Bury Council's Homeless Strategy 2022-2025 Review

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Project Group

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Introduction

- In 2020 a new Housing Strategy was agreed for the Borough of Bury which included a commitment to end rough sleeping by 2024. Alongside this strategy, a Homelessness Strategy and Action Plan was co-produced with the Bury Homeless Partnership applying the Borough-Wide 'Let's Do it' ethos of prevention; early intervention and the targeting of public service resources for 2022-2025.
- The strategy built and expanded on the wonderful work that had been done to date. Homelessness remains high on the local and national agenda. The Strategy reflected the 'Everyone In' response to the COVID-19 pandemic and has shown what can be achieved in addressing rough sleeping with a joined-up person centred response, whilst helping people in transformative ways. The strategy set out a strategic vision, broken down into Prevention, Property, Person Promotion, Purpose, Place and Partnership with key pledges agreed by the Bury Homeless Partnership.
- The previous strategy has now come to an end, and there is a need to develop a new approach for the borough of Bury. In February 2025, a project group was formed to review the existing strategy and begin co-producing the future direction, including reflecting on what has been achieved so far. This review has involved gathering both quantitative data from our service delivery and qualitative insights from members of the Bury Homeless Partnership, as well as residents across the borough. To ensure a broad range of voices are represented in shaping the new strategy, the project group has facilitated four stakeholder engagement sessions, three lived experience workshops, and a public survey. These activities have helped to ensure that the perspectives of our partners and residents are meaningfully included in the development of the future strategy.

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Who has participated in this full strategy review?

- Members of the Project Group
- Members of the Bury Homeless Partnership
- Homeless and Housing Option Service
- PRS Enforcement
- Cabinet Members
- Community Safety Partnership
- Strategic Housing
- Housing Services
- Performance Team
- Residents of the Borough (Families, Singles, Refugees, Prison Leavers)
- Greater Manchester Combined Authority
- Ministry of Housing , Community and Local Government
- Project Free - customers
- Caritas Red Door - customers
- Stepping Stone Projects – customers
- Red Cross- Customers

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Review Summary

Bury, is in northern Greater Manchester near the Pennines, combining rural beauty with urban living close to Manchester and has population of 193,900. The borough includes six towns and is part of the Combined Authority.

This review of the Bury Councils Homelessness Strategy 2022-2025 was completed between March 2025- October 2025. There have been a time for significant changes for homelessness and housing related policies within this time. This review and development of the Bury Councils Homeless Strategy 2026-2028 should account for where possible:

- The Emerging National Homelessness Strategy that is being developed to address homelessness more effectively and will dictate the focus of MHCLG over the next few years. Strategically, the strategy will see a broader focus on homelessness compared to what we have seen previously.
- The Multi-Year Spending Review will consolidate funding streams for homelessness prevention and rough sleeping initiatives, providing a more stable financial framework for local authorities and greater flexibility over allocations.
- The Renters' Reform Act will enhance tenant rights and housing stability, which significant impacts the rental market and local housing policies -creating bubbles of increased demand in the short term.
- The Supported Housing (Regulatory Oversight) Act will place specific obligations on Local Authorities to ensure better oversight and quality of supported housing. This represents an opportunity to bring together commissioners, homelessness officers, revenue and benefits teams and other key stakeholders to develop a supported housing strategy for Bury.
- Pressure from the Home Office is likely to continue as the streamlined asylum process continues, presenting a mix of challenges to contend with. There is also a growing appetite for reforming and redesigning the asylum accommodation and support model, and the new Asylum Reform.
- Bury Councils Housing Strategy and Housing Strategy for additional needs, Domestic Abuse Strategy and Anti-Poverty strategy 2026.
- Greater Manchester's Combined Authority (GMCA) Mayor Housing First programme, supporting supply, standard and support and GM Live well model, integrating community- based health and wellbeing support through prevention
- UK Government Child Poverty Strategy, children in temporary accommodation and the national plan aimed at reducing child poverty and improving life chances.

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Executive Summary

Partnership

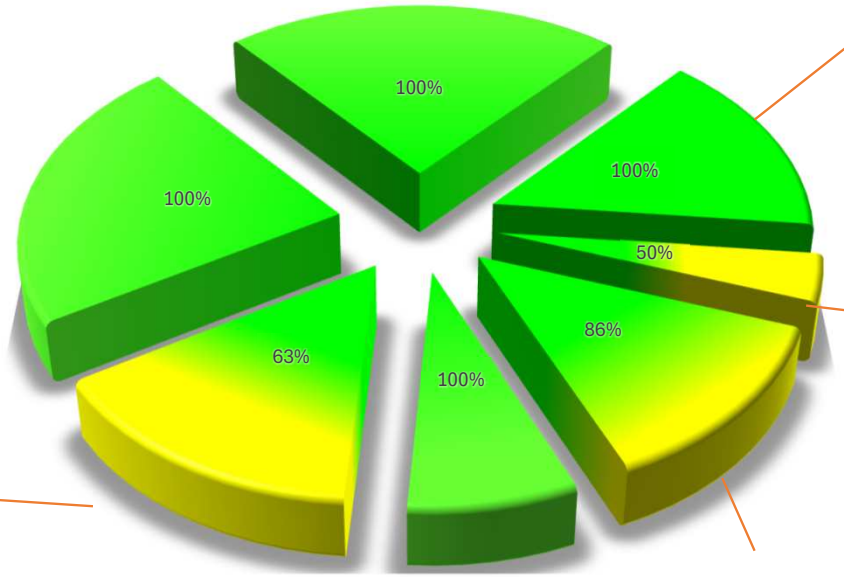
To continue to deliver homeless services in partnership across the Borough through the Bury-wide "LETS" principles.

Property

Permanent and temporary provision that's affordable and suitable and supported when required.

Prevention

Preventing and stopping Homelessness both in a statutory and non-statutory way.



Place

Neighbourhood integration of service delivery. Public services, people, communities and businesses coming together for shared decision making and a Neighbourhood hub approach.

Person

Identifying then providing the required support with pathways.

Promote

Proactive promotion and awareness of Homeless provision and services across the Borough.

Purpose

Giving homeless people a purpose and sense to improve their lives.

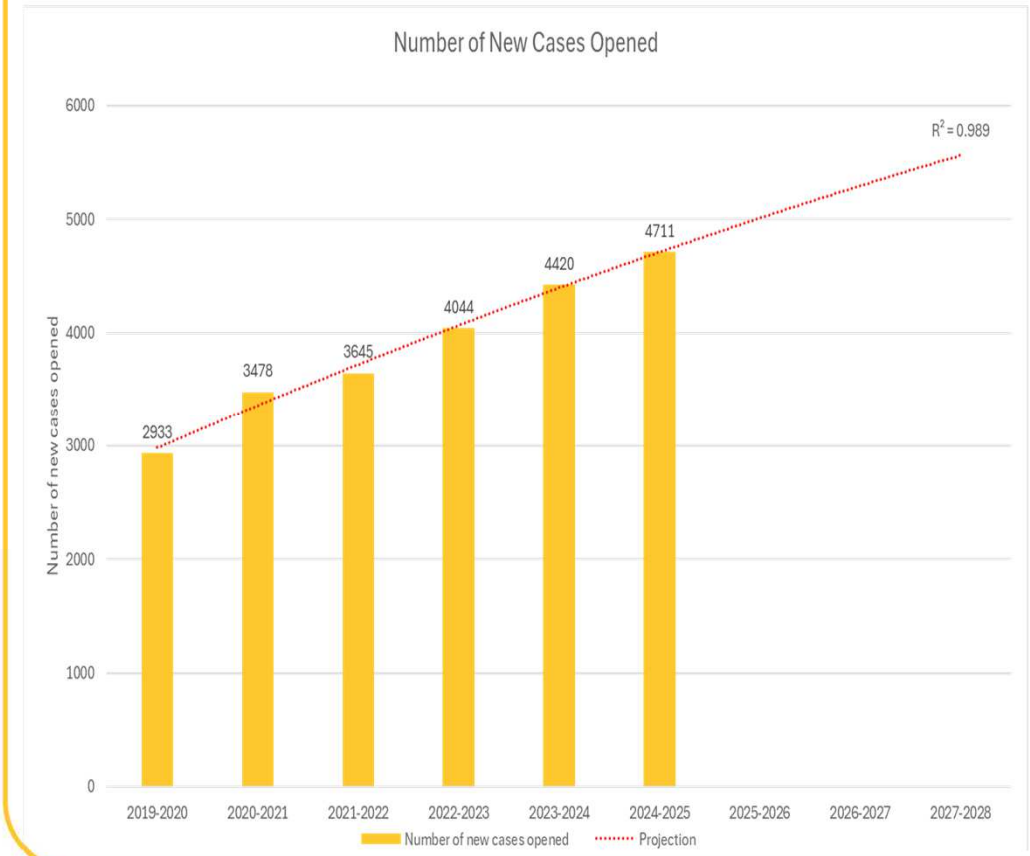
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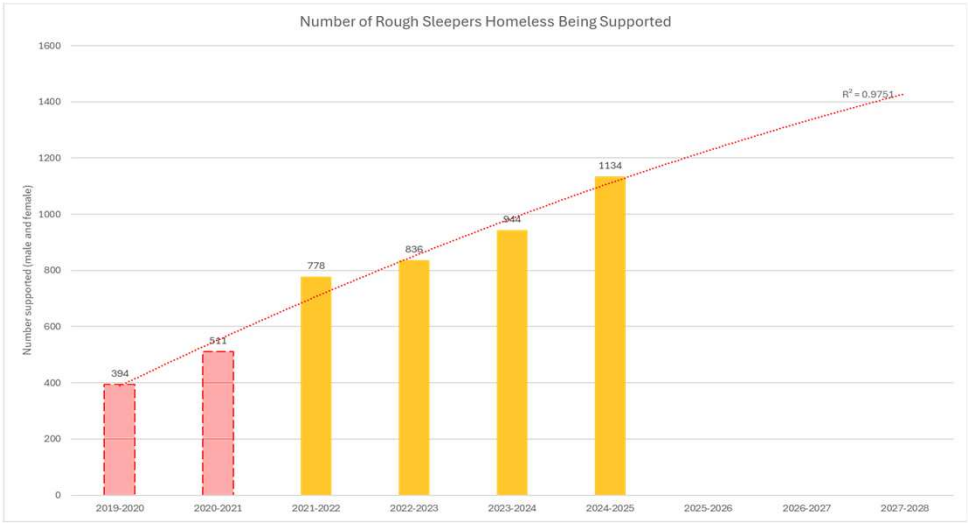
What our Stakeholders believe has been achieved and what still needs to be done?

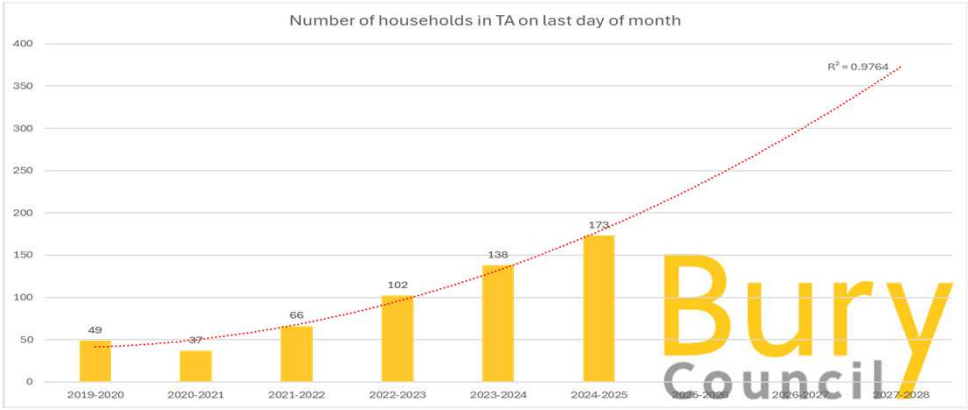
- We conducted a maturity assessment with the Bury Homeless Partnership and the Homeless and Housing Options Service. Members ranked each area "Getting Started, Making progress, Maturing or Matured". The Partnership has made significant progress in delivering the aims of the 2022–2025 strategy with all areas being ranked "making progress" or above
- The Maturity assessment established that the strategy had achieved the actions set out under Partnership, Place, Property and Purpose but identified a need to further invest in the promotion of homelessness services and ensuring that pathways and services are Person centred

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Current and Previous Homelessness Pressures







Summary of Current and Previous Homelessness Pressures

Approaches to the service from 2022 to 2025:

Demand for Bury Council's Homeless Advice Service rose sharply due to the cost-of-living crisis and changes in Private Rented legislation, while staffing remained static. This placed pressure on services and led to increased use of interim accommodation and rough sleeping. Although statutory homelessness cases slightly declined in 2024–2025 (cases opened by the service), data shows that more people contacted the Homeless Assessment Service for support. These customers contacted the service once but did not respond to follow-up communications from the Homelessness team, resulting in their cases being closed. Data shows an increase in cases being closed due to lack of contact, a trend also confirmed by the GMCA Stocktake Report. It has been projected that demand may rise to 5,600 contacts by 2027–2028: an 18.9% increase from 2024–2025, if homelessness trends continue to be the same.

- The transition from prevention to relief has increased significantly, indicating that preventing cases from escalating is challenging. As a result, individuals are often owed a relief duty and are highly likely to be placed in temporary accommodation or experience rough sleeping

Placements into Temporary Accommodation:

- Following a significant rise in homelessness presentations, Bury Council expanded its supply of temporary accommodation in 2024–2025 by acquiring additional dispersed units. However, by 2023, existing accommodation could no longer meet growing demand. As a result, the use of bed and breakfast (B&B) placements peaked at 58; the highest recorded for the borough. This increase was linked to a rise in cases where a homelessness duty was owed, alongside limited staffing capacity to deliver early prevention work. Consequently, Bury was issued a B&B elimination plan by the MHCLG.
- Bury Council as of September 2025 have 222 households in temporary accommodation (401 children)109 families in dispersed stock, 26 singles and 24 families in bed and breakfast accommodation. 56 families in pay nightly accommodation and 8 singles in council commissioned service.
- It is forecasted that if there was a "do nothing attitude" and the council continue to place an average of 15 families in temporary accommodation per month, with only 8 families leaving temporary accommodation per month on average, in three years the Council will need an additional 109 properties, on top of the current 110 dispersed and 8 commissioned.

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Rough Sleeping:

- Rough sleeping has risen significantly across the borough in recent years, with the highest numbers recorded in 2024. This mirrors regional and national trends, with the majority of those affected being males aged 30–45, including individuals recently granted leave to remain after leaving NASS accommodation. If current trends were to continue, rough sleeper supported by the team has been projected to increase to 1452 in 2027-2028 compared to 1134 in 204-2025 this is a 28.4% increase.

Asylum and Immigration:

- Bury Council's Asylum and Immigration Service leads on Home Office programmes including Homes for Ukraine, Afghan Relocation, and dispersed accommodation. The team works with GM partners and Serco to support asylum seekers and ensure safe integration. Once individuals receive leave to remain, they become eligible for resettlement support, particularly those issued with a Notice to Quit (NTQ). In 2023–2024, NTQ cases rose due to fast-track asylum decisions and the government's plan to close contingency hotels placing additional pressure on local services, with further demand expected.

Private Rented Service

- While Bury's Private Rented Service has had some success, it has not eased the pressure on homelessness prevention or move-on from temporary accommodation. Strengthening engagement with landlords is essential to improve access to housing options. Affordability remains a major barrier, with high upfront rent expectations limiting placements. Financial incentives are available, but uptake is low, though HMOs have helped single people. Looking ahead, the Renters Reform Bill may affect current schemes, creating further uncertainty and challenges in securing landlord participation.

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Summary of Maturity Assessments

- Sessions were held with key partners, stakeholders, and the Homelessness and Housing Options team to assess progress against the Homeless Strategy 2022–2025.
- Both sessions reached similar conclusions, highlighting the need to better promote homelessness and housing services to a wider audience countering misinformation and helping partners like the NHS, DWP, ASC, CS, and education providers understand the housing landscape and identify early risks.
- There was a clear call for more community-led, accessible services beyond Bury Town Centre to support universal prevention. While person-centred approaches are growing, especially in the rough sleeper services, other frontline support can still feel transactional.
- Prevention remains reactive and overstretched, with upstream efforts focused on specific groups. Greater co-production is needed at decision-making levels to ensure people feel genuinely heard, as existing feedback channels don't always lead to meaningful change.

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Summary of the People Survey and Co-production Feedback

The survey and co-production feedback reveal that homelessness in Bury is driven by a complex interplay of factors; including relationship breakdowns, financial hardship, and systemic barriers. Many individuals reported that temporary housing solutions are often inadequate, and the journey toward stability is both emotionally and physically exhausting. Support services vary significantly across different demographics, underscoring the need for inclusive, trauma-informed approaches.

Co-production sessions highlighted gaps in life skills support and called for more robust pathways to independence. Digital exclusion was identified as a barrier to accessing housing, with suggestions for app-based solutions to improve accessibility. Concerns were also raised about the rigidity of rough sleeper verification processes, with a call for more collaborative approaches.

Service users consistently expressed a desire to be treated with respect and individuality, and to be actively involved in shaping solutions. Top priorities identified include increasing the availability of recovery housing, ensuring fairer access to housing, and repurposing empty buildings. Additional needs include the provision of mentors with lived experience, simplified systems, and greater recognition of non-housing-related challenges that impact homelessness

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Summary of Staff and Stakeholder Feedback

Families:

Improve the quality and safety of temporary accommodation, prioritising family-friendly spaces with privacy and cooking facilities. Repurpose empty homes and explore new build agreements for social housing. Tailor support to individual family needs with wraparound services, mentoring, and life skills training. Assign one advocate per family to reduce stress and ensure continuity, especially in cases of domestic abuse. Strengthen early intervention by spotting warning signs like rent arrears or school issues and improve cross-agency communication. Reduce stigma around support services and increase public awareness through schools and translated materials. Integrate housing, health, education, and social care with single points of contact and shared systems.

Singles:

Build trust through consistent staffing, respectful communication, and expanded outreach especially with peer mentors who have lived experience. Improve access to basic amenities and reduce stigma by renaming foodbanks as community shops. Simplify service language, use explainer videos, and introduce digital tools like empathetic AI chatbots. Create clear pathways to stable housing with goal-setting, follow-up, and support for practical barriers like transport and banking. Strengthen service integration through cross-sector training, stable staffing, and designated crisis roles. Support people with complex needs through tailored plans, embedded mental health workers, and hub-style accommodation. Provide dual-purpose housing for domestic abuse and substance misuse, with a single advocate to reduce trauma. Ensure veterans and LGBTQ+ individuals are supported with dignity and inclusive practices.

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Summary of Partnership and Stakeholder Engagement

- Work with statutory and non-statutory partners to develop early prevention sign posting including in hubs and schools

- Improve the post homelessness offer to sustain tenancies and build independence
- Further training for person centred and trauma informed training led by people with lived experience

- Inclusive and accessible support for all homelessness customers

- Increase supply of Housing and provide suitable temporary accommodation
- Early prevention from homelessness

- Raising awareness of homelessness to school, colleges and wider community

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Non-statutory Accommodation and Service Provision

- As part of Bury Council's Homelessness Strategy 2022–2025, key pledges were set out within its vision, including the commissioning of accommodation and support services to meet statutory requirements and prevent homelessness using local and regional grant funding. In addition to delivering these commitments, the Council successfully mobilised services beyond statutory and commissioned provision.
- These achievements were made possible through strong cross-departmental collaboration and partnership working with internal teams and external agencies. Without these efforts, homelessness and rough sleeping levels in the borough would have been significantly higher.
- This overview demonstrates the critical role these services have played and evidences the need to continue and strengthen this work moving forward. This is the Key findings and recommendations for this area.

- A Bed Every Night (ABEN)
- Rough Sleeper Accommodation Programme (RSAP/NSAP)
- Community Accommodation Tier 3 (CAS3)
- Housing First
- Bury Bridges Neighbourhood service
- Calico Floating Support and accommodation
- Accommodation for Ex-Offenders (AFEO)
- Safe Accommodation
- Young Persons accommodation

Key Recommendations

- TBC – This will be our priorties

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National Strategic Context

- In 2023–24, the number of households with children who were either threatened with homelessness or already homeless increased by 3.9% compared to 2022–23. 62,200 households with children were owed a prevention duty in 2023–24, a 0.8% increase from 2022–23. 47,380 households with children were owed a relief duty in 2023–24, an 8.3% increase from 2022–23.
- In 2023–24, the number of single households who were either threatened with homelessness or already homeless increased by 9.9% compared to 2022–23. 83,930 single households were owed a prevention duty in 2023–24, a 4.6% increase from 2022–23. However, 130,930 single households were owed a relief duty in 2023–24, a 13.7% increase from 2022–23.
- As of 31st March 2024, 117,450 households were in temporary accommodation across England a 12.3% rise from 2023, continuing the sharp increase since 2022 driven by homelessness pressures and limited affordable housing.
- Households with children stood at 74,530 (a 14.7% increase), highlighting growing family homelessness. Single-person households stood at 42,920 (an 8.5% increase), reflecting ongoing challenges for individuals without dependents.



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- In March 2025, an estimated 7,718 people slept rough in England, up 3% from December 2024 and 5% year-on-year. Of these, 32% were new to rough sleeping, while 36% were long-term rough sleepers, indicating entrenched homelessness. 16% were accommodated, and 13% returned to rough sleeping, with 30% of this group previously in settled housing. Additionally, 10% had recently left institutions, including 4% from prison and 4% from asylum support, highlighting vulnerabilities during transitions.

- In 2024, the UK received 84,200 asylum applications covering 108,100 individuals, marking the highest annual figures ever recorded. This upward trend continued into the year to June 2025, with 88,700 applications relating to 111,100 people. Over the past three years, the number of asylum applications has remained historically high, reflecting sustained pressure on the asylum system

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Regional Strategic Context

The Greater Manchester Combined Authority (GMCA) is the strategic governing body for the Greater Manchester city-region, established in 2011. It brings together the ten local councils (Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford, and Wigan) and the Mayor of Greater Manchester to coordinate decisions on issues that affect the whole region

Tackling homelessness and rough sleeping is a key priority for the ten local authorities in Greater Manchester that are covered by Greater Manchester Combined Authority (GMCA). Bury welcomes the Greater Manchester Prevention Strategy 2021–26 and supports its missions to prevent homelessness.

Bury has played an active role in shaping Greater Manchester's new homelessness strategy for 2026 and beyond. The strategy will position Greater Manchester as a Housing First City Region, with a strong emphasis on prevention at every level. This includes upstream interventions, embedding the GM Live Well model, and improving connectivity across services. A key priority will also be strengthening the supply of temporary accommodation and move on to meet urgent needs.



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Regional Temporary Accommodation Data

Number of **households in Temporary Accommodation** across **Greater Manchester** on the last day of **March 2025**

5,915

Number of **children in Temporary Accommodation** across **Greater Manchester** on the last day of **March 2025**

8,651

Number of **households in B&B accommodation** across **Greater Manchester** on the last day of **March 2025**

739

Households in Temporary Accommodation



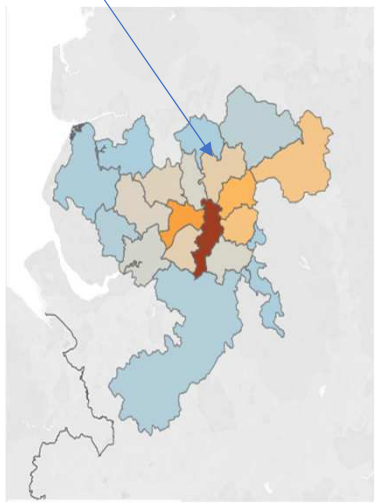
Children in Temporary Accommodation



Households in B&B accommodation



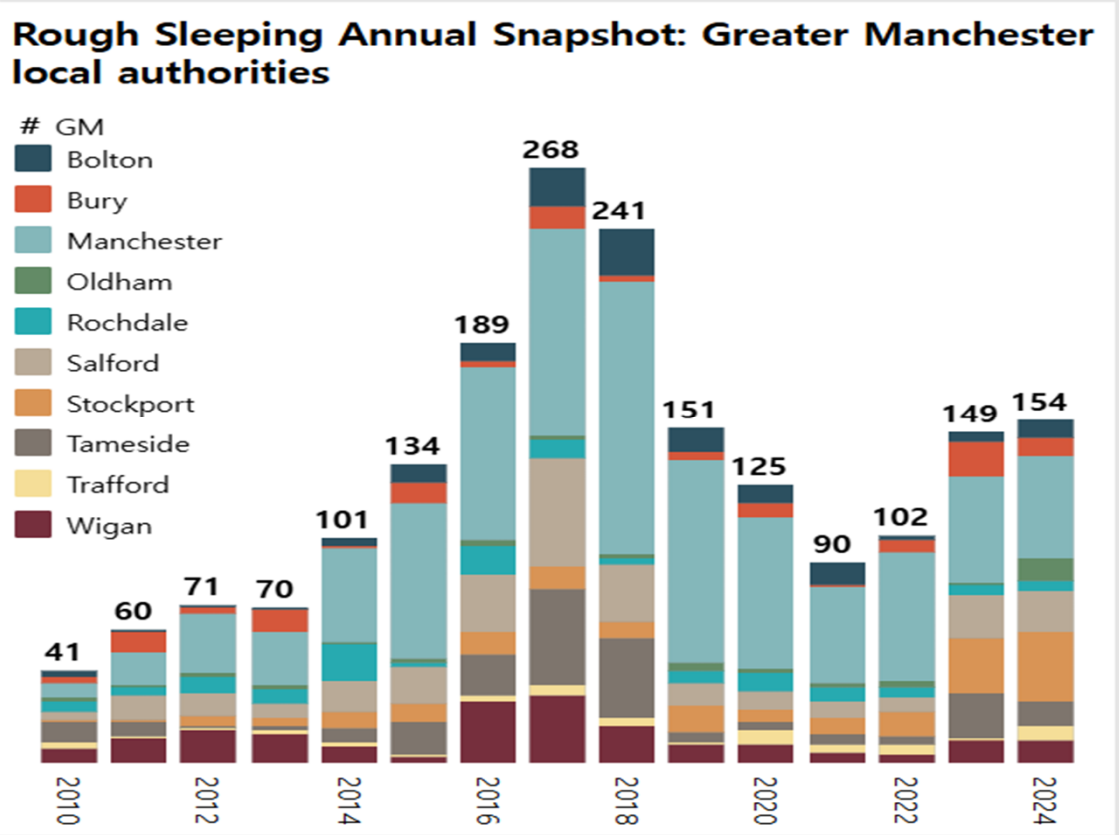
Bury – number of households in TA



On 31 March 2025, Bury recorded 197 households (339 children) in temporary accommodation. Of these, 60 households (approximately 30%) were placed in Bed and Breakfast accommodation. Trafford had 261 households in Temporary accommodation, Rochdale 280. 1678 households in the GM were placed Out of Borough.

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Regional Rough Sleeping



Following a peak in 2017, the number of rough sleepers reduced steadily to 2021, but has steadily increased across Greater Manchester over the last three years.

Local authorities and partners working in the sector are increasingly faced with rising demand and shrinking resources, which have considerable implications on the use of temporary accommodation and local authority budgets.

In October 2025, Greater Manchester recorded 401 rough sleepers. Bury accounted for 32; higher than Rochdale's 28, which has higher population, and significantly above Trafford (10), despite similar population size. This places Bury among the boroughs with greater homelessness pressures, highlighting the need for targeted prevention and resource allocation.

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Regional Asylum and Immigration Data

- Migration and the asylum system has had a significant impact on homelessness teams nationally over the last few years, because of dysfunction in the way the Home Office and its contractors have operated. Accelerated asylum processing has driven a significant amount of people into homelessness and rough sleeping, with a thirteenfold increase in refugee street homelessness seen across Greater Manchester at the peak in early 2024
- In March 2025, Greater Manchester reported that 65% of rough sleepers were non-EEA nationals, with Bury recording 23 confirmed rough sleepers, of which 5 (22%) were non-EEA, and Oldham reporting the highest proportion at 56%. By June 2025, the regional share of non-EEA rough sleepers declined to 19%, reflecting the slowdown in fast-track asylum decision-making that had driven homelessness spikes in 2024. Local figures show Bury at 20% and Oldham again highest at 39%, though both remain lower than June 2024 levels, indicating a downward trend but persistent localised pressure
- Asylum and Immigration data is classified as Official-Sensitive; therefore, this report provides a high-level overview and includes only the data that Bury is permitted to share

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Local Strategic Context

Bury lies in the northern sector of Greater Manchester on the edge of the western Pennines. The town has a mix of beautiful rural villages and open countryside with breath taking views in the north, to urban living close to Manchester city centre in the south. The town has a proud military history and has always had a military connection with the Lancashire Fusiliers Regiment. The world famous and award winning Bury Market has been in operation for over 500 years and attracts visitors from across the UK. The town has a rich cultural offering, with museums and arts venues to explore. Bury was the Greater Manchester Town of Culture in 2021.

Bury Metropolitan Borough consists of six towns – Bury, Ramsbottom, Tottington, Radcliffe, Whitefield and Prestwich, and is one of ten councils that make up the Greater Manchester Combined Authority.



Council

Census Data Bury 2021

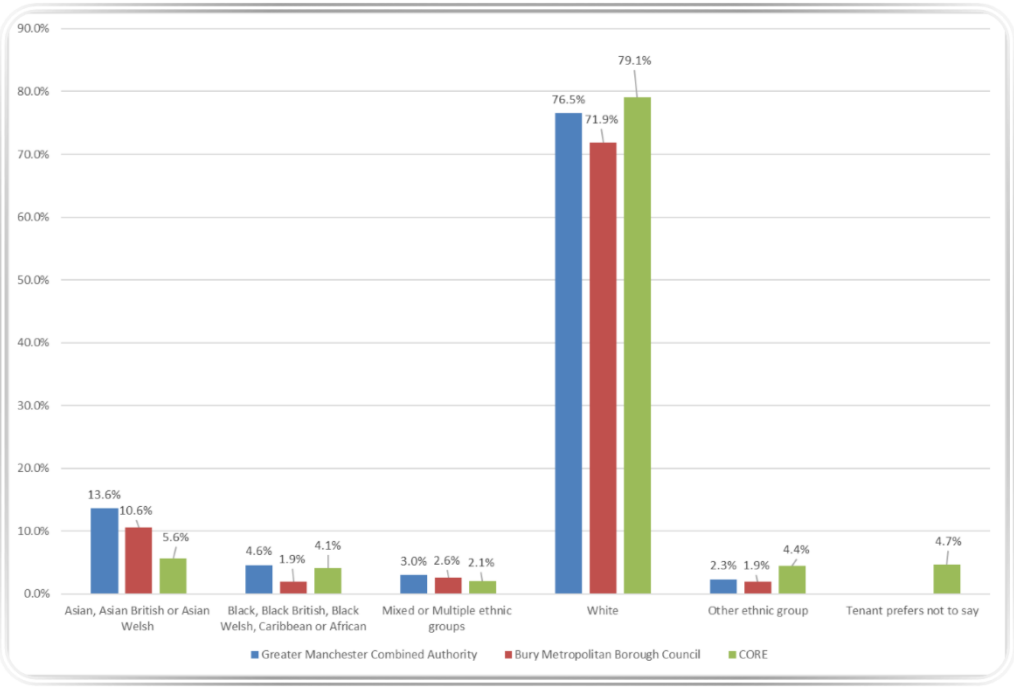
	2011 (%)	2021 (%)
0–4 years	6.6	5.8
5–9 years	6.0	6.4
10–15 years	7.4	7.9
16–19 years	4.9	4.5
20–24 years	5.8	4.9
25–34 years	12.5	12.9
35–49 years	22.1	19.6
50–64 years	18.7	19.7
65–74 years	8.8	10.0
75–84 years	5.2	6.1
85+ years	2.0	2.2

Metric	Value
Total Population	193,900
Population Growth	+4.8% since 2011
Households	80,695
Population Density	1,948.6 people/km²
Median Age	40 years

Ethnic Group	Percentage of Population
Asian, Asian British or Asian Welsh	10.6%
Black, Black British, Black Welsh, Caribbean or African	1.9%
Mixed or Multiple ethnic groups	2.6%
White	71.9%
Other ethnic group	1.9%

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Comparison of Census Ethnicity and CORE Lets Data



Ethnic Group	Percentage of Bury Population	CORE lets
Asian, Asian British or Asian Welsh	10.6%	5.6%
Black, Black British, Black Welsh, Caribbean or African	1.9%	4.1%
Mixed or Multiple ethnic groups	2.6%	2.1%
White	71.9%	79.1%
Other ethnic group	1.9%	4.4%
Prefer not to say		4.7%

Let's to our properties generally match the ethnic demographics of bury.

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Housing Tenure Trends 2011-2021

REGION/YEAR	OWNED (%)	SOCIAL RENT (%)	PRIVATE RENT (%)
England & Wales 2011	64.3	17.6	16.7
England & Wales 2021	62.5	17.1	20.3
Bury (approx.)	70.0	17.1	12.0

In Bury, the proportion of households renting from the council or local authority is similar to the national average. However, Bury has lower levels of other social rented and private rented housing, and higher levels of homeownership compared to England and Wales overall.

Rising Rental Housing

Households renting increased from 34.3% to 37.3%, showing growing reliance on rental homes.

Decline in Social Renting

Social rented sector slightly declined from 17.6% to 17.1%, indicating a possible lack of suitable stock due to the Right To Buy process.

Increase in Private Renting

Private renting rose sharply from 16.7% to 20.3%, reflecting greater dependence on private rental market.

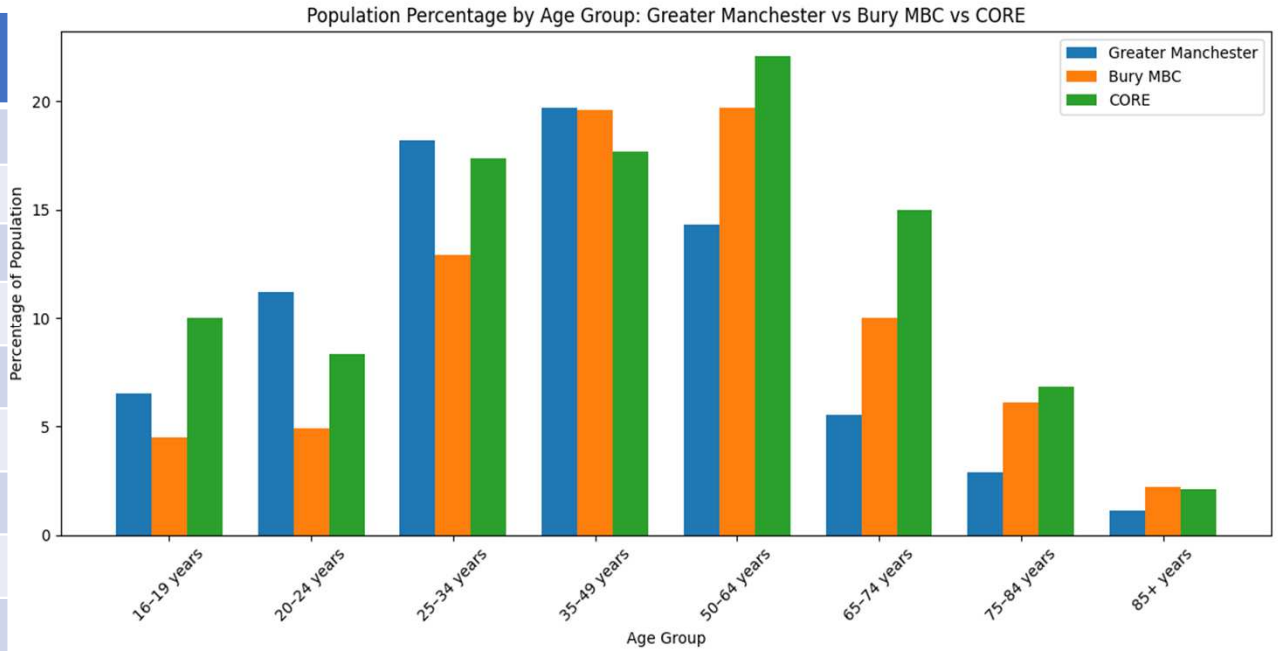
Declining Homeownership

Homeownership decreased from 64.3% to 62.5%, showing fewer owner-occupied homes over time.

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Age and CORE Lettings

Age Group	Percentage of Bury Population	CORE Lets
0–4 years	5.8%	
5–9 years	6.4%	
10–15 years	7.9%	
16–19 years	4.5%	10.0%
20–24 years	4.9%	8.3%
25–34 years	12.9%	17.4%
35–49 years	19.6%	17.7%
50–64 years	19.7%	22.1%
65–74 years	10.0%	15.0%
75–84 years	6.1%	6.8%
85+ years	2.2%	2.1%

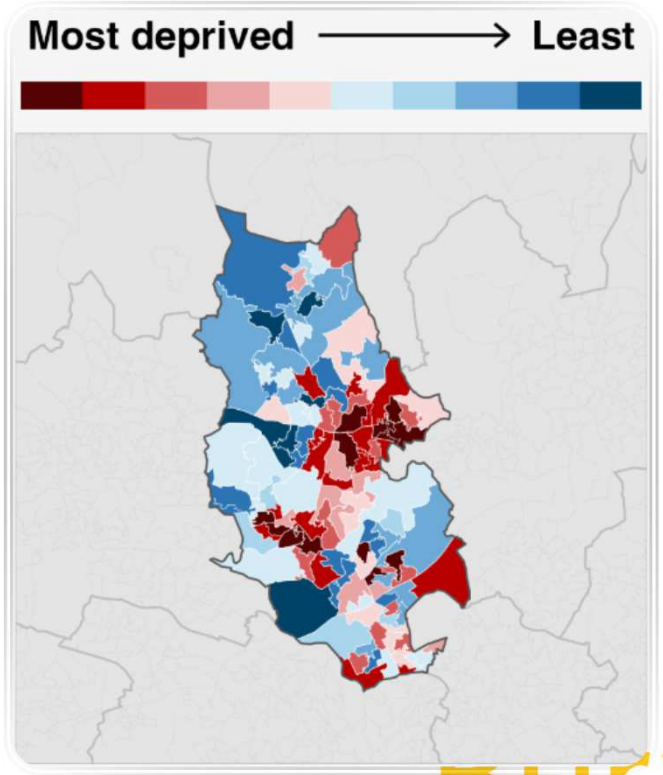


Younger people are overrepresented within our lets.

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Indices of Multiple Deprivation

- In 2025, Bury is ranked 90 out of 296 Local Authorities (where 1 is the most deprived). In 2019, Bury was ranked 95 out of 317 Local Authorities (where 1 is the most deprived).
- The change from 2019 to 2025 appears to represent an increase in relative deprivation but it must be noted that there has been a decrease in the number of LAs.
- Out of the 10 local authorities in Greater Manchester (GM), Bury is ranked 8th most deprived overall (where 1st is the most deprived) in 2025.
- In 2019, of the 120 LSOAs in Bury, 12 were within the most deprived 10% in the country. These were mostly found near Bury town centre, and in the Radcliffe and Besses areas.
- When compared to 2019, there is an overall increase of 1 additional LSOA in 2025 that falls within the most deprived 10% in the country. Two LSOAs have moved from the most to second-most deprived decile, and three have moved from the second-most to most deprived decile.



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Key Strategies and Polices Related to Homelessness

Corporate Priorities

The key objective is to deliver the housing strategy and achieve the milestones set out in the corporate plan, ensuring alignment with sustainable and inclusive growth priorities. The homelessness strategy will be integrated into this development to support the overarching corporate priority.

Bury Council's Housing Strategy

Bury Council and the Community Safety Partnership prioritise protecting people from harm and supporting victims of crime. Domestic abuse affects all parts of society, with severe long-term impacts. This strategy focuses on safe accommodation and associated support for those fleeing abuse, aiming to meet immediate needs, break the cycle of violence, and improve local provision

Let's do it Strategy

Sets out a clear ambition and delivery plan for the next 10 years. But it is not just a strategy for service improvement, it is a radical new proposition for community power; putting relationships first and creating a borough in which every single person plays their part.

Housing Strategy for People with Additional Needs

The Housing Strategy for people with additional needs sets out what the approach is when someone needs accommodation with additional support to help them stay local and live independently

Anti-Poverty

The strategy sets out the Council's and partnership actions which are to take place in immediate and short-medium term, to mitigate cost-of-living pressures in the Borough whilst striving towards delivering the outcomes set out in the Let’s Do It! Strategy. This allows for a co-ordinated, targeted approach, capturing progress on deliverables and provides a framework.

Bury Council

Allocation Policy

The Council is required under Section 167 of the Housing Act 1996 to have an allocation policy for determining the priorities and procedure to be followed in allocating housing accommodation. Transparency in the process is important, so that everybody is aware of what to expect.

Bury Councils Care Leaving Protocol

In 2024 a joint care leaving protocol was implemented by Children's social care and Homelessness Service.

Bury Councils 16/17 Protocol

This joint protocol has been developed to confirm our commitment to working together effectively in response to young people aged 16- and 17-year-olds who present as homeless or who are at risk of homelessness within Bury.

Family Safeguarding Model

Family Safeguarding is a whole family approach to working with children and families that supports parents to create sustained change for themselves and for their family. Family Safeguarding has been identified within the independent review of Children's Services 2022 as best practice.

Bed and Breakfast Elimination Plan

Bury Council has developed this plan with the aim to eliminate the use of Hotel's and B&B's for temporary accommodation. This plan focuses on targeted actions such as increasing prevention of homelessness, increase the temporary housing stock and create more efficient move on pathways.

GM Live Well

Greater Manchester's Live Well model delivers integrated, neighbourhood-based support to reduce health and social inequalities. It combines Live Well Centres, housing, employment, and wellbeing services through partnerships with statutory and voluntary sectors, focusing on prevention, resilience, and person-centred care.

Bury Council

Mayors GM Housing First (City Region)

The new 'Housing First' approach aims to address the main challenges for housing in Greater Manchester – poor living standards, especially in the private rented sector and low availability of truly-affordable housing – by implementing a collaborative, multi-agency approach that can address issues by developing tailored, whole-system solutions.

Ministry of Housing Homeless Prevention Strategy

The Government has taken a number of measures over the past year which includes, passage of the Renters' Rights Act, £1 billion pledged to prevent and end homelessness, and a further £86 million pledged last month to address winter pressures.

National rough sleeping strategy

Government Strategy: "Ending Rough Sleeping for Good" (2022–2025) Goals: Make rough sleeping rare, brief, and non-recurrent. Ensure no one sleeps rough, and everyone has a safe, stable place to live. Improve coordination across departments like DLUHC, DWP, Home Office, and DHSC.

Renters Reform Act

The Renters Rights Act 2025 aims to overhaul the private rented sector in the uk, providing renters with greater security, rights and protections.

Bury Council

Key Legislations

- Housing Act 1996 (Part 6 and Part 7)

  The primary Legislation governing both housing and homelessness. This sets out the Local Authorities duties.

- Homelessness Act 2002

  In addition to the Housing Act, this updated Legislation requires every Local Authority to conduct a homelessness review and publish a homelessness strategy at least every 5 years.

- Homelessness Reduction Act 2017

  Introduced major reform around the Local Authorities responsibility to help those threatened with homelessness via a prevention duty and introduced a higher level of support expectation from the Local Authority.

- Domestic Abuse Act 2021

  Amends Housing Act 1996 to give automatic priority need to victims of domestic abuse.

- Immigration and Asylum Act 1999

  Defines asylum seekers and sets out Home Office responsibility for providing accommodation and subsistence support while claims are processed.

Bury Council

Partnerships, Lived Experience and Co-Production – Full Review



The Current Partnership and Strategy



Maturity Assessment



'To Do' Feedback from Workshops



People Surveys



Lived Experience Co-production



Co-production of Future Strategy

Bury Council

Bury Homeless Partnership Working in Partnership

The Bury Homeless Partnership was established during the COVID-19 pandemic and played a key role in shaping the 2022–2025 Homeless Strategy. Its strength lies in consistent collaboration and a shared commitment to improving outcomes for those at risk of or experiencing homelessness. The partnership has provided a vital forum for reviewing progress, co-producing future initiatives, and striving for high-quality, person-centred services. Throughout the strategy review process, we have seen strong and sustained engagement from key partners and stakeholders. Their insights and lived experience have been instrumental in shaping our future priorities, ensuring the strategy reflects the needs of all services not just the local authority and drives meaningful, inclusive change across the system.



Bury Council

Strengthening of Partnership Working

The Bury Homeless Partnership is a collaborative network of local organisations, services, and stakeholders working together to prevent and reduce homelessness across the borough. It brings together housing providers, health and social care teams, voluntary sector organisations, and statutory services to deliver coordinated, person-centred support for individuals and families at risk of or experiencing homelessness.

Statutory & Local Authority Partners

- **Bury Council**
- Rough Sleepers Team
- Asylum and Migration Services
- Adult Safeguarding
- Domestic Abuse Services
- Housing Department

Probation Service

- Senior Probation Officer
- Homeless Prevention Team GMP
- Police Officers

Health & Support Services

- Achieve Services in Bury (drug and alcohol recovery)
- Public Protection Teams
- Calico Floating Support

Housing & Accommodation Providers

- Adullam Homes
- Stepping Stone Projects

Voluntary & Faith Sector

- British Red Cross
- Greater Together Manchester
- Local faith-based organisations

Partnership

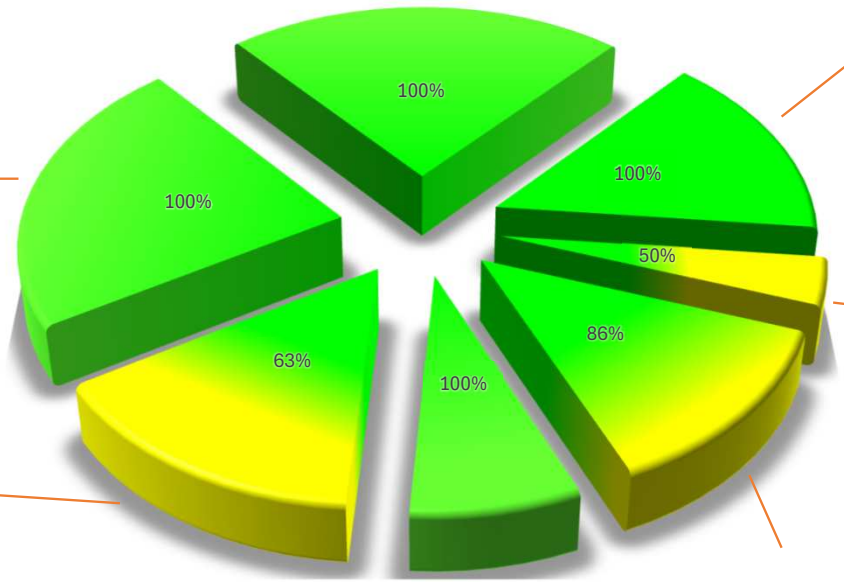
To continue to deliver homeless services in partnership across the Borough through the Bury-wide "LETS" principles.

Property

Permanent and temporary provision that's affordable and suitable and supported when required.

Prevention

Preventing and stopping Homelessness both in a statutory and non-statutory way.



Place

Neighbourhood integration of service delivery. Public services, people, communities and businesses coming together for shared decision making and a Neighbourhood hub approach.

Person

Identifying then providing the required support with pathways.

Purpose

Giving homeless people a purpose and sense to improve their lives.

Promote

Proactive promotion and awareness of Homeless provision and services across the Borough.

Bury Council

Summary of Achieved Pledges

Prevention
Bury Council remains committed to preventing both statutory and non-statutory homelessness through early and proactive intervention. These pledges include acting quickly to help people stay in their homes, increasing awareness among young people, ensuring that no one is discharged from hospital or released from custody without a safe place to live, and providing early housing options for asylum seekers and members of the immigration community.

All actions outlined in the previous strategy were fully achieved. We strengthened hospital and prison discharge processes and enhanced support for care leavers, reducing the risk of homelessness at critical transition points through initiatives such as Delayed Transfer of Care (DTOC) and Prison Pathways. Tenancy sustainment was promoted through targeted interventions, whilst domestic abuse and outreach services were expanded in partnership with Calico and former Six Town Housing. Development of the Private Rented Sector and the Asylum and Immigration Services increased housing options, and statutory requirements were met in full, aligning with the GMCA Homelessness Prevention Strategy. Improvements in data recording and the introduction of Key Performance Indicators enabled more effective performance monitoring, supported by best practice models.

However, reflection highlights areas for further improvement. Quality assurance processes need strengthening, pathways should better reflect environmental factors, and a renewed focus on the private rented sector is essential. Exploring innovative approaches and working differently will be key to addressing future challenges and sustaining progress.

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Bury Council

Person

Bury Council previously pledged to identify individual needs and provide bespoke support. These commitments included ensuring that complex needs are recognised and addressed, with a particular focus on care leavers, asylum seekers, and refugees. We adopted a whole-family approach and worked to deliver joined-up services, co-producing support plans with individuals wherever possible. Peer support and lived experience were also embedded to strengthen engagement and outcomes.

A review of the current plan shows that 63% of actions have been achieved. Key successes include the development of prison pathways, ABEN meetings, improved mental health pathways, training on duty-to-refer obligations, and commissioning accommodation for under-35s (including CAS3 and RSAP schemes). However, some areas remain incomplete, particularly around communication, raising awareness of homelessness, and championing related work. These gaps highlight the need for stronger engagement and advocacy moving forward.

In reflection, a key priority is to review the support offer and clarify who we target. Data shows an increase in rough sleeping among people over 35 and prison leavers, highlighting the need for tailored interventions. Additional focus should be placed on raising awareness of homelessness and strengthening support for families, children, young people, and care leavers.

Bury Council

Property

Bury Council pledged to increase access to permanent and temporary, affordable, and sustainable housing, alongside support where needed. This included maximising move-on opportunities across both social and private sectors. Key commitments focused on influencing investment for social housing and meeting accommodation needs within the borough, delivering affordable housing through the Housing Strategy, developing the private rented sector, and providing a range of accessible housing options. Additional pledges included introducing varied models of temporary accommodation, promoting ethical lettings, and supporting tenancy sustainment.

Reviewing this key area, all actions were fully achieved. This included contributing to the Housing Strategy, developing the Empty Homes Strategy, and enhancing the Private Rented Service. Key developments involved introducing a lease-and-repair model, landlord incentives, landlord forums, and a step-down model to support sustainable housing solutions. It also included the commissioning of specialist provision for people fleeing domestic abuse, a floating support service to sustain tenancies, prison leaver, rough sleepers, complex needs, and the severe weather emergency provision (SWEP), which has continued to mature each year.

While this area achieved 100% of its planned actions, further work is needed as demand has shifted significantly since the original strategy, which this review highlights. Future priorities include; building on existing progress and aligning with regional and national approaches, consider long-term leasing options (10 years plus 1), exploring social enterprise models, and maintaining a strong focus on bringing empty homes back in to use. The upcoming Renter Reform Act must also be factored into planning. Above all, we should celebrate what has worked well and continue to grow and strengthen these successes

Bury Council

Promotion

Bury pledged to proactive promotion and awareness of Homeless provision and services across the Borough. Key pledges included continue to celebrate best practice amongst partners and service users, promote services within schools and colleges, improving polices and raising awareness.

Progress on this pledge was 63% complete. A key achievement was the establishment of the Bury Homeless Partnership; a collaborative network of over 45 organisations dedicated to supporting people experiencing homelessness in our community. Another significant milestone was the development of the Homelessness and Partnership webpage, providing a central resource for information and engagement.

Key recommendations include promoting and raising awareness of homelessness, with a particular focus on young people, while continuing to grow the partnership. There is also a need to review the webpage to ensure inclusivity for all. As we move toward a universal, upstream approach to prevention, promotion becomes critical for upskilling and increasing awareness not only among statutory and non-statutory services but also grassroots organisations. Strengthening connections between providers and the wider community will be essential to achieving this goal and embedding a live well model.

Bury Council

Purpose

Bury pledges to give homeless people a purpose and sense to improve their lives through meaningful interventions with a co-design approach, by connecting clients to a community hub and co-producing opportunities.

Under the 'Purpose' theme, 83% of actions were achieved. Key successes included commissioned providers delivering their own co-production groups within services, ensuring that customers' voices were captured and embedded into service design and delivery.

Key recommendation and lesson learned: Rather than assigning one organisation to deliver peer mentor opportunities, services within the partnership should develop this offer internally within their own organisations. This approach will embed peer support more effectively and ensure sustainability across the network.

Bury Council

Place

Bury Council pledged to integrate homelessness services within neighbourhoods, bringing public services, communities, and businesses together through co-design and shared accountability. This approach is built around neighbourhood hubs, fostering collaboration and joint decision-making to deliver more responsive and locally tailored support.

On review, 50% of actions in this area were completed. Key achievements included developing more community-based hubs, expanding food banks, drop-in service, outreach and strengthening joint working within these hubs. Progress was limited due to organisational transformation changes, which created barriers to full delivery.

When developing future strategies, a key recommendation is that we consider that programmes and priorities may change during delivery, which can impact key actions. To address this, aim for more flexible actions that allow integration and community-based approaches, ensuring adaptability throughout implementation.

Bury Council

Partnership

Bury pledged to continue to deliver homeless services in partnership across the Borough through the Bury-wide "LETS" principles, from the overarching Borough Strategy "Let's do it!".

This pledge was fully achieved. Actions included delivering local outreach services within communities, supporting tenancy sustainment, and establishing key pathways for individuals with complex needs through frameworks such as Multi-Agency Public Protection Arrangements (MAPPA) and Multi-Agency Risk Assessment Conference (MARAC). Enterprise initiatives provided affordable accommodation and schemes like the Family Leasing Model, contributing to positive outcomes within the Housing Strategy. Collaborative efforts through the Bury Homeless Partnership and joint working strengthened wraparound support for those at risk of homelessness, rough sleeping, or already homeless.

Our key recommendation for future strategies is to build upon what has been achieved and continue to achieve more.

Bury Council

Current Strategy Review (Maturity Assessment)

- The current strategy 2022-2025 focused around the seven “P’s”; Prevention, Partnership, Place Person, Property, Purpose and Promote
- We conducted a maturity assessment with the Bury Homeless Partnership where members ranked each area on a rating scale: Getting Started, Making progress, maturing or matured. The Partnership has made significant progress in delivering the aims of the 2022–2025 strategy with all areas being ranked “making progress” or above
- Services such as CAS3, ABEN, and Calico Tenancy Support demonstrate effective integration and partnership working. Whilst multi-agency meetings and prison pathways are helping to identify risk earlier
- Bury has made progress in expanding property options through initiatives like PRS lease and repair, ABEN, RSAP, and SWEP

Bury Council

But there is more to do...

The assessment identified a need to further invest in the promotion of homelessness and housing services to a wider audience especially to counter misinformation and to support partners such as the National Health Service (NHS), Department for Work and Pensions (DWP), Adult Social Care (ASC), Children's Services (CS), schools and colleges to understand the housing market, identify risk of homelessness and be able to sign post to early advice. There is a clear request for more geographically dispersed, community-led, and accessible services outside of Bury Town Centre that can support universal prevention.

Whilst person-centred support is now more common, particularly seen in the rough sleeper services, members report that their service users still feel some frontline services are transactional.

Prevention remains too reactive, with services often stretched and struggling to meet complex needs. Upstream prevention is focused on certain groups such as care leavers and prison leavers.

More co-production is needed particularly at decision-making levels to ensure customers feel empowered and heard. While feedback mechanisms exist, there are concerns that they don’t always lead to change.

Bury Council

Bury Council's People Survey

In Summer 2025, we conducted a Lived Experience People Survey in Bury to better understand the demographics, personal journeys, and service interactions of individuals and families who have experienced homelessness. This initiative was driven by a commitment to amplify the voices of those directly affected and to inform future policy and service design with real-world insights.

Bury Council

Purpose

- Capture authentic experiences: By focusing on lived experience, the survey aimed to move beyond statistics and uncover the human stories behind homelessness.
- Identify service gaps: Understanding how individuals interacted with housing, health, and support services helped highlight areas where systems may be failing or succeeding.
- Support inclusive policymaking: Data from the survey provides a foundation for more empathetic and effective decision-making that reflects the needs of the community.

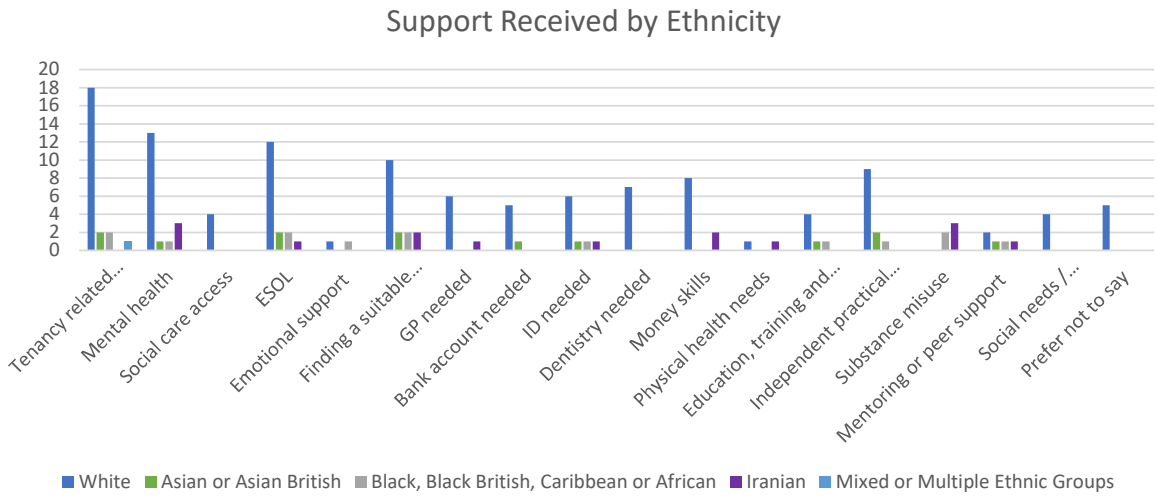
Key Areas

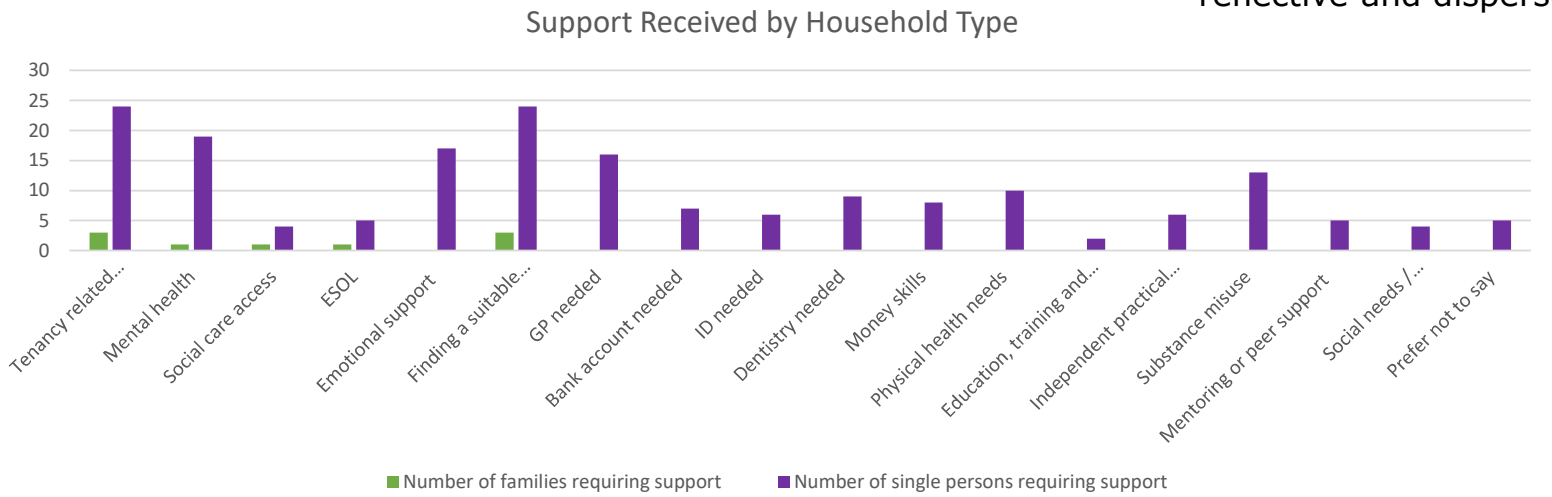
- Demographics: Age, gender, ethnicity, and other identifiers to understand who is most affected.
- Homeless Journey: Including length of time spent homeless, service involvement, and reflections on their experience.
- Service Engagement: Experiences with charities, outreach programmes, healthcare, and local authority support.
- Gaps and Future Recommendations: What services were missing or ineffective, and suggestions for how support could be improved going forward.

Importance

- Empowerment through participation: Giving people a platform to share their stories fosters dignity and inclusion.
- Reflecting on current provision: The findings offer a chance to review the existing support offer, identify missing gaps, and realign services with actual needs.
- Shaping future goals: Lived experience provides a powerful foundation for setting meaningful, person-centred goals that reflect the realities and aspirations of those who have experienced homelessness.

Bury Council





When we looked at the data for support received across different demographics, we came across two large gaps:

- Those who considered themselves 'White' accessed significantly more support services than all other ethnicities.
- Single presentations accessed significantly more support than families.

This leads us to question whether the support offer in Bury is adequate, reflective and dispersed.

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People fed back about their experience and the support they received...

Overall, respondents identified Rough Sleeping (22%) and Waiting for a Long-Term Tenancy (22%) as the most prolonged stages of their journeys. For individuals with protected characteristics, however, the longest phases were Waiting for a Long-Term Tenancy (23%) and Supported Accommodation (23%). While it's well-established that securing a long-term tenancy is typically the most extended part of the process, it's notable that Rough Sleeping also emerged prominently. This suggests that people may perceive Rough Sleeping as particularly lengthy—not necessarily due to its duration, but because of the profound physical and emotional toll it takes.

21% said they had support needs that were not met and 100% of these individuals had disclosed these needs to a support service. This suggests that the issue lies not in identification or communication, but in the response and follow-through from support providers. Addressing this disconnect is essential for improving outcomes and trust in the system.

32% of individuals stated that they were still receiving support from services relating to homelessness and housing options, followed by 23% who stated they only received support for 1-3 months. The variation in support duration highlights the importance of tailoring service provision to individual circumstances. Ensuring that support is both flexible and responsive could help prevent early disengagement and promote more stable housing outcomes.

Those who had unmet needs broke these down as...



Unsuitable Placements

Size of properties and temporary placements

Lack of amenities



Ignorance

Reports of housing disrepair were not followed up

People asking for help felt ignored and a lack of faith



Unmet Needs

Lack of life skills and tenancy sustainment support

Promises were not followed through e.g. care act assessments

Bury Council

People were asked to describe their journey from beginning to end and the following key themes emerged...

Causes of Homelessness

- Family breakdowns (e.g., being kicked out, relationship breakdowns)
- Eviction or rent increases (e.g., landlord repossession, unaffordable rent)
- Mental health and substance misuse
- Loss of employment or income
- Bereavement (e.g., death of a parent or guardian)
- Domestic violence
- Leaving institutional care (e.g., prison, hospital, care system, Serco or Nass)

Types of Accommodation Experienced

- Rough sleeping (streets, parks, cars, tents)
- Sofa surfing (often for extended periods)
- Hotels and hostels (frequently described as unsafe or unsuitable)
- Temporary accommodation (some improvement, but often overcrowded or lacking facilities)
- Supported accommodation (e.g., Adullam, ABEN, often seen as a turning point)

Bury Council

Emotional and Physical Impact

- Mental health decline (stress, anxiety, depression, suicidal ideation)
- Physical health issues (pain, infections, sleep deprivation)
- Impact on children (fear, instability, disrupted education)
- Loss of dignity and autonomy (feeling ignored, unsupported, or unsafe)

Support Received

- Positive mentions of housing officers, support workers (e.g., Jan, Melissa, Tia)
- Mixed experiences with councils and social care (some felt abandoned or mistreated)
- Charities and outreach teams (e.g., Calico, Red Door, ABEN) often praised
- Legal action and advocacy in extreme cases

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People were asked to describe their journey in three words...

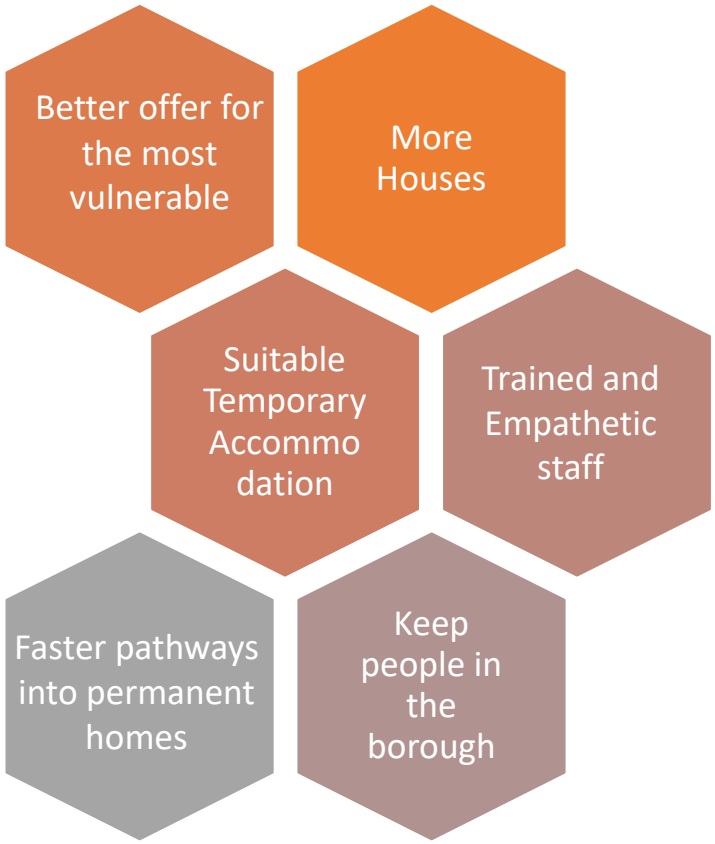
The coexistence of "stressful" with "good" and "helpful" implies that while the overall journey was difficult, there were impactful supports that made a difference. It may also reflect a sense of gratitude or resilience among respondents. This duality is important—it shows that services are making a positive impact, but also that the process remains emotionally taxing and could be improved.

These keywords highlight the importance of continuing to improve service delivery—not just in terms of access and outcomes, but also in reducing emotional strain. Building on what's perceived as "good" and "helpful" while addressing the sources of stress could lead to more compassionate and effective support systems.



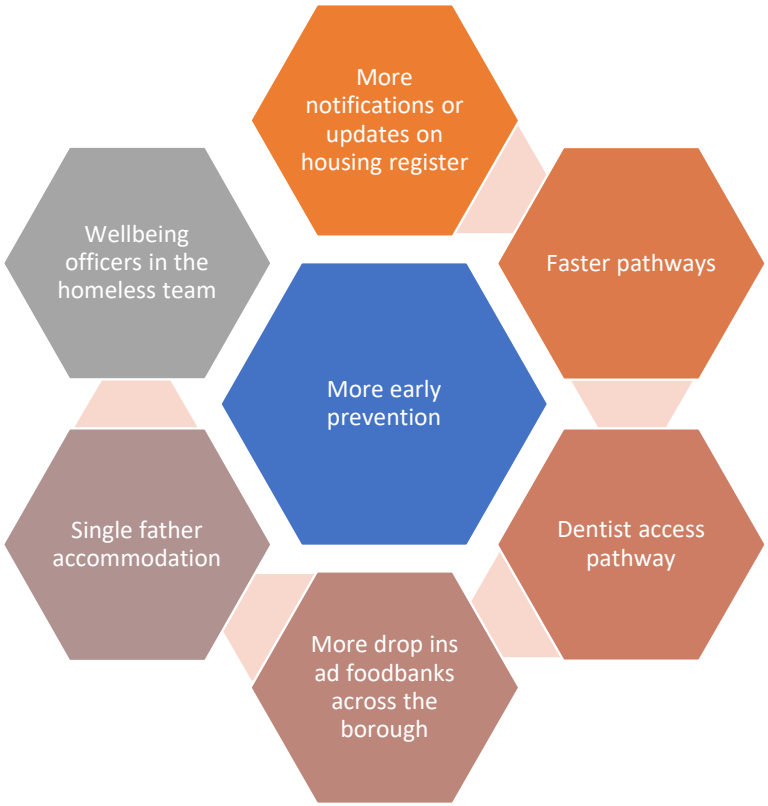
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People were asked how homelessness and housing services in Bury could be better…



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People were asked if there were any support services that were missing…



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Key Findings and Areas to Consider

The survey paints a multifaceted picture of homelessness, revealing not just the structural challenges but the deeply personal toll it takes. Respondents highlighted a range of causes from relationship breakdowns and financial hardship to systemic barriers underscoring that homelessness is rarely the result of a single event.

Many individuals described navigating multiple forms of accommodation before reaching long-term housing, often cycling through temporary placements that added instability and stress. This journey was frequently described as emotionally and physically draining, with “stressful,” “good,” and “helpful” emerging as the most common descriptors capturing both the hardship and the moments of meaningful support. There was also significant mention of how temporary accommodation was often inadequate with little amenities.

However, the variation in support received across demographics was significant. It highlights the need for more inclusive services across the borough and tailored for different groups.

In summary, the findings call for a more coordinated, trauma-informed, and equitable approach to homelessness support one that not only addresses immediate housing needs but also responds to the emotional and practical realities of those affected.

Bury Council

Lived Experience Co-production

In September 2025, we built upon the foundations of an existing and successful co-production group made up of individuals with lived experience of prison pathways, homelessness, and recovery. By centring their voices, we were able to explore the realities of homelessness through a lens of personal insight and resilience. Their contributions shaped the direction of our survey and helped identify areas for improvement ensuring that the findings reflect not only data, but the lived truths behind it.

Bury Council

Key Issues Identified:

- Lack of Life Skills Support: Service users feel unprepared for independent living. Current systems are overwhelming and risk setting people up to fail. There is a strong need for more recovery accommodation where individuals can live and learn in a safe, supported environment.
- Digital Barriers to Housing Access: Many struggle to bid for properties due to limited internet access and mobile data. An app-based solution was suggested to guide users through the process.
- Rough Sleeper Verification: The current process is seen as too strict, often leaving individuals in unsafe situations just to be “seen” and verified.
- Respect and Individuality: Service users want to be treated as individuals, not as part of a one-size-fits-all approach. They value consultation and co-production and want services to listen to their lived experiences of addiction, substance misuse, and offending.

Top 3 Priorities Identified:

- More recovery houses.
- Fairer housing access e.g. first come, first served.
- Repurposing empty buildings for accommodation.

Additional Suggestions:

- Increase access to mentors and buddies with lived experience.
- Simplify processes current systems involve too many hoops to jump through.
- Recognise that while housing is a major barrier, it is not the only one.

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Partners and Stakeholder Co-production

As the final phase of our co-production journey, we engaged directly with key partners and stakeholders to gather their ideas and insights. This collaborative effort focused on identifying practical, impactful measures to be implemented in the next iteration of the homelessness strategy. Their contributions are vital in shaping a responsive and inclusive approach that reflects the lived experiences, expertise, and priorities of those working across the sector.

Bury Council

Key Findings and Recommendations

Members of the Bury Homeless Parnership were provided with promoting questions that enabled conversation and debate about what is needed for the future of the strategy. Key cohorts were identified as important to include; young people, veterans, victims of domestic abuse, those with complex needs and refugees. Key areas of focus were identified:

Early Warning Signs & Prevention	Indicators include rent arrears, health decline, A&E visits, carer strain, antisocial behaviour, relationship breakdowns, and school attendance issues.	Services should intervene earlier by improving cross-agency communication, training frontline staff, and using data to identify risk patterns.	Reduce stigma around support services (e.g., rename food banks, promote community shops).
Education & Awareness	Increase homelessness education in schools and colleges.	Use school newsletters and drop-down days to share advice and resources.	Improve public access to translated materials and service information.
Service Integration & Collaboration	Strengthen links between housing, health, education, and social care.	Introduce single points of contact (SPOCs), shared consent forms, and regular networking.	Promote service offers in community spaces (GPs, schools, etc.).

Housing Solutions & Temporary Accommodation

Improve quality, safety, and transparency of temporary accommodation.

Prioritise family-friendly spaces with cooking facilities and privacy.

Explore use of empty homes, retirement properties, and new build agreements for social housing.

Family-Centred Support

Tailor services to individual family needs, avoiding stereotypes.

Provide wraparound support, peer mentoring, and life skills training.

Ensure transitional support when moving out of temporary housing.

Domestic Abuse & Stability

Assign a single advocate per family to reduce stress and improve continuity.

Create safe, stable housing options that empower recovery and independence.

Bury Council

Engagement & Trust Building

Ensure consistency in staffing and service delivery.

Expand outreach teams and peer mentor roles, especially those with lived experience.

Foster trust through friendly, respectful communication and multiple chances to engage.

Improve access to basic amenities (e.g., showers via leisure centres) and reduce stigma around foodbanks by renaming them as community shops.

Accessibility & Communication

Simplify language used in services (e.g., clarify terms like "relief duty").

Create explainer videos and accessible signposting platforms.

Introduce digital tools like an AI chatbot (e.g., "Bernard") to offer real-time, empathetic support.

Pathways to Stable Housing

Develop transitional pathways in supported accommodation with goal-setting and gradual independence.

Improve tenancy sustainment through longer-term follow-up and wraparound support.

Address practical barriers such as access to bank accounts, transport, and healthcare within accommodation settings.

Bury Council

Summary of Partnership and Stakeholder Engagement

Work with statutory and non-statutory partners to develop early prevention sign posting in hubs and schools
Improve the post homelessness offer to sustain tenancies and build independence
Further training for person-centred and trauma-informed training led by people with lived experience
Inclusive and accessible support for all homelessness customers
Increase supply of Housing and provide suitable temporary accommodation
Early prevention from homelessness
Raising awareness of homelessness to school, colleges and wider community

Bury Council

Current and Future Levels of Homelessness



Bury Council

CATEGORY	2022–2023	2023–2024	2024–2025
New referrals to the service	4044	4420	4711
Cases owed a Prevention duty	175	560	468
Cases owed a Relief duty	524	678	898
Families needing support	1088	934	868
Singles needing support	1917	1827	1787
Couples needing support	105	106	96
Prevention duty transferred to Relief	54	130	140

Homelessness Pressures (Front Door)

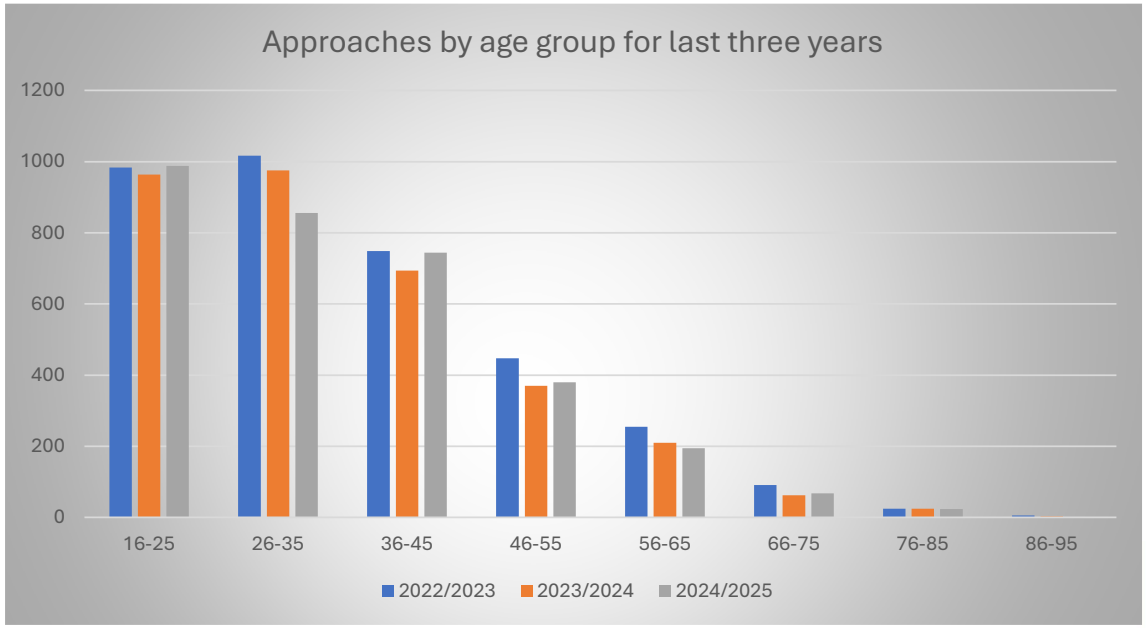
Since the COVID-19 recovery, Bury Council's Homeless Advice Service has seen a sharp rise in demand from 2022-2025 (appendix C) driven by the cost-of-living crisis and changes to private rented legislation. Despite this, staffing levels remain unchanged, increasing pressure on the team. Limited resources and a statutory 56-day prevention window under the Homelessness Reduction Act 2017 have led to more individuals and families requiring interim accommodation or experiencing rough sleeping across the borough.

In 2024–2025, data shows a slight decrease in statutory homelessness cases in Bury, yet there has been an increase in individuals contacting the Homeless Advice Service for support (see Appendix C). This may reflect non-engagement or individuals not recognising they are at crisis point, with cases being closed

Key Findings and Recommendations- This presents an opportunity to explore earlier, targeted interventions along a person or family's housing journey. This approach aligns with the Greater Manchester Combined Authority's Live Well Model and the evolving MHCLG framework, which encourages local authorities to rethink homelessness prevention. The focus is shifting toward innovative, early intervention strategies to reduce reliance on statutory homelessness services and avoid crisis-led responses.

Increase in homelessness for 35-45 and in work Poverty is increasing

	2022–2023 (%)	2023–2024 (%)	2024–2025 (%)
Left NASS accommodation	5.94	10.63	9.52
Care Leaver	8.54	8.21	7.74
LGBTQ	0.73	0.17	0.00
Veteran	0.81	4.62	2.50
Fleeing DA	5.94	8.08	11.80
In employment	12.37	12.70	15.64
Receiving UC	49.12	48.59	53.30



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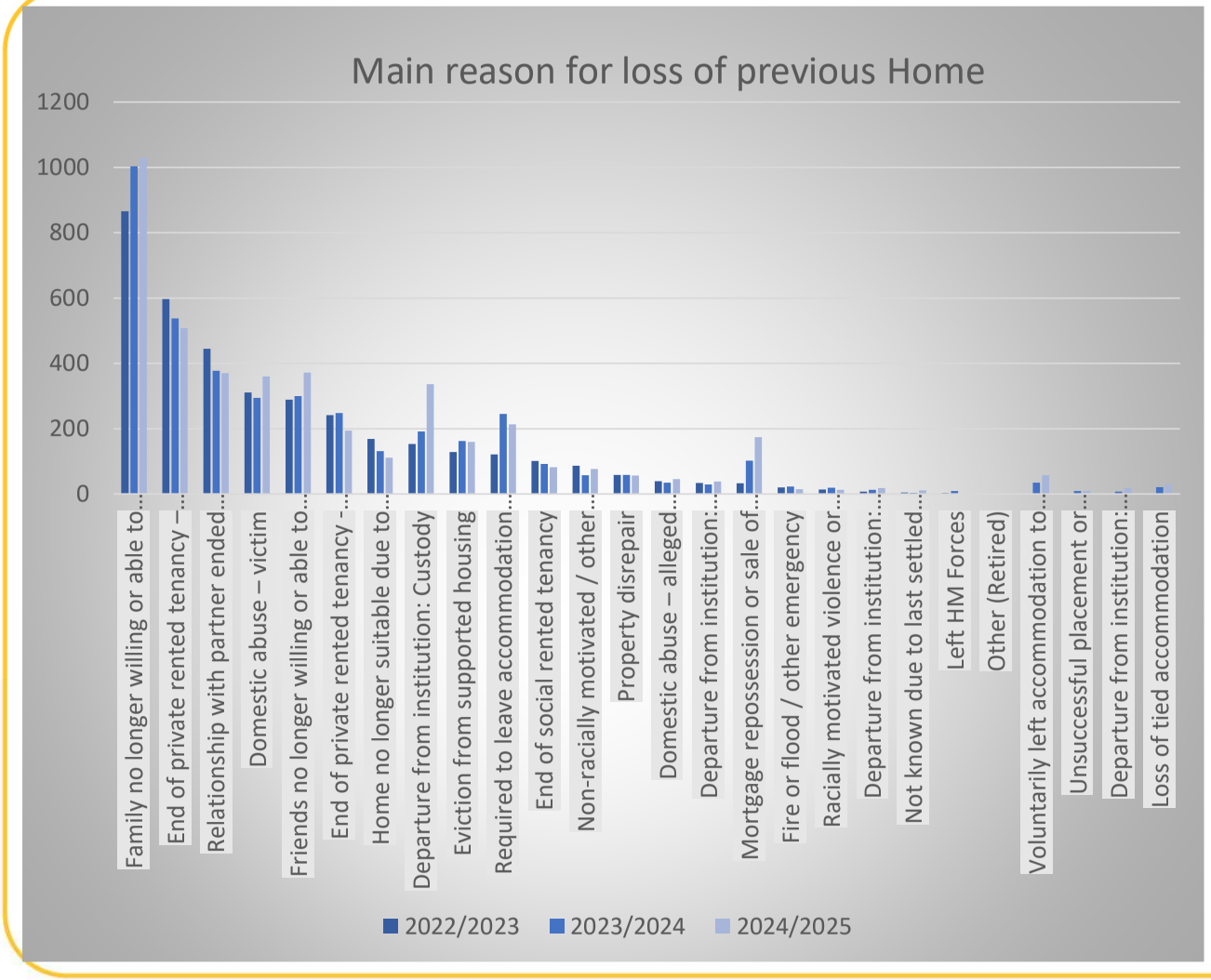
Support Needs of Homelessness Assessments

Data reporting has got better within the council but compared to commissioned services is under reported.

Key recommendations – quality data reporting for all services

Support needs	2022-2023	2023-2024	2024-2025
Mental Health	161	109	193
Substance use	27	24	27
Offending	3	40	69
Physical	263	255	282
learning	54	72	75

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Reason for Homelessness

Top 3:

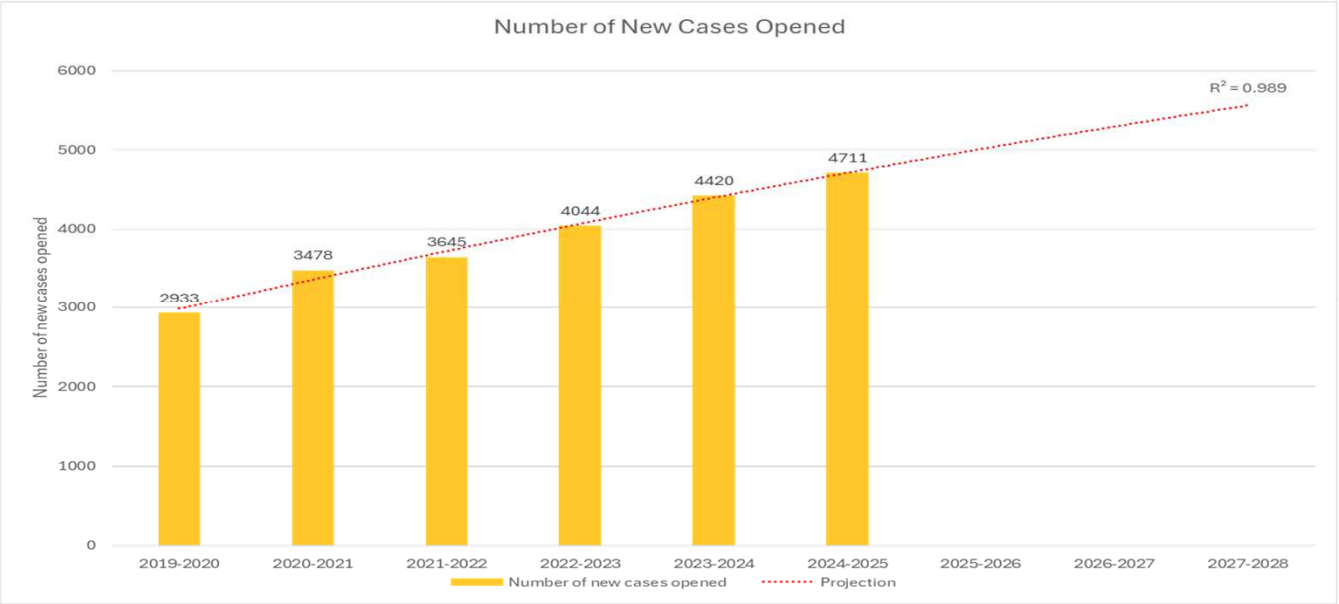
- Family no longer willing to accommodate
- End of Private Rented
- End of relationship with partner

•We expect changes as end of section 21 comes into force. More expectation with family as prevention.

Bury Council

New Homelessness Cases - 3 Year Projection

This chart shows the projected level of new homelessness cases that we could expect for the next three years if the trend continues as it is now. Not all these cases are owed a duty by the service. Approximate numbers based on projection:



2025-2026	5000
2026-2027	5300
2027-2028	5600

These projections have been created by using the statistical method that is embedded in Microsoft Excel. While this method is very accurate at finding the "best-fit" trendline from the given data it would require more data modelling to produce better case scenarios. There an many factors that can affect the number of cases being opened and it would need each of those factors being considered, to be able to say numbers could reduce if we applied certain mechanisms. For example, we have seen a rise over the last few years which could be due to wars in Europe and the middle east. If peace can be achieved that may mean we will see a lowering in cases being opened, but it is difficult to evidence this.

Overview

- It has been projected that if new homeless cases continue at this rate, then by 2027-2028 5600 customers will contact the service for some form of support, in comparison to 2024-2025 being 4711, an increase of 18.87% over three years
- Homeless case which have been accepted under prevention or relief have slightly decreased in 2024-2025, however customers accessing the homelessness service for support has increased
- Homelessness cases accepted under prevention or relief duties have slightly decreased in 2024–2025; however, the number of customers accessing the homelessness service for support has increased. Data shows a high number of cases being closed due to no contact or advice-only interventions, indicating that many households require some form of help at an early stage but do not continue to engage for ongoing support
- Engagement for support has continued to grow, with prevention cases increasing over the years following the mini-restructure of the homelessness team. Prevention outcomes have also shown a slight improvement since January 2025, driven by the introduction of targeted goals and the implementation of the bed and breakfast elimination plan, but still more to do
- In-work poverty is rising, as data shows that more individuals seeking homelessness support are employed, alongside an increase in mortgage repossessions contributing to homelessness presentations. However, data from other services is limited, for example applications for Discretionary Housing Payments (DHP) and Household Support Fund (HSF) do not consistently indicate whether applicants are homeless or at risk of homelessness

Bury Council

- The transition from prevention to relief has increased significantly, indicating that preventing cases from escalating is challenging. As a result, individuals are often owed a relief duty and are highly likely to be placed in temporary accommodation or experience rough sleeping
- Support needs and data quality are often inconsistent, leading to inaccuracies in recording trends. This makes it difficult to track an individual's journey through homelessness—such as services involved at presentation, support needs, and missing information—resulting in poor data that limits our ability to evidence where resources should be targeted for early prevention
- There has been a 228% rise in new prevention cases since end of 2023 (A1 in H-CLIC). Concurrent changes in underlying demographic data suggest there is a "new" cohort of households at risk of homelessness. These are, in large part, single adults (with or without children), often without additional support needs, unable to engage with PRS possibly due to financial pressures which have outgrown their income
- While other relief drivers have fallen recently, there has been a 160% increase in cases from asylum accommodation after June 2023. More relief duties are expiring after 56 days (R1), and there has been a 50% reduction in social rented accommodation (R2). H-CLIC data do not properly describe a large component of relief activities carried out (R3)
- High staff turnover and low retention have been an issue, with vacancies in key positions. This can create a vicious circle whereby understaffed teams are increasingly overwhelmed, leading to further attrition

Bury Council

- The team structure has been under-resourced as demand has increased, while resources have remained static: This makes the transition to more preventative work even more impressive, but also incredibly fragile at the same time
- Housing Options is becoming a front door for other forms of disadvantage: The team are not just responding to people's housing and economic challenges, but also supporting people experiencing multiple disadvantage, without the expertise and tools to do so. This includes poor mental health, substance misuse issues, interaction with the criminal justice system and the specific needs of non-UK nationals
- While there is multi-agency collaboration across other sources of support within the Council, it lacks coordination, which can create inefficiencies and siloes
- Bury has seen a significant acceleration in PRS rents in some areas, making it difficult for individuals to secure and sustain tenancies. Coupled with an increase in Section 21 evictions, this has created significant pressure on Housing Options teams
- Homelessness prevention typically starts and ends within the Housing Options office, where opportunities to embed good quality housing advice and prevention in the community may exist. Pre-pandemic, the service would co-locate and provide prevention support in community settings, but it has been difficult to prioritise this in recent years due to persistent demand pressures

Bury Council

Key Findings and Recommendations

- Make the most of the increase in Homelessness Prevention grant to ensure the Housing Options has the right number of staff and tools to carry out prevention work optimally: This represents a golden opportunity to further enhance successful interventions like mediation and PRS engagement, whilst aiming to design out some of the workforce capacity issues for 2026 onwards
- Refocus efforts on early prevention and community-based approaches by embedding the GM Live Well model, enabling universal and upstream prevention strategies. Consider embedding prevention frameworks and typology such as Universal, Target, Crisis, emergency and recovery prevention, used in other authorities
- Utilise the opportunities presented by changes in funding and strategy to re-engage key stakeholders in the Council's efforts to collectively prevent homelessness: Utilise engagement over the Bury Homelessness Prevention Strategy to elicit change.
- Within the service: Foster better coordination, co-location and a shared sense of mission across the rough sleeping, migration and the housing options team to ensure seamless support for individuals
- Encourage collective ownership of homelessness prevention across the council's functions beyond the existing team, up skilling agencies and the wider community in understanding prevention, giving them the tools and resources for universal prevention
- co-location or drop-ins of Housing Options staff at key community spaces. This could be targeted at neighbourhoods and community spaces in areas with a high prevalence of poverty, deprivation, homelessness and temporary accommodation use
- Consider, alongside Bury Homelessness Partnership, how targeted marketing and communications to landlords, residents and communities can help to disseminate sources of good quality housing advice: A well-thought-out campaign around homelessness could help to direct people to sources of advice and early help before they reach crisis point and, potentially, invite involvement of landlords, residents and community organisations to join in efforts to end homelessness

Bury Council

- Establish a data quality working group across all services to ensure accurate data collection and strengthen governance assurance. Expand this to wider service so Bury can evidence a true reflection of homelessness and when prevention was needed to build towards evidence base working and stronger understanding locally of the root causes of homelessness
- Conduct a review of customer journeys through homelessness to capture insights and develop a strategic plan focused on reducing and preventing homelessness in a cross-departmental way of working

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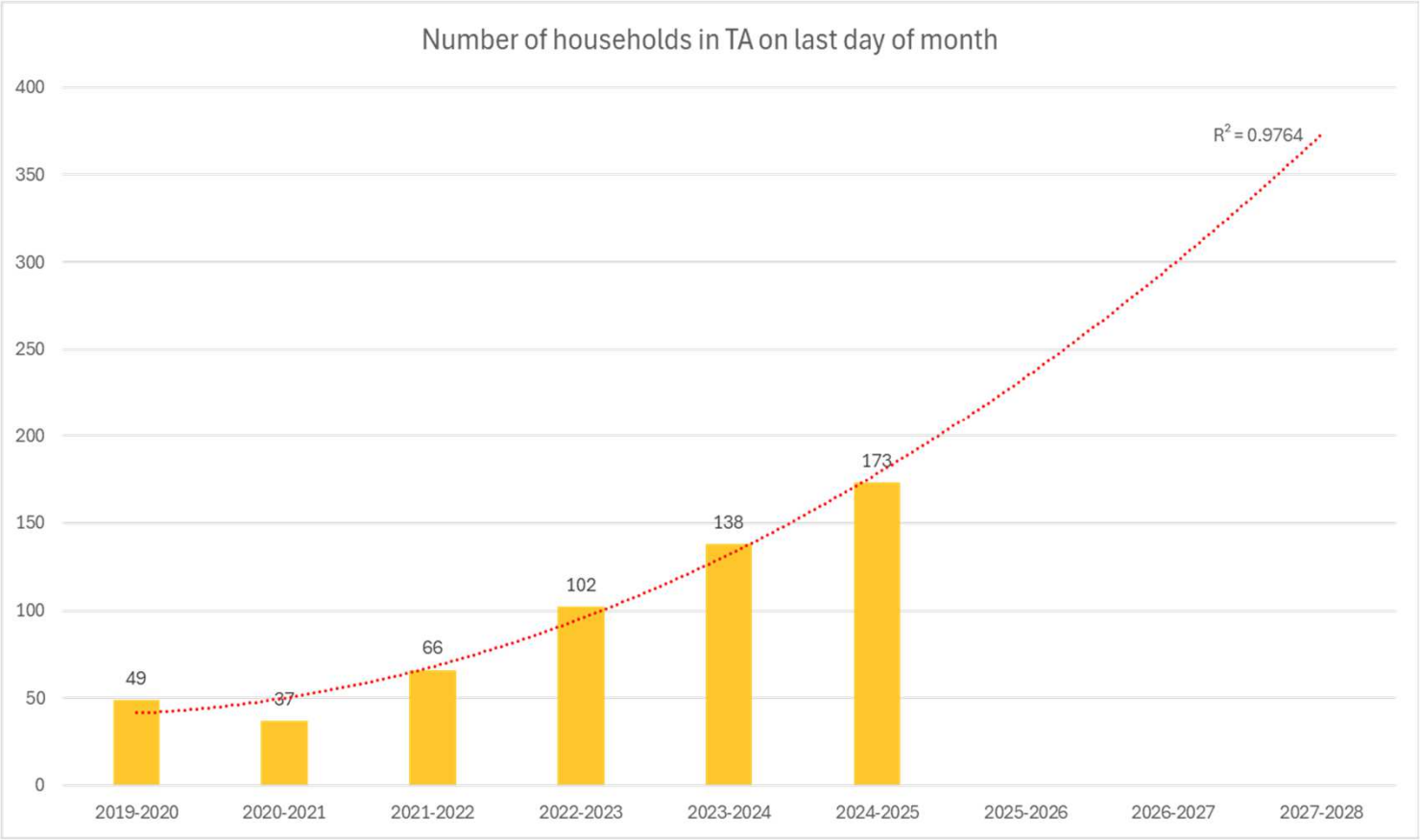
Temporary Accommodation and Housing Options

•**Temporary Accommodation (TA)** is the term used to describe accommodation secured by a local housing authority under their statutory homelessness functions. Most households in temporary accommodation have been placed under the main homelessness duty, but temporary accommodation is also provided during the relief stage to households who the local authority has reason to believe may have priority need, or on interim basis in other circumstances such as pending the outcome of a review on a homelessness decision.

•**Housing Options** leads on Bury Council Housing waiting list, Bury Councils Allocations Policy and Choice Base lettings

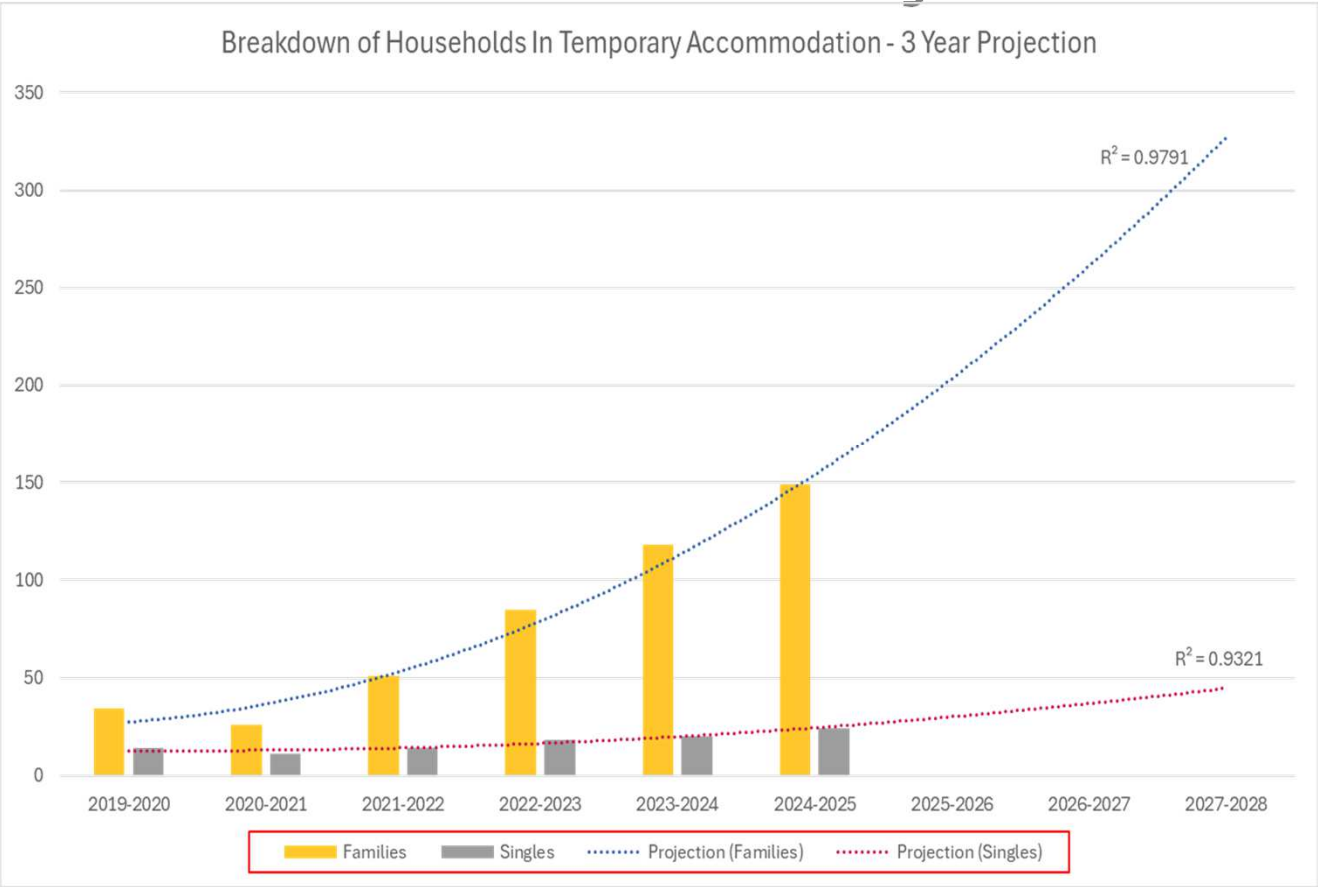
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Households in Temporary Accommodation (Monthly Average) - 3 Year Projection



Bury Council

Breakdown of Households In Temporary Accommodation - 3 Year Projection



This chart demonstrates a much larger rate of increase in the number of families being supported with temporary accommodation than that of single people.

The small downturn in the trend in 2020-2021 is probably a result of the Government's "Everyone In" campaign which saw greater provision of TA and could have reduced the demand on Bury's TA service

Bury Council

Households Provided Interim Accommodation

BREAKDOWN OF HOUSEHOLDS	2022–2023	2023–2024	2024–2025
Families	132	178	230
Singles	62	74	123
Couples	3	7	4

Dispersed Accommodation Growth
Dispersed accommodation is the most used type within our borough, increasing steadily from 103 to 114 units over the reported periods.

Increase in Bed and Breakfast
Bed and Breakfast accommodation rose sharply from zero to 58 units, reflecting the increase in pressures of Homelessness cases.

Introduction of Step-Down
Step-down accommodation was introduced in 2023-2024 with 25 units, to reduce placements in Bed and Breakfast, as part of the B&B elimination plan.

Bury Council

DESTINATION	2022-2023	2023-2024	2024-2025
Social Housing	91	64	60
Not known	15	58	96
Supported accommodation	17	16	17
Return to family	7	13	8
RP Tenancy	15	7	13
Private rented	8	7	12

YEAR	AVERAGE LENGTH OF STAY (DAYS)
2022-2023	162
2023-2024	146
2024-2025	137

Overview

- Over the past three years, Bury Council has significantly increased its provision of temporary accommodation, relying heavily on bed and breakfast placements between 2022 and 2024. As part of this approach, the council introduced an additional 68 units of temporary accommodation and maintained an average of 22 bed and breakfast rooms. As of September 2025, there were 222 households in temporary accommodation, including 401 children. This comprises of 109 families in dispersed stock, 26 single individuals, 24 families in bed and breakfast accommodation, 56 families in pay-nightly accommodation, and 8 single individuals in council-commissioned services
- Data shows that in Bury, an average of 15 families are placed in temporary accommodation each month, while around 11 families leave some form of temporary accommodation. If these numbers remain the same and we take a "do nothing" approach to prevention or move-on options, projections indicate that within three years we would need an additional 109 properties on top of our current 110 dispersed stock. If the number of families requiring temporary accommodation were to increase by just one per month, the forecast rises significantly requiring over 189 additional properties, in addition to our existing stock
- Bury Council have seen a significant increase in singles who need to be provided interim accommodation in accordance with the Housing Act 1996. Customers placed will have some form of health need. However, throughout this exercise, it has been evidenced that we are unable to capture support needs due to recording of data through HCLIC. This is a regional trend as these question are not mandatory for HCLIC, but as service grow and we move to a universal prevention model, this data is key for future funding, commissioning and delivery of work
- The Homeless Families Leasing Scheme has helped to bring on new accommodation through lease and repair: This has strengthened relationships with Registered Providers, brought vacant stock back into use and reduced the need for families to go into B&Bs

Bury Council

- Data shows that the housing and support that is available in Bury is unevenly distributed across the borough: The distribution of affordable housing and TA can create a concentration of struggling households within neighbourhoods. At the same time, there are gaps and underserved areas within the community support offer
- Households previously mentioned are spending longer in temporary accommodation due to a lack of suitable move-on options. Although there was a slight decrease in waiting times during 2024/2025, current forecasts suggest that waiting times will increase again in 2025/2026
- There is limited availability of social housing in the borough, as highlighted within this report, and significant barriers to accessing private rented properties. This is largely due to the borough having the second highest private rental market in the region, which creates considerable challenges for households seeking accommodation
- As shown in the regional data, Bury has the highest number of out-of-borough placements from Greater Manchester localities, adding further pressure to an already imbalanced housing structure. This means Bury is not only competing with other GM boroughs for housing but also with government contracts for Home Office and prison accommodation
- The service are accommodating an average of 28 singles per month in expensive bed and breakfasts, who are in priority need. These singles tend to be of multi disadvantage, placed outside of the borough away from support networks
- In 2024/2025, Bury spent an additional £1.5 million on temporary accommodation. For 2025/2026, a budget of £1.5 million was set; however, forecasts indicate that spending could exceed this amount by a further £700,000 if plans are not implemented

Bury Council

Key Areas and Recommendations to Consider

- To develop a three-year temporary accommodation mobilisation plan and establish a pipeline of properties to bring into use for temporary housing, helping to manage current demand and reduce reliance on 22 bed and breakfast placements and 61 pay-nightly accommodations. Strategic plans have been implemented to achieve these unit targets, which will align with the new Housing Strategy
- To partner with registered providers and social enterprises to increase temporary accommodation. Commission both family and single-person accommodation. Collaborate with landlords to develop properties on behalf of the service. Utilise any forthcoming regional funding around temporary accommodation to further diversify the temporary accommodation offer: Including considering how this funding can be used to unlock properties in the PRS and empty homes (lease and repair, 10 plus 1)
- Develop a model that integrates different types of accommodation to reduce reliance on bed and breakfast as the primary option for temporary housing, by utilising dispersed stock. Ensure that standards align with the Decent Homes and GM Housing First (supply) and Good Landlord Charter
- Alongside the actions outlined above, there should be a commitment to getting back on track in preventing and ending homelessness in Bury. The right functions, ambitions, values, and culture are broadly in place, and with targeted changes and investment our work can progress
- The aim is to increase opportunities for households to move on from temporary accommodation by strengthening Bury's move on pathways for singles into central access point or single accommodation. For all households there will be focus on the Private Rented Offer and expanding the lease-and-repair scheme to provide more long-term accommodation options
- To strengthen move on meetings and quality assurance. Cases are to be reviewed weekly, to ensure that bids on properties are placed, move on into supported housing or PRS for singles is being explored and sourced to ensure quicker move on and overreliance on social housing
- Supported housing and housing-led dispersed options for single households experiencing multiple disadvantage who are unsuitable for other TA or ABEN

Bury Council

- Support within temporary accommodation should be reviewed to ensure all households have access to appropriate assistance and are able to connect with the community and grassroots services as a part of the enhanced Live Well model, helping to prevent repeat homelessness. Additionally, support with accessing employment is essential, as households are spending longer periods in temporary accommodation. This will enable them to maximise their income and improve their chances of securing private rented housing
- Continue to seek to recoup the cost of B&B placements via the housing benefit where practicable: This would unlock payments equivalent to the one-bedroom self-contained Local Housing Allowance rate based on the location of the property
- Introduce robust quality assurance for all the homeless service ensuring accurate data recording, regular checks of cases and audit tools
- Consider how the Homelessness Prevention uplift can support a reduction in TA demand, including bolstering the PRS offer and targeted prevention initiatives: Consider how increased resource can be targeted at reducing temporary accommodation demand and specifically B&B usage
- Review the data from the spend analysis (GMCA) to identify where the best value for money can be found within existing B&B providers: Review current spend and work with procurement colleagues and neighbouring local authorities to understand how to achieve better value for money
- To ensure that the priorities set out in the new Governments Children in Poverty strategy, children in temporary accommodation is embed in the services working practice, as well as cross departmental working

Bury Council

Year 1 26/27 Proposal	Units
Buy family properties (LAFH tranche 3)	6 external grant
Buy family properties (LAFH tranche 4) Year 1 outcome	3 external grant
Lease & repair properties (GMCA grant TBC)	6 external grant funding
Family properties with Irwell Valley	10 (160k cira) 5 years
Internal lease & repairs	6 (160k circa) 5 years
Total Year 1	31

This a confirmed three-year delivery plan aims to provide suitable and adequate temporary accommodation for residents while reducing the high costs associated with current reliance on bed and breakfast and nightly paid placements.

To achieve this, we must cap temporary accommodation usage, set clear prevention targets, and increase throughput by preventing at least one additional family per month from entering temporary housing and moving one additional family on. Based on current projections, If we "do nothing" we will require approximately 109 additional temporary accommodation units over the next three years. This approach is unsustainable for the borough, as it will further widen the gap between growing demand and limited supply

This approach focuses on creating a sustainable long-term vision for housing solutions through improved prevention and efficient resource management.

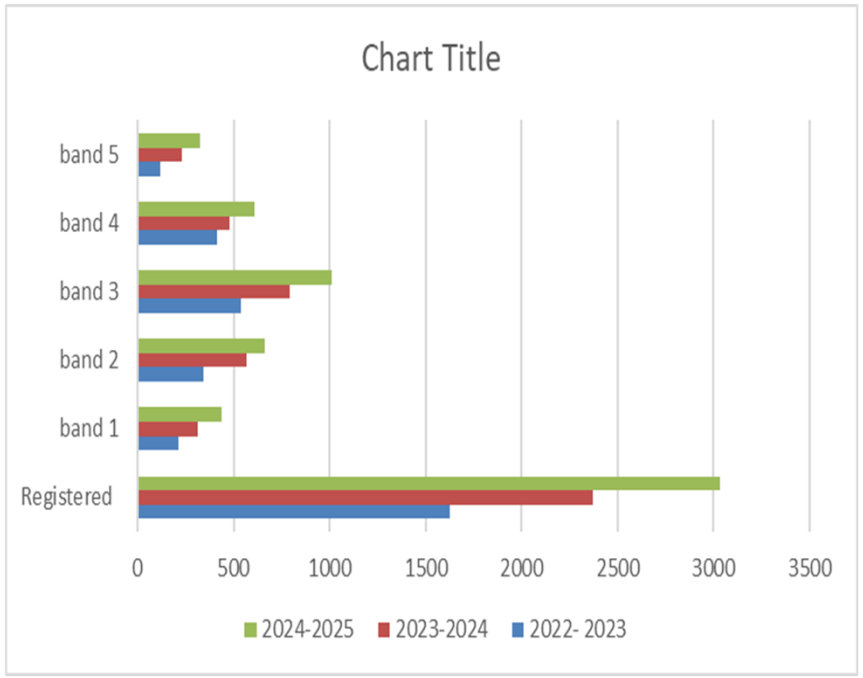
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Year 2 27/28	Units
Family properties Silver Street (developer partnership)	12
Remaining lease & repair properties (GMCA)	9
Internal lease & repairs	7
Total Year 2	28

Year 3 28/26	Units
Acquire properties (LAFH round 4)Year 3 outcome	2
Total Year 2	2

Bury Council

Housing Options/Allocations

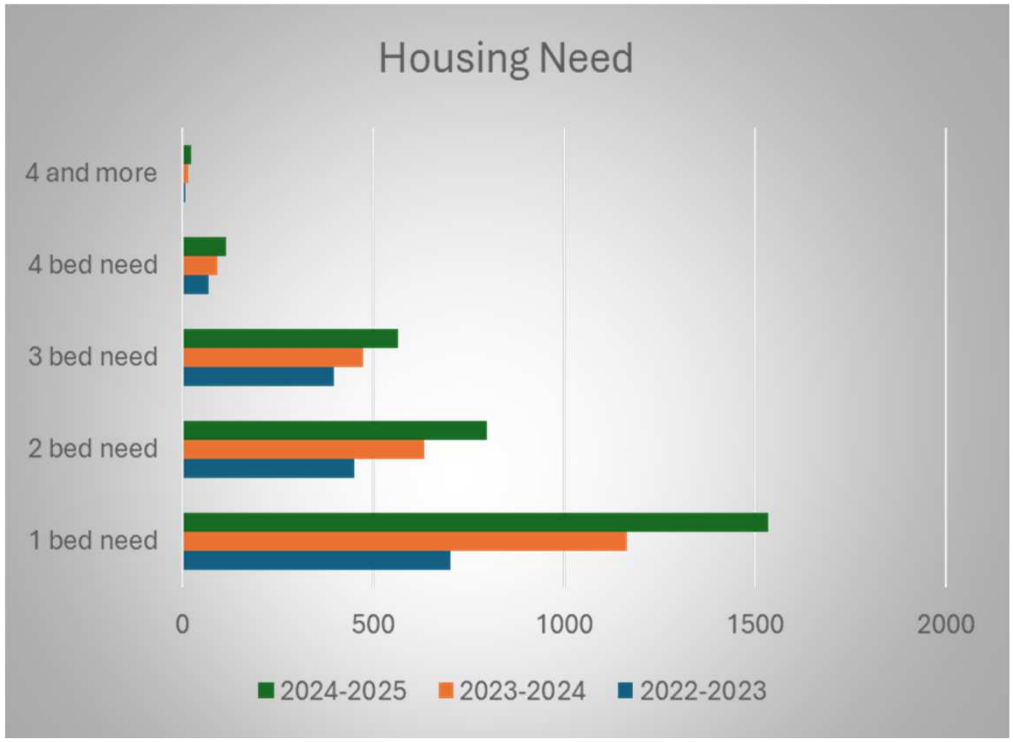


BED SIZE	AVERAGE WAITING TIME
1 bed	627
2 bed	733
3 bed	912
4 bed	980
5 bed	763

At the end of March 2025, 1890, people had been assessed of having a medical need.

Bury Council

Housing Needs and Stock



VOIDS ADVERTSIED
2024-2025

1 bed	536
2 bed	174
3 bed	25
4 bed	0

Bury Council

CORE Lets in 2024-25

Month	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Tenancy starts	31	28	22	45	30	30	27	28	29	22	14	33

Bury Council

Overview

- Housing shortages have created competing priorities across the Council: There are ethical and practical quandaries about how limited social housing stock is allocated; for example, having to choose between families in temporary accommodation, care leavers, and rough sleepers for a single property
- The Housing Options Service manages Bury Council's Housing Register and oversees the Allocation Policy. Key responsibilities include assessing housing applications, determining housing need, and registering eligible individuals and households. Available void properties are advertised via the Choice-Based Lettings (CBL) system
- There are currently 3,000 individuals and families on Bury's Housing Register a significant increase from previous years. This rise correlates with longer average waiting times for social housing. In September 2025, the service completed a data cleanse, which successfully reduced registrations to 1896
- Key data evidences that the Household breakdown and bedroom requirements outweighs current supply For instance, 1,000 families currently require three-bedroom properties, yet only 25 of these homes were available to let in 2024–2025. This reflects a sharp imbalance between supply and demand within the borough
- The shortage of suitable housing and the increasing number of applicants are placing mounting pressure on the service. As fewer properties become available, waiting times have increased, and applicants remain on the register for longer periods. An application backlog of four months has equated from the increase of homelessness, 1890 individuals assessed as having medical need and limited staffing capacity
- As part of the Housing Strategy, several properties have been delivered to support homelessness through the Affordable Housing Scheme. In 2022/23, 20 properties were completed and nominated (including 9 at The Mount, 2 at Waldmers Wood, and 9 at Holcombe Gardens). No new properties were added in 2023/24, while 2024/25 saw 10 properties at Waldmers Wood. Additionally, properties were brought back into stock for temporary use, with one property in 2022/23 and another in 2024/25

Bury Council

Key Recommendations

- This work must align with the forthcoming Housing Strategy and the Housing Strategy for those with Additional Needs, which will include a comprehensive needs assessment. Recommendations arising from that strategy will be integrated into the Homelessness Strategy, informing pledges and shaping future actions
- Review the direct let procedure to ensure fair and transparent allocation of properties across the borough.
- Assess housing application and property advertisement systems to enhance efficiency and speed through ICT-enabled digital transformation

Bury Council

Rough Sleepers and Outreach Service

Over the past three years, the rough sleeping landscape has shifted dramatically, with a confirmed year-on-year increase of just over 60% in the number of individuals sleeping rough. This sharp rise underscores the growing urgency for targeted interventions and more robust prevention strategies.

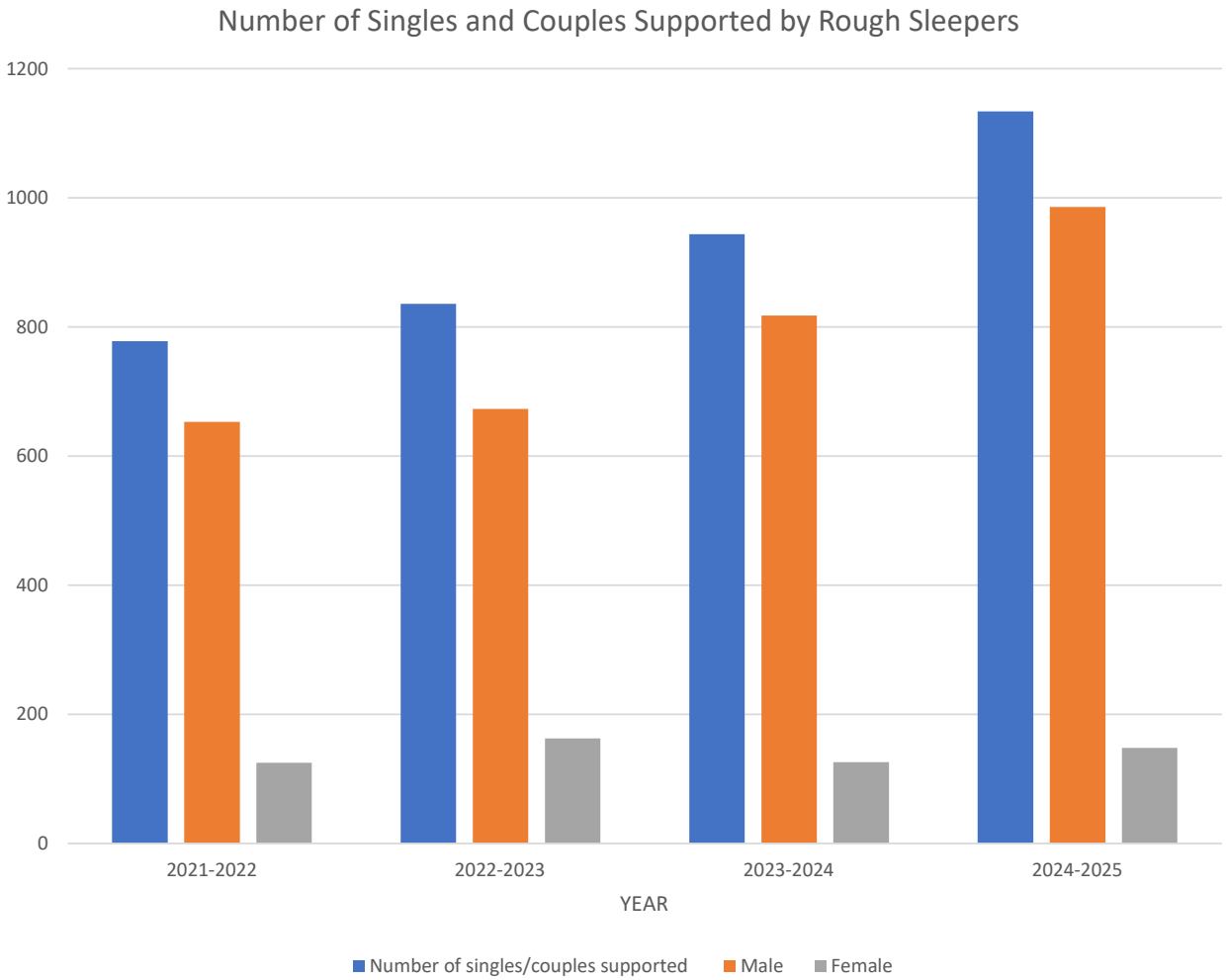
A notable trend within the data is the increase in rough sleepers with prison backgrounds, suggesting a need for stronger transitional support and housing pathways for individuals leaving custody. This aligns with wider concerns about gaps in post-release accommodation and the importance of services like CAS3. Encouragingly, the number of veterans and care leavers identified as rough sleeping remained below five in the last financial year. This reflects the positive impact of focused efforts on youth homelessness and improved pathways for those who have served in the armed forces - demonstrating that targeted, collaborative approaches can yield meaningful results.

However, the 2023–24 spike in rough sleepers leaving Serco-managed accommodation highlights the unintended consequences of the government's fast-track decision-making process. This surge points to the need for more coordinated exit planning and safeguards to prevent individuals from falling into homelessness following system-led transitions.

The team was recently strengthened from a Coordinator and two Outreach Workers in summer 2025 with the addition of an Integrated Support Navigator and an Early Intervention Worker. As the borough’s sole point of contact for individuals sleeping rough, the team plays a pivotal role in both immediate response and long-term support.

The service oversees commissioned accommodation pathways including ABEN, CAS3, RSAP, and Huntley House, while also pioneering collaborative initiatives with non-commissioned providers such as Calico and GCS to expand options and flexibility. Our street outreach is proactive and compassionate - engaging individuals where they are, building trust, and offering tailored support that reflects person-centered values.

Bury Council



Cases Supported by RSI

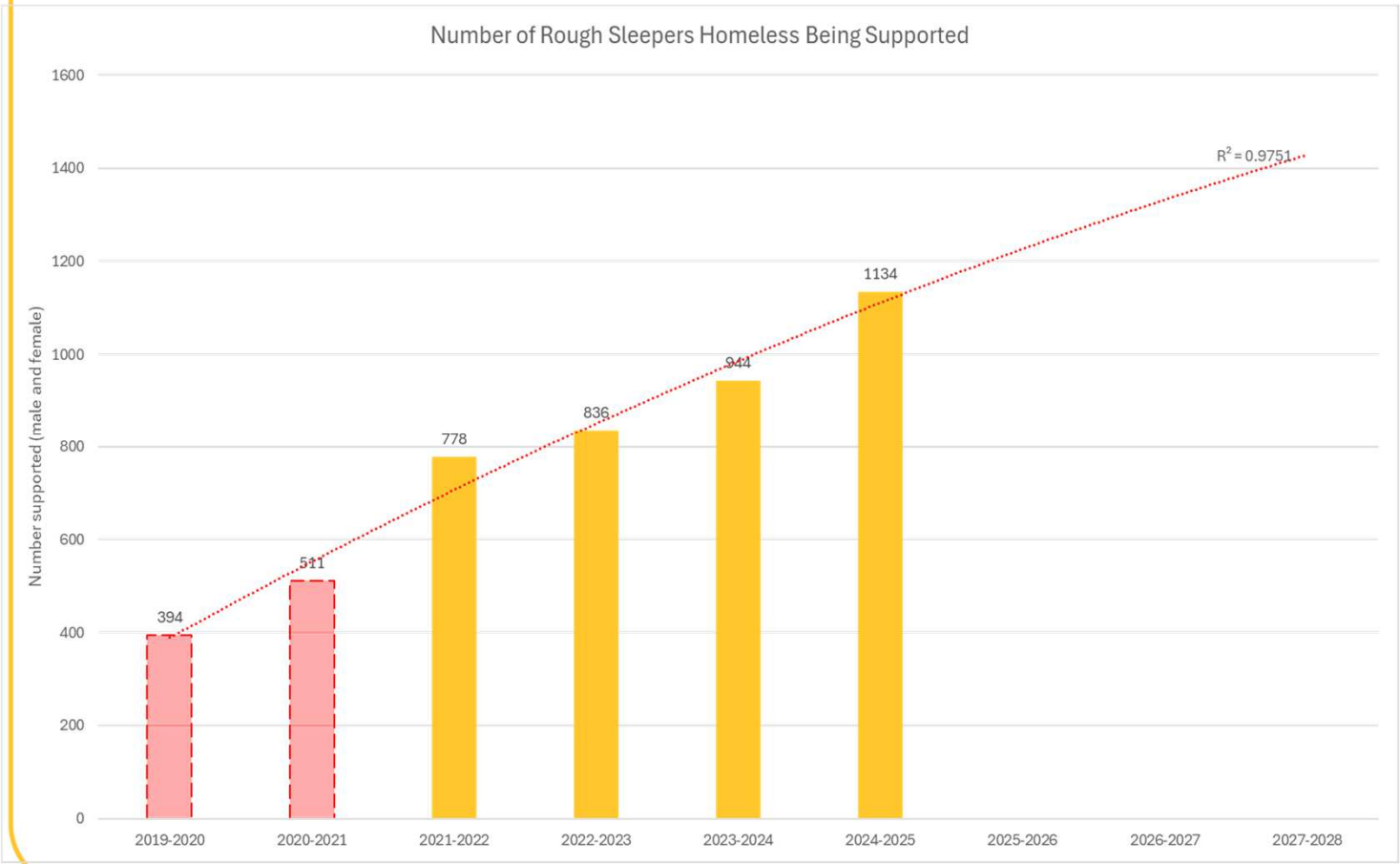
Over the past three years, the Rough Sleeper Team has demonstrated unwavering commitment to supporting individuals across the full spectrum of homelessness; those at risk, actively rough sleeping, and those transitioning through services. Their consistent presence in the community has positioned them as the sole dedicated service for this cohort within the borough, a role underscored by the significantly high volume of individuals supported.

Data trends reveal a year-on-year increase in the number of males accessing support, suggesting either a rise in male rough sleeping or improved engagement strategies. In contrast, the number of female service users has remained steady, which may reflect either a plateau in need or potential barriers to engagement that warrant further exploration.

This pattern highlights the importance of gender-responsive approaches and continued investment in outreach, prevention, and tailored support—ensuring that all individuals, regardless of background or circumstance, receive the help they need to exit homelessness sustainably.

Bury Council

Rough Sleepers Supported - 3 Year Projection



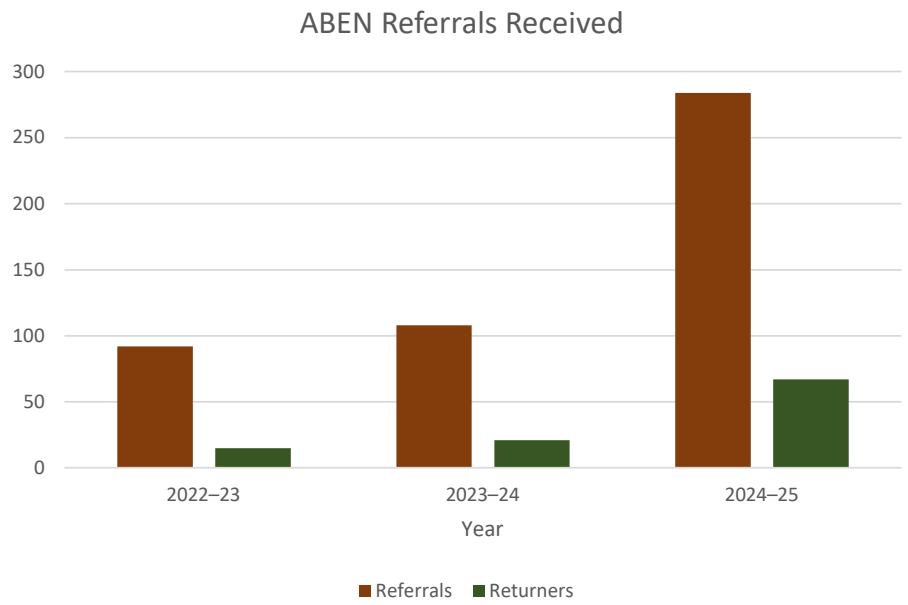
The first two data points in the chart have been generated by a regression calculation to give a broader dataset to base the projection on.

Again, this is the position we would be in if the current trend was to continue at the same rate, alternate scenarios would need to be derived from more complex modelling Approximate numbers :

2025-2026	1217
2026-2027	1335
2027-2028	1452

Bury Council

ABEN Referrals



The number of A Bed Every Night (ABEN) referrals received by the Rough Sleeper Team has steadily increased year-on-year, reflecting growing demand and improved outreach. However, the most striking trend is the sharp rise in the number of returners; individuals who have required multiple ABEN referrals over time. This suggests that while initial access to emergency accommodation is improving, many service users are either cycling back through the system, which highlights ongoing challenges in sustaining long-term housing outcomes and the need for more robust, wraparound support beyond the first point of contact. Alternatively, this trend may reflect the extended periods individuals spend rough sleeping, during which they engage with multiple organisations who subsequently re-refer them into the ABEN pathway.

Bury Council

- There is a high incidence of new rough sleepers in Bury (8.5 per month, c.f. 4.1 in comparators), which constitute 74% of the total monthly counts in 2024. 149 new rough sleepers have been recorded in monthly counts in 2024 in Bury, compared to 105 in Rochdale and 59 in Tameside. Long-term or returning rough sleeping rates are in line with comparators over the last 6 months. This suggests that relief services are effective in ending rough sleeping, prevention services are unable to reach the full volume of rough sleepers with successful intervention services
- Home Office streamlined decisions impacted rough sleeping figures significantly during 2023, however these number have slowly decreased, so we have less NON-EEA rough sleepers within the borough, but this is still an added pressure
- The rough sleeping team faces significant resource constraints, resulting in high caseloads and concerns about service sustainability. Individuals with multiple exclusions, including those with long-term or repeat rough sleeping histories, often have no available support. Emergency accommodation options like ABEN and SWEP remain limited in both location and suitability, failing to meet the needs of women, couples, and people with complex disadvantages
- The number of "target priority group" in the borough has increased with 6 being identified in 2022 compared to 22 being identified in 2025. These are people who have been sleeping rough for long periods of time, present with complex support needs and are experiencing multiple disadvantages. This group, and many other people sleeping rough, often have a history of failed tenancies or recurrent stays in temporary accommodation
- Lack of capacity in ABEN and a lower rate of turnover of bedspaces than other GM Local Authorities further exasperates pressure on the team. Bury typically houses 35-45 people in ABEN accommodation each month and sees longer length of stay than the GM average

Bury Council

- Bottlenecks mean that ABEN acts as a waiting room for supported housing: The current off-the-streets offer prioritises those experiencing the severest forms of disadvantage, meaning there is interdependence on the capacity of supported housing services, which are in short supply
- Bury has a committed outreach and in-reach function, which covers a lot of ground across the borough, responding to both urban and more rural rough sleeping to the best of its abilities. This is enhanced by the integration of the Dual Diagnosis service and strong relationships with local VCFSE partners
- The service have two rough sleeper outreach workers since Covid-19, where numbers were much lower, but no increase in external funding has been provided. As a result, staff face growing caseloads and extended outreach shifts, often lasting four hours during unsociable hours, to monitor known sleep sites and provide support to those at risk
- The number of rough sleepers accommodated through the ABEN provision has increased significantly. Without this support, rough sleeping figures would likely continue to rise, as ABEN plays a pivotal role in offering emergency accommodation. However, it is not always suitable for individuals with complex needs such as mental health issues, substance use, or offending behaviours. It is becoming more common for the service to see people experience longer periods of rough sleeping, specifically, among those whose needs cannot be met through the ABEN or other supported accommodation. This highlights the need for more targeted approaches to ensure that vulnerable individuals receive appropriate support and are not left without safe accommodation options

Bury Council

- Strong connections with local VCFSE partners, such as Red Door and other community organisations enable collaborative triage and response to rough sleeping risks. The team delivers thorough, person-centered risk assessments and tailored support plans for individuals at risk. A flexible approach to ongoing support ensures tenancy sustainment and prevents cliff edges, allowing people to access help whenever needed
- Whilst there is an open-ended approach to support, there is a lack of resettlement support for people moving on from temporary and emergency accommodation, which can affect the sustainability of tenancies following rough sleeping

Bury Council

Key Findings and Recommendations

Recommendation within the homelessness pressures of this report is key for reducing rough sleeping in the borough

- Whilst there are clear resource issues within the team, the frozen funding allocation under rough sleeping prevention and recovery grant means there is little national funding to bridge these gaps. The deployment of the Navigator funding has been challenging, and it may be sensible to utilise this to bolster the outreach team, potentially developing a role focused on in-reach and tenancy sustainment for those leaving ABEN
- Review current model which brings focus back to preventing those at risk of rough sleeping. Develop an early prevention worker role to provide proactive, community-based support for individuals at risk of homelessness or rough sleeping, including sofa surfers. This role should focus on targeted interventions to prevent crisis and promote housing stability, as well mobilising accommodation for those at risk
- Review the central access point service with partner agencies and move towards a panel meeting, ensuring that accommodation is allocated based on needs
- Foster better coordination between the Rough Sleeper Team, Migration Team and the Housing Options Team to ensure seamless support for individuals. This could be achieved by practical changes: Regular huddles, joint team meetings and development of a shared vision for homelessness prevention under the new homelessness prevention strategy for the borough
- Refresh a regular multi-agency panel looking at the target priority group and people most at risk of repeat rough sleeping, pull together a diverse group, including statutory and voluntary sector actors to identify the actions needed to resolve people's rough sleeping and ensure onward tenancy sustainment

Bury Council

- Use the proposed expansion of ABEN to diversify the emergency accommodation offer: Use the planned increase to address imbalances in the location of accommodation and specificity of the offer (e.g. more provision for women, couples, people experiencing long term rough sleeping)
- Use the re-launch of the Bury Homelessness and Migration Partnership to develop a more varied and diverse VCFSE offer, use the existing infrastructure to involve a wider range of organisations in rough sleeping prevention and crisis relief. Work closely with faith and community groups to understand their activities and utilise them for prevention efforts
- Consider how resettlement support can be embedded within existing outreach/in-reach and housing related support pathways: Understand how the developing step-down pathway at Huntley House and the existing floating support service can support people through the move on process from ABEN and temporary accommodation, to prevent a return to rough sleeping
- Utilise evidence from the Dual Diagnosis service and local relationships with Public Health colleagues to make the case for better integration of health services into rough sleeping support: Enhancing joint working and decision-making to embed inclusion health practises throughout accommodation provisions
- Involve people with lived experience of rough seeping in the development of the service: Use data from the forthcoming feedback questionnaire from people leaving ABEN to inform the continuous improvement of the rough sleeping offer and use the development of the homelessness prevention strategy and ongoing engagement with Bury Homelessness Partnership in the continuous improvement of the service
- Mobilise additional supported accommodation within the borough on an enhanced model, with no additional cost for the service. This will be agreed a new established supported accommodation panel, as part of the new supported accommodation act

Bury Council

- Mobilise additional supported accommodation within the borough using an enhanced service model, acknowledging the associated increased costs. This will be overseen and agreed upon by a newly established Supported Accommodation Panel, in line with the requirements of the new Supported Accommodation Act
- Strengthen access to private rented sector and HMO accommodation to deliver improved outcomes for single homelessness and rough sleepers. This should support move-on from both commissioned and non-commissioned temporary accommodation, creating sustainable housing pathways
- Strengthen single homelessness pathways such as the prison pathways, to ensure that all prison leavers are considered not just non-statutory singles. This will create a more inclusive and consistent approach to housing support for individuals leaving custody
- Develop and embed the social worker role funded by the RSPARG grant and changing future programme to deliver bespoke support for rough sleepers and those at risk. This role should focus on creating pathways into accommodation, health services, and tenancy sustainment, ensuring holistic and person-centred interventions for the priority group
- Consider active involvement in the new commissioning of young persons' accommodation to ensure local needs are represented and integrated into service planning
- Integrate GMCA-led initiatives such as Youth Pathfinders and Housing First into local delivery plans, ensuring a coordinated approach that provides tailored support for young people and those with complex needs

Bury Council

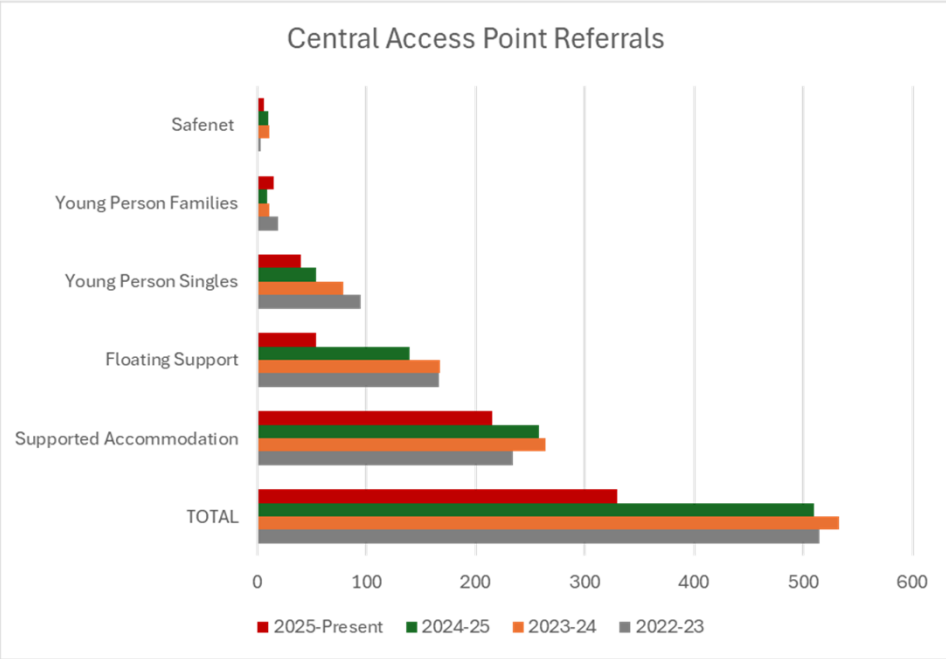
Non-statutory Accommodation and Services Provision

- As part of Bury Council's Homelessness Strategy 2022–2025, key pledges were set out within its vision, including the commissioning of accommodation and support services to meet statutory requirements and prevent homelessness using local and regional grant funding. In addition to delivering these commitments, the Council successfully mobilised services beyond statutory and commissioned provision
- These achievements were made possible through strong cross-departmental collaboration and partnership working with internal teams and external agencies. Without these efforts, homelessness and rough sleeping levels in the borough would have been significantly higher
- This overview demonstrates the critical role these services have played and evidences the need to continue and strengthen this work moving forward. This is the Key Findings and Recommendations for this area

Bury Council

Central Access Point

- While there was a slight reduction in CAP referrals from 2023–24 to 2024–25, current year trends suggest numbers will surpass both previous years. This rise may reflect increased awareness of available services, leading to more referrals, as well as a growing number of individuals in need of homelessness support. Notably, the highest demand is concentrated in referrals into supported accommodation and tenancy sustainment, underscoring the urgent need for a more inclusive accommodation offer that can meet diverse needs. To reduce repeat homelessness and promote long-term stability, robust support must be in place to equip individuals with the skills and confidence required for independent living.



Bury Council

Commissioned Services and Accommodation

Under the strategic pillars of Prevention, Partnership, Place, Property, Purpose, and Promote, Bury Council committed to mobilising services and accommodation to prevent homelessness and reduce rough sleeping.

This table provides a summary of the outcomes achieved by all services commissioned under Bury Council's Homeless Strategy for 2022–2025, in alignment with the objectives set out in the strategy's priorities.

The external funding received by government was specifically targeted at supporting single individuals aged 35 and over experiencing homelessness. This focus reflected the highest area of need in Bury at the time, particularly in response to the COVID-19 pandemic and the national "Everyone In" initiative led by central government.

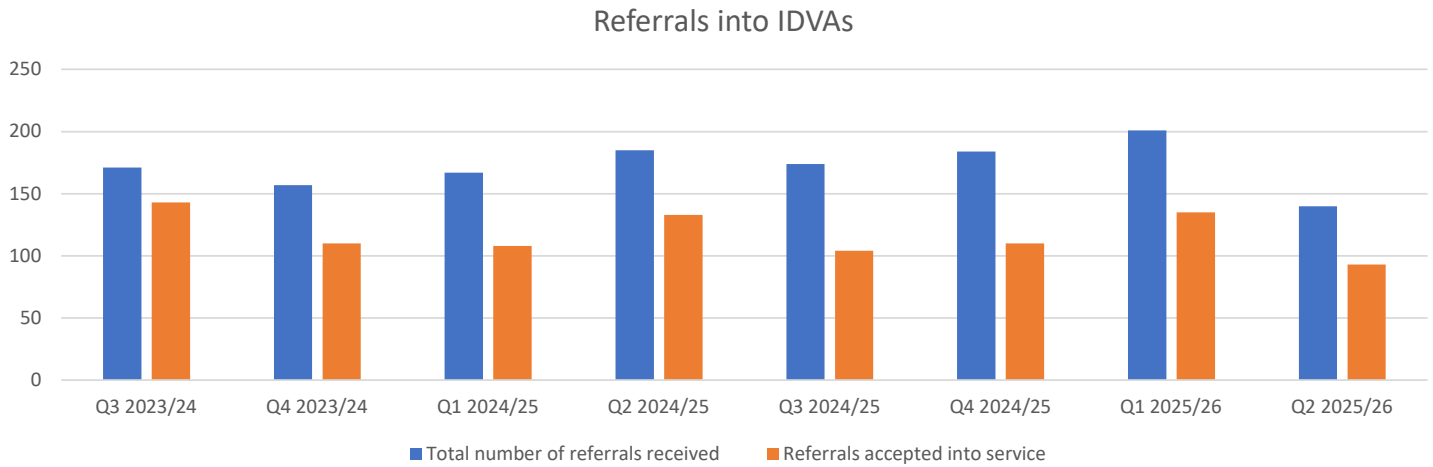
The data clearly demonstrates the value of commissioning these types of services, highlighting the positive outcomes achieved. When compared to the current number of singles presenting as either homeless or rough sleepers, the evidence strongly supports the continued commissioning of such services to meet ongoing need. The need for ongoing resettlement support in particular supporting RSAP and Calico floating support services.

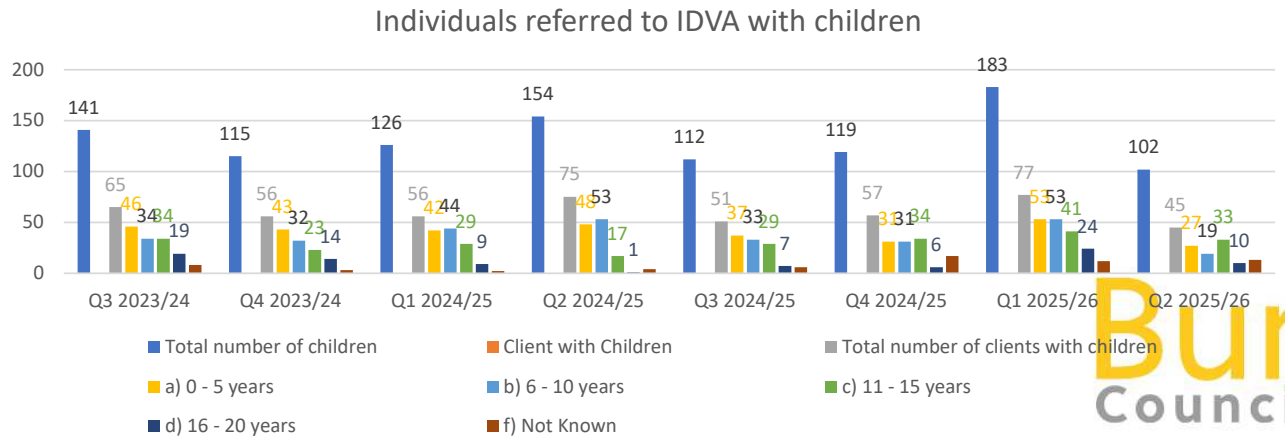
Service	2024-25	Outcomes
Calico Floating Support	46 families, 734 singles 105 couples	67% tenancy sustained
Calico Accommodation	42 accommodated – 29 units	14 long term move ons within theis period
ABEN	227 accommodated 22- 25	228 postive move ons 22-25
CAS 3	12 units of accommodation / 50 people	30 people successfully moved on to supported PRS or family and friends
Bury Bridges	57 units of accommodation	89 successful move ons
RSAP	10 units of accommodation / 16 people	4 people successfully moved on to PRS or family and friends

Bury Council

Domestic Abuse Services

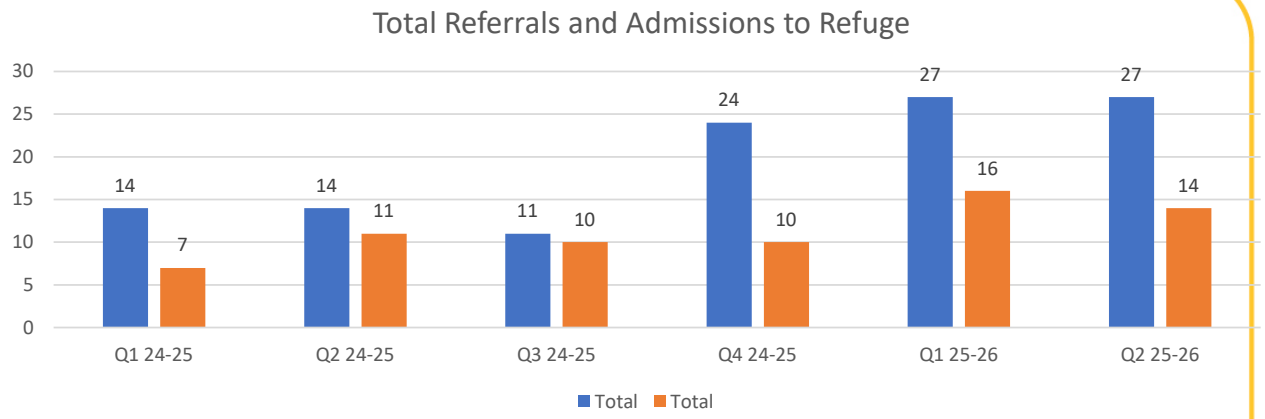
SafeNet delivers Bury Council's Domestic Abuse/Independent Domestic Violence Advisor Service (IDVA). Data indicates a steady increase in both referrals received and referrals accepted, with forecasts for 2025/2026 expected to surpass the previous year. This trend highlights significant challenges and growing demand for domestic abuse support within the borough. Further detailed data can be found in the Domestic Abuse Strategy.



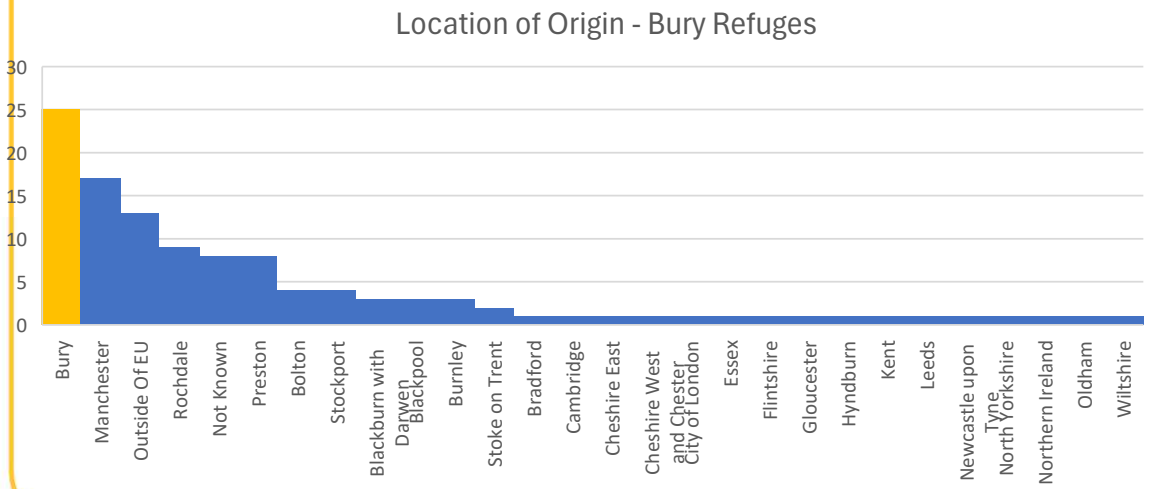


Bury Council

Under the Domestic Abuse Act 2021, local authorities in England have a statutory duty to ensure victims of domestic abuse and their children can access support within safe accommodation. Bury was allocated the new burdens funding to provide safe accommodation for residents who were residing in the borough who were fleeing Domestic abuse.

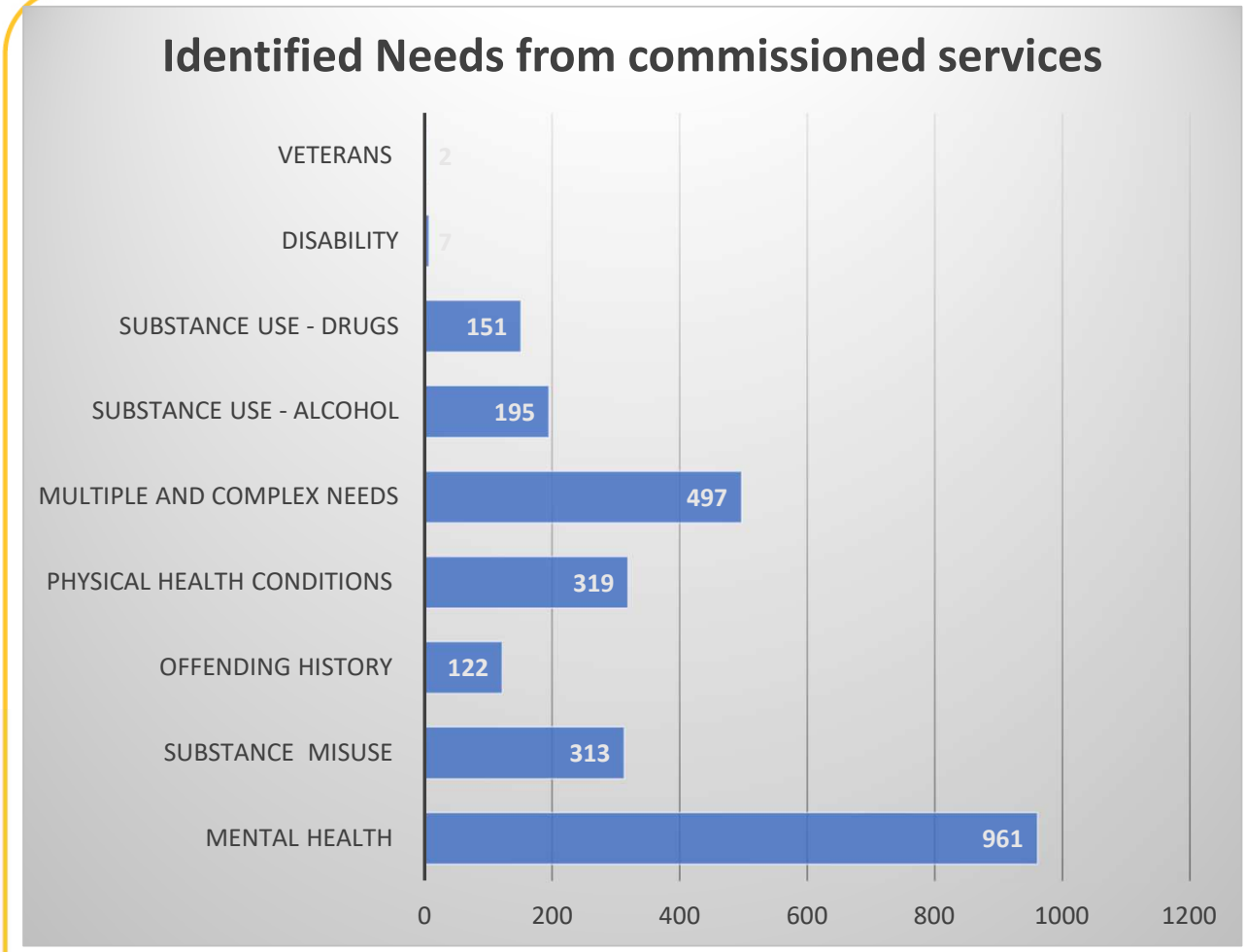


SafeNet delivers this service, and data shows a significant increase in referrals to the refuge, with a smaller proportion being admitted. This highlights a growing need for additional safe accommodation.



The second table illustrates the high number of Bury residents placed in the refuge as part of the agreed pathway but also raises questions regarding placements from other boroughs.

Bury Council



Services Commissioned by Bury Council 2022-2025

- Calico Floating Support
- Bury Bridges Accommodation
- ABEN
- RSAP
- Domestic Abuse Services
- Calico Accommodation
- Young Person Accommodation

Bury Council

- **A Bed Every Night (ABEN)** is a Greater Manchester initiative providing emergency accommodation and support for people experiencing rough sleeping or at risk of homelessness. It aims to offer safe, short-term housing alongside wraparound services to help individuals move towards stability
- **Community Accommodation Support Service 3 (CAS3)** is a Ministry of Justice-funded service providing up to 84 days of temporary accommodation and support for prison leavers at risk of homelessness. It aims to prevent rough sleeping, reduce reoffending, and create pathways to settled housing
- **Accommodation for Ex Offenders (AFEO)** is a government-funded scheme that provides housing support for prison leavers at risk of homelessness. It aims to reduce reoffending by offering stable accommodation and tailored support, helping individuals reintegrate into the community and access longer-term housing solutions
- **Housing First** is an evidence-based approach that prioritises providing permanent, stable housing to people experiencing homelessness, particularly those with complex needs. It offers wraparound support without preconditions, enabling individuals to sustain tenancies and improve health, wellbeing, and social inclusion
- **Rough Sleepers Accommodation Service/Next Step (RSAP/NSAP)** are government initiatives providing long-term housing and support for people who have experienced rough sleeping. They aim to deliver move-on accommodation with wraparound services, helping individuals transition from emergency provision into stable, independent living
- **Domestic Abuse/Safe Accommodation** services provide secure housing and specialist support for victims and their children. Funded under the Domestic Abuse Act, these services aim to ensure safety, recovery, and long-term stability through refuges, sanctuary schemes, and wraparound support
- **Calico Floating Support Service** in Bury helps individuals and families at risk of homelessness maintain or secure housing. It offers short-term accommodation and tailored support for tenancy sustainment, budgeting, and wellbeing, enabling successful move-on

Bury Council

- **Bury Bridges by Adullam Homes** offers supported accommodation for single homeless adults with complex needs. It provides short-term housing and tailored support to build independence and wellbeing, with referrals via Bury Council's Central Access Point
- **Castlecroft House, managed by Great Places,** provides supported accommodation for young people aged 16–25 experiencing homelessness. The scheme offers up to nine months of housing and tailored support to develop independent living skills and improve wellbeing, helping residents transition to long-term stability
- **Calico** provides short-term dispersed accommodation in Bury for individuals threatened with or experiencing homelessness. Alongside housing, the service offers tailored support for up to six months to help people develop independent living skills and successfully sustain future tenancies
- **The Homeless Families Leasing Scheme** is a GMCA-funded initiative designed to reduce reliance on costly and unsuitable temporary accommodation (like bed & breakfast) for homeless families. It provides grant funding to local authorities to lease properties for use as temporary accommodation
- **SafeNet delivers the IDVA service** in Bury on behalf of the Community Safety Partnership. They support victims and survivors of domestic abuse assessed as high or medium risk

Bury Council

Key Findings and Recommendations

- Extend key programmes and secure multi-year funding to extend ABEN, RSAP, AFEO programmes and continue partnership with Great Places on Housing First delivery
- Maximise accommodation opportunities. Explore options to increase single and family accommodation using models similar to NSAP acquisitions within the borough
- Create a three-year plan to expand supported accommodation with enhanced models for individuals with complex needs
- Align initiatives with the borough's housing strategy, ensuring provision for people with additional and complex needs
- Review access and partnership structures, assess Central Access Point functions and establish a needs-based partnership panel for improved coordination
- Focus on young people and homelessness. Participate in the neighbourhood and young person tender, prioritising homelessness prevention and youth-focused housing solutions
- Support safe accommodation delivery and oversee contractual delivery of refugee safe accommodation and internalise Safe Accommodation Worker role for better integration

Bury Council

Asylum and Immigration

The Asylum & Immigration Service is a dedicated team, committed to supporting individuals and families from diverse backgrounds as they navigate the challenges of resettlement and integration into our local community.

The team aim to provide compassionate, practical and tailored support to those seeking refuge and a fresh start in the UK. They work collaboratively with partners, communities and individuals to promote inclusion, independence and long-term stability.

Support for newly granted refugees: We assist individuals who have recently received a positive asylum decision, helping them transition from asylum accommodation, into independent living. This includes guidance on housing, benefits, healthcare and community integration.

Homes for Ukraine Scheme: We provide ongoing support to both Ukrainian guests and their UK hosts. The team helps ensure that placements are safe and sustainable whilst also offering advice on housing, employment and local services.

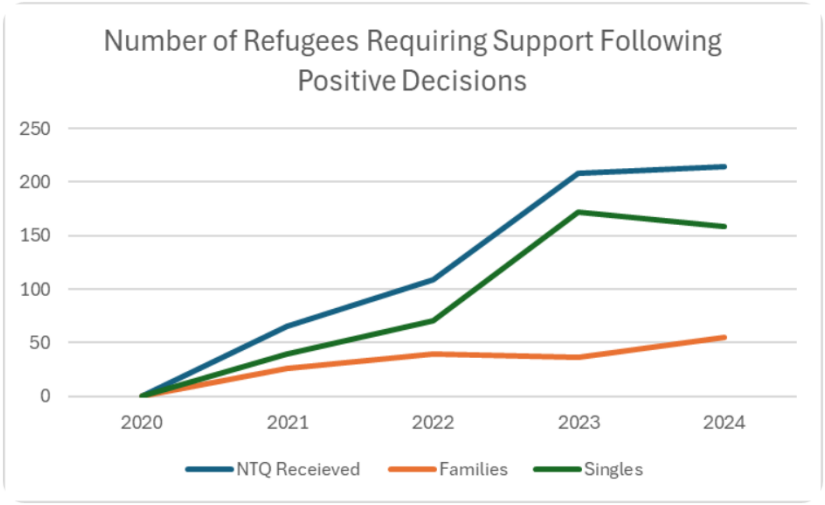
Afghan Relocation Programme: We support Afghan nationals who have arrived through the ARAP scheme, helping them settle into their new communities with access to housing, education, employment and health services.

Refugee Welcome Programme: Through this initiative, we help refugees and asylum seekers build skills and access employment opportunities. We work closely with local partners to offer training, language support and pathways into work and education.

British Chagossians: The team currently provides tailored support to a small number of Chagossian families with British citizenship, assisting with immigration matters as well as offering a resettlement package.

Bury Council

Serco Discontinuation Notices



Data indicates that, over the past 12 months, an average of 3 families leaving NASS accommodation have required temporary housing (out of an average of 15). This suggests that while asylum-related pressures contribute to demand, they are not the primary driver.

Home office streamlined decisions impacted rough sleeping figures significantly during 2023, however these number have slowly decreased, so there are less NON-EEA rough sleepers within the borough, but still an added pressure.

Bury Councils Asylum and Immigration Service lead on delivering polices and initiatives implemented by the Home Office, including Homes for Ukraine, Afghan Relocation Programme and dispersed accommodation.

One aspect of the service is to work alongside GM partners in relation to asylum seekers within the borough and Serco's contract, ensuring that asylum seekers are provided the support by Serco and are safely integrated within the borough. Once an asylum seeker receives their leave to remain, they are then eligible for support from our service. This team provide integration and resettlement support to individuals and families who have received a Notice Quit to leave (NTQ) there accommodation.

The graph provides an overview of number of NTQ to our service. In 2023–2024, there was a notable increase in demand due to the government's introduction of fast-track asylum decisions. This trend is expected to continue, driven by political pressures and the government's pledge to close all contingency hotels. These changes are placing additional strain on services, and we anticipate further challenges as more people exit asylum accommodation without suitable housing options in place.

Bury Council

Overview

- Migration and the asylum system has had a significant impact on homelessness teams nationally over the last few years because of dysfunction in the way the Home Office and its contractors have operated. Accelerated asylum processing has driven a significant amount of people into homelessness and rough sleeping, with a thirteenfold increase in refugee street homelessness seen across Greater Manchester at the peak in early 2024
- Bury is no exception to this trend. In Q2 of 2024, 15.6% of those owed a homelessness relief duty had done so following eviction from Home Office accommodation. Over the same period, no one in the same situation was owed a prevention duty, suggesting that the only option for this cohort is late intervention at present
- Bury has also experienced the impact of the Homes for Ukraine scheme, with 282 arrivals to the borough since 2022. The Homes for Ukraine process and Share system are integrated within the homelessness framework, creating additional pressures on local housing services
- Bury pledged 10 properties for Afghan citizens who worked for or with the UK Government in Afghanistan in exposed or meaningful roles
- All Local Authorities have faced underinvestment in support for migrants and non-UK nationals and are only relatively recently embedding specific migration roles within their services. Across GM and by necessity, these roles are generally embedded within Homelessness Teams. However, the resettlement of refugees and the inclusion of non-UK nationals is about far more than just housing and there is a need for a combined, local response that considers needs relating to English language, education, work and skills, health and social care etc

Bury Council

- In common with every Local Authority, the support process only begins at the point of eviction, making homelessness prevention difficult. Whilst there is gradual improvement in the relationship with Serco and the Home Office, it is difficult to do genuine prevention work
- There are missed opportunities to embed homelessness prevention and early housing advice within communities: The voluntary and community response for migrants are not as well understood or connected into the Council's work as they could be. If relationships and trust could be built, this might identify non-UK nationals at the point of sofa surfing, enabling earlier prevention work
- There has been no dedicated ABEN bedspaces for people with No Recourse to Public Funds (NRPF) within the borough. There is likely to be an increase in the number of people with restricted eligibility for public funds over the course of the next few years as the full effects of the accelerated asylum process is felt and the Asylum Reform. Not having bedspaces locally can limit the options to provide ongoing accommodation
- The (known) voluntary and community sector resource for non-UK nationals is scarce within the borough. The main voluntary offer comes from Red Cross and Eagle's Wing which provide a good standard of support
- Bury participated as a pilot area for the census, providing an opportunity to gain a deeper understanding of migrant street homelessness in the borough and to identify where individuals are currently accessing support. This will help improve the targeting of resources

Bury Council

Key Findings and Recommendations

- Consider how future funding streams (e.g. Dispersal Grant, HPG) can unlock additional capacity to support non-UK nationals: A modest increase in capacity could make a significant difference, particularly if targeted at increasing connection to VCFSE organisations to identify people at an earlier stage
- Invest in inclusion to drive earlier prevention and better housing outcomes: Align budgets (e.g. dispersal grant) to respond to migration needs and ensure resources for translation and interpreting services, enabling earlier identification of entitlements and housing needs both now and in the future
- Mobilise an ABEN offer for individuals with restricted eligibility, utilising the uplift from the 2025/26 ABEN Grant. Explore opportunities to expand this provision to other excluded groups, including women, and consider incorporating this into the multi-year grant delivery model once confirmed by GMCA
- Continue leveraging the Refugee Welcome Programme to strengthen internal collaboration, particularly with Work and Skills colleagues, and enhance engagement with the wider VCFSE sector supporting non-UK nationals. This approach provides an opportunity to integrate the migration offer across the organisation and broaden the portfolio of VCFSE partners, including those already contributing to homelessness prevention through other initiatives
- Continue to participate in the proposed Migrant Rough Sleeping Census
- Utilise the refresh of Bury Homelessness and Migration Partnership to bring migration-focused VCFSE organisations into strategic conversations: bring old and new voices into the development of the Bury Homelessness Prevention Partnership and the ongoing development of the network, recognising the significant crossover in the cohorts and work

Bury Council

- Lead the planning and preparation for the government's new asylum reform by acting as the primary point of contact for the local authority. Ensure the successful implementation of policy changes, legislative updates, and associated training to ensure compliance and readiness..
- Explore opportunities for greater integration between internal departments with an interest in migration and the dedicated Migration function. This approach would strengthen strategic alignment across the Council and could enable pooled investment. For example, Rochdale operates a matrix-managed, cross-departmental migration team that is embedded across multiple Local Authority functions, breaking down silos and delivering a holistic offer for non-UK nationals
- Continue to plan and prepare for the conclusion of the 18-month Homes for Ukraine VISA scheme, ensuring robust measures are in place to prevent any refugees from becoming homeless within the borough
- Deliver Local Authority Housing Fund (LAFH) rounds 3 and 4 to facilitate the resettlement of families arriving through the Afghan Relocation Programme, ensuring comprehensive wraparound integration support is provided to promote stability and inclusion
- Strengthen collaboration with the GM and Council's Migration community cohesion strategy

Bury Council

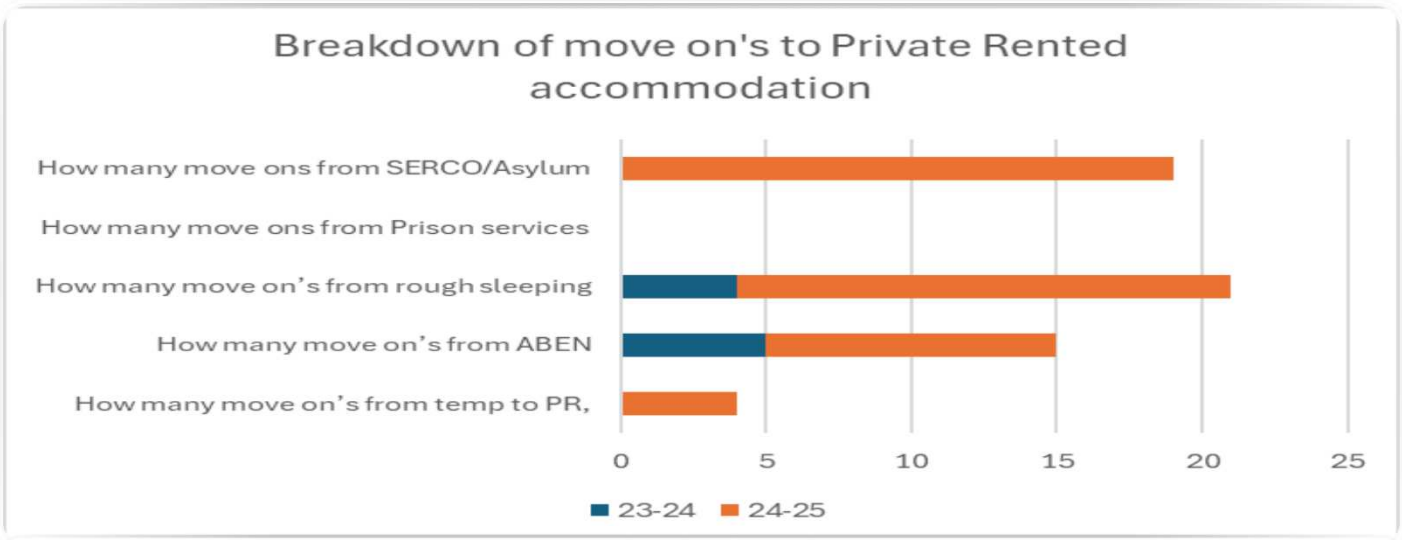
Private Rented Service

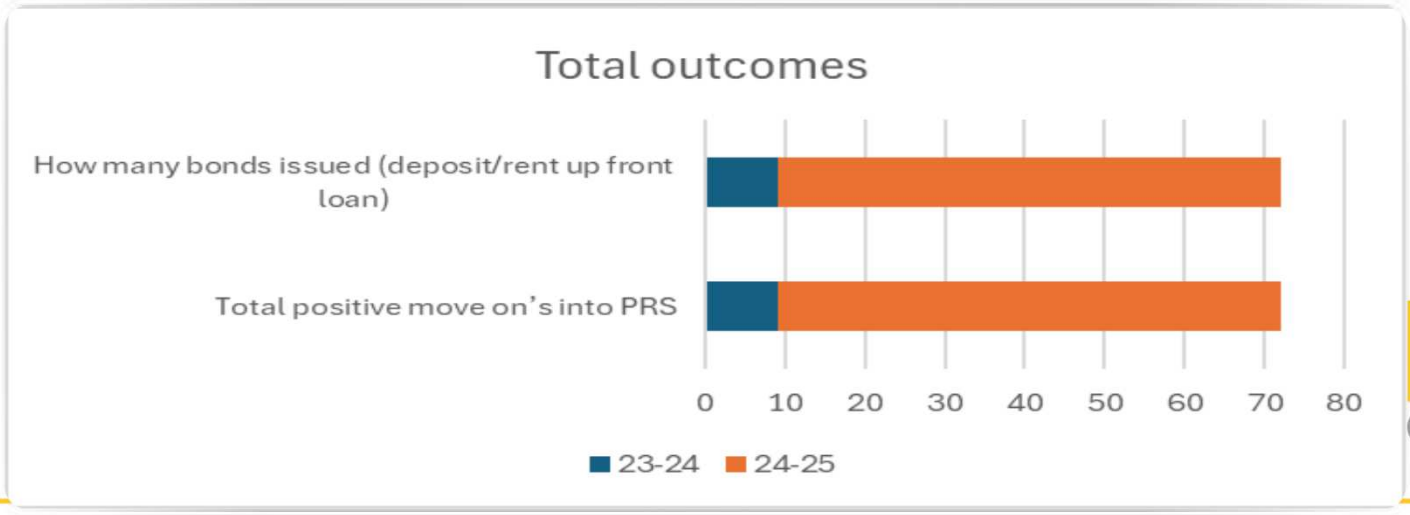
The service assists Bury residents engaged with Homeless and Housing teams in securing private rented accommodation. Support includes guidance on property applications, landlord engagement, and affordability assessments. Once a property is identified, the service facilitates the application process and liaises with agents and landlords to ensure a successful move. To remove financial barriers, the service offers 0% interest loans for initial costs such as the first month's rent and deposit. Property inspections are carried out to ensure compliance with the Decent Homes Standard, and post-move support includes utility setup and Universal Credit updates. In the past 12 months, the service has successfully supported 88 households into long-term, suitable private rented accommodation.

The service works with landlords, agents, and developers to secure properties for long-term lease agreements under the Council's Lease and Repair scheme. This involves identifying suitable properties, negotiating terms, and coordinating with Legal Services to finalise leases. Properties are then onboarded and integrated into Council stock for service needs. Loans for property improvements are also available. To date, five leases have been completed, with nine more in progress and additional negotiations underway.

The service collaborates with Homeless Department teams to provide tenancy advice and prevention support. It also partners with housing providers to source temporary and supported accommodation, contributing to the Council's plan to eliminate the use of bed and breakfast placement.

Bury Council





Bury Council

Key Findings and Recommendations

- Market rents in Bury significantly exceed Local Housing Allowance rates by approximately £300 per bedroom, creating affordability barriers. Guarantor requirements are increasingly common among landlords and agents, often excluding applicants without suitable guarantors. Many single applicants resist shared housing options despite market realities. Payment delays are another challenge, as the service's process can take up to a week, conflicting with landlords' expectations for immediate payment. Finally, competition from temporary accommodation providers offering higher returns makes it difficult to secure properties for long-term leases, and on two occasions, properties in the pipeline were diverted to temporary providers
- The service is also implementing a Lease and Repair scheme, offering zero-interest loans to landlords. Progress has been slow, but properties are now in the pipeline, with a recent focus to target empty homes within the borough.
- To match fund certain posts to ensure key deliver of this priority service
- The service has delivered three successful Landlord forums in the borough offering free training to landlords, as well as promoting our incentive and lease and repair offer
- The Private Rented Service needs to strengthen its focus on engaging the private rented sector to expand move-on options, temporary accommodation, and supported housing supply. Affordability remains a key challenge, with landlords often expecting high upfront rent. While financial incentives are offered to both individuals and landlords, uptake remains low though outcomes are being achieved, particularly for single people due to the affordability of HMOs. The introduction of the Renters Reform Bill may impact current incentive schemes
- To review current incentive schemes, to ensure that the service offer gives people a reason to work with us and not other local authorities. To review prevention and move on pathways to reflect current and future environmental factors
- Collaborate to deliver the three-year mobilisation plan for temporary accommodation, sustain outcomes from the B&B elimination plan, and align with the Government's Child Poverty Strategy
- To develop stronger links with PRS enforcement and empty home service, cross departmental working, as well as embedding the Renter reform act stages for the council

Bury Council

GMCA Stocktake

Strengths

- An experienced, committed and capable outreach team. Managers enjoy strong partnerships with GMCA, other Local Authorities and MHCLG and are committed to collaborative approaches to ending homelessness
- The team conducts thorough and person-centred risk assessments and support planning for individuals at risk, ensuring tailored interventions.
- The growing Private Rented Sector (PRS) offer has unlocked new accommodation for move on from ABEN, temporary and other emergency accommodation
- Good connection to the local VCFSE offer and strong partnership. Lived experience at a strategic level could be improved

Challenges

- The team are not just responding to people's housing and economic challenges, but also supporting people experiencing multiple disadvantage, without the expertise and tools to do so
- There is a lack of coordination between council departments which can create inefficiencies and siloes
- The team structure feels under-resourced compared to other teams in GM as demand has increased, while resources have remained static. In common with many Housing Options services, high staff turnover and low retention have been an issue, with vacancies in key positions
- The housing and support that is available in Bury is unevenly distributed across the borough and not co-located
- Bury has seen a significant acceleration in PRS rents in some areas, making it difficult for individuals to secure and sustain tenancies. Coupled with limited social housing creating ethical and practical quandaries about how allocate between families in temporary accommodation, care leavers, and rough sleepers for a single property

Bury Council

GMCA Stocktake -Opportunities and Recommendations

- Better coordination with other functions and departments could help unpick some of the challenges identified. Encourage collective ownership of homelessness prevention across the council's functions beyond the existing team
- Better use of data and technology. Explore opportunities to connect key databases and case management systems
- Targeted marketing and communications to landlords, residents and communities can help to disseminate sources of good quality housing advice to support universal prevention
- Establish (or refresh) a regular multi-agency panel looking at the target priority group and people most at risk of repeat rough sleeping
- Consider how resettlement support can be embedded within existing outreach/in-reach and housing related support pathways. Consider developing peer mentor and peer-led support models with Bury Homelessness Partnership to promote tenancy sustainment
- Consider how to bring migration organisations into the strategic conversation and how to integrate into wider council services
- Take the opportunity of regional activity: Housing First city region, Live Well, pooled funding and flexibility via the Single Settlement, temporary accommodation fund, refugee welcome programme

Bury Council

Ministry of Housing, Communities and Local Government – Young Persons Review and Feeback

- Create a Joint Strategic Youth Homeless Board/Forum, with Children's, Adults, Housing Services and other key partners, as part of your Governance arrangements to provide oversight of action planning and delivery of your joint commitment to prevent youth homelessness
- Review sufficiency of suitable emergency accommodation to end use of unsuitable accommodation and jointly commission supported housing for young people, including those with unmet need
- Ensure your joint workforce practice aligns with your Joint Protocol for homeless 16/17-year-olds, through training, inductions, refreshers and operational oversight to test compliance. Include the importance of advocacy and introduce joint audits
- Launch your reviewed Housing and Leaving Care Protocol which includes your approach to transition planning, skills preparation, accommodation and support options, and the workforce trained to embed across teams
- Ensure Children's Services are clear on their Duty to Refer (DTR), as a public body, for those who may be homeless or threatened with homelessness in 56 days, and improve recording of DTR, whether this is received formally or informally, with consent

Bury Council

- Information and advice on your website offers generic factsheets and prevention of homelessness support is not explicit. Children in Care and Leaving Care services – Bury Council needs to be updated to reflect the Children & Social Work Act 2017 changes on extending support to age 25 regardless of education status
- The webpage could be strengthened on the prevention offer for ALL young people aged 18-25 and for 16/17-year-olds owed duties under CA89 and HA96 as amended by HRA2017. This could include Calico's homelessness prevention offer/contact details and Homelessness Assessment officers home visits and mediation activity
- Local arrangements should focus on identifying people at risk of homelessness as early as possible to maximise the opportunities to prevent homelessness
- Review and update staff knowledge to ensure all Children's Services staff, early help and MASH, are aware of their statutory duty to refer, and housing staff are identifying and recording ALL applications arising from DTR
- Strengthen Joint working between Homeless and Children's and review the young person and care leaving protocol

Young Persons voice

- Provide more support to identify the right accommodation at the right time
- More support while young people are on waiting lists for supported accommodation
- Consistent access to advocacy to help understand options and reduce feelings of being overwhelmed

Bury Council

This review has also considered data provided from the following reports...

- GMCA – Bury Councils Stocktake
- Bury Homeless Strategy and action plan 2022- 2025
- MHCLG – 24/25 Homelessness and Temporary Accommodation annual report
- MHCLG 24/25 Rough Sleepers annual report
- MHCLG Young Persons feedback for Bury Council

Bury Council