



Neighbourhoods and Environment Scrutiny Committee

Date: Wednesday, 24 June 2020

Time: 2.00 pm

Venue: Virtual meeting - Webcast at

https://manchester.public-i.tv/core/portal/webcast_interactive/485362

This is a **Supplementary Agenda** containing additional information about the business of the meeting that was not available when the agenda was published

Advice to the Public

The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020

Under the provisions of these regulations the location where a meeting is held can include reference to more than one place including electronic, digital or virtual locations such as internet locations, web addresses or conference call telephone numbers.

To attend this meeting it can be watched live as a webcast. The recording of the webcast will also be available for viewing after the meeting has concluded.

Membership of the Neighbourhoods and Environment Scrutiny Committee

Councillors - Igbon (Chair), Azra Ali, Appleby, Butt, Flanagan, Hassan, Hughes, Jeavons, Kilpatrick, Lynch, Lyons, Razaq, Sadler, Strong, Whiston, White and Wright

Supplementary Agenda

5. COVID-19 - Update

5 - 36

Report of the Strategic Director Neighbourhoods

In light of the current national and international public health emergency situation, Manchester and Greater Manchester (GM) declared a major Incident on Friday 20 March 2020. This activated the multi agency response arrangements in line with the GM generic response plan and the pandemic flu plan. The Prime Minister's unprecedented announcement at 8.30 pm on Monday 23rd March set out the seriousness of the situation and the expectations of all residents, businesses and public services. Reports to the Executive on 6 May 2020 and on 3 June 2020 set out in detail the Councils response to this crisis. Over the last days and weeks, the lockdown guidance has eased and a number of further specific guidance notes have been received which are informing our actions and response.

This note is intended to provide Scrutiny with a brief summary of the current situation in the city in relation to COVID-19 and an update on the work progressing in Manchester in relation to areas within the remit of this committee. Further detail on specific issues will be available as required.

Further Information

For help, advice and information about this meeting please contact the Committee Officer:

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This supplementary agenda was issued on **Wednesday, 17 June 2020** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 3, Town Hall Extension (Lloyd Street Elevation), Manchester M60 2LA

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**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee – 24
June 2020

Subject: COVID-19 - Update

Report of: Strategic Director Neighbourhoods

Summary

In light of the current national and international public health emergency situation, Manchester and Greater Manchester (GM) declared a major incident on Friday 20 March 2020. This activated the multi agency response arrangements in line with the GM generic response plan and the pandemic flu plan. The Prime Minister's unprecedented announcement at 8.30 pm on Monday 23rd March set out the seriousness of the situation and the expectations of all residents, businesses and public services. Reports to the Executive on 6 May 2020 and on 3 June 2020 set out in detail the Council's response to this crisis. Over the last days and weeks, the lockdown guidance has eased and a number of further specific guidance notes have been received which are informing our actions and response.

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Wards Affected: All

Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	This unprecedented national and international crisis impacts on all areas of our city. The 'Our Manchester' approach has underpinned the planning and delivery of our response, working in partnership and identifying innovative ways to continue to deliver services and to establish new services as quickly as possible to support the most vulnerable in our city.
A highly skilled city: world class and home grown talent sustaining the city's economic success	
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	
A liveable and low carbon city: a destination of choice to live, visit, work	
A connected city: world class infrastructure and connectivity to drive growth	

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Background documents (available for public inspection):

None

1. Purpose

- 1.1 In light of the current national and international public health emergency situation, Manchester and Greater Manchester (GM) declared a major Incident on Friday 20 March 2020. This activated the multi agency response arrangements in line with the GM generic response plan and the pandemic flu plan. The Prime Minister's unprecedented announcement at 8.30 pm on Monday 23rd March set out the seriousness of the situation and the expectations of all residents, businesses and public services. Over the last days and weeks, the lockdown guidance has eased and a number of further specific guidance notes have been received which are informing our actions and response.
- 1.2 This note is intended to provide scrutiny with a brief summary of the current situation in the city in relation to COVID-19 and an update on the work progressing in Manchester in relation to areas covered within the remit of this committee. Further detail on specific issues will be available as required.

2. Public Health

- 2.1 As of Monday 15th June 2020, there were 1,676 confirmed cases of COVID-19 in Manchester, a rate of 306.0 per 100,000 population. There were 362 registered deaths involving COVID-19 up to 29th May 2020 amongst Manchester residents and of these 73, or 20.2%, had occurred in care homes. The infection rate and the number of deaths involving COVID-19 in Manchester is continuing to fall. This is evidenced by the fact that there is now 48.1% capacity in Manchester hospital mortuaries and the planned additional mortuary capacity has been stood down.
- 2.2 The national contact tracing service (NHS Test and Trace) was launched on 28th May and people who test positive for COVID-19 are now automatically referred into the service. Local Authorities (LAs) have started to receive daily data reports on the number of residents who have been contacted. A national £300 million ring fenced fund has also been made available to LAs to support the development of local COVID-19 Management plans. The confirmation of the Manchester allocation has now been received, however, further discussions are taking place with Greater Manchester (GM) colleagues to consider the resources needed at a GM and locality level.
- 2.3 Greater Manchester (GM) has been selected as one of 11 national Beacons (pilots) for Test and Trace and Tameside will be the host authority. This is in recognition of the work that has been undertaken to develop a GM model that is aligned to the national service.
- 2.4 The Director of Public Health (DPH) at the City Council will lead the development of the Manchester COVID-19 Management Plan with local partners. The plan will cover the management of outbreaks in all settings including care homes, schools and the workplace. In Manchester there will also be a focus on groups that may be at particular risk, such as the

homeless population. The Plan will be signed off by the Leader of the Council and Chief Executive on 30 June 2020.

- 2.5 The national service will undertake contact tracing by phone and work closely with local teams in Manchester and Greater Manchester (Public Health England) to respond to outbreaks in various settings and deal with more complex cases.
- 2.6 The success of the service will be dependent on an effective testing strategy and Manchester has made excellent progress on this to date. Manchester, along with Trafford, implemented a local policy to test all hospital patients prior to discharge to care homes, well in advance of the national directive.
- 2.7 Manchester key workers also have very good access to the regional testing centres at the Etihad and Airport and the Army Mobile Testing Units (MTUs) . However, it will be important for data from these centres and MTUs to be made available to the GM and Manchester teams. This is so that appropriate trace and isolate actions can be taken and outbreak plans implemented. It is expected that data will be made available to LAs before the end of June.
- 2.8 Similarly, the new national model for Care Home testing will give more control to LAs through the DPH and Director of Adult Social Services. This will ensure that extra care, mental health and learning disability facilities will have better access to testing.
- 2.9 The governance of the Manchester Plan will be through the Health and Wellbeing Board, chaired by the Leader of the Council and will be part of the portfolio of the Executive Member for Adult Health and Wellbeing.
- 2.10 The Public Health England report: COVID-19: review of disparities in risks and outcomes was published on 2 June 2020. The report confirmed that the impact of COVID-19 has replicated existing health inequalities and, in some cases, has increased them particularly in relation to Black and Minority Ethnic communities. The recommendations relating to the report are expected to be published in mid-June and will be considered by the Manchester 'Addressing Inequalities' workstream of the Manchester COVID-19 Response Group. This Group, chaired by the Director of Public Health, will collate local data and intelligence and ensure that local action is taken across all partner agencies.

3. MCC Financial Impacts

- 3.1 To date £33.756m of emergency grant funding has been received from the Government for Council related costs and income losses arising from COVID-19, of this £389k was applied to costs in 2019/20 leaving £33.367m for 2020/21.
- 3.2 From April 2020, every Local Authority has been required to submit monthly returns to MHCLG setting out the forecast financial implications of COVID-19. The second return for the Council was submitted on 15 May, and for 2020/21 includes an estimated £40.7m of additional costs of which £7.8m is expected

to be funded by the CCG or GMCA and £2m relates to the HRA, leaving £30.5m against the Council's mainstream budget.

- 3.3 Alongside this there is a forecast loss of income totalling £139.6m of which £3.5m will fall to other preceptors in relation to the loss of Business Rates and Council Tax, with the remaining £136m relating to the Council. The overall net impact on the Council is £166.5m (including £0.4m from 2019/20). The impact on the budget will fall in both 2020/21 and 2021/22 due to the way the Collection Fund operates for Business Rates and Council Tax whereby in year losses (or surpluses) are not applied until the following year, the Airport dividend is applied a year in arrears and Bus lane and parking lane enforcement income shortfall impact the level of reserves rather than the current year budget.
- 3.4 Taking into account the grant and the adjustment between financial years, together with expected continuing pressures which will arise it is currently forecast that there will be a budget gap of c£33m in 2020/21, rising to £157m in 2021/22. This report sets out the details behind these figures.
- 3.5 The additional costs/income shortfalls reported for 2020/21 against the grant to the Council of £33.756m are as shown in the table below. Whilst the total reported pressures are £180.3m this includes costs which are being funded by other sources including the ring-fenced HRA, CCG funded support for discharge/admission prevention via specific COVID-19 grant to CCGs and funding from the GMCA for some homelessness costs. In addition £3.484m of the income loss against business rates and council tax relates to precepts due to GMCA. The net effect on the Council's general fund is £166.931m.
- 3.6 This represents a **shortfall of £133.2m** for the Council against the General Fund (£135.2m including the HRA) after the MHCLG grant of £33.7m has been applied.

	MCC General Fund Only	HRA	Other (CCG/ GMCA)	MHCLG Return*
	£m	£m	£m	£m
2019/20 cost pressures	0.389			0.389
2020/21 forecast cost pressures*	30.499	1.965	7.847	40.311
Total forecast cost pressures	30.888	1.965	7.847	40.700
Forecast Income Shortfalls	136.043	0.040	3.484	139.567
Total	166.931	2.005	11.331	180.267

- 3.7 The table below shows the breakdown of the overall £40.3m additional costs (including those funded by others) reported for 2020/21, and the table is followed by further details of the additional costs for services within the remit of this Committee.

Section B1			
Breakdown for MHCLG Return (inc CCG and GMCA funded):	April 2020 £'m	May 2020 £'m	Forecast Cost £m
1a - Adult Social Care - additional demand	0.561	0.652	9.624
1b - Adult Social Care - supporting the market	0.351	0.784	2.467
1c - Adult Social Care - workforce pressures	0.030	0.137	0.479
1d - Adult Social Care - other (including PPE)	0.289	0.356	4.722
Adult social care total	1.231	1.929	17.292
2a - Children's Social Care - workforce pressures	0.019	0.019	0.23
2b - Children's Social Care - residential care	0.240	0.440	1.494
2c - Children's Social Care - care leavers	0.017	0.017	0.208
2d - Children Social Care - other	0.504	0.704	3.504
Children's services - total	0.780	1.180	5.436
3a - Education - SEND			
3b - Education - Home to school transport	0.072	0.072	1.465
3c - Education - Other	0.044	0.029	0.145
Education - total	0.116	0.101	1.610
4 - Highways and Transport	0.193	0.175	0.573
5 - Public Health		0.191	0.596
6a - Housing - homelessness services			
6b- Housing - rough sleeping - accommodating and supporting those brought into alternative accommodation	1.099	1.099	6.786
6c - Housing - other excluding HRA			
Housing total excluding HRA	1.099	1.099	6.786
7a - Cultural & related - Sports, leisure and community facilities	0	0.654	0.872
7b - Cultural & related - other			
Cultural & related total	0	0.654	0.872

8a - Environmental and regulatory services (including excess death management)	0.028	0.281	0.519
8b - Environment & regulatory - waste management			0.618
8c - Environment & regulatory - other			
Environment & regulatory - total	0.028	0.281	1.137
9 - Planning and Development			
10 - Police, Fire and rescue			
11a - Finance & corporate - ICT, remote working	0.216	0.111	1.145
11b - Finance & corporate - Revenue & benefits expansion	0.005	0	0.042
11c - Finance & corporate - other	0.165	0.099	0.58
Finance & corporate - total	0.386	0.210	1.767
12a - Other - Shielding	0.000	0.157	1.028
12b - Other - PPE (non-Adult Social Care, HRA)			
12c - Other - costs associated with unachieved savings/delayed projects	0.083	0.083	1.25
12d - Other - excluding service areas above			
<i>Other total (includes Shielding)</i>	0.083	0.240	2.278
TOTAL SPENDING PRESSURE (General fund)	3.916	6.060	38.347
13a - Housing Revenue Account (HRA) - workforce pressures			
13b - HRA - supplies and materials including PPE			
13c - HRA other	0.291	0.291	1.965
<i>HRA total spending pressure</i>	0.291	0.291	1.965
Total General Fund (inc CCG/GMCA funded costs) + HRA	4.207	6.351	40.312

Additional Costs incurred in response to Covid-19

Highways and Transport (£0.573m)

3.8 These costs include:

- £18k - additional costs for works to enable access arrangements to the Nightingale hospital and the costs of providing additional vehicles to enable social distancing can be maintained by highways repair teams.

- 3 month's costs of £160k per month due to additional time requirements for contractors due to the enforced lockdown and the additional time because of social distancing.
- £75k (£15k per month for five months) due to some delays in projects due to lockdown and the requirement for additional signage and notices on site for social distancing to ensure sites are Covid secure.

Housing including Homelessness. - (£6.786m)

- 3.9 As part of the COVID-19 response, we are currently housing 208 rough sleepers in emergency accommodation. Generally the rough sleeper count in Manchester has been around 90, however, the numbers have increased significantly as there are a number of people presenting who have lost their jobs and accommodation. There are also a number of hidden homeless, who would previously 'sofa surf' and move around from one friend to another over a number of weeks which due to social distancing is no longer an option. Added to this additional provision has had to be made available where rough sleepers may have been housed in accommodation with shared rooms which can also no longer continue due to social distancing.
- 3.10 The current hotel provision for the additional 208 rough sleepers is costing just under £0.9m per month, for accommodation, support and security provision. Work is ongoing with MHCLG to agree an exit strategy and full year costs are estimated at £5.786m for accommodation, staffing and security. In addition to this there is £1m of lost savings potential.

Environmental & Regulatory - Waste Management (£0.618m)

- 3.11 As referenced in para 8.5 due to the increased numbers of individuals at home the levels of waste disposal tonnages has increased by c.30%, if this continues through to the end of July the increased costs of disposal will be c£0.618m, if the increased volumes continue until March then the forecast costs could be as high as £1.6m, and this will be retained under review. Discussions are ongoing with GMCA around how the increased costs could be managed.

Reduced Income

- 3.12 In addition to the increased expenditure set out in the paragraphs above, there has also been a significant reduction in the forecast level of external income that will be received in the current financial year, and in some instances this will continue on into future financial years. Details of the lost income for services within the remit of this committee are set out in paras 3.13 - 3.16. below:-

Compliance & Enforcement - (£127k)

- 3.13 Due to the significant reduction in overall footfall the forecast reduction in fixed penalty notice income is c£127k, around £63k of this is anticipated during April-July and this is based on lower income levels in April, it is anticipated that this will improve from August onwards and currently a further £63k is forecast from August through to March to reflect the anticipated ongoing reduction in footfall in the City Centre.

Highways and Transport (£5.931m)

3.14 This is made up of:

- £1.992m Bus Lanes Income shortfall. Of this £1.322m is assumed to be until the end of July, although it is anticipated there will be a steady increase to match budgeted levels by December 2020, it is forecast income will be c£0.67m below budget August - December.
- £3.366m Decriminalised Parking - This is a combination of on street pay and display income, other income from PCN's and other parking permit income of c£1m per month. The income shortfall to the end of July is £2.3m. It is not anticipated that there will be an immediate return to previous levels post lockdown, but activity and income is assumed to scale up and reach budgeted levels by December with a further loss of income of £1m. Under the existing legislation both the parking and bus lane enforcement income are credited to a ringfenced reserve and can only be used for certain categories of expenditure. There is sufficient income in the reserves to cover the cost of those services in 2020/21 and the impact will be a reduction in the level of budgeted reserves rather than a direct impact on the budget.
- £135k from non decriminalised parking, off street parking and enforcement activity such as clamping untaxed cars - £100k is lost income up to the end of July and it is expected that activity will increase gradually post July, with a further loss of income of £36k for the year.
- £438k from the Highways services budget for permit income for road closures, skips and scaffolding hoardings. Due to the lockdown and the reduced level of new activity from external works total reduced income of £438k is forecast. Of this £365k is to the end of July and £73k for the remainder of the year as the levels of work across the city increases.

3.15 Whilst work is ongoing to identify options that can support the budget from 2021/22 onwards work has been undertaken to look at the 2020/21 budget's and an updated budget report will be presented to the Executive on 29th July. This will take into account the COVID-19 related spend and associated income losses and also include any identified in-year savings and efficiencies that can be offset against the identified pressures as the government funding to date is insufficient to meet the overall impact.

3.16 The total in year savings identified by all Directorates as part of this initial review is c.£8.9m, and savings of £1.394m have been identified from services covered as part of this scrutiny committee. It should be noted these do not require any reductions in service at this stage, but include sensible and practical measures such as identifying forecast savings due to likely timescales for undertaking any external recruitment to vacant posts, and also any budgets whereby there are likely to be savings due to the current lockdown requirements. These have been developed following a line by line budget review with Heads of Service, and identified staff savings are net of the increased vacancy factor approved as part of the 2020/21 budget process. The savings relevant to this committee are set out in the table below:

2020/21 In Year Savings Identified

Description of Efficiency/Increased Income	2020/21 £000	2021/22 £000	FTE
Compliance & Enforcement			
Staffing - assumed October recruitment to vacant posts	115		14
Running Costs	6		
Compliance Public protection			
Staffing - assumed October recruitment to vacant posts	10		7
Running Costs	62		
Waste Disposal & Collection			
School disposal costs	131		
Running Costs	48		
Neighbourhood Teams			
Staffing - assumed October recruitment to vacant posts	53		4
Running Costs	10		
Highways Service			
Staffing - assumed October recruitment to vacant posts	527		39
Housing & Residential Growth			
Staffing - assumed October recruitment to vacant posts	144		5
Additional rental income regeneration scheme	190	190	
Additional income relating to work done in prior years	98		
Total in Year Savings Identified	1,394	190	69

3.17 The staff savings are based on the estimated time required to recruit to posts in the current situation. It is assumed that there will be no external recruitment until at least October. The impact is being managed with prioritisation of essential requirements.

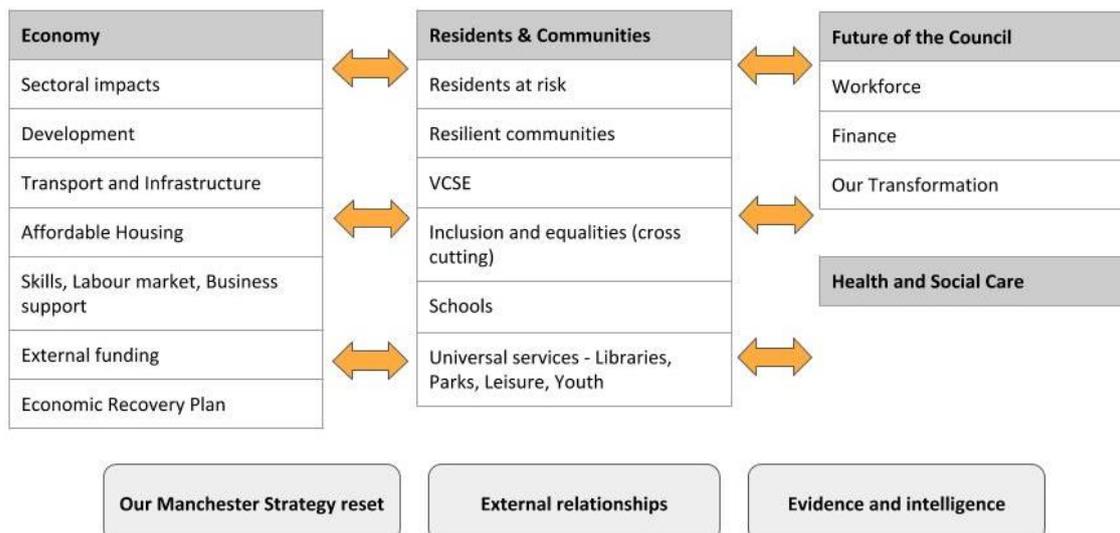
- 3.18 The measures required to address the longer term financial position, some of which may need to be introduced in this financial year, are being developed for Executive Members to consider in the Autumn. This work will include the scrutiny process and involvement of elected members as well as other key stakeholders.
- 3.19 It has been reported that the government will deliver a 'mini budget' in July which is likely to include measures to boost the economy and may include further support for local government. The Council will continue to work with Core Cities and GM Authorities to make representations to the Government to seek solutions to address the funding shortfall.

4. Response and planning ahead for the recovery

- 4.1 The Covid-19 crisis has had a very significant impact across the City of Manchester. The initial focus was on the immediate coordinated response to support the city during the lockdown period. Although the response work will continue for some time, preparations are now underway to manage the phased opening up of the city, and to plan ahead for the longer term challenges that will begin to become clearer as we emerge from the lockdown period.
- 4.2 This forward planning work will help to plan for the city's recovery including its economy, residents and communities, as well as the impact on the Council including its services and finances. This work will be undertaken with key stakeholders in the city in order to develop the best possible joint plans.
- 4.3 Four workstreams are being progressed in order for the City and the Council to prepare effectively for the recovery. These are highly interdependent with each other, as illustrated in the diagram below. Each workstream involves a significant portfolio of work, and each is in the process of identifying short, medium and longer term priority actions. The workstreams are:
- Economy
 - Residents and Communities
 - Impact on the Council / Future Council
 - Health and Social Care

Underpinned by:

- Evidence base and impact for each of the above workstreams
- External relationships with a range of key partners
- Reset of the Our Manchester Strategy



5. Our Manchester Strategy reset

- 5.1 There is a need to review and reset the Our Manchester Strategy 2016-2025 for the City, to respond to the post-COVID-19 challenges the city now faces. The forward planning work will start this reset with a consultation that is firmly rooted in the Our Manchester approach, addressing the significant challenges but also some of the opportunities over the next five. This work will be led by the Our Manchester Forum and will conclude in February 2021.
- 5.2 The global, national and local context in 2020 is very different to 2015-2016 when the strategy was developed. As well as the highly uncertain impacts of the COVID-19 pandemic, the need to tackle climate change has become even more urgent and is one of the defining challenges for the city's economy, transport, energy, buildings, and green and blue infrastructure. Inclusion and equalities is also expected to be a key theme in the strategy reset, heightened by the disproportionate impact that COVID-19 has had on different groups across the city.

Update on key areas within the remit of this committee

6. Neighbourhood teams

- 6.1 The Neighbourhood teams have played a critical role in supporting those that are vulnerable and at risk, working with partners and taking a lead role in making contact with individuals who have asked for support, either signposting or providing them with the required support they need e.g. food, someone to talk to. Many cases have not been straightforward and the teams have used their networks, community connections, own community language skills and knowledge of the local area to help provide the necessary support to individuals.
- 6.2 During this time they have maintained regular contact with resident and community groups, adapting ways of working to ensure that they can maintain

contact and provide support, a listening ear and helping to connect organisations with things that they need e.g. funding and linking in with the We love Manchester Charity.

- 6.3 Neighbourhood Investment Fund monies (c£16k) have also been provided to support local groups that need help at this time. This funding has supported the local level community response, recognising that local groups have a role and continue to play a significant part in supporting those who need it. The current situation has supported an acceleration of our place based reform ambitions to ensure the wider wrap around support for residents is in place. The Bringing Services Together for People in Places Team around the Neighbourhood is now fully established and operational in each of the 13 neighbourhoods and is coordinating the work with vulnerable residents on the ground. MCRVIP will also play a role in the response, supporting the food response as one example of where local volunteers can get involved.
- 6.4 As we move out of lockdown, the team has been increasingly undertaking business as usual activity. This includes preparing for the annual student clear out, working with businesses in local centres to ensure that social distancing measures are adhered to and supporting schools to re-open safely. This latter example also supports and builds on climate change activity that had begun prior to the CV-19 crisis. They continue to work with elected members and local groups through the delivery of ward priorities.

7. Compliance and Enforcement

- 7.1 The Compliance and Enforcement functions have continued to operate albeit with different working arrangements to ensure compliance with COVID 19 requirements.
- 7.2 **The Food, Health & Safety, Airport Team** have provided specialist food safety advice to charities, community groups and businesses involved in food provision across the City, contacting more than 120 caterers involved in providing cooked meals to vulnerable residents as well as providing food safety advice to the Nightingale Hospital. They are also advising on a food safety management system for the food response team based at Smithfield Market. The team quickly developed a range of guidance notes for volunteers and food businesses, and have also helped to engage with large food manufacturers and retailers around food donations.
- 7.2.1 The team has contacted 491 food businesses by telephone to ensure that those that have continued to trade understand their food safety responsibilities and to identify any risk factors that needed further advice or action.
- 7.2.2 So far advice around social distancing measures to protect staff and customers has also been provided to 239 businesses allowed to operate.
- 7.3 **Trading Standards, The Food, Health & Safety, Airport Team and Licensing and Out of Hours** have enforced the Coronavirus (Business) (Restrictions) Regulations 2020 throughout the lockdown period, providing

advice to businesses affected, visiting and issuing warnings where appropriate. So far 303 complaints about businesses failing to follow restrictions rules have been resolved with enforcement action through service of a Prohibition Notice required in thirty five cases - thirty four of these being in the Strangeways area in respect of businesses selling counterfeit goods. Over 600 separate reactive and proactive monitoring visits have been carried out by Licensing and Out Of Hours officers.

- 7.3.1 **Trading Standards** have also responded to 250 complaints in relation to Coronavirus concerns including price hikes, product safety of PPE items and hand sanitisers. They have also been working with UK Border Force to prevent unsafe PPE (masks) coming into the country.
- 7.4 **The Housing Compliance and Enforcement Team** have continued to provide a reactive service to tenants in the private rented sector, dealing with disrepair cases remotely, encouraging Landlords and Tenants to engage to resolve issues and carrying out inspections/ taking enforcement action where the safety of tenants has been put at risk. The team has continued to respond to threats of illegal eviction and landlord harassment and has continued to work closely with colleagues in homelessness.
- 7.4.1 The team has also responded to complaints of the use of short term lets and provided advice/ guidance to ensure these do not operate during the current lockdown period unless supporting housing provision for key workers. Guidance has also been provided to landlords and tenants around eviction suspensions, along with messaging on our website and social media platforms. Officers from the Housing Team team have also volunteered in Community Hub roles and with food delivery teams.
- 7.5 Work for the **Environmental Protection Team** has largely remained unchanged with the team adapting quickly to delivering the same workload but through home working. Planning applications continue to be commented on and Air Quality monitoring has continued throughout the lockdown period.
- 7.6 **Neighbourhood Compliance Teams (NCT)** have, with a vastly reduced workforce, due to a third of the staff redeployed to assist the Covid-19 Community Hub and Food response and other staff in the shielded groups, worked tirelessly to keep the neighbourhoods clean and safe. The service has continued to see a steady number of requests for service (RFS) and has proactively identified a significant amount of work while doing patrols of the area:
- 7.6.1 Figures for the period 23 March to 29 May were:
- | | | | |
|---------|---------|--------------------------|-------------------------|
| North | RFS 594 | Proactive Activities 97 | Jobs raised on CRM 1008 |
| Central | RFS 314 | Proactive Activities 233 | Jobs raised on CRM 288 |
| South | RFS 332 | Proactive Activities 132 | Jobs raised on CRM 367 |
- 7.7 **RFS** have mainly been in respect of domestic waste issues and commercial fly-tipping along with burning and smoke related complaints. The NCTs have

also dealt with complaints for obstruction to highways including skips, premises open to unauthorised access both residential and commercial, house alarms, light pollution and private untidy land complaints.

- 7.8 Proactive site visits have been carried out and cases have been picked up by Neighbourhood Compliance Officers whilst out patrolling the wards. These include abandoned commercial containers left at the rear of businesses over the lockdown period which officers have worked with businesses and the waste companies to have removed; private and MCC land which have been fly-tipped on where officers have arranged removal and recommendations for target hardening; working alongside Highways colleagues on social distancing plans through removing "A" boards and other obstructions on the footpaths and visits to commercial businesses checking on social distancing measures and reporting any issues through to colleagues within the Food & Health and Safety team for further action.
- 7.9 Issues picked up through proactive work are raised on the **CRM system** which include waste collection, street cleansing and graffiti removal, highways issues, street lighting issues and acting as the eyes and ears on the ground for other council departments such as planning, parks and leisure and Corporate Property.
- 7.10 **Environmental Crimes Team** continues to work as usual albeit the team is based at home. The three key areas of work are: taking forward prosecution and other formal enforcement, carrying out work in default when the person on whom notice has been served has failed to do it and the animal welfare service.

Work on investigations and prosecutions cases is ongoing, with:

- 29 cases referred to the team to investigate with a view to pursuing prosecution between 23 March and 29 May.
 - 11 CCTV referrals being taken forward for further investigation with a view to pursuing prosecution Two of these are referrals from GMFRS regarding issues at Lancaster works industrial site and 2 referrals from residents own CCTV cameras. There has been an increase in residents witnessing fly-tipping incidents whilst being in lockdown and providing us with information such as car registration numbers or witness statements where they have seen people dumping rubbish.
 - 15 prosecution cases prepared and referred to legal services between 23 March and 29 May.
- 7.10.1 The team has dealt with 30 work in default cases between 23 March and 29 May. In addition to dealing with housing disrepair and other default work cases the team has supported Adult Social Care colleagues in cases involving vulnerable adults living in unsanitary conditions in their own homes and have arranged for work to be carried out so that the people can remain in their own home.

- 7.11 The Animal Welfare service continues to be delivered as usual, the extension to 14 days to give people more time to reclaim stray dogs has been maintained.
- 7.12 The **Neighbourhood Project Team (NPT)** are continuing to deal with cases where evidence is found in waste collected by Biffa. Although the Biffa teams had to pause the search element during the first 6 weeks of lockdown - there have still been cases where evidence has been identified and between 23 March and 29 May 89 cases have been investigated. The NPT are also assisting the Food and Health & Safety Team in triaging complaints received of Business breaching the Closures regulations in respect of those businesses allowed to open.
- 7.13 As most businesses have been closed the Commercial Waste Project team were deployed in March to work with food distribution at New Smithfield Market.
- 7.14 **The Licensing and Out of Hours Service** is continuing to provide a service that responds to the needs of the city at this time. Officers are based at home and undertake patrols in the City Centre between 07:00-11:00 to address waste, or street scene related issues and 14:00- 22:00 across the city to monitor areas where issues have been previously reported and to react to complaints that are being made during this time. Hours were increased to 22:00 to address the issues that have been experienced in recent weeks and to maintain as broad service coverage as possible with reduced staff levels. As there is still a very limited night time economy with take away operating from some premises, there is not a need to work into the very early hours of the morning and with current staffing levels that shift pattern could not be supported. This is, however, being kept under review and responding to challenges as they arise. Citywide there has been an increase in reports of licensed premises carrying out off sales as well as an increase in the number of complaints of consuming alcohol in public spaces. The team have conducted joint patrols with GMP across the city centre and city wide and are visiting reported premises and ensuring that all sales are being made in a responsible manner and that the correct permissions are in place and working with partners to address issues in public spaces.
- 7.15 Proactive monitoring is also being done to address the increase in noise complaints. Call volumes remain lower than pre lockdown but noise complaints continue to increase and officers continue to receive complaints of a lack of physical/social distancing and premises remaining open that should not be. However, there is still a high level of compliance in businesses. Officers continue to support efforts in the City Centre to address rough sleeping including working as part of the street engagement team and volunteering in hostel accommodation.
- 7.16 The **Compliance Support Team** continues to support teams with reporting requirements including the daily return to Government in relation to business compliance to Covid-19 regulations. The team is currently working to process a backlog of new food business registrations and inspection results as well as

prepare data required for the Local Authority Enforcement Management System (LAEMS) statutory return to the Food Standards Agency. With a greater focus on system maintenance and data quality, officers worked through a programme of data cleansing which included the updating of over 12,000 premises records to ensure linked cases can be located accurately and discrepancies addressed.

- 7.17 The team is currently supporting environmental health officers in the development of a case management database to manage complex contact tracing cases. Building on an existing technology to ensure our system/procedures are fit for purpose and can capture the full range of information required to be effective.

Recovery

- 7.18 The teams are now planning for recovery and it is anticipated that all teams across all parts of the service will continue working from home as standard practice. To assist in the relaxation of lockdown measures, officers from the Food, Health and Safety Airport Team will be working on Test and Trace with colleagues from Public Health, handling case and consequence management in complex settings, tracing contacts of positive Covid-19 cases and providing advice to self isolate where required.
- 7.19 The Food Standards Agency has deferred all programmed inspections until the 17th July 2020 and we are waiting for national guidance to advise on how local authorities will approach planning for recovery of this work.
- 7.20 Government planning for EU-Exit has re-started we are working again with DEFRA on projects to identify resources and facilities necessary to ensure checks on imported foods can continue after the 1st January 2021.
- 7.21 The Team have also developed an advice offer to businesses to help them meet social distancing and 'Covid-secure' safe working requirements.
- 7.22 Preparations are being made across all teams to begin to increase the number of inspections being carried out, on a risk basis and in line with risk assessments to continue to protect the safety of our teams.
- 7.23 Housing Compliance are involved in planning for the Student end of year. Students not able to leave a property at the end of their tenancy due to self isolation or travel restrictions overseas must discuss with their landlord their intentions. The isolation period should not pose a significant delay in a landlord claiming a property back in time to have it ready for the next years students. Rent should be paid and this will be for landlords and tenants to make arrangements. Those international students unable to travel will be supported by the universities as part of their pastoral care, with accommodation being used in halls that are vacant.
- 7.24 Students are able to return to properties to retrieve their belongings. Housing Compliance have written to all HMO landlords in the student areas to advise

them of new guidance and ask for early engagement with their tenants to ensure that this can be done in the safest way possible.

- 7.25 For students moving in together at the start of the academic year, where an existing household of students are all moving together there is clearly no problem. Where students are moving into accommodation with new people they did not live with previously they are effectively creating a new household, however these moves are permitted.
- 7.26 Housing Compliance and Enforcement are working with colleagues across GM to develop a landlord toolkit to improve information provided to landlords, and work is continuing on the expansion of Selective Licensing. A report is expected to be ready to take to Executive later this year on proposals for consultation.
- 7.27 NCT managers are also involved in the student key handover weekend (27/28 June). This will look different this year since many students left early as a result of the country going into lock-down. However it is envisaged that there will be a number who will return for their belongings and some increase in waste over the weekend period is expected Neighbourhood Compliance Officers along with partners will be working over this weekend marshalling dedicated sites set for waste disposal and advising students. A communication exercise is planned to ensure all students and landlords are aware of their responsibilities with regard to disposing of waste and miscellaneous items during the clear out and as properties are made ready for new students moving in.
- 7.28 The 3GS UK (Ltd) Litter Enforcement service ceased operating in March due to the low level of footfall in the city centre and staff were furloughed. Discussions have taken place with the company with a planned restart on July 6th.
- 7.29 As noted above many officers have been redeployed to assist with the community hub and food response but as the lockdown is relaxed and further businesses reopen there is a need for staff to return to their substantive roles. This is being done in a planned and phased way.

8. Licensing Unit – Premises Licensing and Taxi & Private Hire Compliance

- 8.1 The service has supported all licensed businesses, operators and drivers throughout the response period, responded to queries, clarifying guidance and providing advice. Premises that previously didn't have off sales licences were varied, and the option to defer payments for licences has been provided since March to assist businesses. Most staff were able to work from home, although certain services relating to renewal licences for vehicles and drivers have been delivered safely in person in order to mitigate other public safety risks. Routine vehicle testing was paused, with essential testing taking place one day per week at Lawton Street shared service centre. Taxi and private hire compliance officers have continued to work proactive daily throughout the City, concentrating on district hubs and the city centre on amended shifts

covering different operating hours between 07:00 to 23:00 to ensure a good spread of activity checking across the City. Activity has unsurprisingly been very low, but has started to increase as restrictions were relaxed in the last 2-3 weeks. This element of the service can be quickly returned to normal hours of service (07:00 to 03:00hrs) in response to activity changes and the Taxi marshalling contract resumed with 7 days notice. Sub-Committee hearings have continued fortnightly, and outstanding prosecution cases have been referred for legal action.

Recovery

- 8.2 The Licensing Unit made several amendments to procedures and practice to support all licensed trades through the immediate response, and is playing a key role in decisions around policy and procedures to aid the recovery including how to deliver outside licensed seating areas for businesses, redefine our approach to compliance during this period, and where to realign taxi ranks in the City. All areas of Licensing are governed by complex and burdensome statutory requirements, and the Unit has liaised with government departments, other core cities, and the Institute of Licensing, to fully consider service responses and lobby for regulatory change to facilitate supporting businesses more expeditiously. The Unit continues to work closely with colleagues at a GM level to support achieving a consistent approach wherever possible across the licensing regimes.

9. Waste, Recycling and Street Cleansing

- 9.1 The Waste, Recycling and Street Cleansing Team has continued to operate since lockdown commenced, adapting ways of working to ensure compliance with COVID-19 requirements. Prior to lockdown measures were announced a communications mechanism was established to ensure that all internal stakeholders could be kept updated on service changes to ensure an accurate and consistent narrative.

Bin collections and Street Cleansing

- 9.2 Biffa have continued to deliver the majority of bin collections, fly tip removal and street cleansing services during the lockdown period. There has been disruption to some services including temporary suspension of bulky waste collections and green bin collections (food and garden waste). All services are now reinstated - bulky from 27 April and the green bin collection service from 11 May (winter schedule - fortnightly frequency).
- 9.3 The Waste & Recycling Team have worked with Biffa to review staffing levels on a regular basis and adjust the service throughout this period. The business continuity plan was enacted early on and supported the decision making process to determine the prioritisation of services. As staff numbers started to be affected by suspected COVID-19 symptoms or staff shielding due to vulnerable conditions - there were not enough staff to deliver all services. Biffa worked hard to backfill these positions with agency staff, despite challenges in this market which saw a surge in demand for HGV drivers. This was further

compounded by an increase in volume of material (across all waste streams) and in numbers of bins presented. The Greater Manchester Combined Authority and their operator Suez, have maintained the disposal routes for all Local Authority deliveries to their sites.

- 9.4 The safety of Biffa's staff during this period has been a key concern for Officers and Trade Unions. Biffa have worked agilely through this period to ensure that the service is delivered in-line with the latest health and safety guidance from the Waste Industry Safety & Health forum (WISH); Public Health England (PHE) and latterly Government workplace guidance. WISH have updated their advice multiple times since lockdown measures were enacted and Biffa have complied with the changing requirements.
- 9.5 Non-statutory guidance was issued by Defra on 7 April, which provided some advice regarding prioritisation of services. Lockdown measures have led to a significant increase in some domestic waste streams, compared to this year's forecast, due to a number of factors: more food and drink being consumed at home; more people working from home; travel restrictions for holiday in the UK and abroad; and significantly fewer children attending school. Some streams remain significantly higher than forecast, residual waste - black bin (+30%) and commingled recycling - brown bin (+38%), and this is forecast to increase costs by c.£0.618m for April - July, and this is included within the Government monthly return. Collection volumes will remain under review for the remainder of the financial year. To enable a consistent collection of priority waste streams, the green bin collection was paused on 25 March. An interim collection was undertaken week commencing 6 April in place of the commingled bin collection (brown bin). Following the reinstatement of the organic green bin collections, there was a significant increase in volume and presentation of bins - but this is now back in-line with the forecast. Pulpable waste (blue bin) is also broadly in-line with the forecast. The increased volumes are expected to continue whilst social distancing and other lockdown measures are in place. The service was reinstated on 11 May (winter schedule). Overall, the service has been delivered broadly in-line with the principles set out in Defra's guidance.

Fly Tipping and Littering

- 9.6 Fly tip removal teams have continued to operate as normal, responding to requests for service and visiting known hotspots. The Biffa Flytip Investigation team paused their normal practice of searching through bags of dumped rubbish for evidence to ensure compliance with health and safety guidance. This has been reviewed and a safe system of work developed to enable a search of the top layer of material to take place. During the initial phase of lockdown the number of fly tipping jobs reported reduced below the number received in the same period in 2019. The number of reports has steadily increased during this period, but there appear to be duplications in requests and the number of confirmed flytips removed does not appear to have increased beyond the number removed in the same period last year. Officers continue to review and respond to hotspots across the city with colleagues in

Neighbourhood Teams and Compliance. The fly tip data is submitted on a quarterly basis to Defra via the WasteDataFlow system.

- 9.7 The number of requests for street cleansing has significantly reduced during this period. Monitoring has shown that Biffa have maintained the street cleansing standards in the City Centre, District Centres, arterial roads and neighbourhoods throughout this time. Due to the significant reduction in footfall, particularly in the city centre, street cleansing teams have been able to tackle grot spots and areas which are normally difficult to effectively cleanse due to parked vehicles. As lockdown measures ease and non-essential shops open, Biffa will need to adapt their approach to cleansing in district centres and the city centre. Ensuring pedestrians can safely maintain social distancing is a priority, the majority of street cleansing will need to take place outside of peak footfall times. Waste & Recycling Officers are linked into workstreams established to support the re-opening of the daytime and nighttime economy - to ensure that street cleansing and waste removal is a key consideration.

Communications

- 9.8 Service changes have been communicated via the Councils COVID-19 web pages and the Councils twitter accounts. These webpages have received significant traffic during the lockdown period and have proven an effective way to keep residents updated. Key information has been shared with Registered Providers and Housing Groups to ensure key changes are communicated as widely as possible.
- 9.9 Keep Manchester Tidy (KMT) has provided support to community groups and individuals who have made enquiries about litter picking. The advice has adjusted as lockdown measures have eased. KMT is supporting Parks to develop communications regarding littering in green spaces.

Household Waste Recycling Centres

- 9.10 All GMCA Household Waste Recycling Centres (HWRCs) closed on 24 March in order to comply with Government guidance on essential reasons to leave the house during the initial 3 week lock down period. GMCA was not unique in taking this approach to HWRCs, which saw the majority of recycling centres close for an extended period. Non statutory guidance from Defra issued on 7 April indicated consideration should be made for a service to be provided via priority sites. Subsequently, Defra released a media statement on 14 April that recommended the re-opening of recycling centres where social distancing can be maintained on site.
- 9.11 A phased reopening of HWRCs across GM commenced from 2 May 2020, which saw 16 of the 20 sites reopen. In Manchester, all three HWRCs reopened; Sandfold Lane (7 days a week) and Reliance Street and Longley Lane (weekends only). The phased approach included a gradual reintroduction of materials - which initially started with bagged rubbish only and increased every couple of weeks. Sites were adapted to implement social distancing measures and safe systems of working for staff working on site.

Officers (Waste and Highways) from across GM worked together with GMCA, Suez (the HWRC operator) and contractors, to implement a traffic management plan to support the re-opening of sites. This included an alternate vehicle registration number system to manage demand and an external traffic management plan. These arrangements have been closely monitored by GMCA, Suez and Officers across GM - adjustments have been made to the model since reopening. From 13 June all Manchester sites will reopen 7 days a week - with the majority of materials available except textiles, furniture for re-use and CDs, DVDs and books. No serious issues have been reported in connection to the re-opening of the HWRCs and demand has significantly lower than expected. In contrast to other parts of England, Authorities have experienced significant disruption on the highway when HWRCs have reopened.

10. Highways

- 10.1 The Highways service has been able to maintain a broadly business as usual service throughout the lockdown phase through a combination of implementing adjustments to comply with government guidance to keep staff safe whilst working on site, such as during inspections, and most of the office based staff are working from home.
- 10.2 The government has made a number of announcements recently as preparation for lockdown being eased. The guidance includes reallocating road space to support active travel and allow more space for people to travel safely throughout the city. The Council's priority as we move into recovery are to solve the safe mass transit challenge and increase space for pedestrians in the city centre as well as in other high footfall areas.
- 10.3 Since the Government recently announced to make £250 million available for active travel, the Council has been receiving requests for temporary cycleways, local road closures and other social distancing measures. The highways team is working with our colleagues in Policy to ensure that we can get as much of this funding as possible, as well as money from various other funds also available.
- 10.4 The city council is prioritising walking and public transport as this is how the greatest number of people travel, and therefore, the biggest benefit to economic recovery.
- 10.5 In terms of cycling, our priority is to work with both TfGM and the Mayor's Walking and Cycling Commissioner to prioritise the delivery of permanent, quality cycling infrastructure so all our projects start in 2020. We expect the first phase of the Chorlton scheme at Royce Road to be completed on 26 June, subject to weather conditions, and work will then carry straight onto the adjacent phase. We will also prioritise work which can be delivered in the short-term but which also has the potential to have longer-term benefits for people travelling across the city by bike or on foot via the government's emergency active travel fund which aims to support the relocation of road space to cyclists and pedestrians

- 10.6 Pavements have been widened to support social distancing in a number of areas in the city or district centres using the Councils £0.5m share of the £5m GM wide Mayor's Cycling Fund allocation. By 10 June the following locations were completed or in progress, at a cost of around £0.75m:-
- Princess Street
 - London Road South
 - Wilmslow Road, Rusholme
 - Cheetham Hill Road
 - Ashton Old Road
 - Manchester Road at junction with Claridge Road
 - Manchester Road at junction with Warwick Road
 - Withington Village (Palatine Road)
- 10.7 We expect work to begin soon in Hulme High Street and other locations in the city centre which will be confirmed at a later stage. A process is also now in place to consider proposals for social distancing from members or the public.
- 10.8 In addition to widening pavements we have closed off roads temporarily where there were plans for closures being discussed. Deansgate and Thomas Street are now closed to vehicles except during early morning and other closures are being investigated.
- 10.9 The Government announced a £15m allocation to GM of an emergency active travel fund with Tranche 1 being for just over £3m. Manchester City Council has submitted a package of bids totalling around £0.6m to the Department for Transport's Emergency Active Travel Fund, seeking support for a wide range of schemes to quickly make more space for people travelling across the city on foot or by bike.
- 10.10 The mix of bids includes a plan to temporarily create pedestrian and cycle-only zones at Stevenson Square in the city centre's Northern Quarter and on Ducie Street, from London Road to Dale Street. The council has also proposed starting a process of making permanent improvements for the city's cycle network at 20 different locations, plus the creation of new low-traffic 'filtered neighbourhoods' in the north and south of the city. The council's programme has been devised so that its full list of proposed interventions could be completed within weeks of receiving funding confirmation.
- 10.11 Funding is being sought for work to begin to permanently fill a list of existing gaps in the city's cycle network, creating a more coherent and attractive connected set of routes. The first phase of works would provide new cycle infrastructure for Lower Mosley Street and Princess Road in the city centre, plus Stretford Road in Hulme, Albert Street in Beswick and Parsonage Road in Withington.
- 10.12 The Council has requested support for interventions, including the purchase and installation of cycle stands, which will kickstart a new vision for a future "Triangle" of connections linking Manchester's Piccadilly, Victoria and Deansgate rail stations for people travelling on foot or by bike - which it is

envisaged would ultimately extend to connect with major bus hubs at Piccadilly Gardens, Shudehill and Chorlton Street.

- 10.13 In addition, the council is currently constructing two major permanent schemes - the Manchester to Chorlton cycling and walking route and the Princess Road and Medlock Street junction improvement scheme - which will provide improvements to the city's cycling and walking infrastructure. A pipeline of major walking and cycling infrastructure projects, totalling £79m of investment, is being progressed across the City.
- 10.14 Our other major projects at Great Ancoats Street, Hyde Road and A6 Stockport Road were able to continue throughout lockdown again as an essential service. The schools crossings improvement work has continued although at a slower pace due to the need to prioritise social distancing measures across the city and 58 crossing improvements have now been completed with another 11 underway. Our contractors and their suppliers have pulled out all the stops to maintain progress during such a difficult time. Different working methods have had to be created to maintain social distancing and keep highways operatives safe during these unprecedented times, including alternative travelling to site arrangements and using additional labour or machines, this is likely to increase the capital costs of delivering some schemes and the impact is currently being assessed.
- 10.15 Our highway maintenance work has continued following the government classification as an essential service. Manchester Contracts and our contractors have continued to make repairs following defects found by inspection or reports. Since lock down the highway maintenance contractor has completed an average of 465 carriageway and footway pothole defects each week as part of the repair programme, this equates to an overall area repaired of 2,665sqm, deploying 23 repair teams.
- 10.16 Our planned maintenance programme of resurfacing has been brought forward to benefit from the low traffic volumes and avoid bringing the teams in when people start to return to work and shops open as lockdown is gradually eased. Between 1st April and 7th June (just over 8 weeks) the team resurfaced 188,500 sqm of roads which is the equivalent of over 26 football pitches. The work included the expected planned programme of works and the additional sites which were enabled by a recent DfT Challenge Fund grant. Resurfacing work has been carried out in Ardwick, Burnage, Deansgate, Didsbury East, Didsbury West, Gorton & Abbey Hey, Old Moat, Piccadilly, Rusholme/Fallowfield, Rusholme and Whalley Range including locations such as Whitworth Street, Whitworth Street West, Trinity Way, Kingsway, Princess Street, Wilmslow Road and High Street. Footway works have been carried out in Burnage, Chorlton, Chorlton Park, Crumpsall, Fallowfield, Gorton & Abbey Hey/Longsight, Moss Side, Piccadilly, Rusholme and Sharston. Preventative work has been carried out in Crumpsall, Fallowfield and Woodhouse Park. Supporting the resurfacing work has been further drainage repairs and the large patching programme.

10.17 Some of the social value offers from contractors made in their original tenders have had to be redirected or alternatives provided during the lockdown period due to difficulties with social distancing. Monthly social value progress meetings are held with the contractors to offer support and guidance during this time. For those projects that are coming towards an end, contractors have offered to transfer those social value commitments not achieved over to another project and agreed to continue to deliver social value even after the project is finished if necessary. For larger frameworks, there is flexibility to revive social value at a later date once Covid-19 eases.

10.18 A number of contractors have come forward to support the initial Covid 19 response voluntarily. Examples of the many Covid 19 social value related commitments have been are:

- Colas - £2k donation to Booth Centre and Cornerstone (£1k in April 2020, £1k in May 2020) in order to support the initial Covid-19 food response and 56,000 toiletries donated to local food banks and charities including; Booth Centre, Cornerstone, Barnabus and, Reachout into the Community.
- J.Hopkins - Donation of materials and labour to support signage and lines at the Nightingale Hospital in Manchester and £2k donation towards the transition project as part of Read Manchester equating to 487 books for year 6 pupils in Manchester.
- Rosgal - 8 weeks support to the Bread and Butter Thing Charity, a man and driver delivering food parcels across the City to various locations including;
- Northern Marking - Line marking carried out at the Manchester Central Nightingale Hospital in honour of our NHS heroes. This social value opportunity was organised by Manchester Contracts and delivered by Northern Marking.
- Eric Wright - £10k donation towards the Read Manchester transition project for Year 6 pupils. Eric Wright's contribution will pay for around 33 schools on average, or around 55 classes of 30 Year 6 pupils.



11. Housing and Residential Growth

11.1 Following the Prime Minister's announcement on 23 March the entire team has been working off site and will continue to do so. With the exception of

some minor level volunteering, the entire team has been retained working on our work programmes modified to account for the impacts of COVID 19.

Housing

- 11.2 Much of our focus has been to liaise with, and support all Social Housing Providers in the City, to ensure they are supporting vulnerable tenants and communities. This has been in close co-ordination with the Neighbourhoods teams where we placed a strategic housing colleague with each neighbourhood to reach out to all providers and to maintain a regular dialogue. A weekly bulletin summarising all of the issues that have emerged during this time has been issued to ward members. This has also involved close working with Manchester Housing Providers Partnership (MHPP). There has been regular and close dialogue with MHPP that has elevated the level of interaction between the City and registered providers (RP's) and has been one of the positive outcomes to emerge and to be built on in the future. MHPP and the City held two conference style events on 21 April and 29 May to ensure that there was a full opportunity to understand each other's issues and working arrangements. The latter event was focussed on recovery activity.
- 11.3 RPs have had to significantly modify their mode of operation. All closed their public facing offices but were able to quickly mobilise their call-centres with many being delivered by home based workers using effective technology. There was a suspension of general lettings, but all have supported emergency lettings including hospital discharges, cases of domestic abuse and those leaving hostels. Although there is a national suspension of evictions, all have continued to take arrears recovery and financial assistance measures to try to help tenants not to run up debts. However, the increase in the number of Universal Claimants and other financial pressures has led to a significant increase in arrears for most and will have a long term impact. Many have had to deal with antisocial behaviour cases and increased reports of domestic abuse during lockdown and local based officers have continued to work on site to address.
- 11.4 Most have utilised the Government furlough scheme, particularly for those involved in development and capital programmes that were suspended under lockdown.
- 11.5 As RPs start to plan the easing of lockdown, there is an ongoing dialogue with the City about their plans and try to achieve some level of consistency of roll out of services.
- 11.6 The team have directly worked with the arms length management organisation (ALMO), tenant management organisations (TMO) and our public finance initiative contractors (PFI) to ensure that services to council tenants are being managed effectively.
- 11.7 The team have, for the most part, been able to progress other projects including the development of the Private Rented strategy, and implementing the new allocations policy.

Fire safety and other safety factors

- 11.8 Government has made it clear that lockdown does not justify any pause in work to remediate blocks of residential accommodation in response to Grenfell and the Hackett recommendations. We have continued to work across all sectors to ensure that work progresses, data is collected and that we support the GMFRS task force. This has been particularly important as the prolonged home working and lockdown gives rise to a higher possibility of fires.
- 11.9 Gas safety checks have been required to be continued with moderate adjustments for tenants who are self-isolating or shielding. Although the guidance doesn't require it most landlords are using PPE when entering tenants homes and are adhering to hygiene and social distancing rules. Nonetheless, landlords are now starting to accumulate a backlog of overdue checks and there will need to be a managed recovery once lockdown is lifted.

Allocations and Homeless

- 11.10 Most general lets were suspended through Manchester Move by the end of March. Emergency lets have continued as described above. The turnover of empty homes has reduced significantly so will be an issue as we begin to re-launch the lettings process.
- 11.11 We have been working closely with colleagues in Adult services who manage homelessness. In particular, we have been supporting the work to house the people who sleep rough who are currently in hostels and hotels. This work is progressing in close association with RP's and the Combined Authority.

Residential Growth

- 11.12 We have sought to maintain momentum in pursuing growth and development opportunities throughout lockdown. Development and Affordable Housing are two significant strands of the approach to economic recovery and work is progressing to accelerate projects. There has been an impact of lockdown on the construction and professional services sectors. Many have furloughed entire workforces, and there is a consequent shortage of materials and support capacity. Where sites are operational social distancing and safe working practices have brought additional costs and slowed down works. These issues will continue to be a challenge as we move out of lockdown.
- 11.13 During lockdown we have had confirmation of the £51m HIF allocation for Northern Gateway and now working to create the contracts with Homes England. In addition, the Executive have authorised progress of work to create a Local Development Company whereby the City can use its own land and capacity to develop schemes that otherwise could be stalled.

12. Homelessness

- 12.1 At 16th June the Council currently has 214 individuals within covid-19 hotel accommodation and there are 11 hotels currently open under the

Governments 'Everyone In' programme. At the height of the operation, the Council was accommodating 280 people. Through providing stable accommodation, meals and support, the emergency hotels have helped to increase engagement from people who sleep rough with both accommodation staff and support workers, and wider support services including primary health care, drug and alcohol support services, mental health and welfare benefits and advice provision. All occupants have had / are having a Homeless Reduction Act assessment and are receiving a Personal Housing Plan, a strength based assessment that identifies actions to support finding accommodation. The principles of the exit strategy from hotels are:

- An intention not to return people who have been accommodated to the streets.
- A desire to exit from hotels as quickly as possible.
- An intention for everyone accommodated in hotels to have an individual housing and support plan.

12.2 Four hotels are currently on track to be closed by the end of June, with people having been moved to alternative accommodation. Anyone who is found to have no legal duty owed to them through the Homeless Reduction Act assessment will be eligible for 'A Bed Every Night' (ABEN) accommodation in order to guarantee an offer of accommodation for all remaining residents. Given the current cohort, officers anticipate many of the individuals will have no legal duty owed, outcomes of assessments are therefore being closely monitored. The 3rd phase of the Greater Manchester Combined Authority ABEN scheme will start on 1st July 2020. Agreement has been reached to dovetail the launch of ABEN 3 with the 'Everyone In' exit strategy by retaining some of the emergency accommodation provision within the ABEN scheme from 1st July.

12.3 Reconnection remains an important part of the exit strategy. Dedicated members of staff are undertaking follow up conversations with individuals and arranging for their reconnection to places where it is safe for their return if they have no connection to Manchester. Greater Manchester Immigration Aid Unit and the Booth Centre are actively working with individuals in order to manage paperwork from Embassies and apply for plane tickets as international travel becomes available. On a national level, the outreach team are working with receiving local authorities, and GMCA are providing support engaging with neighbouring Authorities to ensure that people are reconnected within the conurbation.

12.4 For individuals who do have a legal duty owed to them, appropriate accommodation will be sought from in-house temporary accommodation, Housing Related Support schemes, Housing First, social housing and the private rented sector. Creating capacity within these options, exacerbated by the lack of movement due to c-19 measures, remains a pressing issue. Officers are continuing their engagement with MHCLG to negotiate accessing a mixture of capital and revenue support to access more private rented sector accommodation, supported accommodation and an increase in Housing First placements for Manchester.

- 12.5 To increase access to social housing the priority banding of people living in housing related support schemes and temporary accommodation has been increased. While this is positive, given the current demand for social housing, this is currently being modelled to deliver a potential 50 moves over the year. In addition to this, further work with MHCLG includes the potential to step-up property purchase by housing provider partners to support our successful Empty Homes work, together with colleagues in Strategic Housing. Ongoing conversations with registered providers to identify accommodation are running parallel to MHCLG conversations.
- 12.6 To support access into the Private Rented Sector, both housing related support schemes and temporary accommodation teams are identifying people ready to move on into the PRS, thereby releasing available bedspaces for people from the hotels to move into. The PRS accommodation is being accessed via landlord incentives and deposits.
- 12.7 Officers have agreed with partners to target public donations into the Big Change fund and to reinforce messages of not giving to individuals on the street as lockdown ends, but to support Big Change which can provide funds for deposits.
- 12.8 There remain a number of points which are at issue and which officers are focussing on. These include:
- Ongoing funding issues with government and clarity on the extent of funding for Everyone In.
 - Access to private rented sector stock and supported housing across Greater Manchester to fairly spread the burden being borne by the Council.
 - Continuing development of guidance on managing people who display Covid-19 symptoms and/or are tested positive.
- 12.9 Officers are working with Public Health to agree processes for the homeless, sleeping rough and sex worker populations contact tracing programme. This has included working with the Homeless Partnership and Registered Provider hostel managers to help identify and contact individuals on a localised level.
- 12.10 There remains approximately 40 individuals who are continuing to sleep on the streets. Most of this group had either refused accommodation or been evicted through extreme and unmanageable behaviour. MHCLG and officers believe that the numbers on the streets will rise as lockdown eases, and these numbers are being closely monitored by the outreach team.
- 12.11 Statutory homeless services have been operating a phone and email based service since the end of March. As part of the Service Transformation Programme and based on emerging learning, officers are working with partners to agree the most appropriate approach to service delivery as lockdown is eased. Partners have welcomed the telephone based housing assessment service and officers are considering how to facilitate remote working and remote responses to reduce footfall pressure in the rates hall on

a permanent basis. Officers and MHCLG are anticipating significantly increased numbers of people presenting as homeless as lockdown eases and the wider economic situation presents itself.

13. Climate Emergency / Zero Carbon

13.1 The COVID-19 lockdown period has undoubtedly led to an unprecedented reduction in CO2 emissions and a huge improvement in air quality. The challenge for the recovery phase is how to urgently restart the city's economy to protect the income and livelihoods of people whilst striving to capitalise on some of the positive environmental benefits enjoyed during the COVID-19 lockdown period and enable positive behaviour change that endures for the long term.

13.2 The Council's Climate Change Action Plan (CCAP) 2020-25 was approved by the Executive in March 2020 and its delivery is overseen by the Zero Carbon Coordination Group (ZCCG) which is chaired by the Deputy Chief Executive and City Treasurer. The Group has continued to meet virtually over the last 3 months and a summary recent progress in relation to the main themes of the CCAP is provided below.

13.2.1 Reporting and Governance:

- The four workstreams established by the ZCCG in September 2019 following the declaration of a Climate Emergency have been reviewed and there are now five workstreams which each correspond to one of the themes within the CCAP.
- Quarterly progress reports and the annual carbon emissions report are being prepared and will be uploaded to the Council's website.

13.2.2 Buildings and energy:

- The PhotoVoltaic (PV) installation at Wythenshawe Forum has been completed but the delivery of other physical works on the Council's operational estate has had to be put on hold, however, design and preparatory work is continuing.
- The Council is working with the Ministry for Housing Communities and Local Government on the final approvals for ERDF funding for PV on the Hammerstone Road Depot and at the National Cycling Centre.
- The construction of the Civic Quarter Heat Network Energy Centre is being delivered and is currently on programme.

13.2.3 Transport and travel:

- Biffa have placed an order for 27 Electric Refuse Collection Vehicles which has cost the Council £9.787 million with the first delivery expected in autumn 2020.
- An application for 23 eCargo bikes was submitted to the Energy Saving Trust but was unsuccessful. Alternatives funding sources are now being considered.

- Deansgate has been temporarily pedestrianised between Blackfriars Street and King Street West and the existing traffic-free scheme on Thomas Street has been extended to apply for seven days per week.

13.2.4 Reducing consumption based emissions and influencing suppliers:

- The additional 10% social value weighting is still being piloted and an evaluation is being designed. Procurement and Commissioning are evaluating the report on citywide Consumption based emissions from the Tyndall Centre for Climate Change Research.
- Work on a citywide supplier toolkit is underway and is being led by the Manchester Climate Change Agency.

13.2.5 Climate adaptation, storage and sequestration:

- The completion of a new 'sponge' park in West Gorton is almost complete.
- City of trees have undertaken some preliminary work to allow the identification of potential tree planting sites for short term funding opportunities. The initial results from this have formed the basis for an in-depth external commission to create an agreed assessment of Tree Planting Opportunities ahead of the tree planting season this winter.

13.2.6 Influencing and being a catalyst for change:

- The roll out of the 'Our City, Our Climate' face to face Carbon Literacy Training has been impacted by COVID-19 but training from home is being discussed with the Carbon Literacy Project to ensure that this can continue.
- A carbon reduction measure has been added to the capital gateway process.
- A bid to the National Lottery's Climate Action Fund with the Manchester Climate Change Partnership was unsuccessful but the work in neighbourhood teams will continue to be delivered whilst adhering to relevant social distancing requirements.
- A citywide communications campaign has been designed and is ready to be rolled out at an appropriate time.
- Existing secondments to the Manchester Climate Change Agency have been extended and additional resources have been identified to increase the Agency's capacity to deliver the citywide Climate Change Framework.
- The Council is liaising with Government directly and via the Greater Manchester Combined Authority and Core Cities to lobby for a comprehensive retrofit programme to support the CCAP, address fuel poverty and stimulate the economy.