

APPENDIX 1



Hyndburn Borough Council

Customer First Analysis

Renewal of Grant Awards to Maundy Relief, Stepping Stone Projects and HARV Outreach Team for the period 2026-29

1. Purpose

- ***What are you trying to achieve with the policy / service / function?***

In December 2025, the Government launched [A National Plan to End Homelessness](#). In aiming to put prevention at the heart of public services.

- Setting a **new national target** to prevent homelessness for more households and to help more people into stable homes quickly, this parliament.
- Investing **£3.5 billion in homelessness and rough sleeping services** over the next three years, supporting over 300,000 households each year via new, more flexible multi-year funding arrangements that enable councils to invest more in prevention.
- Placing new legal duties on public services to **identify, act and collaborate** to prevent and address homelessness.
- Outlining the ambition that **no one should leave a public institution into homelessness**
- **Ending the perceived need to sleep rough before getting help** by building on the work of the Mayor of London and other councils to support all areas to develop plans that move away from verification towards assessment based on need.

In order to support local authorities, a new Homelessness, Rough Sleeping and Domestic Abuse Grant has been awarded to all council's, which consolidates multiple 2025/26 funding streams into a single, ringfenced grant. It brings together:

- The Prevention, Relief & Staffing element of the Homelessness Prevention Grant (HPG)
- The Rough Sleeping Prevention and Recovery Grant (RSPARG)
- The Rough Sleeping Accommodation Programme (RSAP)
- The Domestic Abuse Safe Accommodation Grant (DASA)

The purpose of this Grant is to support local authorities to:

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- Discharge their duties under the Housing Act 1996, as set out in the Homelessness Code of Guidance for local authorities, and provide support for rough sleeping.
- Deliver against local homelessness strategies and the homelessness metrics in the Local Outcomes Framework.
- Focus on early intervention and maximising prevention activities.
- Fulfil their statutory duties under Part 4 of the Domestic Abuse Act 2021, relating to the provision of support within safe accommodation for victims of domestic abuse and their children.

In providing grants to Maundy Relief, Stepping Stone Projects and HARV Outreach Team, the Council is trying to deliver on the purpose of this Grant.

- ***Who defines and manages it?***

Hyndburn Borough Council, through the Housing Advice & Homelessness service.

- ***Who do you intend to benefit from it and how?***

Existing and future residents of the Borough will benefit, through receiving support and assistance should s/he

- be unfortunate to find themselves homeless or at risk of homelessness or
- be at risk of or subjected to domestic abuse

- ***What could prevent people from getting the most out of the policy / service / function?***

The main issue which could prevent people from getting the most out of the service would be if they aren't aware of such services. However, the services being provided with a Grant are well known within the borough and many agencies, including the Council's Housing Advice & Homelessness service, often refer to such services on a daily basis. Such services also have websites and other mechanisms for ensuring awareness of what they provide.

- ***How will you get your customers involved in the analysis and how will you tell people about it?***

The Council's Housing Advice and Homelessness (HA&H) service works closely with partners in different ways including:-

Dealing with day-to-day cases / referrals

The Council's HA&H service receives referrals from many different agencies including statutory services, housing providers and VCFSE. As part of taking such enquiries and cases forward, HA&H liaise with many agencies in relation to helping their clients accessing services which include Maundy Relief, Stepping Stone Projects and HARV Outreach Team.

Homeless in Hyndburn Forum and Hyndburn and Ribble Valley Domestic Abuse Forum

The Council administers a multi-agency Homeless in Hyndburn Homelessness Forum that meets on a quarterly basis. The forum acts principally as an information exchange between HA&H services and members of the forum, along with networking opportunities for agencies to provide regular updates regarding their services. The forum is also intended as a conduit to improve services through sharing knowledge and best practice and identify gaps in service provision and work to ensure these are addressed. The Hyndburn and Ribble Valley Domestic Abuse Forum works on a similar basis.

These two forums help ensure that agencies and their clients are fully aware of services such as those being awarded grants.

2. Evidence

- ***How will you know if the policy delivers its intended outcome / benefits?***

The Council will agree Grant Agreements with Maundy Relief, Stepping Stone Projects and HARV Outreach Team and as part of this, will receive quarterly updates and monitoring information.

- ***How satisfied are your customers and how do you know?***

With regards these particular grant agreements, our customers are both the service recipient as well as external services who are able to access these services which aid their client. Many service users have been referred to Maundy Relief, Stepping Stone Projects and HARV either directly or via the Council's Housing Advice & Homelessness Service (HA&H). Whilst receiving support through these services, the service users are often still involved with HA&H services, therefore there is opportunity for service users to discuss any issues with HA&H if they wish.

Whilst it is entirely possible that some service users may not have been as happy with services provided as would be hoped, broadly, there does not appear to have been many complaints regarding services funded through these grants, whether from service users themselves, their advocates or external services who refer into these schemes.

- ***What existing data do you have on the people that use the service and the wider population?***

The Housing Advice & Homelessness, as the main referring agent, retains a considerable amount of data on service users, related to housing advice and homelessness enquiries. The HA&H service also receives monitoring data from the service providers.

- ***What other information would it be useful to have? How could you get this?***

Its not known what other information is useful to have. The services provided are often over subscribed and there continues to be significant demand for such services.

- ***Are you breaking down data by equality groups where relevant (such as by gender, age, disability, ethnicity, sexual orientation, marital status, religion and belief, pregnancy and maternity)?***

It is believed that Maundy Relief, Stepping Stone and HARV Outreach Team break down data internally by equality groups where relevant, as part of internal monitoring.

- ***Are you using partners, stakeholders, and councillors to get information and feedback?***

The Council's HA&H service receives feedback from many service users, advocates and external agencies who may also support the service users. Whilst no specific records are kept of every issue that might be raised, there is no suggestion that any of the services being provided are failing to deliver what is required of them, or there being a multitude of complaints regarding service delivery.

3. Impact

- ***Are some people benefiting more – or less - than others? If so, why might this be?***

People who are homeless or at risk of homeless and people at risk of domestic abuse or a survivor of domestic abuse will benefit more than those not subjected to these issues. The reason relates to the need for these services to exist.

From an equality group viewpoint, all groups could be at risk of homelessness or domestic abuse.

4. Actions

- ***If the evidence suggests that the policy / service / function benefits a particular group – or disadvantages another - is there a justifiable reason for this and if so, what is it?***

It is possible that some groups may perhaps be more at risk of homelessness and / or domestic abuse than others eg generally statistics tend to suggest that females are perhaps more at risk than males of domestic abuse. However, all equality groups are at risk of homelessness and / or domestic abuse. These services are intended to support any person at risk of homelessness and

/ or homelessness, regardless of whether a person considers themselves to be within an equality group or not.

- ***Is it discriminatory in any way?***

There's no evidence to suggest that the services being funded to provide services, operate discriminatory in any way.

- ***Is there a possible impact in relationships or perceptions between different parts of the community?***

There does not appear to be a possible impact in relationships or perceptions between different parts of the community regarding the funding of such services. It appears to be generally recognised that there are, sadly, large numbers of people within the community who are homeless or at risk of homeless, and / or at risk of domestic abuse or a survivor of domestic abuse. These issues can and do affect all communities.

- ***What measures can you put in place to reduce disadvantages?***

There are no known disadvantages arising from the awarding grants to these services. The grants are intended to maintain and hopefully improve services locally and all groups are at risk of needing help related to homelessness and domestic abuse issues.

- ***Do you need to consult further?***

No

- ***Have you identified any potential improvements to customer service?***

No, however, the grants are intended to maintain and hopefully improve customer service

- ***Who should you tell about the outcomes of this analysis?***

This should be provided to Cabinet, so that it can be considered along with the report.

- ***Have you built the actions into your Business Plan with a clear timescale?***

Not applicable

- ***When will this assessment need to be repeated?***

There does not appear to be a reason to repeat this assessment until the next date for renewal of these grants, unless any intervening information comes to light which suggests the assessment needs to be completed at an earlier point.

Name: Wayne Forrest Signed: 

Service Area: Regeneration & Housing Dated: 10th July 2026

If applicable, please attach copy of – or website link to - the cabinet report for reference.