

**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee – 6
September 2017

Subject: Compliance and Enforcement Service - Performance in 2016/17
and planned future activity

Report of: The Deputy Chief Executive (Growth and Neighbourhoods)

Summary:

To provide members with an update on demand, performance and key achievements of the Compliance and Enforcement service during 2016/17 and planned future activity.

Recommendations:

That Members note and comment on the report.

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Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

1. Report to Neighbourhoods Scrutiny Committee 11 October 2016: Compliance and Enforcement Service – Overview of the role of the service and performance to date. Report of Deputy Chief Executive (Growth and Neighbourhoods)

1. Background

1.1 The Compliance and Enforcement service brings together the services responsible for fulfilling the Council's statutory duties in respect of protecting the public and the environment and ensuring that businesses and residents comply with a range of legislation that helps to make our neighbourhoods places where people want to live, work and socialise.

1.2 The teams that make up the Compliance and Enforcement services are:

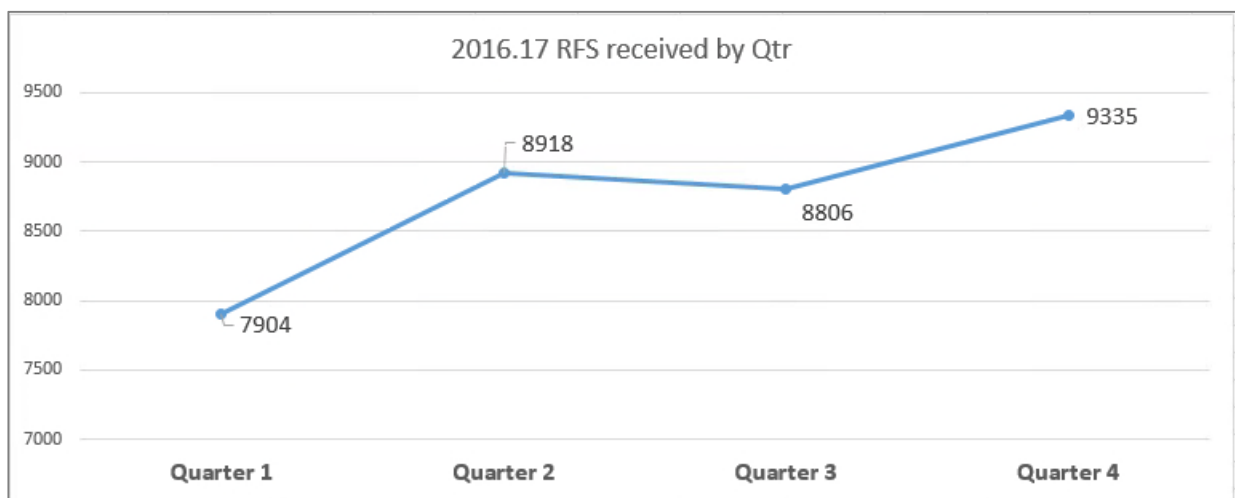
- Housing Compliance Team;
- Food and Health and Safety;
- Neighbourhood Compliance Teams;
- Environmental Crimes Team;
- Neighbourhood Project Team;
- Trading Standards Team;
- Licensing and Out of Hours Team;
- Environmental Protection Team;
- Compliance and Enforcement Support Team

1.3 This report sets out by service area the key areas of demand, how the service is performing, achievements of note during the year and the priorities and challenges in the year ahead. The report also illustrates how the services continue to contribute to delivering the Our Manchester Community Strategy.

2.0 Overall Demand

2.1 As illustrated in figure 1 there has been a steady increase in the number of requests for service (RFS) received by the Compliance and Enforcement Service over the past year. Between Qtr1 and Qtr2 there was a 12% increase in RFS received and between Qtr3 and Qtr4 there was a further 6% increase.

- **Fig. 1 Volume of RFS received during 2016/17**



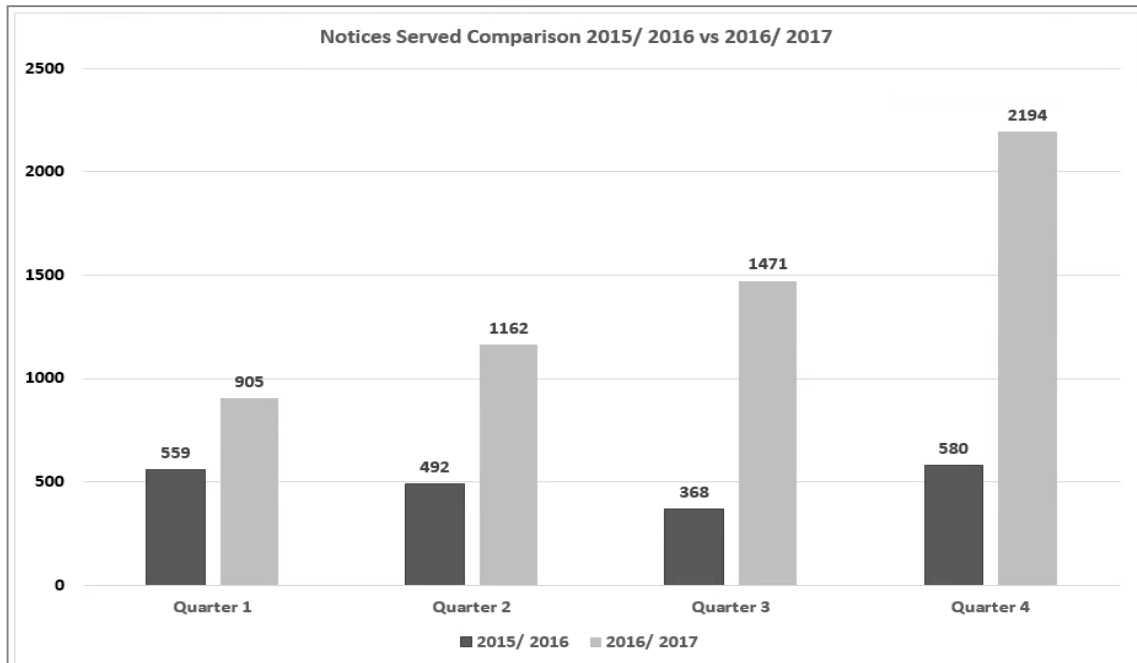
2.2 Almost 12% of the 34,963 RFS received in 2016/17 resulted in formal enforcement action being taken. Figure 2 shows the increase in formal enforcement work across the 4 quarters. Approximately 57% of all cases were resolved through engagement with residents and businesses without the need for formal enforcement action. This Our Manchester approach to achieving compliance is illustrated in the case studies presented later in this report. Almost a third of the work of the service relates to the wider regulatory functions such as considering licensing and planning applications, dealing with airport consignments and accident reports (these are referred to as 'service request completed' in the table below).

- **Fig 2. Resolution of Request for Service 2016/17 by quarter**

RFS Resolution 2016/17	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Grand Total	%
Complaint Resolved Formally	578	801	1307	1414	4100	11.7%
Ongoing	51	110	149	105	415	1.2%
Resolved Without Formal Enforcement Action	4905	5288	4721	4893	19807	56.7%
Service Request Completed	2370	2719	2629	2923	10641	30.4%
Grand Total	7904	8918	8806	9335	34963	100%

2.3 One of the aims of bringing the compliance and enforcement services together was to achieve higher levels of compliance and ensure that where formal enforcement action was needed it was taken. Figure 3 compares the number of legal notices served in the year before the Compliance and Enforcement Service was formed last year. The more focussed and targeted approach of the new service has led to a significant increase in legal notices over the last year.

- **Fig. 3 Legal Notices served comparison by calendar year 2015/16 Vs 2016/17** (Does not include FPNs served by Civil Enforcement team on behalf of the service – An additional 2205 Littering FPNs were served 2015/16 and 2357 served 2016/17).



3.0 Housing Compliance Team (HCT)

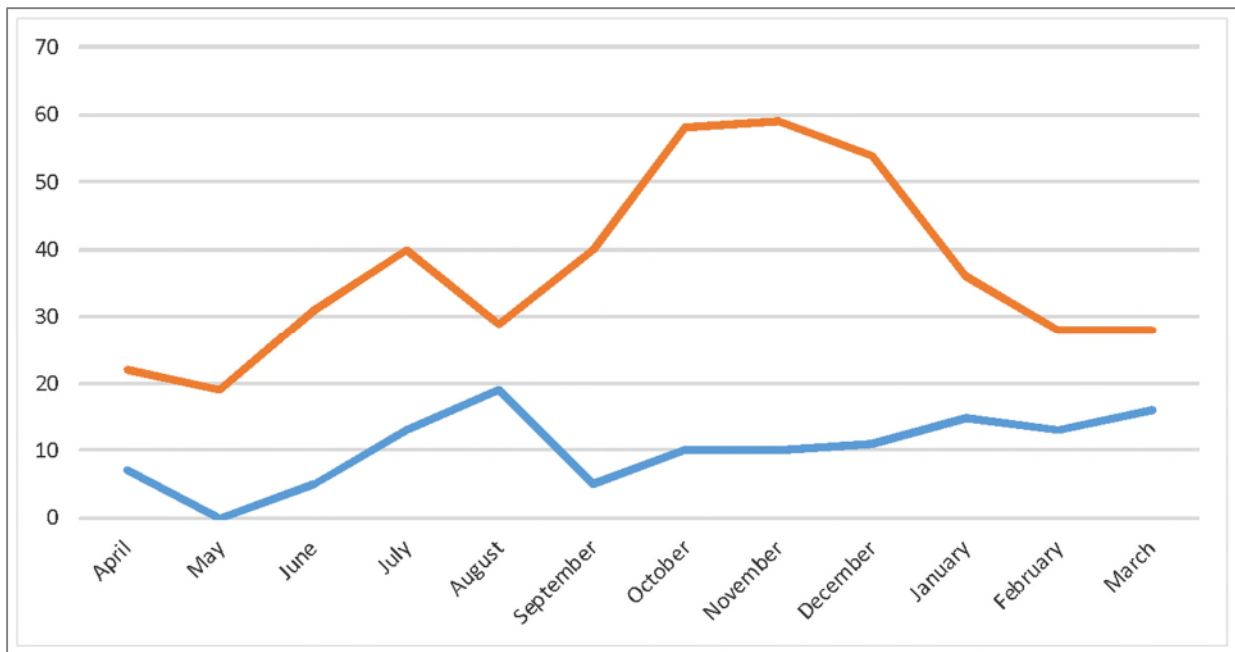
3.1 Key Areas of Demand - The Housing Compliance team has two main areas of work; reactive disrepair cases and planned HMO inspections. The spread of reactive work is shown in figure 4. Housing disrepair cases represent the majority of the team’s workload with 1743 service requests received in 2016/17. The highest demand is in the North and Central areas of the city. These areas can be particularly challenging, where tenants often have complex needs and an Our Manchester approach, coordinating with support services is regularly required.

- **Fig. 4 Total volume of service requests received 2016/17**

North	Central	South	City Centre	Un-warded	Grand Total
642	648	409	42	2	1743
36.8%	37.1%	23.5%	2.4%	0.1%	

3.1.1 The team’s planned HMO inspection programme is shown in figure 6. The graph tracks the number of licences expiring each month and shows a significant increase in workload in the current year (444 expire in 2017/18 compared with 124 in 2016/17)

- **Fig.5 HMO inspection programmes for 2016/17 & 2017/18**



3.1.2 Houses in Multiple Occupation (HMOs) are any properties that accommodate more than 2 households who share kitchen, dining and bathroom facilities. Mandatory Licensable HMOs are those that are 3 or more storeys with 5 or more people constituting 2 or more households. All properties meeting this definition must be licensed by the Local Authority. The HMO compliance inspection programme follows a 5 year cycle and 2017/18 is year 1 of the cycle in which the majority of the city’s HMO licences require renewal. During the 5 year period all 1338 licensed HMOs are inspected for compliance with the licence. Approximately 100 new HMO licence applications are also received each financial year. All new applications require determination to ensure that the applicant/licence holder is fit and proper to hold a licence and that they can demonstrate appropriate management arrangements. All new applications receive a pre-licence inspection to ensure properties meet the Council HMO standards prior to a licence being issued and are then inspected once more during the period of the licence.

3.2 Key Achievements – these include successful prosecutions for failing to comply with improvement notices and prohibition orders as well as breaching HMO management regulations (Fig.6). These prosecutions have resulted in significant fines including £108,000 for one portfolio landlord.

• **Fig.6 Prosecutions undertaken 2016/17**

Prosecution	Date	Summary of Breaches	Fine	Costs
HMO Licensing Housing Act 2004	24.08.16	Failure to comply with HMO regulations Control of and managing an unlicensed HMO Non-compliance with an improvement notice Failure to comply with prohibition order	Total £5000.00 £500 for each offence (10 Offences)	£423.00
HMO Licensing Housing Act 2004	21.09.16	Failure to comply with HMO regulations	Total £108,000.00 £9,000 per offence (12 Offences)	£5,692.00

3.2.1 *Our Manchester Approach - Working with partners and landlords:* The HCT have been working with colleagues and partners on the Gorton Delivery Plan, concentrating on specific areas where there are issues with landlord and tenant engagement in the private rented sector. The team has worked with letting agents, One Manchester and Adactus to organise a Landlord's Forum to help get landlords to take more responsibility for their properties and tenants through learning from professionals in the sector. The clear benefit of this approach has been drawing on the strengths of people in the community who have skills to engage with landlords, and help them to recognise the benefits of investing both financially in their properties and investing time to understand their tenants to help create a more stable community for all. The difference in this approach has been the leadership from the letting agents rather than the Council, effectively self-regulating. The team will also be developing a new approach to proactive work with landlords and tenants in the area, including consideration of wider aspects such as health and worklessness.

3.2.2 Another key achievement has been the implementation of the Selective Licensing pilot scheme. The first pilot area came into force in the Crumpsall ward on the 13th March 2017, with further schemes coming into force later this year. Intensive work has been ongoing to ensure landlords apply for a licence. Where landlords are failing to apply, detailed investigations are being undertaken to identify responsible persons. Those landlords failing to engage and apply for a licence will have enforcement action taken against them which includes prosecution or financial civil penalties. Compliance inspections will take place in these licensed properties to ensure compliance with the selective licensing conditions.

3.3 Priorities for the Year Ahead

- Preparing for and implementing the extension to mandatory HMO licensing when introduced (expected in 2018). This extension will remove criteria around the size of building so the number of HMO properties requiring a licence is likely to increase by around 5,000.
- Work is also scheduled to start this year to bring the HMO application process online, with a view to having this implemented prior to the changes to mandatory licensing being introduced.
- Work will continue around the delivery of the further selective licensing pilot areas.
- Following a successful bid to the Department for Communities and Local Government (DCLG) Control of Migration Fund, the team were awarded £280,000 to fund 3 additional posts, enabling more proactive work to tackle rogue landlords. The team will focus on rogue landlord activity, in particular around poor accommodation above shops, overcrowding and criminal activity including links to human trafficking and modern slavery.

4.0 Food, and Health & Safety Team (FHS)

4.1 **Key Areas Of Demand** - This team has two main areas of work: planned food hygiene inspections (covering a database of 2,876 premises) and reactive work such as investigating complaints from customers. They also deliver a proactive health and safety inspection programme and ensure the safety of imported foods arriving at Manchester Airport.

4.1.1 The team responded to over 4,700 service requests (Fig 7) from the public, businesses and other agencies such as Public Health England. 1,778 related to food safety issues including concerns about the hygiene standards of premises, food poisoning incidents, food labelling, allergens, foreign bodies in foods and from food importers concerning the airport. 535 service requests related to health and safety concerns in public places, workplace safety practices and also inputting to tattoo, piercing and acupuncture licence applications.

- **Fig. 7 Volume of RFS received 2016/17**

North	Central	South	City Centre	Citywide / un-warded	Airport	Grand Total
858	645	803	834	217	1429	4786
17.9%	13.5%	16.8%	17.4%	4.5%	29.8%	

4.2 **Key Achievements** – Over the past year the team has implemented all actions required by the Food Standards Agency audit in 2015 and were successfully signed off in July 2016. The team continue to build on this by

successfully completing the food programme for 2016/17 (Fig.8). 1514 inspections were carried out by Food officers on premises that were due an inspection over the course of the year plus, with the help of colleagues from the NCT, 910 overdue inspections from previous years' backlog.

• **Fig. 8 Food premises inspected in 2016/17**

	Central		City Centre		North		South		Grand Total
Due in 2016/17	394	63.70 %	230	55.10%	401	61.30 %	489	66.50 %	1514
Overdue	224	36.20 %	187	44.80%	253	38.70 %	246	33.50 %	910
Grand Total	618		417		654		735		2424

4.2.1 The team prosecuted 3 businesses (fig.9), 1 relating to a workplace death and 2 relating to food hygiene contraventions with fines and costs totalling £87,628. 52 businesses were closed due to imminent hygiene risks such as pest infestations and the cross contamination of food, 2 of these requiring Emergency Orders from the Magistrates' Court. We are in the process of prosecuting 6 of these premises. The team is working to ensure appropriate formal action is taken at the correct stage, and ideally before closures are required.

• **Fig. 9 Prosecutions undertaken 2016/17**

Prosecution	Date	Summary of Breaches	Fine	Costs
Food Safety & Hygiene	24.08.16	Fine related to 8 offences under the Food Safety & Hygiene (England) Regulations 2013. Infestation of rats and mice and no water supply	Total £8,000.00 (8 Offences)	£1442.97
Health & Safety at Work Act	15.07.16	Offences relating to inadequate risk assessment and lack of training for the fork lift truck driver.	Total £40,000.00	No costs awarded
Food Safety & Hygiene	09.02.17	Fine related to 6 offences under the Food Safety & Hygiene (England) Regulations 2013. Pest Infestation / poor hygiene standards	Total £37,500.00	£465.00

4.2.2 All staff work on a rota at Manchester airport checking food imported into the UK from outside the EU. 1057 consignments of food were checked, with 56 samples taken and 4 formally refused entry and destroyed. All other

consignments met the criteria to enter the UK. The team also take part in national sampling projects via Public Health England. 94 different food samples were taken of which 23 returned unsatisfactory results requiring investigation to identify the source of contamination and work with the businesses to improve food hygiene standards to ensure food is safe to consume.

4.2.3 Our Manchester Approach – Joint working: Delivering a successful food programme relies on employing an Our Manchester approach to working together across our services. This has worked really well with the Neighbourhood Compliance Teams visiting low risk food premises, the Licensing and Out of Hours Team visiting premises that are only open late at night and the Compliance Support Team providing essential database input, analysis and management. It is this collaborative approach and shared aims and objectives that have led to the successful completion of the 2016/17 food programme and forms the basis of all future programmes.

4.3 Priorities for the Year Ahead

- To complete 2,876 premises interventions required in the annual food programme for 2017/18.
- To continue providing coaching sessions to poorly performing businesses to assist them in improving standards and promoting economic growth.
- Develop an improved advice and support offer for businesses so they can access our expertise, explore further primary authority partnerships and introduce charges for businesses who want their premises to be re-scored ahead of their next food hygiene inspection.
- Further develop a health and safety programme inspecting warehouses and undertaking gas and electrical safety in takeaways. Alongside this there will training for officers on utility theft (including joint working with utility providers) and the implementation of an awareness campaign regarding carbon monoxide risks in children's nurseries.

5.0 Neighbourhood Compliance – This part of the service includes the three Neighbourhood Compliance Teams (NCTs), the Environmental Crimes Team (ECT) and the Neighbourhood Project Team (NPT). The NPT was formed to work in partnership with a small dedicated team of Biffa operatives to investigate areas of persistent fly-tipping.

5.1 Key Areas of Demand - High demand areas such as the North and Central wards of the city can be particularly challenging with several hot-spot locations for poor management of domestic and commercial waste e.g. the NPT dealt with 4341 cases with 78.8% of these being in North and Central areas.

5.1.1 Neighbourhood Compliance receives a high volume of reactive requests for service (13,843) as outlined in figure 10. Last year they also dealt with 3,966

jobs proactively and supported over 27 projects mainly to improve commercial and domestic waste management including China Town in the city centre and work on District Centres such as Withington Village, Wilmslow Road, Moston Lane and Didsbury Village.

- **Fig. 10 Volume of RFS received 2016/17**

North	Central	South	City Centre	Citywide/ Un-warded	Grand Total
5068	4767	3382	617	9	13,843
36.6%	34.4%	24.4%	4.4%	0.06%	

5.1.2 Illegal traveller encampments are an area of increasing demand which although relatively small in number compared to other areas of work take a significant amount of time and resource to deal with. There were 148 RFS relating to 57 illegal encampments in 2016/17.

5.2 Key Achievements – The Neighbourhood Compliance Service served 4540 notices (fig.11) with the majority of these being for waste related issues – 90% of the notices served were complied with or a fixed penalty paid. 199 cases were referred to Legal Services for prosecution (fig.12) of which 128 so far have been successfully prosecuted

- **Fig.11 Legal Notices served in 2016/17**

Legal Notices Served 2016/17	North	Central	South	City Centre	Un-warded	Total
	1299	1876	1039	310	16	4540
	28.6%	41.3%	22.8%	6.8%	0.3%	

- **Fig. 12 Neighbourhood Compliance prosecution results 2016/17**

2016/17 Prosecutions - NCT/EPT/ECT	No. of Prosecutions	Total Fines	Total Costs	Total Surcharge	Overall Total
Breach of Licensing Act (after hours sales)	1	£500.00	£632.26	£50.00	£1,182.26
Duty of Care	5	£8,740.00	£2,883.72	£546.00	£12,169.72
Escape of Waste	1	£2,000.00	£1,036.00	£100.00	£3,136.00
Failure to comply with waste receptacles notice	2	£1,246.00	£877.52	£120.00	£2,243.52
Fly posting	19	£25,775.00	£12,555.01	£750.00	£39,080.01
Fly-tipping	93	£32,555.00	£21,394.13	£3,984.00	£57,933.13

Non-compliance with waste removal notice	3	£500.00	£200.00	£1,360.30	£2,060.30
Transferring waste to an unauthorised person	4	£360.00	£1,590.00	£120.00	£2,070.00
Grand Total	128	£71,676.00	£41,168.64	£7,030.30	£119,874.94

- 5.2.1 ***Our Manchester Approach - Proactive project to improve waste management in Chinatown:*** Due to the number of different contractors with their own collection arrangements commercial and domestic waste was being left in refuse sacks on the street at all times of the day and night in certain locations within Chinatown. These occasionally burst when being collected and attracted vermin creating problems with street cleanliness which impacts on the cleansing schedules for Biffa, as well as the visual impact on those working, living and visiting the area. The NCT worked closely with the Neighbourhood Team and other enforcement teams, GMP, businesses, residents, Biffa and commercial waste contractors to ensure the businesses have appropriate waste contracts in place, helping to reduce the levels of fly-tipping in the area and ensuring residents are disposing of their waste by using the approved sacks provided on the appropriate days. An educative approach was taken initially to give businesses a chance to sort out the problem. This was followed up with compliance visits and notices were served. A high degree of compliance with the notices has been achieved. However it was clear that using refuse sacks was not appropriate for all businesses in the area and disposal in containers was a more appropriate solution for some businesses. However, Chinatown has very narrow streets and not a lot of space for containers so a lot of discussion and negotiation was needed with colleagues in other council services, GMP, Biffa and the businesses to agree locations. Restrictions on times waste could be presented for collection were agreed to reduce the time when waste in sacks could actually be on the streets. A significant improvement has been achieved in the cleanliness of the areas. The NPT/ Biffa team have really helped to maintain standards by visiting Chinatown as a hotspot on a weekly basis to support the project, and also to aid NCT Officers in gathering evidence of any breaches of notice
- 5.2.2 ***Our Manchester Approach – Prosecution:*** Whitby Road, Fallowfield Since October 2016, the City Council has issued Fixed Penalty Notices totalling £1,360 against offenders for dumping waste in the Whitby Road area. Several further cases are under investigation and the city council has installed a CCTV camera in the area after listening to residents’ concerns about persistent fly-tipping. This particular case demonstrates how residents and the council can achieve much more through working together to ensure those causing issues within the community are held to account for their actions. In November 2016, two men were seen taking items from a vehicle parked on Whitby Road, Fallowfield, dumping them in a nearby alley. Local residents who witnessed the incident notified the council and agreed to provide evidence to help secure a prosecution. Using photos supplied by the residents, the Environmental

Crimes Team managed to trace the driver of the vehicle, who admitted the offence when interviewed under caution and was prosecuted for the offence.

5.3 Priorities for the Year Ahead

- The NCTs will continue to support Neighbourhood based protects such as the integrated neighbourhood management work in Abbey Hey, City Centre, Harpurhey and Wythenshawe.
- The work in district centres with commercial businesses will continue.
- Further work with partners on vulnerable sites across the city will take place to try to stop unauthorised access to sites so preventing illegal encampments.
- Analysis of hot-spot areas will continue to be developed with the Neighbourhood Teams and NPT/ Biffa to help tackle the issue of fly-tipping.
- The Environmental Crimes Team will continue to focus on prosecutions and is undertaking public consultation on the introduction of Public Space Protection Orders to replace the existing Dog Control Orders.

6.0 Trading Standards (TS)

6.1 Key areas of demand – The team dealt with 2872 RFS (Fig 13) across four main areas of work which are Product Safety, Fair Trading, Animal Health and Trade Mark issues.

- **Fig.13 Volume of RFS received 2016/17** - *Out of Manchester are complaints in relation to businesses and organisations registered outside of our boundary but may be operating within Manchester.*

North	Central	South	City Centre	Out of Manchester/ Citywide	Grand Total
773	326	372	417	984	2872
26.9%	11.4%	12.9%	14.5%	34.2%	

6.1.1 Fair Trading covers a wide range of problems reported to us by consumers (usually via Citizens Advice) and include traders giving misleading information or omitting information about goods or services, using harassment, coercion or undue influence to persuade someone to buy a product. Examples include 'clocked cars' or cars sold with fake service histories, telling vulnerable people that they need their roof replacing (when they don't) and then charging them over the odds to have the work done (or charging them and not even carrying out the work).

6.1.2 Animal Health includes inspections of pet shops and boarding establishments before the yearly licences are issued as well as investigating complaints made

by the public about the health and welfare of animals. There is also a 24 hour call out rota for animal health issues at Manchester Airport which requires investigating any animals that are imported via the airport that arrive without the required paperwork or inoculations. If necessary, animals are quarantined until it is confirmed they are not a disease risk. Sometimes passengers have been caught concealing animals in their luggage for example breeds of birds that are known to be used for fighting.

6.2 Key achievements –The operation around Strangeways is referred to in more detail in another report on this agenda.

6.2.1 Approximately 20,000 counterfeit goods were seized by Trading Standards in 2016-17. This included mainly clothing and footwear but also handbags, jewellery, headphones, perfume and cigarette lighters. We also assisted GMP to carry out seizures of goods during raids that they were leading on.

6.2.2 22,602 unsafe/ non-compliant consumer goods worth almost £700k were stopped at Manchester Airport last year. This included 10,800 unsafe mobile phones (failed the Electrical Equipment Safety Regulations), 1,600 toy pandas and 360 novelty mobile phones that were unsafe due to small parts that presented a choking hazard to small children. Items were then destroyed or the trader was made to rework/ relabel them before they were released.

6.2.3 In May 2016 TS signed an agreement with the National Trading Standards Scams Teams to deal with referrals relating to vulnerable Manchester residents who would become a victim of mass marketing scams. The aim is to prevent the resident from falling victim to further scams by educating them and their friends/family.

6.2.4 The team took a number of prosecutions over the last year (Fig 14) which resulted in over £24,000 of fines.

• **Fig. 14 Trading Standards prosecution results 2016/17**

Trading Standards Prosecutions & Forfeitures 2016/17	No. of prosecutions	Total fines	Total costs	Overall Total
Trade Marks Act 1994	2	Forfeiture of goods	£2431.00	£2431.00
Consumer Protection Act 1987 Pt II	1	£300.00	£830.00	£1130.00
Toys (Safety) Regs 1995	2	£4000.00	£1939.60	£5,939.6
Tobacco Products(Presentation	4	3200.00	£4724.00	£7924.00
Supply of Machinery (Safety)	1	5300.00	£1679.36	£6,979.36
	10	£12,800.00	£11,603.96	£24,403.96

6.2.5 Our Manchester Approach – Bank visits: In the last 12 months Trading Standards has worked with Barclays Bank and Citizens Advice to raise awareness of the possible scams that Barclays Bank customers could fall victim to. This has involved spending time in different branches of the bank to answer any queries customers may have about scams and giving them information to help them avoid becoming the victim of a scam. As well as working with Barclays the team also visited supermarkets and food banks to engage with customers and clients.

6.3 Priorities for the Year Ahead

- Continue with anti-counterfeiting work in Strangeways concentrating on private commercial landlords.
- Develop closer working links with Adult Services/ Safeguarding to prevent vulnerable people falling victim to scams/rogue traders.
- Identify retailers selling skin lightening creams with the banned ingredient hydroquinone and take appropriate enforcement action.
- Respond to intelligence received regarding potentially unsafe goods being imported via Manchester airport. Detain and sample goods where appropriate.
- Carry out inspections at Hajj (holy pilgrimage to Mecca) package travel suppliers to determine compliance with package travel regulations and in particular regarding financial protection for customers.
- Carry out a sunbed hire project undertaking advisory visits to shops. Advice will be given on under age sales (the age limit for using a sunbed is 18) and on the safety requirements relating to the sunbed equipment. Advisory visits will be followed up with testing of some of the sunbeds. Failure to comply following the advisory visits may result in prosecution.
- Carry out a medical weighing machine project testing scales used to determine patients' weight in clinics/ hospitals. These machines are used to calculate dosage of medicinal products and so accuracy is vital.

7.0 Licensing & Out Of Hours Team (LOOH) - The work of the team is covered in more detail in another report on this agenda.

7.1 Key areas of demand - The team received 6090 RFS last year (Fig.15 The largest volume of these related to alleged noise nuisance complaints (66%) but there were also a large number of new licensing applications and temporary event notices (25.2%) that the team were consulted on.

• **Fig. 15 Volume of RFS received 2016/17**

North	Central	South	City Centre	Un - warded	Grand Total
1573	1371	1855	1274	17	6090
25.8%	22.5%	30.5%	20.9%	0.3%	

7.1.1 There are 2198 licensed premises in the city that the team is responsible for monitoring to ensure compliance with licensing objectives and individual licence conditions. The team also ensure that any premises found to be operating without a licence are dealt with appropriately.

7.1.2 The team has assumed responsibility for additional areas of work during the past year including dealing with noise complaints from construction sites. Since November 2016 176 construction noise complaints have been received. Most have been resolved informally but 3 have been resolved through service of Control of Pollution Act Notices.

7.2 Key achievements - There were 14 prosecutions in 2016/ 17 for illegal street trading with total fines of £1504.00, and £2734.00 of costs awarded.

7.2.1 In the 2016/2017 academic year 180 Noise Abatement Notices have been served on students at 42 properties where officers have witnessed loud parties and excessive noise levels causing disturbance to local residents.

7.2.2 The team work closely with the Premises Licensing Unit to identify and visit premises that have outstanding arrears on their accounts which results in their licences being suspended. Officers visit at night while the premises are trading advising payment is required immediately or the businesses are to cease trading which has the desired impact in ensuring payments are made. Since this collaborative work was introduced approximately £44k has been recovered from licensed premises paying overdue fees.

7.3 Priorities for the Year Ahead

- The team will continue to build on the Integrated Neighbourhood Management Model; strengthening relationships with partners and undertaking joint action swiftly and effectively to resolve issues both during the day and at night.
- Implement a licensed premises inspection programme
- Integrate new functions into the team including inspection and enforcement related to gambling and sex establishment
- Contribute to the planning and safe delivery of the city's varied events calendar

8.0 Environmental Protection Team (EPT)

8.1 Key areas of demand – The team received 4446 RFS in 2016/17 (Fig.16) with Planning consultation responses forming the largest area of work. In

respect of Planning Applications the team provide specialist advice on environmental and amenity issues such as contaminated land remediation, noise control, air quality and odour control as well as arrangements for the management of waste.

8.1.1 The team also assess applications by construction companies to work out of normal hours on construction sites ('prior consent' applications). This will often be to facilitate activities such as concrete pouring or Metrolink works which require road or rail closures.

- **Fig.16 Volume of RFS received 2016/17**

North	Central	South	City Centre	Citywide / Un-warded	Grand Total
1239	1001	1170	892	144	4446
27.8%	22.5%	26.3%	20.1%	3.2%	

8.2 Key Achievements - Providing specialist assessment of several large development sites across the City including, the former BBC site, Manchester Life developments and XYZ in Spinningfields. Involvement of the team at early scoping/ pre planning stages for major developments has improved the quality of information submitted at the application stage.

8.2.1 Successful completion of the programme of inspections for Industrial/ Permitted processes. These are processes where there is a risk of impacting the environment and therefore permits are required to operate. The Local Authority is responsible for issuing permits for industries such as dry cleaning, car spraying and concrete batching.

8.2.2 Facilitation of Out of Hours working for the Ordsall Chord project, including working closely with Network Rail noise consultants to ensure the successful delivery of a complex stage of the project over Christmas, with minimum disruption to local residents and businesses.

8.2.3 Compliance checks at several large outdoor events to ensure noise control including Parklife, Etihad Stadium events and Castlefield Bowl events.

8.3 Priorities for the year ahead

- Continue to work closely with Development Control to provide timely and specialist advice on Planning Applications.
- Monitor and report on Air Quality and continue to work closely with TfGM, GMCA and colleagues in Highways, Public Health and City Policy to help deliver the Air Quality Action Plan.

9.0 Conclusion

- 9.1 The range of issues in Manchester requiring intervention continues to grow but as can be seen from the work across the range of compliance and enforcement services in most cases compliance is achieved via informal action.
- 9.2 However where informal requests are not heeded legal notices will be served and where this still does not achieve compliance prosecutions will be pursued as is evidenced through the increased number of prosecutions secured for either serious incidents or persistent non compliance
- 9.3 As can be seen from the many Our Manchester examples of securing compliance the compliance and enforcement teams are increasingly seeking to work with residents and businesses to build on the strengths that exist within our communities and help them maintain compliance in a more self-sufficient way. By addressing problems together we can create better lives for all in the community and by listening to and learning from each other, better lasting solutions that address root causes rather than just the symptoms of non-compliance can be found.