

INTRODUCTION

Provide an overview of your service including the main functions, primary aim and objectives

Main Functions of the Service

- To deliver the Bury Homelessness Strategy
- To manage the Local Authorities Housing register and Allocations Policy
- To deliver Statutory Interim/Temporary accommodation for homeless people
- To provide prevention to people are at risk of becoming homeless or Rough Sleeping
- To deliver a Statutory Homelessness advice and support service for anyone faced with homelessness
- To Lead on the Asylum and Immigration Policies and programmes.
- To implement and deliver Local and National Homelessness Programmes/Initiatives and Policies

Aims and Objectives of the Service

- To reduce homelessness through coordinated efforts and strategic planning
- Reduce and prevent Homelessness and Rough Sleeping before it occurs, by implementing pro-active measure and support services to keep people housed.
- To ensure fair and efficient allocation of housing resource on based on needs and policy
- To fulfil the Local Authorities legal obligation to provide suitable and safe accommodation for homeless people and families
- To provide legal and practical advice for those facing homelessness and assist people to understanding their rights and accessing necessary support services
- To provide single specialist accommodation options for those at risk of Homelessness and Rough sleeping within the borough
- To manage and implement policies, changes relating to Asylum and Immigration and that both Asylum seekers and refugees are provided with efficient support and treated fairly.
- To execute both local and national initiatives, aiming to combat homelessness, managing interdependencies and align to local and national strategies

SERVICE STRUCTURE

Head of Service
Homelessness & Housing Options

Housing Occupational Therapist service

1 Senior Occupational Therapist
0.8 FTE – OT

1 FTE Manager – Homelessness and Housing Options Service

Housing Options / Allocations service

1 FTE Housing Options Co-Ordinator
3.5 FTE Housing Assistants

Homeless Accommodation & support service

6.8 FTE resettlement workers
2 Assistant reset workers
2.5 Handyman
1 Apprentice (Recruiting)

1 FTE Manager – Homelessness and Housing Options Service

Asylum and Immigration Service

1x FTE Asylum and Immigration Coordinator
2x FTE Migration officer

Rough Sleeper Service/ABE N/Non stat accommodation services.

1 FTE Rough Sleeper co-ordinator
2 FTE outreach workers

Private Rented Service

1 FTE Private Rented Development Coordinator
1 FTE Migration PRS Officer

FT Safe Accommodation worker (SafeNet)

1 FTE Manager – Homelessness and Housing Options Service

Homeless Assessment & support service/Central access point

10 FTE Housing Advisors
1 Senior Practitioner
1 Apprentice

REVIEW OF PREVIOUS YEAR

- Develop the Homeless Prevention strategy
- B&B action plan success fully reduc

CHALLENGES AND RISKS

1. Housing Application Processing delays – risk of legal challenge, Delays in processing housing applications may result in applicants remaining in unsafe, unsuitable, or overcrowded accommodation. These delays may also hinder the delivery of early intervention and homelessness prevention duties.
2. B&B and move on from TA - significant cost and challenges, Lack of social and affordable housing for homeless move and people on the waiting list. Failure to meet B&B elimination plan outcomes and families remaining past 6 weeks which is a legative breach.
3. Failure to meet statutory obligations due to delays in recruitment / service capacity – the need to up skill staff on the renter's right act, failure to do this could lead to failure of unlawful advice or misinterpretation of notices and timelines for appeals.
4. Short term contracts – can present challenges in recruiting in attracting and retaining applicants with the necessary experience and skills.
5. Critical need to complete and publish a live action plan in relation to the homeless strategy – non-compliance can have negative impact on future funding allocation and outcomes.

EQUALITY ANALYSIS

None of these objectives have an EIA attached to them



SERVICE DELIVERY PLAN

Corporate Priority	Objective	Milestones	Lead	Completion Target	Resources
Tackling Inequalities	<i>Develop the new Homeless Prevention Strategy 26 onwards</i>	<ul style="list-style-type: none"> • Priorities to be agreed • Workshop for agreed pledges • Draft Strategy • Present to Health and Wellbeing aboard and other stakeholders • Cabinet and sign off 	Amanda/Ellie C	October 2026	<ul style="list-style-type: none"> - Data & insight - External & Internal partners - Comms - workshops
Enablers	Reduce backlog of housing applications	<ul style="list-style-type: none"> • Review systems (Locata/QL) - to more efficient system / processing • Improve automation on systems • Data analyst - a more reliable performance metric with operational oversight through consistent analytic support 	Lorraine/Joy J	March 2027	ICT Finance Resource approval
Enablers	To increase move on from temporary accommodation	<ul style="list-style-type: none"> • Recruits move on officer /tenancy support officer • Embed this role within the service • Measure outcomes • Strengthen the PRS offer 	Lorraine/Matt	March 2027	Data/ performance support Resource approval
Sustainable Inclusive Growth	To increase access to suitable and adequate accommodation for temp	<ul style="list-style-type: none"> • GMCA lease and repair grant • Initiate mobilisation meetings • 2x empty home officers 	Amanda/Andrew/Danielle R	March 2027	Finance Resource approval Key Stakeholders

		<ul style="list-style-type: none"> EOI to be submitted to Register frame work for 13 family properties 			
Tackling Inequalities	Commission the ABEN/CAS3 and RSAP	<ul style="list-style-type: none"> Market testing Commissioning life cycle 	Amanda/Ellie C/Fran E		
Enablers	Refocus service to align with early prevention work and outcomes for the service	<ul style="list-style-type: none"> Recruit to new role early prevention officers Embed early prevention service Measure outcomes / Analytical data Review and implement pathways 	Angela/Chris B	March 27	Resource approval Data performance support
Enablers	Improve data quality and reporting (ST)	<ul style="list-style-type: none"> Recruit a data analysis officer on a matrix structure Develop a governance and assurance framework for all services 	All/HC	March 2027	Resource approval Finance Key Stakeholders
Enablers	To deliver the B&B elimination Plan	AS PER PLAN	All	ongoing	
Enablers	Embed the Renters Right Act	Recruit PRS enforcement officer Apprentice post Embed the renters rights act within all services	All	ongoing	Training Resource approval Key Stakeholders
Enablers	Review Service structure to align with priorities		Sian		

Enablers	Increase capacity in the Homeless and Housing options service	Review apprentice roles Recruit for 2X apprentice Embed Safe Accommodation worker	Angela/Lorraine	March 2027	Resource approval Key Stakeholders
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SERVICE KEY PERFORMANCE INDICATORS

Indicator	Source	Lead	Frequency	Reported To (Report/Board)	To be developed? (Y/N)
Housing Applications/ performance dashboard	QL	Joy	Monthly	CC	N
Temporary accommodation / performance dashboard	Locata	Lorraine	Monthly	CC/ Hcllc	N
Homeless Assessment Team / Performance Dashboard	Locata	Angela	Monthly	CC/ Hcllc	N
Rough Sleepers / performance dashboard	Locata +interna 	Ellie	Monthly	CC/ Delta	N
Asylum & Immigration / Performance dashboard	Locata +interna 	Fran	Monthly	CC/ Delta	N
Private rented / performance dashboard	Locata +interna 	Amanda	Monthly	CC	N

PERFORMANCE DASHBOARDS / REPORTS

List the KPIs you use to monitor the performance and impact of your service **above** or embed/link to the dashboards and reports you use here.