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| Report to | Housing Advisory Board |
| Date | 05/03/2026 |
| Agenda No. & Title | No. 6 Housing Service Plans 2026 – 2027 |
| Purpose of the Report | To update the Housing Advisory Board on the Service Plans for 2026/2027 |
| Status | For Assurance |
| Author | Sian Grant, Director of Housing |
| Report Contract | Name: Sian Grant Email: sian.grant@bury.gov.uk Tel: |
| Appendices | Appendix one – Housing Services Service Plan 2026/2027 Appendix two – Homelessness Service Plan 2026/2027 |
| Background Documents | None |
| Recommendation/s | It is recommended that the HAB discuss and note the service plans for 2026/2027 |
| Strategic Objectives | <input checked="" type="checkbox"/> Satisfied Tenants <input checked="" type="checkbox"/> Quality Homes <input checked="" type="checkbox"/> United Communities |
| Risk Implications | Poor tenant satisfaction Unsafe, insecure and non compliant Homes Failure to meet governance requirements for STH and BC stock Increased homelessness Increased use of B&B accommodation |
| Mitigations/ controls | A number of controls are in place to manage these risks including; <ul style="list-style-type: none"> • Tenant satisfaction surveys • Performance management • Stock condition surveys and an ongoing capital programme • Internal and external audit programmes • B&B elimination plan A key mitigation is our service plan which includes actions to improve key areas of the service to meet tenant expectations and increase tenant satisfaction and to ensure compliance with the regulatory standards. |

Financial / VFM Implications

All costs associated with actions are included in the approved budget for 2026/27. Where reviews identify additional cost implications these will be subject to a business case to ensure value for money of any proposals.

A service plan action has been included to ensure that we have a sustainable 30 year business plan including identifying and delivering a programme of efficiencies. The areas identified include;

- Improving the collection of rent and service charges. Rent arrears are currently very high and improved rent collection would increase the income available to the HRA. Reviewing service charges to ensure they are fair and the tenants and leaseholders pay for the service chargeable services they receive will also increase income into the HRA
- Reviewing all services to ensure they are as efficient and effective as possible to deliver increased efficiency savings and reduce management costs.
- Improving procurement practice and contract management within the service will lead to savings and reduce management costs in the repairs service.
- A full review of the 30 year capital programme to remove any unnecessary expenditure and duplication.
- More strategic procurement of the capital programme to reduce costs and increase efficiencies.
- Carry out an assessment of all housing assets to ensure they remain viable and dispose of those where the costs outweigh the benefits or that cannot be improved to decent homes or EPCC standards.

Regulatory/ Governance/ Legal Implications

The housing service plan will ensure we are compliant with the RSH regulatory standards, specifically the consumer standards including;

- The neighbourhood and community standard
- The safety and quality standard
- Tenancy standard
- Transparency, Influence and Accountability standard

The Homelessness Service Plan will ensure we meet our statutory obligations under the Homelessness Reduction Act 2017 and continue to work to prevent homelessness in Bury.

Assets and Liabilities

No direct impacts as a result of this report

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| Resource Implications | The 2026/2027 service plan is fully resourced. Where reviews identify additional capacity is required to deliver any improvements these will be subject to a business case. |
| Customer Impact | <p>Actions within the service plan have been influenced by tenant feedback through the tenant satisfaction measures, complaints and transactional surveys. They have also been informed by tenant involvement in specific areas of the service such as anti-social behaviour and repairs.</p> <p>The service plan and the actions contained within it aim to improve the quality of the housing services provided to tenants and to increase satisfaction with our services.</p> |
| EDI Implications | An equality impact assessment has not been carried out for the service plan. Where individual actions within the plan require an equality impact assessment such as policy changes and service reviews these will be brought to HAB at the appropriate time. |
| Sustainability and Environmental Implications | <p>The service plan includes actions that will improve both the energy efficiency of our properties and improve the local environment and neighbourhood.</p> <p>Performance against these actions will be reported to HAB as part of the half year service plan updates.</p> |
| Privacy/Data Protection | Not applicable to this report. |
| Colleague Impact | The service plan provides clarity to colleagues both in housing services and the wider council about the priorities for the service during 2025/26. The service plan forms the basis for individual employee reviews and objective setting. The high level objectives have been shared with staff at an all staff away day on 11 th February 2026. More detailed information for each service will be shared with teams at their team meetings and during employee reviews. |
| Stakeholder Communications and Reputational Impact | The service plan has been shared with corporate colleagues as part of the annual service planning process. The service plan will help inform our communications strategy and plan over the next 12 months. We are currently working with communication colleagues on developing this strategy. |
| Next Steps | <p>The next steps;</p> <ul style="list-style-type: none"> • Half year reporting on progress to HAB |

1. Introduction

- 1.1 Last year we worked with tenants and colleagues to develop our vision for Bury Housing Services linked to the wider Corporate Let's Strategy. This is set out in the table below.

| Let's do housing! | | |
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| Satisfied tenants | Quality homes | United communities |
| <ul style="list-style-type: none"> ▪ Bury Housing Services puts people and their wellbeing first. How people feel about the homes we provide for them matters to us. ▪ We want our tenants to feel safe and secure, warm and welcome, healthy and happy in their homes and a valued part of their local community. ▪ We go above and beyond as a landlord, creating homes that people love. ▪ We work hard to offer the right advice at the right time, to help people get housing that suits their needs and to prevent people becoming homeless. ▪ We couldn't do this without our passionate, trained and committed teams, who embrace our people-first focus through the work they do every single day. | | |

- 1.2 Since then we have had feedback that staff don't feel fully connected to the vision or understand how it relates to the Let's Strategy and principles so we have undertaken further work to make this clearer. This is set out in the diagram below;

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| <p>Let's Strategy</p> <p>10 Year Plan</p> <p>Achieving faster economic growth than the national average, with lower than national average levels of deprivation.</p> | <p>Our Housing Vision</p> <p>Satisfied Tenants, United Communities, Quality Homes</p> |
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- Improved quality of life
- Improved early years development
- Improved educational attainment
- Increased adult skill levels and employability
- Inclusive economic growth
- Carbon neutrality by 2038
- Improved digital connectivity

- Improved Customer Service
- Improved Data Governance
- Sustainable Business Plan
- Increase meaningful customer engagement
- Improved Staff Satisfaction
- Improved Quality Homes
- Prevent and Reduce Homelessness (shift towards pre-prevention)
- Provide adequate and safe accommodation
- Reduce rough sleeping and target priority group

Delivery Principles
Local Neighbourhoods –Enterprising- Delivering together- Strength based Approach

1.2.1 We have shared this with staff at our all staff away day in February and this is being further rolled out with teams by Heads of Service and as part of the employee review process to ensure all staff understand how they contribute to the vision for Housing Services, how this contributes to the wider corporate strategy and what their individual contribution to this is.

2 2026- 2027 Service Plan

2.1 Our 2026-2027 Bury Housing Services plan and the Homelessness Service Plan build on our vision, enhancing the delivery of high-quality housing services while overseeing compliance with the latest consumer regulations, ensuring that all aspects of tenancy management, building safety, and asset management meet the highest standards. The homelessness service plan also ensures we effectively deliver our statutory homelessness duties.

2.2 Both service plans are attached as appendices to this report.

- Appendix one – Housing Services
- Appendix two – Homelessness and Housing Options

2.3 Progress against the service plans will be reported to HAB twice a year.