

Let's Tackle Poverty & HSF update Health and Wellbeing Board

4th Sept 2025

Background

- A lot of good work being undertaken
- Hard working and committed officers trying to make a difference
- Solid foundations within our community and voluntary links

- Are we sufficiently outcome driven
- Are we connecting our services?
- Are we drawing on the lived experience of residents / partners?
- Are we too passive and Bury-centric in our approach to direct support?

How are we changing this?

- Full-service redesign of Revenues and Benefits
- Creation of the Supportive Collection Team:
 - Welfare Support team embedded within existing Collection teams
 - Change in ethos....LET's Engage – LET's Enable – LET's Support
 - Improved engagement and performance
- Implementation of Resident Access Plan
 - Transform our service delivery model from a primarily back-office approach through creation of a meaningful and proactive wrap around advice and support offer *'in the place'*
 - Achieved through the establishment of permanent service presence in locations across the borough.
 - In a face-to-face environment, ensure any and all available, relevant support measures are explored and provided regardless of any singular reason for service access.
 - Allied with development in our telephony and digital offers this will maximise welfare, support and collection opportunities and resolution at the first point of contact for residents.

Resident Access Pilots

Current Drop-Ins

Prestwich Library

- **Start Date:** Thursday, 15th May
- **Time:** Every Thursday, 12:30 PM – 4:30 PM

- **Bury Library**

- **Start Date:** Friday, 6th June
- **Time:** Every Friday, 10:30 AM – 1:30 PM

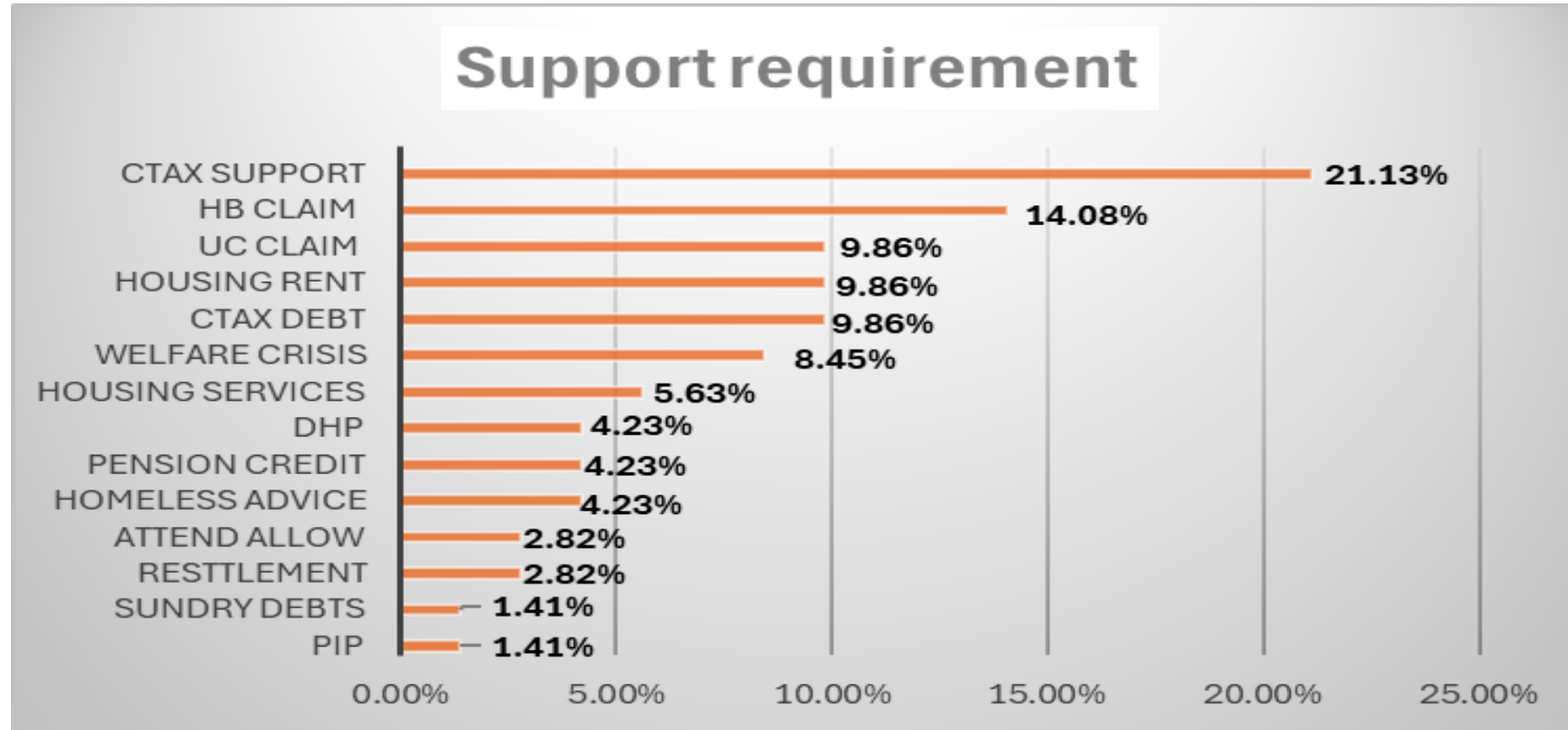
Future Drop-Ins

- **Bury Town Hall, Ramsbottom and Radcliffe**

Providing support with...

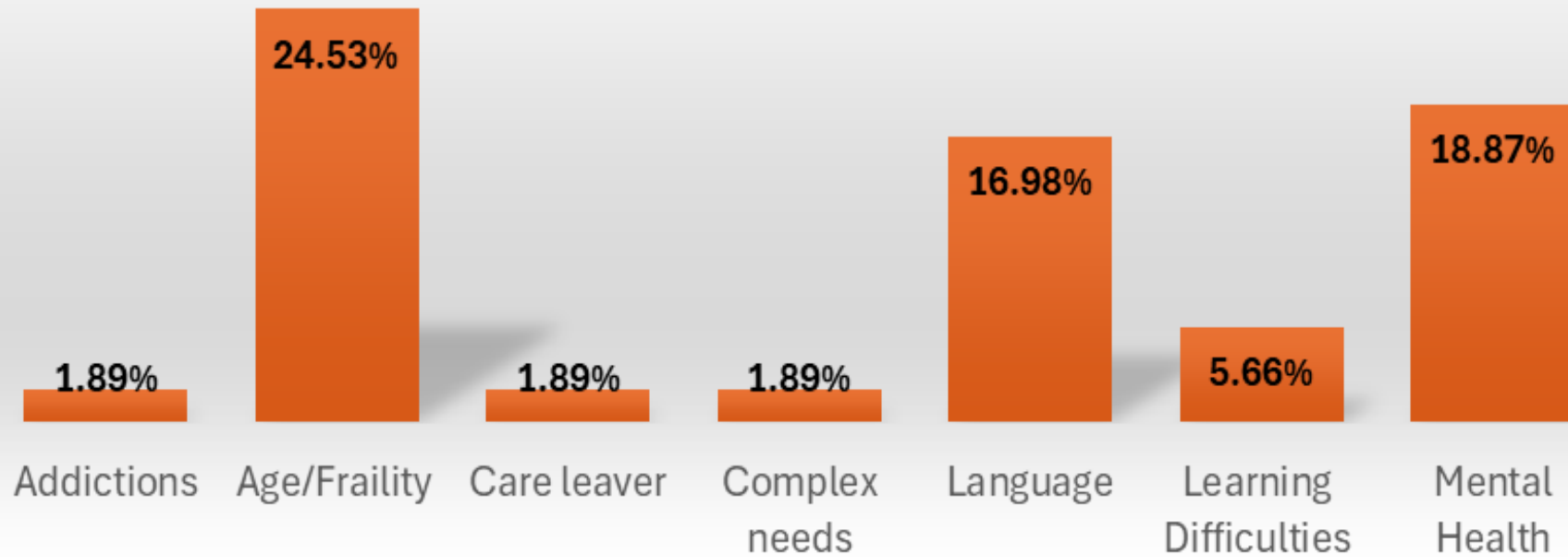
- Crisis support
- Council Tax
- Housing Benefits & Council Tax Support
- Housing Rents
- Income maximisation & help to claim benefits including PIP
- Adult Social Care bills

Early results



Early results

Vulnerable demographics



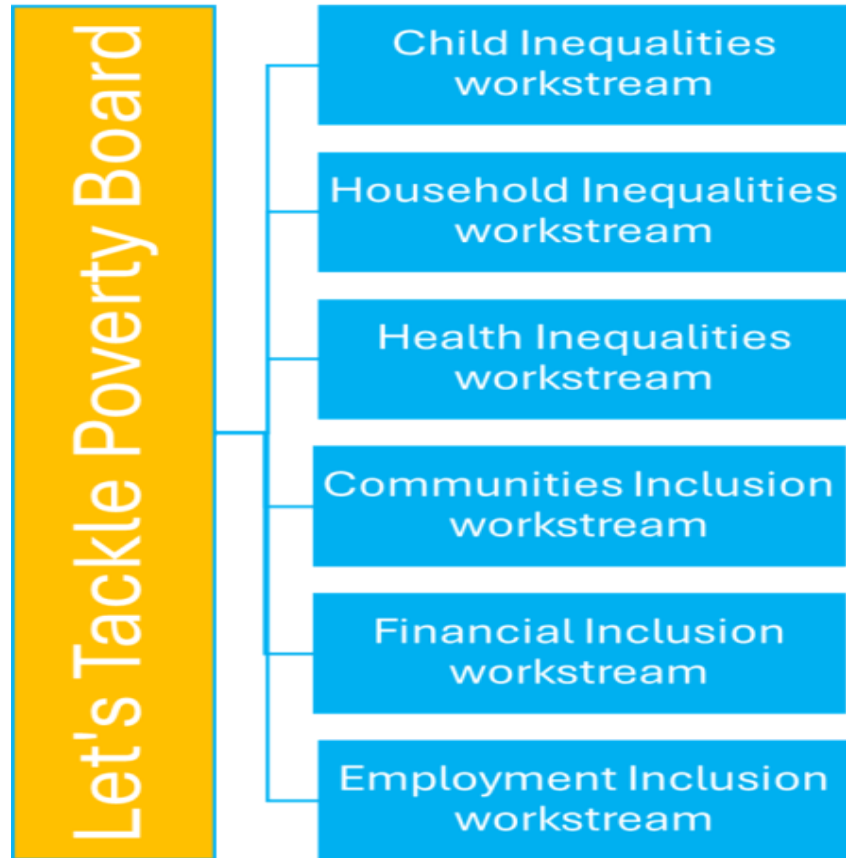
Bigger opportunities - proposal

An overarching 4 year Let's Tackle Poverty Strategy from April '26:

- Relevant strategies act as outcome drivers
- Key initiatives become pivotal enablers
- Outcome driven
- Inclusive
- Collaborative
- Consultative
- Commission Resolve Poverty to collaborate on design and implementation



Improved structure and governance



- New set of focused workstreams
 - Outcome driven
 - Workstream leads
 - Team Bury representation
- Governance through new Let's Tackle Poverty Board
 - Member chair
 - Supported by relevant leads
 - Team Bury representation

Resolve Poverty offer

Strategy development

- Phase 1: Scoping
- Phase 2: Lived experience engagement
- Phase 3: Anti-poverty strategy development including robust governance and accountability for partnership working

Strategy implementation and strategic partnership

- Phase 4: Strategy implementation and strategic partnership working

Total cost £29,532 – Fully funded through HSF 2025/26.

Household Support Fund 2025/26

- Last round of HSF before replacement by CRF
- 18% decrease in funding
 - Holiday Free School Meals
 - Summer and Winter Crisis Funds
 - Targeted support to key vulnerable groups
- However, more emphasis on prevention & change in approach required

Preventative Pilot Schemes

- Growing Together Radcliffe - Incentivised cooking on a budget courses
- Bury Council Private Sector Housing - Improving energy affordability for vulnerable residents
- Bury Adult Learning – Incentivised budgeting and cookery courses
- Citizens Advice - Provision of debt and welfare rights advice and support and community outreach work.
- Bury VCFA - Support for warm spaces and building preventative provision within the sector
- Bury Council Homeless Prevention – Capacity building for early intervention and preventative support work
- Trust House Bury - Capacity building and provision of budgeting courses
- Jewel - Incentivised employment and skills training
- Age UK Bury - Capacity building to allow expansion of service and support to our older residents