disproportionately concentrated in the East of Haringey, particularly in deprived areas.

- The Older People’s JSNA highlights distinct neighbourhood differences in concentrations of older people living alone

Housing has a crucial role in supporting older people’s health and wellbeing.

- Only 43% of care users aged 65+ report having adequate social contact.
- The number of residents aged 65+ with dementia is expected to increase from 18,000 to 19,500 by 2030. Dementia cases will increase 61% by 2045, requiring housing that maintains independence.
- Falls projected to increase 50% by 2045, emphasising accessible, safe homes.
- Older people experience rising social isolation, with only 43% reporting good social contact.
- “Home First” approach aims to help people live independently at home as long as possible.

Older people need homes in healthy places that support social connection and independence.

- JSNA emphasises neighbourhood design: green space, walkability, accessible public toilets, and community infrastructure.
- Only 43% of older people report enough social contact.
- The Older People’s Housing Taskforce calls for housing to support inclusive communities

Older people need better housing advice and support.

- The Government’s Older People’s Housing Taskforce recommends information platform and local hubs to help older people understand housing options.
- The council’s Adult Social Care Strategy emphasises early intervention, financial support, and integrated neighbourhood-level help.

Many older people want support to stay in their own homes — but others want support to move to more suitable homes.

- National research shows that 47% of adults 50+ prefer to stay put, 53% would consider moving if alternatives are suitable.
- The Older People’s Housing Taskforce calls for housing to support inclusive communities and housing that supports ageing in place
- Adaptations, assistive tech, and “Home First” are priorities in the council’s Adult Social Care Strategy.
- Research shows that barriers to moving include emotional attachment, upheaval, and cost, requiring tailored support.

Many older people want to move to smaller, more manageable homes.

- 52% of over-65s would consider moving to a smaller home if suitable.
- In owner-occupier households where everyone is aged over 65, 81% have at least one spare bedroom – nearly 13,762 households, 8,773 of which have two or more spare

bedrooms. Looking at social renters aged over 65, 38% have at least one spare bedroom – nearly 3,000 households of which a third have two or more spare bedrooms

- Older people value level access, lifts, walk-in showers, and manageable layouts.

Older LGBTQ+ and minoritised communities have specific housing needs.

- There are higher risks of discrimination in home care and communal settings, elevated social isolation, and greater financial insecurity among older LGBTQ+ people
- There are significantly higher rates of poverty and disability rates in some older ethnic groups (e.g., Bangladeshi, Pakistani, Black Caribbean, Gypsy/Traveller), reinforcing the need for tailored, accessible housing and support that reflects cultural and health disparities.

There is a need for an increase in specialist supported housing for older people with complex needs

- NHS services across Haringey are treating 1,476 people aged over 55 for alcohol problems, 2,201 for drug misuse, and 1,747 for severe mental illness. Around 55% in each case are aged between 55 and 64.
- The support needs of sheltered housing tenants are increasing. There is a small but significant cohort of newer tenants with substantial needs around their alcohol or drug use or their mental health.
- Alcohol, Substance Misuse, and Serious Mental Illness are more prevalent in the younger 55–65 cohort, indicating the need for age-specific housing and support strategies.
- 12% of older ASC clients are already in supported housing or supported living.
- Rough sleepers experience accelerated ageing with early onset of geriatric conditions.

Fuel poverty is a key housing-related need

- Older people in Haringey are disproportionately likely to suffer from fuel poverty
- Health & Wellbeing Strategy commits to reducing fuel poverty by improving housing quality and energy efficiency.
- Older people in poorer quality homes face compounding risks due to disability and low income.

Proposals for a Strategy for Older People's Housing in Haringey

Our Vision

We want Haringey to be a place where we can all belong and thrive. This strategy means to achieve that by helping to make Haringey a place where people enjoy their later life in homes that support independence, dignity, and community — with housing choices that are affordable, inclusive, and ready for the future.

Principles

We propose that the following seven principles should guide and run through all commitments in the strategy:

Age Well principles. Housing is a key determinant of health and wellbeing, and we want this strategy and its choices around housing to enable older people to live fulfilling lives in safe environments that support them to:

- Stay physically active, manage chronic conditions, and access healthcare
- Sustain and develop their mental wellbeing
- Maintain and develop relationships and participate in community life
- Enjoy safe, accessible, and inclusive living spaces
- Make choices about their own life from a place of autonomy and dignity

Independence and community. Independence and community are intertwined with each other: community enables independence, and independent living enables continued participation in the wider life of the community. We know that independence and community each look and feel different for different people at different times. To create the inclusive communities that will enable older people's independence, we want to foster age-friendly, dementia-inclusive, faith and culture-sensitive neighbourhoods.

Neighbourhood focus. We want the strategy to support the NHS Neighbourhood Health partnership, with local services delivering care within communities. We also want the delivery of housing and housing-related services for older people to be focused on the importance of local amenities, services, and communities.

Partnership and Integration. We want partnership and integration to underpin our approach to housing provision and services, so we want this strategy to:

- Integrate housing with health social care, planning, and the voluntary sector.
- Help reduce hospital admissions, delay care needs, and support mental wellbeing.
- Help people plan for later life housing.
- Shared outcomes and accountability frameworks.

Affordability and choice. We want the strategy to:

- Respect older people's autonomy, dignity, and preferences.
- Ensure housing is accessible for older people without wealth or high income
- Provide a range of housing options and tenures that cater to diverse cultural, social, and financial needs

We need the knowledge, expertise, and passion of Haringey's people. We want this strategy to be underpinned by the Haringey Deal commitments:

- Knowing our communities
- Getting the basics right
- Listening and prioritising relationships
- Focusing on what's strong, not what is wrong
- Sharing power
- Learning from our mistakes
- Creating space for good things to happen
- Working harder to hear the voices that are too often overlooked

Sustainability and accessibility in design. We want the strategy to:

- Align with net zero and climate resilience goals.
- Plan for demographic change and future demand using robust data.

Strategic Objectives

To achieve our vision of a borough where we can all belong and thrive, a place where people enjoy their later life in homes that support independence, dignity, and community, we propose to work over the next fifteen years towards five objectives:

- A better choice of homes to meet the different needs and preferences of older people
- New homes designed to meet the changing needs of people as they age
- Better housing advice and support for older people – those who wish to remain in their own home and those who wish to move
- Homes in neighbourhoods that support social connection and independence for older people
- A strategy that is delivered for older people in Haringey - and accountable to them

A better choice of homes to meet the different needs and preferences of older people

Building new homes

We propose to build new homes specifically for older people to rent from the council – more homes, and more kinds of home, prioritising extra care housing but also modern sheltered housing and homes for those in later life who do not want or need to live in traditional models of sheltered housing. This will build on the innovative model of Good Neighbour housing that we already provide.

We want to deliver homes and housing services for older people right across the borough, responding to the needs of different neighbourhoods and valuing the communities to which older people belong.

Over the next five years, we want to develop and begin to deliver a programme of older people's housing delivery with support from the Mayor of London's 2027-37 Affordable Homes Grant.

We want to consider utilising the model of 'floating' units to deliver market and intermediate homes as part of our council housing delivery for older people. That model would allow us to respecify units as needs change.

When we design and deliver new council housing, we want to consider the needs and preferences of older people who may wish to downsize from social rented housing.

We want to expand, improve, and remodel the council's existing stock of sheltered housing to provide extra care and specialist options alongside new and modernised sheltered housing. Over the next three years we want to commission a detailed appraisal of our sheltered and good neighbour housing to inform that process. By 2030 we want to have a clear and well-integrated programme.

We also want to encourage and support others to deliver a wide range of homes and housing services for older people right across the borough, responding to the needs of different neighbourhoods and communities.

There is a particular need for more extra care housing in Haringey. We want to support and work with partners to increase the amount of good quality extra care housing and other forms of housing with care for older people - for affordable rent but also for market rent and sale.

We need more homes for older people of all tenures. We want to actively support and work with partners to increase the amount of good quality later living and retirement housing for market sale and shared ownership or shared equity.

We want to actively support community-led housing for older people where it prioritises collaborative or cooperative forms of living and mixed communities.

We want to encourage developers to deliver specialist housing for older people on suitable sites and in suitable locations across the borough – especially extra care housing for market sale and affordable rent and retirement living schemes for private sale, shared ownership, and affordable rent – and want to require this on our largest development sites to help achieve mixed and balanced communities in the borough.

We want to encourage, support, and look to deliver collaborative, innovative mixed-use developments that provide new extra care and sheltered housing alongside residential care and other housing types.

We want to develop the case for new older people's housing schemes that cater specifically to older LGBTQ+ residents and residents belonging to minoritised communities whose cultural needs are not currently met in the borough. We want to work with those communities and partner organisations to achieve this.

We want to review our sheltered housing allocations policy to include extra care and other forms of older people's housing. We want to seek to expand access for vulnerable private renters; work on lettings chains for older people; make assessment process clearer and more comprehensible; and support choice and housing pathways for older people.

We want to bring forward and support others to bring forward more specialist supported housing and Supported Living schemes for specific cohorts of older people including those with experience of sleeping rough and those with needs around their mental health, substance use and learning disabilities – both by delivering directly and by supporting partners to develop new opportunities.

Over the next five years, we want to analyse the potential for helping to create intergenerational and shared housing options for older people including shared co-living flats

Improving existing homes

We aim to continue to work through Warmer Homes London to develop energy-saving home improvements making Haringey's homes greener, healthier, and more affordable to heat. Over the next five years we want to focus on social housing, low-income homeowners and private renters who are those most vulnerable to fuel poverty.

We want to support proposals to modernise and redevelop outdated sheltered housing to meet current accessibility and care standards.

We aim to exceed government targets for bringing rented homes up to Energy Performance Certificate (EPC) standards. We want to work towards retrofitting Council homes to an average Energy Performance Certificate (EPC) rating of B by 2035.

Over the next five years we want to:

- Continue to refurbish the council's sheltered and good neighbour homes so that they all meet Decent Homes Standards.
- Continue to refurbish and retrofit our existing council stock of general needs, sheltered and good neighbour council homes, prioritising the worst-performing homes and providing enhanced insulation and heating systems wherever required so that all homes achieve at least a 'C' rating in their Energy Performance Certificate.

Housing pathways and support

Older people's health and related housing needs can fluctuate - like everyone else, older people's health often improves. We want to enable housing pathways that respond to changing levels of support and provide opportunities to step up and down the level and kind of support provided. This would include:

- Our "Home First" model set out below, which is flexible enough to adapt our responses to changing needs by supporting people to live independently in their own homes

through integrated health and social care services, innovative technologies, and person-centred support.

- The provision as set out below of better housing advice and support for older people
- Working with partners to expand and improve the flexible provision of short-term respite housing alongside new step-down housing with 24-hour care available for periods of three to six months to support the move of individuals from inpatient services back to the community, facilitate early discharge from hospital, reduce the length of stay on acute mental health wards and enable people to reintegrate back into the community in a safe and supported way.
- Making better use of our existing sheltered and 'good neighbour' stock within a pathways approach – and integrating this pathways approach with the new extra care, specialist, and non-sheltered housing we build for older people

We want to reduce the need for Residential and Nursing Care by improving the options for older people to receive support and care at home – including 24-hour care.

We want to work across Adult Social Care and Housing on options to bring forward affordable rented housing that enables support through the Key Ring approach, providing on-site office, community and living space for support and care – including 24-hour care.

Though it is outside the scope of this strategy, we acknowledge that there is a pressing need for more Residential and Nursing Care.

New homes designed to meet the changing needs of people as they age

All new homes built in Haringey

We want all new homes in Haringey to be designed to enable ageing in place. To support ageing in place, we want to embed adaptability and futureproofing into the design of all new homes — not just in specialist schemes, but across all kinds of housing. We encourage developers to take an innovative and holistic approach to this.

We want to require all new housing built in the borough to meet Haringey's new Inclusive Design policy. This means that all new homes, whether designed specifically for older people or not, would need to be designed to be:

- inclusive and accessible to people of all ages and abilities, with step-free access to buildings and internal circulation, adequate space standards to accommodate mobility aids, accessible bathrooms and kitchens, and provision for future adaptability such as structural support for grab rails and stairlifts.
- accessible to older residents and those with mobility impairments, to allow residents to age in place, and to support independent living for older people and those with disabilities. As a minimum, new housing would need to meet Building Regulations Part M4(2) so that they are usable by most people without needing major adaptations.

We want to work to ensure that all new homes built in Haringey have:

- **Accessible Entrances and Circulation:** All homes should have level access and wide doorways/hallways.
- **Natural Light and Ventilation:** Homes should be designed to maximise daylight and airflow, supporting physical and mental wellbeing.
- **Thermal Comfort and Energy Efficiency:** Homes should be well-insulated and ventilated to reduce fuel poverty and overheating risks, which disproportionately affect older people.
- **Safety and Security:** Design should minimise trip hazards, include secure entry systems, and support passive surveillance.
- **Private Outdoor Space:** Balconies, gardens, or terraces should be provided where possible, with safe and accessible design.
- **Proximity to Amenities:** Housing should be located near shops, health services, and public transport to support independence.

New homes built specifically for older people

We want to require designs for any new housing for older people to explicitly consider and support social connection and community.

We want to want new homes built for older people to take innovative approaches to design in order to support integrated care – including by combining adaptability, assistive technology, care access, and wellbeing into holistic, community-centred environments.

We want to make Haringey a place where people with dementia are understood, respected and supported. It is important that housing design compensates for impairments, maximises independence, enhances self-esteem and confidence, demonstrates care for staff, is orientating and understandable, reinforces personal identity, welcomes relatives and the local community, and allows for control of stimuli. We want to ask developers to show how they have considered dementia-friendly, culturally sensitive, and inclusive design.

We want to require all new developments targeting older people or those with disabilities to include homes that are accessible to or easily adaptable or wheelchair users.

We want to ensure that new developments targeting older people are easily adaptable to support choices at the end of life – not only internally, for example in terms of allowing for the installation of hospital beds, but in larger schemes through the provision of space for carers to stay on-site overnight.

We want to encourage developments that seek to create intergenerational communities-including by focusing on mixed age developments that include separate self-contained blocks for older people and include spaces for people to meet and interact.

When new sheltered or extra care housing is proposed in Haringey, we want to require it to meet HAPPI principles and standards. We want to require developers to demonstrate how the homes they propose support accessibility, safety, and social connection.

New council homes for older people

When the council builds new sheltered or extra care housing, we want to actively seek out and learn from best practice models. At the time of writing, such models include Appleby Blue in Southwark, Grace House and Carlton Dene in Westminster, New Ground Older Women's Cohousing in Barnet, and Protheroe House in Haringey.

We want to incorporate this learning into a design guide and Employers Requirements developed to specify the delivery of new forms of council housing for older people.

When the council build new housing specifically for older people, we want to always look to include:

- **HAPPI-inspired layouts:** Dual-aspect homes, generous space standards, open-plan living, and adaptable second rooms for carers, guests, or hobbies.
- **Natural light and ventilation:** Optimised orientation and large windows for wellbeing and energy efficiency.
- **Semi-private outdoor spaces:** Terraces, balconies, and gardens that offer privacy while encouraging interaction.
- **Central communal spaces:** Courtyards, garden rooms, and shared kitchens that foster interaction.
- **Schemes embedded in local communities:** Avoid isolating older people—place schemes near shops, parks, schools, and transport links.
- **Open design:** Avoid gated developments; instead, create porous boundaries that invite community engagement.
- **Sustainability & Energy Efficiency** supported by resident education in understanding how to manage their homes for comfort and efficiency.

- **Integrated support models:** Staff work with residents to co-develop wellbeing plans and liaise with health services.
- **Preventative care:** Housing that reduces hospital admissions and supports ageing in place.
- **Food as a connector:** Shared meals, rooftop gardens, and cooking programmes build trust and reduce isolation.
- **Resident involvement:** Co-design with future residents ensures homes meet real needs and preferences.

Better housing advice and support for older people – those who wish to remain in their own home and those who wish to move

We want older people in Haringey to have choice about how they live well and achieve the kind of independence they want. We want to offer and support access to housing pathways in which forms of housing are available for different life stages. At the same time, our aim is that older people's homes and the services they receive there can change alongside their own changing needs so that people can remain safe and independent in their own homes for as long as they want to remain there.

Housing-related support

We want to take a strengths-based approach to the housing-related support we offer and commission for older people, focusing on each person's skills, resources, and community connections to empower them to maintain independence and achieve their housing goals.

We want to move towards a community-based and outreach model for the housing-related services we provide to and commission for older people. We recognise that, even as their needs change, many older people would prefer to stay settled in their own home: we want to support them to do that, not only by improving our provision of aids and adaptations but also by bringing support and advice to them at home rather than requiring them to move to supported or sheltered housing.

We want to ensure all older residents with assessed cognitive and physical needs receive timely access to life-changing aids and adaptations that help them age well at home – whether they are council tenants, housing association tenants, private tenants, or homeowners. Over the next five years we want to:

- Drive year-on-year reductions in the waiting times for aids and adaptations
- Ensure continuity in the supply of community equipment for adaptations and aids through our new North London Equipment Partnership (NLEP), a consortium of seven other London boroughs, to manage the Integrated Community Equipment Service. Review the performance of the partnership in 2027.
- Embed co-production and transparent communication throughout the adaptations process.
- Improve continuity and support for residents navigating the adaptations process.
- Align housing adaptations with broader health and social care strategies.
- Expand the use of assistive technology to support independence, including for those with dementia.
- Use data and resident feedback to drive service improvements.

We want to reduce the need for Residential and Nursing Care by improving the options for older people to receive support and care at home – including 24-hour care.

We want to focus on the "Home First" model which prioritizes supporting people to live independently in their own homes through integrated health and social care services, innovative technologies, and person-centred support.

Our Carers Strategy 2025 - 2028 focuses on timely access to support and respite, simplified financial aid, and amplifying carers' voices in decision-making.

Over the next five years we want to respecify the housing-related support services we provide and commission for older people.

We want older people to have access to visiting support that through short-term interventions help to create the conditions and networks for older people to remain at home for as long as they want to.

As set out above, we want to retrofit existing council owned homes to achieve a good level of energy and thermal efficiency. Over the next five years, we want to work towards a more sensitive and supportive approach to older people when we are delivering that work, both from contractors working on our behalf and by providing support alongside that work.

As their needs change, many other older people want to prefer to move to homes that better suit them. As set out elsewhere, we want to bring forward a better choice of homes to meet the different needs and preferences of older people. Crucially, we want to also provide advice, support and services to help older people make informed housing choices of their own.

Those with experience of sleeping rough can experience “accelerated ageing,” with early onset of conditions such as falls and cognitive and functional impairment, as well as increased needs around mental health and substance use. Early intervention to prevent or delay these conditions is critical. We want to strengthen partnerships with health services and other partners to improve that early identification and effective intervention in older people with experience of sleeping rough. We want to create supportive housing options for that cohort.

Housing-related advice

We want to make sure that there continues to be good availability through a diversity of sources of high-quality and culturally appropriate housing-related advice for older people so that people can remain safe and independent in their own homes for as long as possible. Wherever possible, we want to enhance that availability.

Often specialist advice will not be provided directly by the council – we know that in many cases the best way the council can ensure older people get the advice they need is to support other organisations and signpost older people to services best-placed to meet their needs.

We want to build on the wider Neighbourhood Health approach to provide better and more accessible advice for older people.

Partnership is central to the Neighbourhood Health approach – partnership with the NHS, of course, but also with the third sector, and with housing associations. We want to ensure that advice and support services are coordinated and that new services are designed in partnership with others so that we understand the complex network of advice and support

Coordination across the council is also a crucial part of providing better advice. We want to ensure that advice services are coordinated and designed in partnership across the council.

We want coproduction to be central to the design and delivery of advice for older people: only by engaging sincerely with a diverse range of older people want to we be able to ensure that services are designed and delivered in a way that makes them useful, accessible, and well-used.

We recognise that a single model cannot work for all older people, so we want to ensure a plurality of delivery so that high-quality and timely advice is available to people with a wide range of needs and preferences. We want to ensure that face-to-face advice is available, but also advice online, on the phone, through outreach, and through handbooks. We want to

leverage the council's day-to-day communications to provide key advice to older people alongside council tax and other mailings.

We want to ensure older people can access supportive advice services that enable them to plan for later living and make their own well-informed positive housing choices.

We want to work towards a greater availability in the borough of expert housing-related advice for older people of all tenures - including private renters and homeowners - including on options both for getting services for remaining at home and also for moving to more appropriate housing. We think this would often be best-provided by other specialist organisations. We want to ensure advice is available for older people on rightsizing, housing rights, housing finances, trusted contractors and handyman and repairs services, energy and thermal efficiency, occupational therapy assessments, assistive technology, aids and adaptations, and carers support.

We want to continue to provide local fuel poverty advice over the next five years that includes support around local warm homes grant to improve the energy efficiency of Haringey's homes, making them greener, warmer, and cheaper to run. The service is already accessed proportionally more by older residents, but over the next five years we want to improve engagement and accessibility so that we can reach those older people who may be unaware of the support available or who are harder to reach.

Using the Haynes Dementia Hub as a model, we want to integrate dementia support into that provision across the borough. We want to work with partners across the community to provide these services.

We want to ensure that dementia service users and carers have a single point of contact for housing-related issues.

We know from reviewing commissioned advice services that there are strong needs for:

- Support with income maximisation, particularly PIP applications
- Assistance with council tax and benefits
- Help addressing isolation and promoting community engagement
- Support with health and frailty needs

Improving internal communication and clarifying pathways want to be central to the council's capacity to provide high-quality advice to older people.

Over the next five years, we want to:

- Recommission Information, Advice, and Guidance services, including for older people.
- Work through our digital transformation roadmap to provide much better availability of high-quality and accessible online advice for older people.
- Comprehensively map advice services for older people across the borough, working with voluntary and community partners to understand the complex network of advice and support for older people, formal and informal, and to understand the gaps
- Work with partners and older people to design advice services and resources for older people that build on our Neighbourhood Health approach to provide high-quality and timely advice for older people through a plurality of delivery models so that so that people can remain safe and independent in their own homes for as long as possible.
- Develop handbooks for older people around key housing choices and issues – including tenancy succession

- Equip frontline council officers – and especially customer service officers – with the skills and knowledge to signpost older people to appropriate advice and support services
- Support culture change across the council so that there is ‘no wrong door’: when older people approach the council for advice, whichever service it is that they approach want to take responsibility for ensuring that they receive the advice and support they need
- Explore whether the council can support or provide online and other forums that provide peer-to-peer advice and recommendations for older people to access trusted trades and handyman services

Supporting housing pathways for older people

We want to ensure that tenants and homeowners in Haringey who wish to move from homes with spare bedrooms to homes more appropriate to their changing needs have priority in the allocation through our housing register of older people’s rented housing.

We want to develop and put in place options for the council to lease or acquire homes from older people looking to move to more suitable social rented accommodation or into residential care

We want to work with our partners in the NHS and use aids and adaptations, housing-related support and the "Home First" model to tackle delayed transfers of care and ‘bed blocking.’

Older people’s health and related housing needs often fluctuate. Like everyone else, older people’s health will often get better. Our "Home First" model will be flexible enough to adapt our responses to changing needs.

We want to improve the support and housing options for older people living in Temporary Accommodation

We want to improve the support provided to older tenants of sheltered and social housing.

Over the next five years we want to:

- Increase the visibility and availability of general needs housing officers for council tenants
- Increase the availability of support and wellbeing workers to residents in the council’s sheltered housing schemes
- Continue to strengthen the implementation of our Vulnerable Tenants and Leaseholders Policy which sets out our new approach to assisting vulnerable people living in council homes to access our housing management services – including repairs - and to sustain their tenancy. We take a resident-first approach, putting residents at the heart of decision-making so that they can tell us how they want to access services and receive support. We work in partnership across the Council and with other organisations to provide wide ranging support to vulnerable residents at a local level that focuses on early intervention.
- Implement our new approach to anti-social behaviour as adopted in December 2025, aiming to ensure a more robust response, strengthen enforcement against anti-social behaviour and improve safeguarding protocols.
- Ensure that carers’ organisations are well-informed about the right to tenancy succession, and that queries about and applications for tenancy succession are dealt with efficiently, consistently, and as quickly as possible.

- Ensure all housing staff – our own and partners’ across Haringey - are trained on inclusive and culturally-informed practice, respectful communication, and disability awareness, and promote safe, welcoming housing environments. As part of that commitment, we will sign up to the LGBTQ+ housing pledge and, starting in sheltered and supported housing schemes, work towards achieving pledge pioneer status. And we will build on the dementia-inclusion work that we are already doing in our sheltered housing.
- Improve our repairs and maintenance services, including regular estate inspections and faster response times, working with partner Registered Providers to build shared good practice and standards.
- Ensure through equipment such as video intercom systems accessible to d/deaf and hard-of-hearing tenants that older people are safe and secure in their homes.
- Collaborate with housing associations to adopt consistent accessibility and design standards.
- Encourage adaptations in existing stock – particularly our own housing association stock, but also across the privately rented and owner-occupied housing in the borough.
- Promote shared approaches to safety, security, and tenant engagement.

Homes in neighbourhoods that support social connection and independence for older people

We support the use of mixed-use development schemes to support housing pathways for older people — particularly those that combine older people's housing with community, health, and retail uses. These kinds of developments can foster intergenerational connection and reduce isolation, while also unlocking underused sites in a way that is financially and socially sustainable.

We want all housing developers to co-design public spaces with older residents and community stakeholders.

Whether designed specifically for older people or not, we want to use our new Local Plan to ensure that public space associated with new developments provide:

- Step-free access, clear signage, and seating areas.
- Support for independent living and social inclusion for older residents.
- Access to nature, quiet spaces, and opportunities for social interaction.
- Lighting, visibility, and passive surveillance to make spaces feel safe for older people, especially during evenings and winter months.

When developers provide new public realm or communal space in Haringey, or where they extend or improve existing public realm, we want to seek to ensure:

- Comfortable and safe walking environments with wide, level pavements with non-slip surfaces; frequent seating and rest points; and shade and shelter.
- Legible and navigable spaces with clear wayfinding and signage and avoidance of clutter and trip hazards.
- Green infrastructure and sensory environments, with planting and landscaping that supports wellbeing and biodiversity and spaces that stimulate the senses and offer therapeutic benefits.
- Social and intergenerational spaces so that public realm encourages interaction across age groups.
- Healthy environments that promote air quality improvements, noise reduction, access to cooling spaces during heatwaves, and integration with walking and cycling routes to promote active ageing.

We want new public realm to incorporate drop curbs at pedestrian crossings and entrances, aligned with tactile paving where appropriate to assist visually impaired users.

Proposals for new housing should demonstrate connectivity to accessible public transport, including step-free access to nearby stations and bus stops.

We would require new housing developments to consider inclusive travel routes, ensuring that paths to and from transport hubs are safe, well-lit, and unobstructed.

Public-facing developments like retail, leisure, and community facilities should include accessible toilet facilities, with larger developments providing Changing Places toilets which offer enhanced accessibility features for people with complex needs.

Where parking is provided at new housing developments, we want to ensure Blue Badge bays are included and located close to building entrances.

We want all new public and communal space in Haringey to reflect HAPPI Principles for Healthy Places for Older People. These principles aim to create environments that are inclusive, safe, and supportive of ageing in place, while also fostering intergenerational connections and community engagement. We want to ensure that all planning applications address these principles.

We want to ensure that we build on the Neighbourhood Health approach by making sure that new developments in the borough provide facilities that would encourage exercise classes, arts, health clinics, and social events to be available at localities level and open to both residents and the wider community. We want developers and providers to ensure those opportunities integrate with local services, and that they are accessible, dementia-friendly, and culturally sensitive; and we want to prioritise opportunities for co-location of services. We want to see resident-led programming promoted, encouraging older people to co-design and co-manage activities, fostering ownership and empowerment.

A strategy that is delivered for older people in Haringey - and in partnership with them

To drive this strategy forward, we need the knowledge, expertise, and passion of Haringey's people. We want to work with older people and community partners to produce and publish an action plan to drive the first five-year period of the strategy with clear performance indicators, targets, and monitoring frameworks supported by data.

To monitor and drive progress in the strategy against that action plan, we want to establish and support a review panel of older people to meet at least twice a year.

We want that review panel to work alongside the council's existing forums for tenants' and leaseholders' scrutiny the Resident Voice Board and the Supported Housing Continuous Improvement Group, established community forums for older people, and a steering group of officers from across the council and partner agencies.

We want the review panel and steering group to hold annual project planning reviews and adjust the strategy's action plan accordingly.

We want the review panel and steering group to formally evaluate and review the strategy at least every five years, and with reference to the electoral cycle, making proposals for amendments to Cabinet.

In order to provide transparent and democratic scrutiny, we want to invite the council's Housing, Planning and Development Scrutiny Panel and its Adults & Health Scrutiny Panel to scrutinise performance regularly against the strategy's and action plan's objectives and performance targets.

Glossary

Affordable Housing	Affordable housing is a broad term covering a range of different tenure and housing types provided outside the open market to people whose needs are not met by that market. It includes homes for social rent, intermediate rent, and other kinds of affordable rent as well as homes for shared ownership and other forms of discounted home ownership
Energy Performance Certificate	Energy performance certificates (EPCs) tell you how energy efficient a building is. EPCs rate a home from A (very efficient) to G (inefficient). They'll tell you how costly it will be to heat and light your home, and what its CO ₂ emissions are likely to be.
Extra care housing	Extra care housing provides self-contained homes for older people within developments with support services and care services available on site. Occupants may be owners, part owners or tenants and all have legal rights to occupy underpinned by housing law (in contrast to residents in care homes). Separately, occupants have agreements that cover the provision of care, support, domestic, social, community or other services. In some cases, services or in some cases some meals might be built into the charges residents pay.
HAPPI principles	HAPPI principles are based on 10 key design criteria. With particular relevance to the spectrum of older persons' housing which needs to both offer an attractive alternative to the family home and be able to adapt over time to meet changing needs. They derive from the 2009 report by the Housing our Ageing Population Panel for Innovation (HAPPI) and have been updated through a series of reports and panels up to 2024.
Independent Living scheme	A housing option offering self-contained accommodation for older or disabled people who can live largely independently, with access to communal facilities and low-level support if needed (e.g. on-site staff for emergencies, shared lounges)
Key Ring housing	A supported living model where people live in their own homes but are part of a local support network of around 10 households, including a Community Living Volunteer who provides help and encourages mutual support, community connection, and independent living skills.
LGBTQ+	An umbrella term referring to Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, and other sexual or gender identities.
M4(3)	A planning policy definition designating homes that are either Wheelchair Accessible (ready for a wheelchair user on day one), or Wheelchair Adaptable (can be easily adapted later to full wheelchair accessibility). They must provide sufficient space, layout and features for a household member using a wheelchair.
M4(2)	A planning category designating homes designed with features to allow most people to easily access, use, and adapt the dwelling as their needs change, benefiting older people, those with disabilities, or families with buggies. Key Features include step-free access to entrance, wider doorways, reinforced bathroom walls (for grab rails), accessible switches/sockets, space for future

	through-floor lifts. Sometimes described as “Lifetime Homes-equivalent.”
Residential Care	A type of accommodation where people receive 24-hour personal care and support (e.g. help with washing, dressing, medication). Residents typically have private rooms but do not live independently.
Shared equity	A home-ownership model where the buyer purchases a proportion of a home and the remaining share is funded often through a government or developer loan. The buyer owns part of the equity and repays the loan when selling or over time.
Shared ownership	A part-buy, part-rent scheme where individuals purchase a share of a property (typically 25–75%) from a housing association and pay rent on the remainder, with the ability to “staircase” (buy more shares) over time.
Sheltered housing	Sheltered housing is a term used to describe self-contained and independent accommodation provided specifically for older people. Such schemes usually have a warden or scheme manager either on site or provided on a visiting basis. Each property will have an alarm system so the resident can summon help in an emergency. Most schemes also have a common room for social activities, and many have additional facilities such as a communal laundry and a guest suite, and often a shared garden. Sheltered housing provides privacy and independence, but with the reassurance of knowing help can be summoned if necessary, and the possibility of socialising with other people who are retired.
Social housing	Housing that is let at below-market rents to people in housing need, provided by local authorities, housing associations or other registered providers with assured or secure tenancies and regulated rent levels.
Step down housing	Short-term supported accommodation for people who are clinically ready to leave hospital but cannot yet return home. Provides a safe, temporary environment with on-site or floating support while recovery continues and long-term housing options are arranged
Supported housing	Broad term covering accommodation provided alongside support to help people live as independently as possible. It includes sheltered housing, extra care, supported living, hostels, refuges and crisis accommodation.
Wheelchair accessible	Homes that are fully fitted and ready for wheelchair users from the outset, including accessible bathrooms/kitchens, circulation space, level access, and compliant door widths
Wheelchair adaptable	Homes designed with the space and structural features to be converted easily into wheelchair-accessible dwellings later (e.g. reinforced bathroom walls for future hoists, enough circulation space, potential lift locations). Not fully fitted initially