



Resources and Governance Scrutiny Committee

Date: Tuesday, 3 September 2019

Time: 10.00 am

Venue: Council Antechamber, Level 2, Town Hall Extension

Everyone is welcome to attend this committee meeting.

There will be a private meeting for Members only at 9.30am in Committee Room 6 (Room 2006), 2nd Floor of Town Hall Extension

Access to the Council Antechamber

Public access to the Council Antechamber is on Level 2 of the Town Hall Extension, using the lift or stairs in the lobby of the Mount Street entrance to the Extension. That lobby can also be reached from the St. Peter's Square entrance and from Library Walk. **There is no public access from the Lloyd Street entrances of the Extension.**

Filming and broadcast of the meeting

Meetings of the Resources and Governance Scrutiny Committee are 'webcast'. These meetings are filmed and broadcast live on the Internet. If you attend this meeting you should be aware that you might be filmed and included in that transmission.

Membership of the Resources and Governance Scrutiny Committee

Councillors - Russell (Chair), Ahmed Ali, Andrews, Battle, Clay, Davies, Lanchbury, Moore, B Priest, Rowles, A Simcock, Stanton, Wheeler and Wright

Agenda

1. Urgent Business

To consider any items which the Chair has agreed to have submitted as urgent.

2. Appeals

To consider any appeals from the public against refusal to allow inspection of background documents and/or the inclusion of items in the confidential part of the agenda.

3. Interests

To allow Members an opportunity to [a] declare any personal, prejudicial or disclosable pecuniary interests they might have in any items which appear on this agenda; and [b] record any items from which they are precluded from voting as a result of Council Tax/Council rent arrears; [c] the existence and nature of party whipping arrangements in respect of any item to be considered at this meeting. Members with a personal interest should declare that at the start of the item under consideration. If Members also have a prejudicial or disclosable pecuniary interest they must withdraw from the meeting during the consideration of the item.

4. Minutes

Minutes of the meeting held on 16 July 2019 to follow.

5. [10:05 – 10:35] Revenue and Benefits Annual Performance Report 2018/19

5 - 68

Report of the City Treasurer (Deputy Chief Executive) attached

This report provides performance data for the 2018/19 financial year for the Council Tax, Benefits and Business Rates Service areas. The report also provides an update on key areas of work and the welfare reform changes.

6. [10:35 11:05] The impact of the Welfare Reform agenda on the Council's finances and its ability to provide support to residents of Manchester

69 - 118

Report of the City Treasurer (Deputy Chief Executive) attached.

This report provides an up to date position statement on the roll out of Universal Credit in the city and the impact on the Council's finances and its ability to provide support to residents of Manchester. The scope of this report only considers the financial impact on the Council.

7. [11:05 – 11:20] Discounting compensation payments for Windrush failings for the national Housing Benefit calculation

Report to follow

8. **[11:20 – 11:30] Overview Report** 119 - 184
Report of the Governance and Scrutiny Support Unit.

This report provides the Committee with details of key decisions that fall within the Committee's remit and an update on actions resulting from the Committee's recommendations. The report also includes the Committee's work programme, which the Committee is asked to amend as appropriate and agree.

9. **[11:30 – 11:45] Domestic Violence and Abuse (DV&A) Review (Part A)** 185 - 192
Report of the Strategic Director – Neighbourhoods and Director of Homelessness attached

This report sets out plans for developing and delivering a strategic review into Domestic Violence and Abuse (DV&A) services, and the current procurement being undertaken to support this work.

10. **Exclusion of the Press and Public**
The officers consider that the following items contains exempt information as provided for in the Local Government Access to Information Act and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. The Committee is recommended to agree the necessary resolutions excluding the public from the meeting during consideration of this item.

11. **[11:45 – 12:00] Domestic Violence and Abuse (DV&A) Review (Part B)** 193 - 200
Report of the Strategic Director – Neighbourhoods and Director of Homelessness attached

This report is to be read in conjunction with the above Part A report and provides the contract information, and contract values, to provide a complete overview of the financial situation.

Information about the Committee

Scrutiny Committees represent the interests of local people about important issues that affect them. They look at how the decisions, policies and services of the Council and other key public agencies impact on the city and its residents. Scrutiny Committees do not take decisions but can make recommendations to decision-makers about how they are delivering the Manchester Strategy, an agreed vision for a better Manchester that is shared by public agencies across the city.

The Resources and Governance Scrutiny Committee areas of interest include finances, Council buildings, staffing, corporate and partnership governance as well as Council tax and benefits administration. .

The Council wants to consult people as fully as possible before making decisions that affect them. Members of the public do not have a right to speak at meetings but may do so if invited by the Chair. If you have a special interest in an item on the agenda and want to speak, tell the Committee Officer, who will pass on your request to the Chair. Groups of people will usually be asked to nominate a spokesperson. The Council wants its meetings to be as open as possible but occasionally there will be some confidential business. Brief reasons for confidentiality will be shown on the agenda sheet.

The Council welcomes the filming, recording, public broadcast and use of social media to report on the Committee's meetings by members of the public.

Agenda, reports and minutes of all Council Committees can be found on the Council's website www.manchester.gov.uk.

Smoking is not allowed in Council buildings.

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Further Information

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

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This agenda was issued on **Friday, 23 August 2019** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 3, Town Hall Extension (Mount Street Elevation), Manchester M60 2LA

**Manchester City Council
Report for Resolution**

Report to: Resources and Governance Scrutiny Committee – 3 September 2019

Subject: Annual update on performance in the Revenues and Benefits Unit

Report of: City Treasurer (Deputy Chief Executive)

Summary

This report provides performance data for the 2018/19 financial year for the Council Tax, Benefits and Business Rates Service areas.

This report also provides an update on key areas of work and the welfare reform changes.

Recommendations

Committee is requested to note the contents of the report.

Wards Affected:

All Wards

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	
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	

Contact Officers:

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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.

Council Tax Support Scheme
Discretionary Housing Payments Policy
https://www.manchester.gov.uk/downloads/download/4494/discretionary_housing_payments_-_2013_council_policy

Welfare Provision Scheme Policy
https://www.manchester.gov.uk/downloads/download/5237/welfare_provision_scheme_policy
NNDR Areas of Local Discretion Policy

https://secure.manchester.gov.uk/downloads/download/5369/national_non-domestic_rates_policy_document_2014_-_areas_of_local_discretion

1. Introduction

The report provides members with the following information.

- i. Annual performance results for the Revenues and Benefits Unit and covers the following areas:
 - Council Tax collection;
 - Benefits administration; and
 - Business Rates collection.
- ii. Performance data in respect of areas of discretionary support including:
 - Discretionary Housing Payments (DHP);
 - Discretionary Council Tax Payment Scheme (DCTPS); and
 - Welfare Provision Scheme, including food poverty grants.
- iii. Summary data on welfare benefit changes including the progress to transfer claims to Universal Credit and those areas of welfare reform administered by the Council, including:
 - Spare room subsidy (bedroom tax); and
 - Household benefit cap
- iv. Key issues affecting the Unit and service areas and details the headline performance targets and objectives for the year ahead.

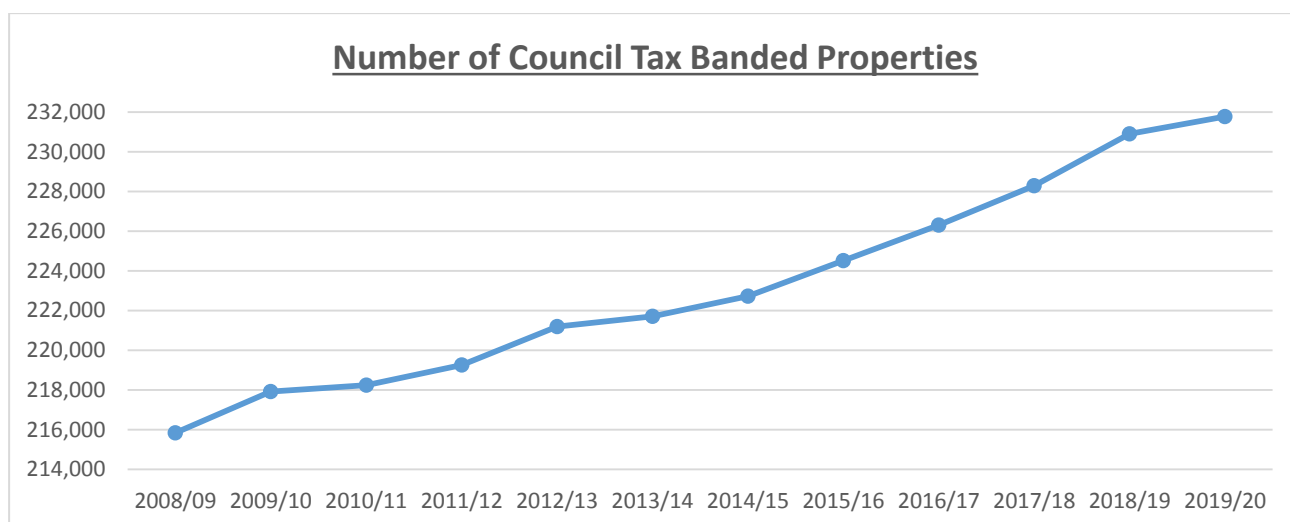
The report also provides ward deprivation statistics as appendix one that provide context and background to the ward based information within the report.

2. Performance in the collection of Council Tax

2.1 Background

Council Tax is essentially a property tax which is levied on the broad capital value of domestic properties. The Valuation Office split all domestic properties into eight bands from A to H, with an amount charged linked to each band. Calculation of the amount payable follows a weighted calculation set by central government. Properties in Band A pay two thirds of the tax levied on Band D properties; those in Band H pay twice the tax levied on Band D.

The number of properties within the city has been increasing annually and has increased from 199,000 in 2000, to 230,896 at the end of March 2019, an increase of 16% in this period. This had risen further to 231,780 by the beginning of August 2019.



58% of the properties in the city are in band A, with 89% being in bands A-C (inclusive) and less than 0.5% (946 properties) are in the top two bands of G and H. A full breakdown of properties split into bands and across wards based on March 2019 data is shown as appendix two.

For the 2018/19 financial year, the total banded properties in the city had an associated Council Tax debit of £226.6m. The amount due to be collected was then reduced by the award of £38.4m in Council Tax Support to eligible accounts leaving an amount of £188.2m to be collected. This is an increase in the amount due to be collected for last year of around £8.9m.

2.2 Council Tax Support

Council Tax Support (CTS) is a local means tested support scheme funded by the Council that provides financial support to working age residents towards their Council Tax liability. The Council's scheme provided means tested support towards 82.5% of the Council Tax that is due. Government has determined that pensioners must still be assessed for means tested support towards their Council Tax based on 100% of the Council Tax that is due, resulting in a more generous scheme for residents of pension age.

Of the £38.391m paid in Council Tax Support during 2018/19, £14.340m (37.35%) was paid to pensioners and £24.05 m (62.65%) was paid to working age households (data captured on 01/04/19).

Based on the same snapshot of the caseload, 52,595 claimants were receiving some Council Tax Support towards their bill, of which 35,518 (67.53%) were working age and 17,077 (32.47%) were classed as pensioner households.

Of the working age households, 28,489 (80.21%) were receiving the maximum amount of Council Tax Support of 82.5%, leaving them with 17.5% to pay. 7,029 (19.79%) received partial benefit. Of the pensioner households in receipt of CTS, 12,653 (74.09%) were receiving maximum benefits of 100% of the Council Tax bill and 4,424 (25.91%) received partial benefit.

The following table provides this data split by Council Tax band

	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Band H
Number of working age households in receipt of partial Council Tax Support	5,484	888	528	99	25	4	1	0
Number of working age households in receipt of maximum Council Tax Support	24,789	2,568	900	181	40	9	2	0
Working Age total	30,273	3,456	1,428	280	65	13	3	0
Number of non-working age (pensioner) households in receipt of partial Council Tax Support	3,399	505	376	101	33	9	1	0
Number of non-working age (pensioner) households in receipt of maximum Council Tax Support	10,245	1,403	735	203	51	15	1	0
Non-working age (pensioner) total	13,644	1,908	1,111	304	84	24	2	0

A full breakdown of working age and pensioner households in receipt of Council Tax Support split by ward is included at appendix three.

Residents' benefits will be changing all the time as their circumstances change, this includes coming on and off benefits. Examples of other changes include address changes, family composition, income details and work status. The levels of transience within the caseload and the number of people going on and off benefits, along with the high levels of deprivation in the city make the administration of Council Tax Support and the collection of Council Tax challenging and complex.

2.3 2018/19 Council Tax collection targets

At the beginning of the year the Council Tax collection targets were to:

- Collect 93.5% (+0.3% on last year's outturn) of the 2018/19 Council Tax within the financial year;
- In cash terms this equated to £176.2m to be collected in the year (excluding arrears); and
- Collect £7.3m of Council Tax arrears from previous years.

2.4 2018/19 performance results

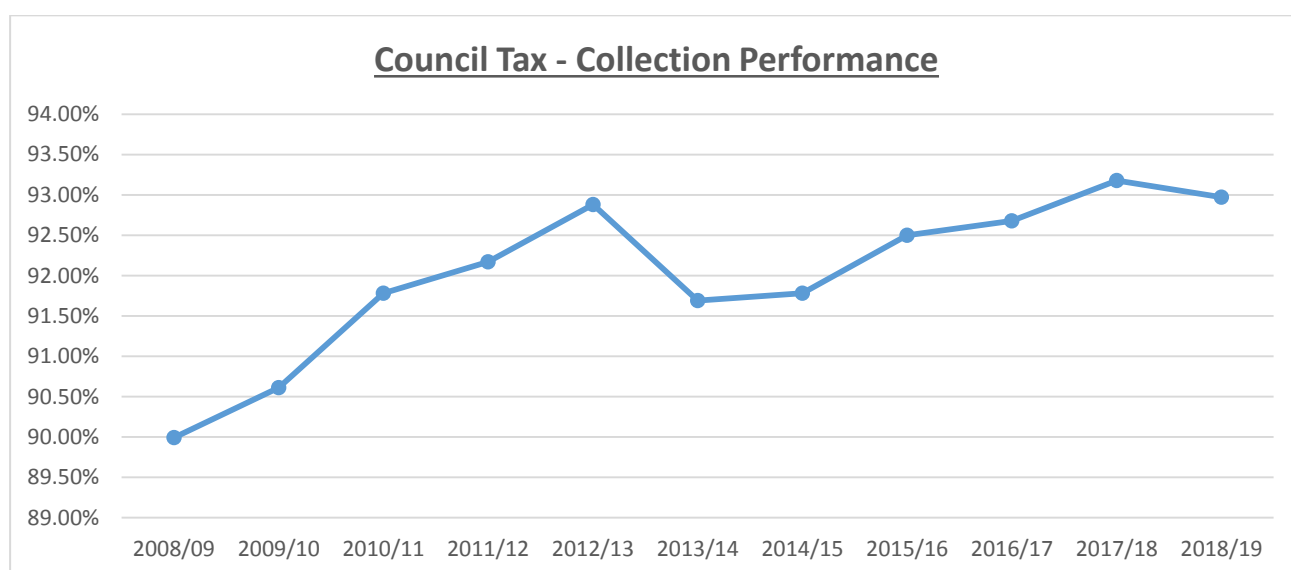
The Council Tax collection figures for 2018/19 have now been submitted to central government and the national results have been published. The collection rate measures the percentage of Council Tax (after the award of CTS) that was raised and collected in the same financial year (between 1 April and 31 March). The

performance indicator does not recognise how generous a council's CTS scheme is, or any money paid after the end of the financial year.

The end of year performance figures show that £174.8m was collected. This represents 93% of the amount due for the year had been collected within the same financial year.

This is a reduction of 0.2% when compared with last year but still represents positive performance in collection whilst maintaining a proportionate and reasonable approach to debt recovery, cognisant of the limited recovery routes available and the low income and fixed budgets of many Manchester residents.

Council Tax in year collection performance (from 2008/9 to 2018/19)										
08/09	09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
90%	90.9%	92%	92.3%	92.9%	91.7%	91.8%	92.4%	92.7%	93.2%	93%
+9%	+9%	+1.1%	+0.3%	+0.6%	-1.2%	+0.1%	+0.6%	+0.3%	+0.5%	-0.2%



The following table below shows the gross collection rate when Council Tax Support is included in the calculation as an income stream against the amount due.

Council Tax in year collection performance - including Council Tax Support as part of the calculation (from 2008/9 to 2018/19)										
08/09	09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
91.8%	92.6%	93.4%	94.4%	94.7%	93.6%	93.5%	93.9%	94%	94.3%	94.2%
+1.1%	+0.8%	+0.8%	+1%	+0.3%	-1.1%	-0.1%	+0.4%	+0.1%	+0.3%	-0.1%

2.5 Arrears Collection

Council Tax collection does not stop at the end of the financial year but continues for as long as it is cost effective. In the long term, collection is expected to be around 97%. However, this takes several years to achieve and has to be considered in the context of, where possible maximising current year's collection, and considering what is affordable cognisant of a household's financial circumstances.

Each financial year, the Council collects several million pounds in Council Tax arrears outstanding from previous years. During 2018/19, the amount collected in arrears was £6.2m against an internal target of £7.3m. However, the target was set with the expectation that we would reap some benefit from the HMRC trial, but delays on the part of HMRC meant that there was no additional arrears recovery during 2018/19.

The Council Tax Service has recovered less arrears when compared to last year, but this has followed several years of increasing in year collection (meaning there are lower levels of arrears to chase). The number of summons issued and cases passed to enforcement agents continues to fall. This is as a result of a proactive and pragmatic approach to Council Tax recovery which concentrates on resolving any liability issues and then agreeing a sustainable relationship, especially when collecting money owed from those households that are in receipt of benefits.

Details of arrears collection over several years are as follows:

Amount of Council Tax arrears collected by year (from 2008/9 to 2018/19)										
08/09	09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
£4.7 m	£5.3 m	£5.5 m	£4.4 m	£5m	£4.2 m	£5.9 m	£6.7 m	£6.2m	£6.8m	£6.2m

2.6 Recovery activity

If Council Tax is not paid, the Council follows a formal recovery process that includes recovery notices and magistrates' court summons and orders. Ultimately, a resident can be made bankrupt or committed to prison.

The Council's recovery strategy is based on engagement with residents; the aim being to ensure payment of accruing liability with an affordable payment arrangement towards any arrears. This ensures debt management and a sustainable approach to debt recovery.

2.6.1 Recovery action

The table below shows for the 201,000 accounts that had an amount to pay, how many have had a summons issued and how many accounts were referred to external enforcement agents (previously called bailiffs) for collection.

Council Tax recovery activity- summons (from 2008/9 to 2018/19)										
08/09	09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
60,000	61,000	54,000	53,000	50,000	84,800	85,800	63,300	59,000	57,800	55,900
Council Tax recovery activity- enforcement agent (bailiff) activity (from 2008/9 to 2018/19)										
08/09	09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
41,500	54,000	45,500	35,000	33,600	27,000	26,900	22,000	15,700	15,600	14,300

The number of accounts being passed to enforcement agents (bailiff recovery) has reduced by 1,300 when compared with last year. Over the course of the year around 7% of the 201,000 Council Tax accounts with an amount to pay were passed to enforcement agents for collection. This is much lower than historic levels and continues to reduce each year.

The above table also shows that there was a significant spike in the number of summons issued during 2013/14 and 2014/15 as a direct result of the changes to Council Tax Support, when more than 36,000 residents on low income had to pay something towards their Council Tax for the first time as well as many others that had to pay more. Although the Council made further changes to CTS for the 2017/18 financial year increasing the amount people on low income had to pay, the level of summons and enforcement activity has again reduced as a result of the Council's engagement strategy and firm but fair approach to debt recovery.

2.6.2 Enforcement agent activity

Enforcement agents and their activity and fees are covered by legislation. This is the Tribunal and Courts Act 2007 implemented in 2014 and associated statutory instruments.

The standard rate of fees is as follows:

Compliance stage: £75.00

Enforcement stage: £235

Sale or disposal stage: £110

In the case of debts over £1,500 a fee of 7.5% may be charged at the enforcement stage and again at the sale stage.

Any fees are passed on to the charge payer and are added on to what is owed.

In recent years the Council has taken a more informed approach to the use of enforcement agents and will not send accounts that are not deemed suitable for collection.

More effort is made to examine cases in detail to identify more effective, less intrusive recovery methods. For example, where possible, recovery from earnings or

benefits are set up as the preferred recovery route, even if it could take some time to clear the debt. The Council has also worked with the Money Advice Trust and has developed and introduced an additional warning letter to encourage residents to get in touch. In addition, SMS text messaging has been introduced to warn residents of impending reminders along with improved processes to identify the most appropriate recovery method.

In the majority of cases, an account is sent to the enforcement agent when there has been no positive engagement or payments from a debtor and we have no intelligence about them, including either their employer or benefit details. It is worth noting that for residents not in receipt of CTS, all that is usually held against an account is the ratepayer name. Although residents are required to provide income details when a liability order has been granted, many do not and it is at this point recovery action can escalate.

Where a Council Tax debt is less than £150 when passed to an enforcement agent, the Council has determined that it should not progress to further enforcement activity and the additional costs are therefore limited to the £75 administration fee as covered by legislation. For this fee, the enforcement agency will attempt to contact the debtor several times by phone and letter and seek to secure an arrangement. However, they will not visit the property, levy on goods or add further costs. If unsuccessful the debt has to be returned to the Council where the Council will consider alternative recovery methods where appropriate, although in reality without further intelligence about the person's financial status, the only other option would be committal.

The Council's Enforcement Agent Code of Practice includes vulnerability criteria that enforcement agents are obliged to consider when they visit (see below). If these are met, then the enforcement agent will return the debt to the Council without adding costs.

Excerpt from the Councils Enforcement Agent Code of Practice

Before the enforcement agency adds the enforcement fee, they must, using their professional judgement, explicitly consider whether the debtor falls into the following vulnerability categories. Where the debtor:

- 1. Appears to be severely mentally impaired or suffering severe mental confusion.*
- 2. Has young children and severe social deprivation is evident. Is disputing liability or claims to have paid, applied for a rebate, Council Tax Support (CTS), discount or any other relief not yet granted. Under these circumstances the enforcement agent should report this back to the Council.*
- 3. Is heavily pregnant and there are no other adults available in the household.*
- 4. Is in mourning due to recent bereavement (within one month).*

5. *Is having difficulty communicating due to profound deafness, blindness or language difficulties. In these cases the Council would make arrangements for the appropriate support in terms of a signer or translation services etc.*
6. *Has severe long term sickness or illness including being terminally ill.*

This judgement must be based on telephone conversations, written responses, visits by company employees not acting as enforcement agents and visits by enforcement agents. A clear statement that the debtor's vulnerability has been considered must be recorded on the debtor's record before the enforcement fee is added. When an enforcement agent makes the first visit to the property and decides that the debtor is vulnerable, no enforcement fee should be added and the account should be returned to the Council.

Monitoring of performance and complaints

The Council's contract stipulates that all enforcement agents working on behalf of the Council must wear body worn camera and all calls are recorded.

All complaints are recorded on the Council's systems and are discussed as part of contract monitoring. During the 2018/19 financial year 24 complaints were made from residents about bailiff activity in the city. Of these 12 were about the behaviour of enforcement agents. This means that only 0.084% of cases issued to enforcement agents resulted in a complaint about their conduct.

In terms of the complaints about the enforcement agent's behaviour for each case a report was received by the Council, the body worn camera was reviewed and response sent in accordance with the Council's complaints procedure. Of the 12 complaints about behaviour, one was partially upheld and none were fully upheld.

A meeting took place with the CAB, including two members in November 2018. The low level of complaints in 2017/18 was discussed along with the use of body worn cameras. The CAB was encouraged to make complaints on behalf of their clients where they thought enforcement agent action or bailiff behaviour was inappropriate. The ongoing trend of reducing the number of summons issued as well as the number of cases passed to enforcement agents was also reviewed and this was noted by the CAB.

2.6.3 Attachment of earnings orders

Once a summons has been issued and a Liability Order (LO) has been granted by the magistrates due to Council Tax arrears, as described above, one of the recovery options is to apply to the debtor's employer for deductions to be made from their wages and paid over to the Council. The debtor and the employer are informed of the application at the same time.

Deductions are made based on the level of earnings with the percentage taken increasing as the wages increase. For example, an attachment against someone earning between £740 and £900 a month is made at a rate of 12% and would recover between £89 and £108 a month.

A council can make two attachments at any given time in respect of separate LOs and if there are more than two LOs further attachments can be 'pended' to start once one of the existing attachments have cleared. Employers are allowed to make a charge of £1 per payment to cover their costs.

Deduction rate	Weekly earnings	Monthly earnings
0%	<£75	<£300
3%	£75-£135	£300-£550
5%	£135-£185	£550-£740
7%	£185-£225	£740-£900
12%	£225-£355	£900-£1,420
17%	£355-£505	£1,420-£2,020

Where the salary is more than £505pw/£2,020pcm, the attachment rate is 17% for the first £505/£2,020 and then 50% of the remainder. A second attachment is calculated by removing the amount of the first attachment from the weekly/monthly earnings then applying the deduction rate appropriate to the reduced earnings.

The table below shows a snapshot of the number of live and 'pended' attachment of earning orders and the amount of money owed within those attachments.

Attachment of earnings order data (2009/10 to 2018/19)									
09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
No. of live attachments									
1,484	1,943	1,934	2,459	2,786	3,187	3,563	2,685	2,443	2,095
Debt covered by the attachments above									
£0.58m	£0.8m	£0.79m	£0.93m	£1.02m	£1.29m	£1.366m	£1,034m	£1.m	£0.93m
No. of attachments pending									
1,361	1,710	2,094	3,520	4,208	5,326	5,936	5,248	5,554	5,487
Debt covered by the pending attachments above									
£0.59m	£0.78m	£0.97m	£1.57m	£1.8m	£2.26m	£2.45m	£2,135m	£2.3m	2.41m

It is not possible to show the amount of money that has been paid over by employers as a separate income stream as this is not separately identified within the system.

2.6.4 Attachments to Benefits

Another recovery option for the Council, post Liability Order (LO), is to apply to the Department for Work and Pensions (DWP) for deductions to be made from certain benefits the debtor receives and have this money paid direct to the Council to pay off the money owed.

Deductions are at a standard weekly rate (currently 5% of the basic allowance of Universal Credit or £3.70 from legacy benefits). A council can only make one

attachment for Council Tax arrears at any given time even if there are debts for several different years. Further attachments can be 'pending' to start once the existing attachment to benefits has cleared.

The table below shows a snapshot of the number of live and 'pending' attachments to benefits and the increasing amount of money covered by those attachments. The cash collected as an attachment to benefits is then included as part of the total collection figure for either current year or arrears.

Attachments to benefits data (2009/10 to 2018/19)									
09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
Number of accounts with a live attachment									
5,220	5,251	5,690	6,088	12,169	12,228	10,975	10,687	10,825	9,393
Debt covered by the above									
£1.30m	£1.33m	£1.42m	£1.53m	£1.92m	£2.13m	£1.82m	£1.88m	£2.17m	£2.0m
Cash collected year on year by attachments to benefits									
n/a	n/a	£0.7m	£0.67m	£1.05m	£1.44m	£1.52m	£1.46m	£1.34m	£1.24m
Number of accounts with an attachment pending									
6,602	6,507	7,832	8,152	11,202	16,196	18,858	19,993	25,997	22,102
Debt covered by the above									
£1.92	£2.03m	£2.47m	£2.62m	£3.11m	£4.11m	£4.56m	£4.7m	£6.5m	£5.58m

The significant increase in the number of attachments and pending attachments between 2012/13 and 2014/15 stems from the requirement of working age residents in receipt of CTS to make a payment for the first time. The reductions during 2018/19 shown above will be partially be attributable to residents transferring to UC (see below).

There are a number of households in the city in receipt of benefits who do not pay their Council Tax liability each year and as such new debt is stacked as previous years are cleared. This is a particular issue for households in receipt of maximum benefits that have to pay at least 17.5% of the Council Tax charge but also have an additional charge, for example non dependant deductions. If they do not pay what they owe and the Council is left to pursue the debt by a deduction from benefits, in some cases this will not even cover what would be the regular weekly amount due, with no money towards the arrears. Some residents therefore have an escalating debt position with arrears spanning several years.

There are several reasons why the Council may not be able to attach to benefits:

- The debtor is already having other deductions made from their benefit due to other debts putting them below the threshold figure.
- The liable person is not the benefit claimant.
- The DWP says the resident is not claiming benefits.
- The benefit that is being claimed is not suitable for deductions. For example, the Council cannot deduct from tax credits.

2.6.5 Council Tax collection and Universal Credit

Deductions from Universal Credit are subject to different rates and rules. The amount deducted and paid over is variable and is based on 5% of the basic allowance for Universal Credit. There are up to three deductions allowable for different debts and Council Tax is sixth in the priority list behind rent/service charges/mortgage/gas/electricity.

The table below gives the same detail as above in relation to these attachments. The amount collected is included in the overall amount paid over from the DWP.

	2015/16	2016/17	2017/18	2018/19
Number of AOUCs	471	170	1,801	1,314
Debt covered	£137,000	£46,000	£705,800	£446,000
Pending AOUCs	553	1,242	1,497	5,754
Debt covered	£147,000	£341,000	£545,900	£1,840,000

There remains significant delays between the Council requesting attachments of Universal Credit and payment being received, up to nine months in many cases.

2.6.6 Committal proceedings

Committal proceedings can only be considered after a debt has been returned uncollected by enforcement agents and where there has been a wilful refusal or culpable neglect by the debtor in not paying Council Tax.

When considering cases for committal officers would consider the following:

- The level of the debt – committal is normally only considered for debts over £1,000.
- Where the resident appears to be employed – benefit claimants are not normally considered for committal.
- Where insolvency is not an option – the resident may be a tenant or there may be no equity in the property.
- Where there is no evidence of vulnerability.

Since April 2015, 202 cases have been considered for committal proceedings of which 83 have been withdrawn because they have absconded or another appropriate recovery method has been identified during the process. The total amount that was owed by these residents was just over £1.5m and works out an average of just over £7,500 owed by each of them (some will owe a lot more than this, some less).

The table below shows the current position of the 202 cases:

Total level of debt involved	£1.53m
Cases withdrawn as committal not suitable	83
Arrangements made and being maintained	30
Debt paid in full	23
Total amount paid	£459,000
Arrest Warrants Issued	95
Number who received a suspended sentence	52
Number imprisoned	3

One person served a prison sentence of 40 days in 2017/18 due to non-payment of Council Tax.

An arrest warrant is issued once committal proceedings have been lodged at the Magistrates Court. Initially, someone will be arrested 'with bail', which means they are formally spoken to and ordered to attend court on a specific date. If they fail to attend they can be arrested 'without bail' which means they are taken to the Magistrates Court and held in the cells until their case can be heard, possibly overnight.

Many of those arrested will make an arrangement in court and any sentence will be suspended providing they maintain the arrangement.

2.7 Direct Debit activity

Direct Debit is the preferred method of payment for the service and there is a target to increase the number of accounts being paid by Direct Debit by 5% each year. The longer term target is to get to a position whereby 60% of those residents who have something to pay, use Direct Debit and 70% of money owed is collected by this route.

The following table shows the number of live Direct Debits over recent years and the percentage of residents who have something to pay that pay by Direct Debit. During 2018/19 there were around 201,000 live Council Tax accounts with a balance to pay, 3,000 more than the year before. 110,000 of these were paid by Direct Debit (54.9%). In financial terms this equated to £120.8m and 64% of the overall amount owed.

Although there has been a year on year increase in the number of residents paying by Direct Debit (more than 27,000 accounts between 2013 and 2018), the number shown as a percentage of all those residents with a bill to pay is still only just higher than at the end of 2012/13. This is due to the introduction of CTS in April 2013, when there was a significant increase in the number of residents that had a bill to pay.

Direct Debit data 2009/10 to 2018/19									
09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17	17/18	18/19
Number of Council Tax accounts with an amount to pay									
n/a	n/a	151,000	153,000	187,000	188,000	194,000	195,200	198,000	201,000
Number of accounts paying by direct debit									
70,800	73,900	77,900	82,900	89,600	93,500	100,200	104,500	108,300	110,000
Percentage annual increase									
2.6%	4.4%	5.4%	6.4%	8.1%	4.4%	7.2%	4.3%	2.2%	2%
Percentage of accounts being paid by direct debit									
n/a	n/a	51.6%	54.2%	47.9%	49.7%	51.6%	53.5%	54.7%	54.9%
Amount collected by direct debit annually									
£66.4m	£69.9m	£72.8m	£76.9m	£84.6m	£90m	95.4m	£104.2m	£113.2m	£120.8m

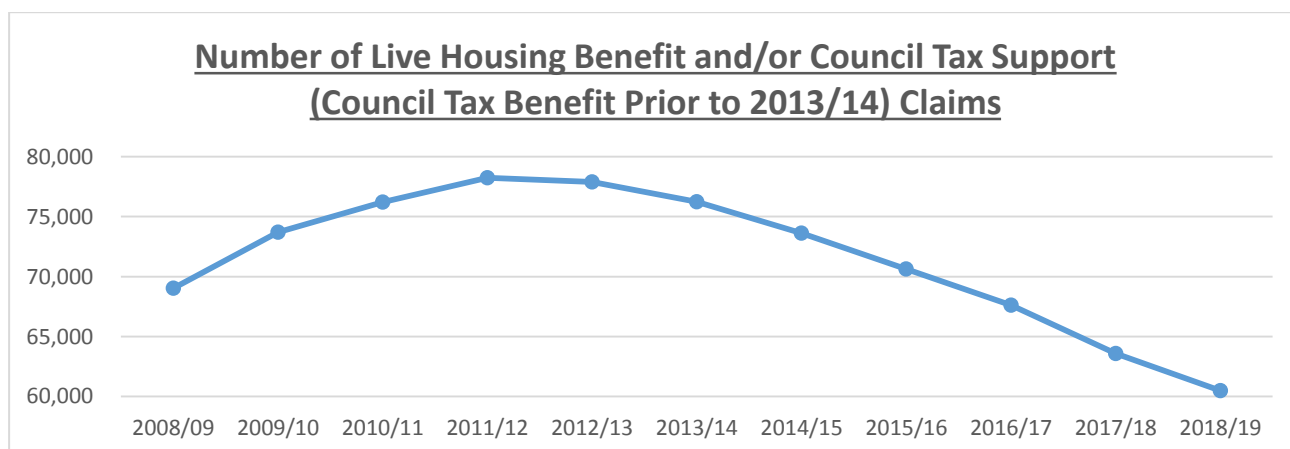
Direct Debit is advertised on all bills, letters and the website. In recent years, the most successful route for sign up to pay by Direct Debit is via the Council's website. In addition, there is also an annual exercise whereby letters explaining the benefits of Direct Debit, along with a mandate are sent to residents who paid their bill in full when they received a summons or went to the enforcement agent and had to pay additional costs.

3. Performance in Benefit Administration

3.1 Background

In March 2019, the Council was paying out benefit to 57,750 households in the city. This includes Housing Benefit and Council Tax Support claims.

The caseload increased from around 67,000 in 2008 to its peak of 78,077 in summer 2012. It maintained a plateau through 2012/13 but has been falling very gradually since April 2013.



These changes reflect:

- people gaining employment and coming off benefits;

- a drop in CTS claims because all working age people now have to pay at least 17.5% of their Council Tax; and
- an accelerating reduction in HB claims because of the rollout of Universal Credit. As at February 2019, 14,958 households were in receipt of the Housing Element of UC across both the private rented (PRS) and social rented sectors combined. This accounts for approximately 24% of all households receiving housing payments via either UC or HB. The number of households claiming the UC Housing Payment across both the private and social rented sectors in Manchester has approximately doubled in a year.

Although the overall caseload is reducing, the work required to administer the caseload is increasing. The reasons for this include:

- an increase in demand for Discretionary Housing Payments as a result of under-occupation rules, the benefit cap and homelessness pressures;
- counter fraud activity;
- an increase in subsidy work;
- manual administration of Universal Credit cases resulting from the limitations of DWP systems (although work is underway to implement automation of this in the second quarter of 2019/20); and
- additional DWP driven activity including the Verify Earnings and Pensions Service and a review of self-employed cases

3.2 Housing Benefit and Local Housing Allowance

Within the overall caseload figures, the March 2019 snapshot of the Housing Benefit caseload was 46,158. The private tenant caseload was 10,222 and the social tenant caseload was 35,936.

Of 13,431 pension age households in receipt of Housing Benefit:

- 131 (0.9%) are where either claimant and/or partner are working
- 12,004 (89%) live in social landlord tenancies
- 1,427 (10.1%) live in private accommodation

Of 32,727 working age households in receipt of Housing Benefit:

- 8,674 (26.5%) are where either claimant and/or partner are working
- 23,932 (73.1%) live in social landlord tenancies
- 8,795 (% live in private accommodation

3.3 2018/19 Performance Results

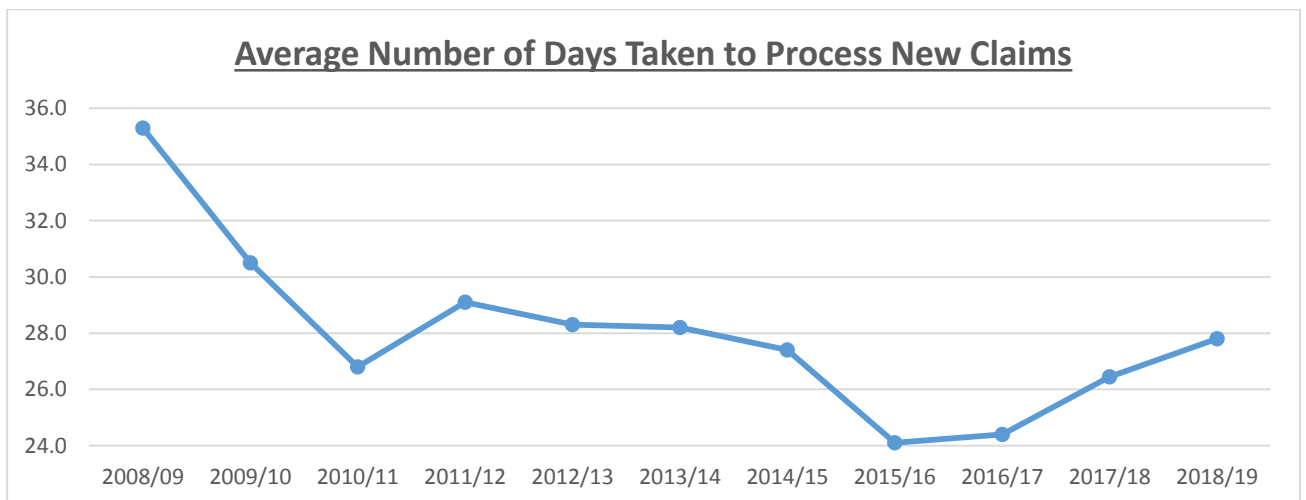
3.3.1 Speed of processing

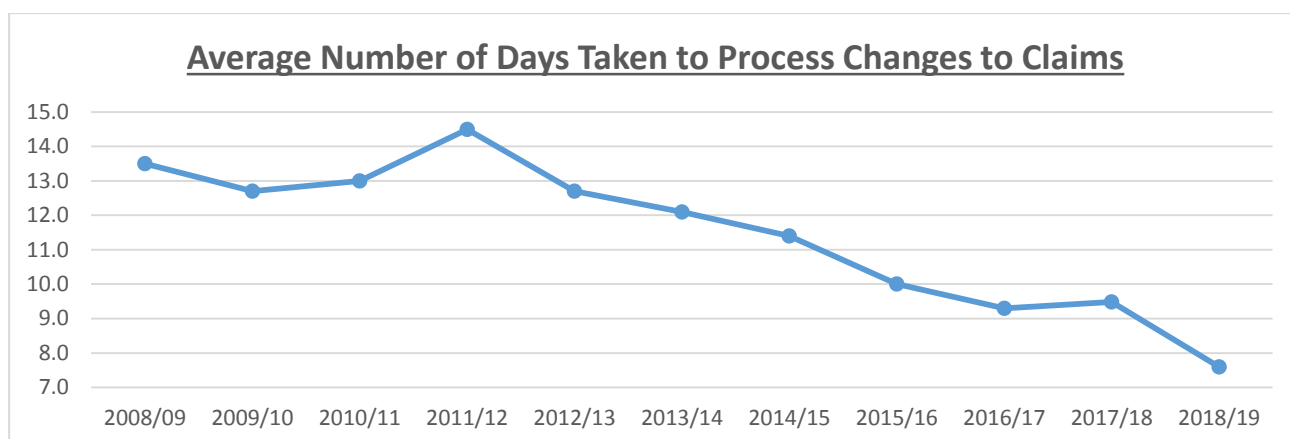
The table below shows headline performance results for Housing Benefit administration.

The performance target for processing new claims and changes of circumstances counts the overall number of days taken to process a claim, including any claim pended time associated with claim follow up or requests for further evidence. There is also an additional measure that calculates the percentage of new claims that are

processed within 14 days of the Council receiving all the information necessary to process the claim.

	Processing New Claims	New claims in 14 days of getting all info	Changes of circumstances
Target	25 days or less	More than 92%	11 days or less
2018/19	27.8 days	93%	7.6 days
2017/18	26.5 days	93.4%	10.2 days
2016/17	24.4 days	94.6%	9.4 days
2015/16	24.1 days	94.5%	10 days
2014/15	27.4 days	91%	11.4 days
2013/14	28.2 days	90.9%	12.1 days
2012/13	28.4 days	91%	12.7 days
2011/12	29 days	90%	14.5 days
2010/11	26.8 days	91%	12.95 days
2009/10	30.5 days	87.6%	12.7 days
2008/09	35 days	83.8%	13.5 days





3.3.2 Accuracy of HB claim processing

Accuracy of housing benefit claim processing is based on a sampled caseload that is measured for core accuracy expectations set by the DWP. The annual accuracy level for 2017/18 was 98%.

3.3.3 Issues affecting claim processing performance

While the overall Benefits caseload is reducing as increasing numbers of residents claim Universal Credit for support with their rent costs the speed of processing new claims has not improved. This is due to a number of factors, in particular European Economic Area (EEA) fraud cases, new DWP initiatives and Universal Credit.

Fraud cases

622 European Economic Area fraud cases have been identified between December 2015 and 31 March 2019 with an increase of 133 cases during 2018/19. Each case takes an average of around three working days to clear. The time required to gather the evidence to make a decision on these cases can run into months due to the nature of the claims and this has an unavoidable impact on end to end processing times for new claims. The impact of these cases can be best illustrated with reference to the percentage of claims outstanding over 50 days. At the end of 2018/19 the figure was 10.38% in comparison to 4.8% in 2015/16.

DWP initiatives have included a review of 1,087 self-employed cases and the roll out of the Verify Earnings and Pensions Service (VEPS) which provides real time information. The self-employed work prompted a full review and refresh of the Benefits Service self-employed guidance and formal training sessions for staff. A proportion of VEPS work is very time consuming where regular changes in earned income are reported, triggering a 'fluctuating earnings' approach which is complex to apply. DWP systems issues have also impacted upon efficient VEPS processing.

UC claims processing

The time the DWP take to process UC claims takes around 50 days and this has a direct impact on the speed of processing for CTS only claims which cannot be paid until the UC award is confirmed. The DWP have recognised the impact this has on

processing times. Also the level of nugatory work generated by UC has an impact on Operations resources.

We receive a significant number of automatically generated UC changes many of which have no impact on CTS entitlement. The nature of some changes means they can be disregarded but others need checking. To date we have been unable to introduce a solution to support the identification and automatic completion of this nugatory UC information.

Housing Benefit transition payments (an additional two weeks HB payment when moving from HB to UC) were introduced by DWP on 11 April 2018 to mitigate the impact of the average five week wait for a first Universal Credit award. Over 2,000 awards were processed across the year.

In light of these factors the performance figures are considered to show a good level of service for benefit claimants, landlords and partners.

4. Performance in the collection of Business Rates

4.1 Background

Business Rates are collected from 26,614 business properties in the city (as at the end of March 2019).

For billing purposes, a business rates hereditament can be as small as an ATM, parking or advertising space up to the size of an airport or sports stadium. Each hereditament has a separate bill. Depending upon how it is occupied and split, one building may have several hereditaments. The Valuation Office Agency work out the rateable value for a property, the government set national rules and reliefs and the Council calculates and collects the amount due by applying a multiplier that is set by central government and other calculations where appropriate.

The collection rate for Business Rates is calculated in the same way as the Council Tax measure. Accounting for Business Rates income is covered separately as part of the Council's budget and financial reporting process.

In April 2017, a government led revaluation exercise took place. All businesses in the city were given an updated Rateable Value (RV) by the Valuation Office Agency (part of central government). Many types of business had significantly higher Business Rates as a result of this revaluation which prompted various initiatives by central government to mitigate those increases. These are outlined below.

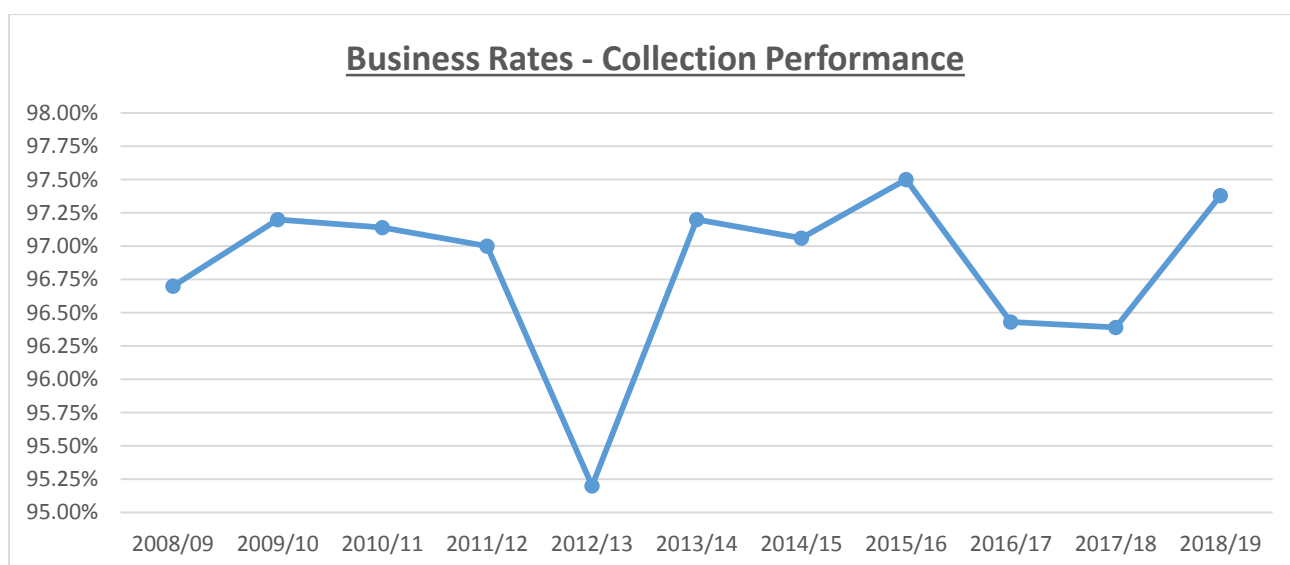
4.2 2018/19 performance results

The amount of Business Rates to be collected within the year, before transitional relief, discounts and exemptions was approximately £433.5m (gross rate debit). After discounts and exemptions, the Council had to collect £367.4m (net rate debit) the Council collected £356m. This is an increase in the amount of money collected of £11.4m over 2017/18.

The following table shows the collection performance in Business Rates by measuring the level of debt that was raised and due within the financial year that was actually collected within the financial year. There will inevitably be some carry forward of amounts due as a result of changes and retrospective billing and extended payment plans.

The table and graph shows that for 2018/19, 97.4% of the collectable debt had been collected. This is a considerable improvement in performance compared with last year (up 0.8%) which was adversely affected by problems dealing with correspondence in a timely fashion as well as significant extra work caused by government initiatives. The correspondence issues were resolved and this has reflected positively in the 2018/19 outturn.

Business Rates in-year collection performance - 2008/9 to 218/19										
(Debt raised and collected in the financial year)										
08/9	09/10	10/11	11/1 2	12/13	13/14	14/15	15/16	16/17	17/18	18/19
96.7 %	97.2 %	97.1 %	97%	95.2 %	97.2 %	97.1 %	97.6 %	96.4 %	96.6 %	97.4 %



From April 2017 the ten Greater Manchester (GM) authorities have been able to retain 100% of business rates income collected, subject to imposed tariff and top ups and shares passed to GM Fire and Greater Manchester Combined Authority (GMCA).

Under the new regime Revenue Support Grant, Public Health grant and GM Transport Capital grant are funded by business rates income. The baseline funding level and tariff or top up have been adjusted accordingly. In addition, Manchester received £21.7m from Central Government in 2018/19 to compensate for income lost due to Government relief changes since 2013.

The Government has guaranteed that collectively GM authorities will not be any worse off under the 100% Rates Retention Pilot than they would otherwise have

been. This is known as the No Detriment principle. Under local agreement GM authorities share any benefit from the 100% retention pilot with GMCA on a 50:50 basis. In 2018/19 this benefit was £19.6m with £9.8m being passed to GMCA.

4.3 Business Rates Relief

There are a range of mandatory and discretionary reliefs available to businesses and other organisations. Mandatory reliefs were fully refunded by central government, but under the 100% retention trial this is no longer the case. However this potential loss of income has been taken into account when calculating the baseline to ensure that the Council is no worse off due to having to fund all mandatory reliefs. In addition, the Council has the power to award local discounts and the government has also encouraged some local discounts by agreeing to refund all the expenditure. These include new build relief, retail relief and reoccupation relief.

4.4 Additional schemes of relief introduced during 2018/19

Following the Business Rates revaluation that came into effect on 1 April 2017, central government introduced three fully funded discretionary schemes that councils could choose to adopt to mitigate the more extreme results of the revaluation:

- Supporting Small Business Relief Scheme
- Pubs Relief Scheme
- Business Rates Relief Scheme (revaluation).

The first two schemes were fully funded by central government and implemented by the Council at no cost. The Business Rates Relief scheme provided the Council with up to £1.52 million in 2017/18, £737,000 in 2018/19, £303,000 for 2019/20 and £43,000 for 2020/21. The Council had to design its own scheme to where possible ensure the full amount was spent supporting businesses in the city as any money not spent is returned to government.

The Pub Relief scheme was discontinued from 1 April 2019, but applications are accepted so long as a decision can be made before 30 September 2019. This is a statutory requirement.

4.5 Summary of business rates relief awarded during 2018/19

The table below details the range of grants available and the amount awarded. For mandatory reliefs and local business rates discounts there are set criteria which the business must comply with.

	Number at 31/3/2019	Amount paid for 2018/19
Mandatory relief awards		
Small Business Rates Relief*	6,910	£19,751,600
Charitable relief (80%)	796	£29,504,200
Empty Property Relief	4,176	£25,117,592

Community amateur sports clubs (CASCs) (80%)	10	108,195
Discretionary relief awards		
Charitable relief top up (additional 20%)	54	£1,036,300
Community amateur sports clubs (CASCs) (20%)	0	£0
Not for profit Orgs	14	£1,467,500
Hardship relief	1	£5,000
Local Business Rates Discounts		
Local Discounts	1,293	£682,200
Enterprise Zone Relief**	85	£1,535,300
Supporting small Businesses Relief	167	£38,800
Public House Relief	147	£147,000
Business Rates Revaluation Relief		£709,000
Total		

*£17.68m SBRR was actually awarded however this is offset by £9.38m collected from other businesses paying the standard multiplier. 69.9% of Small Business Rates Relief awarded is refunded by Government (reflecting the enhanced relief introduced in April 2013).

**Applicable within Greater Manchester Life Sciences EZ

5. Areas of discretionary spend supporting residents

The Unit delivers three areas of discretionary policy, spend and budgets:

- Discretionary Housing Payments (DHP) - funded by central government subject to a DWP stipulated threshold level with any additional spend above this threshold Council funded;
- Discretionary Council Tax Payment Scheme (DCTPS) - Council funded; and
- Welfare Provision Scheme - Council funded.

5.1 Discretionary Housing Payments (DHP)

5.1.1 Background

The Discretionary Housing Payment scheme provides funding to deal with anomalies and hardship in situations where normal Housing Benefit does not cover all the rent. To qualify for some consideration for assistance under this scheme the resident must already qualify for some Housing Benefit or the Housing Element of Universal Credit.

From April 2013 the government provided extra funding to ease the introduction of the household benefit cap but also to meet *continuing* and unavoidable needs resulting from the application of size criteria in the social rented sector rather than catering for these in the Housing Benefit scheme itself.

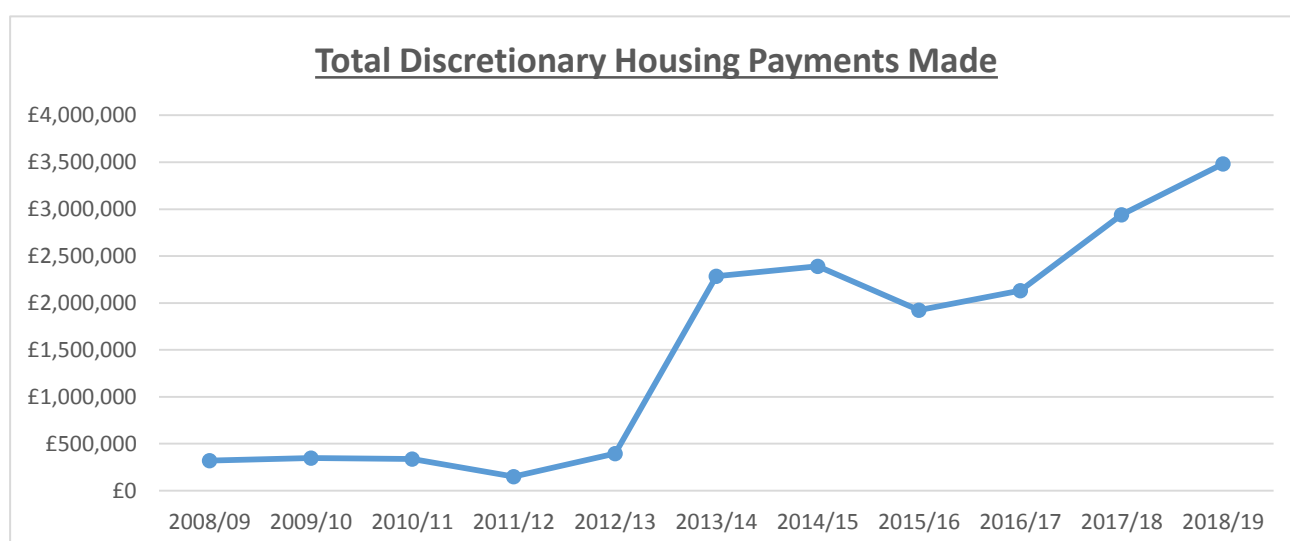
The government provides councils with a grant amount up to an agreed threshold and any money not spent in the year to which it relates is returned to government as unspent. The Council is able to fund above this amount up to a further threshold but this is funded from the Council's budget.

5.1.2 Spend against budget and award summary

Year	Government contribution	Amount spent	Number of awards	Cost to Council	Amount returned to government
2018/19	£2,432,920	£3,482,577	5,240	£1,049,657	£0
2017/18	£2,557,484	£2,941,208	4,607	£383,724	£0
2016/17	£2,097,016	£2,131,683	3,922	£34,667	£0
2015/16	£1,874,257	£1,901,789	5,832	£27,532	£0
2014/15	£2,356,068	£2,390,249	5,458	£34,181	£0
2013/14	£2,222,105	£2,287,046	4,256	£64,941	£0

In April 2016 the Council had 419 households placed by Homeless Services in dispersed temporary accommodation. In April 2019 the number had risen to 1,483 an increase of 1,064 households. Dispersed rents are set at £202 per week and a proportion of households in this accommodation are either subject to the benefit cap or are earning and may be entitled to only partial HB or UC(HE) or possibly no benefit at all. Depending upon the circumstances DHP is often used to help cover the gap between the benefit award and the rent charged. In 2018/19, around £1.5m was paid in DHP to address these shortfalls and associated homelessness pressures.

This graph illustrates the increase in Discretionary Housing Payments since April 2013.



All applications are considered on their individual merits based on the DHP policy. The service seeks to make solid, appropriate, proportionate decisions mindful of the budget. There are some cases that are reviewed but their awards will continue year

on year and these include residents with adapted properties, residents with caring needs that need to be in a certain area or property, families with children with disabilities requiring their own room etc.

The aim is to make the very best use of the money that is available. Last year was challenging. The core DWP DHP funding was £2,432,920. In addition to this the Council provided an additional £1m of Council funds to address the demands generated by addressing homelessness accommodation shortfalls and meeting ongoing requests.

Due to concerns about overspending the budget and being able to make awards over the financial year, a further request for additional funding was made in the third quarter and a further £400,000 Council DHP funding was made available in December 2018.

At the end of the financial year the service had spent £3,482,577 on DHP awards (some of the extra money identified in the final quarter was used but not all). Decisions were made on 3,948 cases and 2,605 cases were paid. 1,051 of the paid cases were under occupation cases and 463 cases were paid to mitigate the impact of the benefit cap.

The service then made a further request as part of the budget to maintain the remainder of the additional funding and use this in the 2019/20 financial year.

Decisions continue to be made in accordance with the policy and the additional budget has allowed for this. However, this does not mean that every request is granted as that is not how the policy works. Some awards are short term and in some cases residents are expected to find their own solutions. Awards are not considered based on spending every penny that is available as this is Council money that if not used would support other essential services. Decisions are made on presenting need, in accordance with the policy. Residents who think the Council has made the wrong decision in their case have an opportunity to ask for a review of the decision and this is done in a constructive and pragmatic way taking into account any new information.

Counts of cases and awards can be confusing; some claimants receive more than one award, sometimes for different reasons. The table above shows awards as counted for the annual return to DWP and includes previous year awards continuing into the current year; these are excluded from the decision counts in the preceding paragraph. Figures in 5.1.3 and 5.1.4 are for claimants regardless of the number of awards they received.

5.1.3 Breakdown of awards by tenure type

The following table shows an analysis of claimants with awards by tenure type. It should be noted that the total figure will differ from the one above because this is based on award rather than spend against budget. Some of the amount analysed won't have been paid out until April 2019 and the 2018/19 spend will also include a significant amount paid retrospectively for 2017/18.

Tenure	Clams w. award
Council Tenants	545
Temporary accommodation	699
Registered providers	1,454
Private landlords	700
All cases	3,398

Appendix four provides a full breakdown of awards by ward and tenure type.

5.1.4 Breakdown of awards by reason

The table provided as appendix five is a breakdown of DHP in more detail. It shows the reason for DHP, the numbers of claimants paid and the percentage of spend in each category for the past six years.

The section described as 'other' within the social sector size criteria category covers short and longer term awards based on individual needs and circumstances including residents who need to stay where they are due to care and family commitments, access to children, access to work or education, health issues, ability to move and re-settle and bereavement. The Council also looks to protect tenancies and decision making is cognisant of changes in the near future that would negate the impact of the size criteria, for example children moving over the age threshold, pregnancy and residents becoming over the age where the size criteria applies.

Within the six year period there have been changes in the volumes of support offered within the groups and some of the reasons for the changes include:

- More people working but on a low income (income tapers) where additional support is provided to low income working households
- Phased support for some of the original benefit cap cohort where support was provided on a time limited or phased basis where appropriate to aid the transition

5.2 Discretionary Council Tax Payment Scheme (DCTPS)

5.2.1 Background

The Discretionary Council Tax Payment Scheme provides support in cases of exceptional hardship. Awards of Discretionary Council Tax Payments focus on anomalous and complex situations and on enabling people to deal with short term financial crises that mean they are unable to pay their Council Tax. Awards are normally for defined periods following which the resident will be required to resume their normal instalments.

The Council's policy expects that payments are made in unusual or extreme circumstances, where additional help with current Council Tax will have a significant effect in alleviating hardship or difficulties that may be experienced in the transition from long term benefit dependence into work. Awards can also include the removal of costs.

5.2.2 Spend against budget

The following table shows a breakdown of awards

Number of applications	Number paid	Amount paid
132	69	£21,282.20

Within appendix six there are some real examples of payments made to residents from this scheme.

5.3 Welfare Provision Scheme.

5.3.1 Background

The Council's Welfare Provision Scheme has been operational since 2 April 2013. The new scheme replaced the DWP's Community Care Grant scheme and Crisis Loan Schemes that were abolished at the end of March 2013.

The Council's scheme was set up and agreed with the intention that it would be reviewed as take up, impact and resident reaction was monitored and evaluated and to take into account funding levels agreed by government (specific funding was only provided for two years, 2013/14 and 2014/15). From 2015/16 the government has not provided any specific grant to fund this activity and states that this is included as part of the Council's overall grant funding. Although not required by law to do so, the Council has continued to provide a scheme from Council resources.

5.3.2 Purpose of the Council's WPS Scheme

The Council will provide financial support in the form of grants to Manchester residents who are suffering financial hardship and:

- Have been subject to an emergency or disaster situation, and are at the point of crisis; or
- Have had to move home due to fear of violence, significant health or care needs or as a result of an emergency or disaster, or as part of a supported or emergency rehousing, and their previous furniture is no longer available; or
- Need additional furniture or equipment to enable them to stay within their current home and maintain independent living; or
- Are in a vulnerable group and are in extreme fuel poverty in that they are unable to afford immediate fuel costs or have been disconnected.

The Council will also provide support to residents moving into work but who remain on a low income with the provision of a grant to assist with public transport costs for the first month of employment.

The Council recognises a commitment to support care leavers up to the age of 25 and to ex-members of the Armed Forces within the parameters of the Scheme.

5.3.3 Objectives of the Scheme

The objectives of the Welfare Provision Scheme are to:

- Support Manchester residents who are vulnerable with their immediate hardship needs, enabling them to live an independent life and to complement (but not replace) other specialist care support provided by the Council;
- Prevent short term, exceptional hardship following a crisis or emergency;
- Sustain tenancies, especially where the resident is at greater risk of not maintaining a tenancy, for example after a period of street homelessness or after leaving care;
- Prevent homelessness;
- Keep families together;
- Support people to live independently in their own home;
- Encourage and facilitate people to return to work whenever possible;
- Help to alleviate debt and encourage better money management;
- Help those who are trying to help themselves;
- Help people through personal crises and unforeseeable events; and
- Reduce benefit dependency where possible.

5.3.4 Scheme Budget and spend

The following table shows the budget and spend to date against this scheme. Money unspent in earlier years (2013/14 and 2014/15) was used to fund the ongoing scheme and admin costs.

Funding / Year	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
Scheme Budget	£2,721,885	£2,721,885	£500,000	£500,000	£500,000	£600,000
Amount Spent	£1.300,000	£2,080,000	£392,232	£466,039 ¹	£448,597	£533,887

During 2018/19, demand on the Welfare Provision Scheme increased during the second half of the year due to a significant increase in applications for support for people moving from supported accommodation into general needs accommodation. This increased demand reflects Homelessness services working to resettle more homeless households into private rented accommodation through projects such as the Greater Manchester Homes Social Impact Bond.

5.3.5 Grant details

The Welfare Provision Scheme offers support to residents accessing the scheme in the form of grants and essential items as described below:

- Re-housing and resettlement support – Provision of minimum essential furniture items. In most cases this will be limited to the provision of beds (or cot), bedding and linen packs, cooker/microwave, fridge/freezer and kitchen starter pack. In some cases (where health or family circumstances

¹ Includes the £96k grant awarded to the 32 Manchester Wards as part of the Food Poverty Scheme

require) the Council will consider the additional provision of a washing machine.

(Normally 1 award per tenancy over a rolling 3 year period); or

- Support to stay within their home – provision of essential furniture or equipment items;
(Normally 1 award per tenancy over a rolling 3 year period); or
- Immediate response to severe fuel poverty – a voucher of up to £49 that is used to top up the resident’s fuel card or utility account.
(Normally one award per individual over a rolling 12-month period);
- Support following a crisis or emergency – a cash grant of up to £60.
(Normally one award per individual over a rolling 12-month period); or
- Travel expenses – a cash grant to support the purchase of a bus/travel pass for the first four weeks of employment. (Normally one award per individual).

NB. The number of awards made during the periods indicated will be based on individual circumstances and presenting need.

Depending upon needs and circumstances, it may be possible for a resident to receive more than one type of support.

5.3.6 2018/19 awards

The tables below show the number of applications, approval rate and awards made by presented reason for support.

Number of Applications	Approved	Declined	Percentage Approved
4,895	1,920	2,975	39%

Reason for application	Number Approved	Value of Awards
Moving Home/Resettlement	1,100	£473,902
Other Reason	652	£50,931
Disaster	115	£7,233
Providing Care for Others	43	£1,476
Travel	10	£345
Total	1,920	£533,887

Further detail on the ward and demographic breakdown of awards is shown at appendix six. Appendix eight provides some real case studies of real residents in the city that have received support from this scheme in the last financial year.

In summary, of the 1,920 approved applications 325 (17%) were paid to people under the age of 25, and 911 (47%) were paid to people under 35. This is probably driven by the impact on the welfare reform agenda. Only 40 awards (2%) were paid to residents over 65.

1,150 awards (60%) were paid to residents without children.

The following table shows spend across the grant/goods description.

Goods type	Value of Grants approved
White Goods	£277,544
Beds	£144,933
Bedding	£79,765
Cash Grants	£10,500
Utilities	£20,830
Travel	£315
Total	£533,887

5.3.7 Declined requests

To be able to manage this finite budget, officers have to carefully appraise awards mindful of the scheme's purpose, eligibility criteria and objectives. All cases are considered on their own merits with officers having discretion to support anomalous situations.

The WPS team take care to avoid making payments where there is an alternative and more suitable source of support and will often refer to other agencies or other parts of the Council. This includes the DWP for households affected by benefit sanctions or the Council's No Recourse to Public Funds (NRPF) team for people or families who are not entitled to mainstream welfare benefits due to their immigration status.

5.3.8 2018/19 Processing Times

90.3% of applications were assessed and completed with a decision communicated to the applicant within one working day. 99.2% of applications were processed in seven working days.

5.3.9 Food poverty support

In 2018/19, the Council awarded £96,000 in small grants to organisations who work to reduce food poverty in the city. £3,000 was set aside for each of the 32 wards in the city and nominations were made by ward councillors.

In total, 66 applications were received to the value of £96,000. Some organisations received more than one award.

Details of all the organisations that received funding are provided in appendix nine.

6. Welfare reform agenda and Housing Benefit administration

6.1.1 Under occupation in the social sector (bedroom tax)

From April 2013, Housing Benefit for council tenants and housing association tenants of working age is reduced if they are considered to have more bedrooms than they need. The use of size criteria for under occupation is widely known as "the bedroom tax" though it is a reduction of benefit rather than a tax that a bill is issued for.

When it was introduced in April 2013 there were 13,177 cases identified. At the end of March 2019 the figure stood at 5,696

The following table shows the numbers of HB households affected over the course of the last five financial years since the benefit cap was introduced, the financial impact and the number of affected households that have received some Discretionary Housing Payments.

2018/19	1st quarter	2nd quarter	3rd quarter	4th quarter
Cases with reduction for one spare bedroom	5,267	5,016	4,733	4,516
Cases with reduction for two or more spare bedrooms	1,338	1,295	1,210	1,180
All cases affected	6,605	6,311	5,945	5,696
Average reduction	£14.07	£14.10	£14.08	£14.11
Cases with DHP	790	739	638	644
2017/18	1st quarter	2nd quarter	3rd quarter	4th quarter
Cases with reduction for one spare bedroom	6,007	5,883	5,709	5,438
Cases with reduction for two or more spare bedrooms	1,527	1,478	1,446	1,404
All cases affected	7,534	7,361	7,155	6,842
Average reduction	£14.14	£14.13	£14.15	£14.18
Cases with DHP	852	922	910	798
2016/17	1st quarter	2nd quarter	3rd quarter	4th quarter
Cases with reduction for one spare bedroom	6,712	6,537	6,288	6,162
Cases with reduction for two or more spare bedrooms	1,634	1,603	1,548	1,565
All cases affected	8,346	8,140	7,836	7,727
Average reduction	£14.19	£14.21	£14.22	£14.26
Cases with DHP	1,194	1,112	1,016	1,018
2015/16	1st quarter	2nd quarter	3rd quarter	4th quarter
Cases with reduction for one spare bedroom	7,424	7,215	6,939	6,862
Cases with reduction for two or more spare bedrooms	1,799	1,719	1,690	1,665
All cases affected	9,223	8,934	8,629	8,527
Average reduction	£14.22	£14.23	£14.29	£14.29
Cases with DHP	1,119	1,215	1,273	1,321
2014/15	1st quarter	2nd quarter	3rd quarter	4th quarter
Cases with reduction for one spare bedroom	8,201	8,056	7,783	7,624

Cases with reduction for two or more spare bedrooms	2,015	1,983	1,939	1,866
All cases affected	10,216	10,039	9,721	9,490
Average reduction p/w	£13.91	£13.94	£13.98	£13.96
Cases with DHP	2,103	1,752	1,699	1,691

The continuing reduction in the number of cases affected is believed to reflect a combination of people moving to smaller social landlord properties including mutual exchanges and home swaps and to a lesser extent moving to private rented accommodation in conjunction with a decline in the caseload as more people find work or move on to Universal Credit. Residents on UC are still subject to under occupancy reductions but the Council does not have details of these cases unless a request for DHP is received. Further information is attached at appendix ten and eleven, this provides detail of the split across landlord and tenure types by reduction type and where DHP has been awarded.

6.2 Benefit Cap

6.2.1 Benefit Cap

From summer 2013, Housing Benefit for some tenants of working age (those claiming out of work benefits as opposed to in work benefits) was reduced if their total income from DWP means-tested benefits, HMRC tax credits and Housing Benefit was more than £500 a week (£350 for single people without children). The benefit cap was first introduced in Manchester across August and September 2013 with a total of 343 cases identified. By the middle of 2016 the number of cases capped had fallen to 242 with an average reduction in Housing Benefit of £59.83 a week. Of the 242 affected households 40 were receiving Discretionary Housing Payments to support the financial shortfall.

From 7 November 2016 the benefit cap was further extended. The maximum amount a household can receive in income on certain out of work benefits was reduced from the previous £26,000 for couples and lone parents and £18,200 for singles, to £20,000 for couples and lone parents and £13,400 for singles (outside Greater London) but there was a new exemption for carers. These changes were applied immediately to those already capped, reducing the number affected to 186 but increasing their average loss to £121.88 a week then rolled out to new cases (in other words those with income below the previous higher cap level) in January 2017. The average weekly loss for all cases was £63.63.

This meant a further cut in the amount of benefits for these residents. The proportion of cases receiving a DHP award during 2018/19 has been between 22% in June 2018 and 29% in March 2019. The increase is due to the growing number of households in homelessness accommodation who are subject to the cap.

Further information is attached at appendix twelve, this provides detail of the split across ward and tenure types and where DHP is in payment.

The following table shows the numbers of households affected and associated DHP awards. The changes in DHP represents the time limited nature of some of the awards and the transience of the caseload.

Date	Cases capped	Average weekly reduction	Number with DHP
March 2019	699	£65.11	205
December 2018	677	£63.98	179
September 2018	781	£63.14	181
June 2018	848	£63.29	195
March 2018	872	£63.10	244
December 2017	875	£61.65	219
September 2017	938	£60.90	206
June 2017	975	£61.00	334
March 2017	938	£63.63	297
December 2016	186	£121.88	98
September 2016	242	£59.83	40
June 2016	252	£59.33	34
March 2016	253	£57.87	38
December 2015	249	£56.36	42
September 2015	274	£54.91	55
June 2015	265	£58.14	40
March 2015	266	£55.04	70
December 2014	291	£56.09	59
September 2014	296	£60.86	116
June 2014	347	£66.07	89
March 2014	319	£60.08	184
December 2013	340	£62.30	175
September 2013	294	£65.89	157

This table shows the 699 affected households by tenure type and the percentage of these households within the tenure type that are receiving DHP payments. Figures for 12 months previously are shown in brackets for comparison.

Tenure	No DHP	DHP	All cases	% on DHP
Council	47	14	61	23%
Temp acc	72	93	165	56.4%
Private	207	55	262	21%
RSL	168	43	211	20.4%
Total	494	205	699	29.3%

6.3 Transfer to Universal Credit

Universal Credit (UC) 'live service' was introduced incrementally across Jobcentres in Manchester from 22 September 2014 with the roll out completed by December 2014. Single people, couples and families were all included but only for new claims.

The DWP planned to roll out UC digital 'full service' across Manchester between October 2017 and May 2018 but this was rescheduled and was completed by late

July 2018. UC full service' applies to all new working age claims for most benefits. Current working age HB claims are not affected by this and will be picked up in a later and yet to be confirmed process.

The main migration to Universal Credit is now expected to be substantially complete by 2023 (originally 2017). Housing Benefit for pensioners and for people in exempt accommodation will remain in place for the foreseeable future. Future developments will need managing carefully to ensure necessary levels of resources are kept during a lengthy transitional period.

The move to Universal Credit has had an impact on Council Tax recovery because residents claiming UC must claim Council Tax Support separately if they need financial help towards paying their Council Tax. This issue has been largely mitigated from 2019/20 by amending the Council's CTS scheme to accept DWP electronic notifications as new claims for CTS.

In addition, although housing costs are included within the UC award, those residents requesting additional discretionary support are still directed to the Council's DHP scheme and responsibility for discretionary support for these cases is maintained by the Council.

Also on 11 April 2018, DWP introduced Housing Benefit transition payments (an additional two weeks HB payment when moving from HB to UC) to mitigate the impact of the average five week wait for a first Universal Credit award (over 2,000 awards were processed across the year). This is an example of the additional workload the Council is required to take on to respond to weaknesses of the UC system

A further significant issue is that many residents still contact the Council and local members in respect of queries with sanctions, delays and housing costs. Unfortunately, the Council is no longer able to respond to these enquiries as the data and claim details are no longer held by the Council.

6.4 Fraud and Error Initiatives

The DWP notified councils in February 2018 that they were ending the Right Benefit Initiative (RBI) after one year and introducing the Verify Earnings and Pensions Service (VEPS) as a new approach to reducing fraud and error within the Benefits caseload. The Benefits Service received £224,151 to deliver the required DWP outcomes for VEPS in 2018/19. There are no incentive payments on top of this funding.

It took longer for DWP to establish their VEPS processes than anticipated meaning that RBI work was used to top up low numbers of VEPS cases until December 2018. From January 2019 the VEPS system stabilised and 2,525 cases were processed in the final quarter.

7. Other achievements and activity during 2018/19

7.1 Council Tax exemption for care leavers- extension

At the Executive in August 2018, the Council agreed to grant a local Council Tax discount to provide a discount to care leavers up until the age of 25. There is now a reciprocal agreement across all GM councils to provide this exemption to all care leavers in Greater Manchester up to age 25 irrespective of where the young person was in care.

All of the Council's discretionary schemes now recognise care leavers as a group requiring specific additional help to support independent living, financial awareness and inclusion and sustaining their home.

7.2 Changes to Council Tax Support

During 2018/19 the Council consulted on changes to the Council Tax Support Scheme for working age residents in receipt of Universal Credit. The changes were agreed and were introduced on 1 April 2019.

The changes were so that the scheme remains fit for purpose as working age residents in receipt of welfare benefits are moved onto Universal Credit.

These changes, introduced a banded schemes so that small changes of income or UC did not result in amended CTS or Council Tax, allowed CTS to be paid from the date that the Council was first notified of a claim to UC and allowed claims to be paid for short breaks in entitlement.

The Council also agreed that the Council's Discretionary Council Tax Payment Scheme should be used to support households during the transitional period of moving to the banded scheme and Universal Credit. The scheme would cover the current anomalous and exceptional circumstances as well as supporting those households disproportionately impacted by Universal Credit transfer including families with children.

7.3 Changes to the Council Tax Long Term Empty Premium

In July 2018, government gave powers to councils to enable them to increase the Council Tax long term empty premium charged on empty properties. The aim being to further encourage owners to bring them back in to use. The Council used to be able to charge an additional premium of 50% on any property that has been empty and unfurnished for more than two years (meaning the owner paid 150% of the usual Council Tax).

In February 2019, following a consultation exercise and planning programme, the Council agreed to use these new powers from April 2019.

The Council now applies the following:

- Double the Council Tax payable for properties left unoccupied and unfurnished for more than two years from 1 April 2019.

- Triple the Council Tax on those properties left unoccupied and unfurnished for more than 5 years from 1 April 2020
- Quadruple the Council Tax payable for properties left unoccupied and unfurnished for more than ten years from 1 April 2021.

Currently, 418 property owners are paying 200% Council Tax under the new arrangements, a reduction of 14 since the change was introduced.

7.4 Increased Housing Benefit Overpayment recovery through information sharing

From April 2018, the Council has been receiving employer details for people with outstanding overpayments from the DWP. This allows the Council to apply for direct earning attachments (DEA) from those employers. The aim of this activity is to significantly increase overpayment recovery levels as well as avoiding the requirement to use external debt recovery services.

During 2018/19, 6,445 accounts were referred to the DWP who provided employer details in 3,652 (56.7% cases). All of the cases where details were provided were written to, warning them that the Council now held employer details and would instigate an earnings attachment if they failed to respond. The table below outlines recovery from the cases where it was possible.

	Cases	Amount	Recovered	Balance
DEA applied	1,786	£1,795,557	£294,882	£1,500,674
Agreement made	310	£447,432	£43,329	£404,102
Lump Sum	71	£18,870	£18,870	£0.00
Recovery via DWP	63	£69,995	£2,690	£67,305
Written off	17	£3,768	£0.00	£0.00

7.5 Supporting the Council's agenda to prevent and reduce homelessness in the city

The Service has worked with colleagues to support the agenda to prevent and reduce homelessness in the city. This has included:

- Six briefings were delivered by Housing Staff for all Benefit Operations staff to educate staff on issues of housing and homelessness for people in Manchester. It provided information on the scale of the issue as well as the cost to the council.
- Six training courses were delivered to staff who work in Housing, The course covered the rules around Housing Benefit, Universal Credit and Discretionary Housing Payments in order to assist those staff who work with homeless people to understand what type of support can be claimed and how. Housing Staff were also given access to and training on the Housing Benefit system so that they can carry out checks on their own tenants' benefit entitlement.
- In January 2019 a co-location scheme started. This has seen Benefit Officers placed in three Housing Offices one day each week. The scheme was initially run on a trial basis but its success has resulted in it being extended to September 2019. It allows staff from Benefits and Housing to work together

more closely in order to get Housing Benefit issues resolved almost immediately.

- Communication between Housing and the relevant Benefit Operations team has been improved with regular liaison meetings and a team email addresses now used to communicate between Housing Support Officers and Benefit Officers.
- Providing advice on the benefits financial and subsidy regimes and eligibility criteria, to support strategic decision making and commissioning.

7.6 Council Tax discount/exemption for residents who are severely mentally impaired (SMI)

During 2018 a campaign was undertaken to increase awareness amongst stakeholders of a Council Tax discount of up to 100% for residents with some mental-health-related conditions. The campaign used the following channels to raise awareness:

- A briefing for the Council's financial appointees team
- Council's Adults Services internal bulletin.
- Team Talk – managers' bulletin.
- Age friendly Manchester bulletin.
- Corporate poster which has been displayed in local surgeries, libraries etc.
- Awareness campaign on the Council's twitter account.
- Targeted Facebook ads.
- Press release.
- Updated the Council's website to make access to apply easier

7.7 Adult Social Care (ASC) Assessments and Debt Recovery Team

The service provides assessment, billing and recovery services relating to Adult Social Care charges.

The service achieved the following.

- The collection target was set at £18.6 million for 2018/19, £19m was collected, exceeding the target by £400k (102.2%).
- Prompt recovery action on new debts and use of the full range of available recovery methods, including legal action where appropriate contributed to performance exceeding the target.
- Collected over £19 million in charges, exceeding the collection target by around £400,000.
- Outstanding arrears owed by people with community alarms (and no care package) have been reduced by over 50% from £77,000 to £35,000.
- Charges generated by the Case Management Team, towards Social Care contributions, increased in 2018/19 to £20.9m. This was an increase of £1m from 2017/18 (£19.9m).
- 25 briefings were delivered across Mental Health, Social Work, Primary Assessment and Hospital Discharge teams to raise understanding of Financial Assessments and their importance.

- The average time for notifying service users of their charges improved significantly across Domiciliary, Residential and Respite care. The combined average time has reduced from 12 days to 2.9 days

7.8 Office move

During March 2019 the Revenues and Benefits Service vacated Alexandra House (home for some Revenues Staff since 1990) and moved to 1 City Road East. Alexandra House is undergoing a full refurbishment ready for reopening in early 2021. Revenues and Benefits staff have now been joined by colleagues from the Shared Service Centre and Parking

8. 2019/20 activity, changes and performance targets

8.1 Performance Targets

The 2019/20 headline performance indicators are to:

- Collect 93.5% of the current year's Council Tax.
- Collect £7.5million of Council Tax due from previous years.
- Process new benefit claims within 25 days, process changes of circumstance within 9 days and maintain accuracy levels at around 99%.
- Collect 97.6% of the Business Rates within the financial year.

There will be detailed service specific, performance and customer service targets that support these objectives and these will be reported quarterly to the City Treasurer and Executive Member for Finance

8.2 Increasing Council Tax recovery through information sharing with HMRC

The Council has launched a pilot scheme in conjunction with HMRC and 29 other councils across England, with the aim of recovering unpaid Council Tax. The pilot, which falls under the Digital Economy Act (2017) gives new information sharing powers between government and local authorities.

The Act allows Councils to obtain employer and income information from HMRC for people who have failed to pay their Council Tax and have an order to pay by the local magistrates' court. The Council is given access to the information held by HMRC. This information includes information on earnings. The new pilot scheme will enable debt to be deducted directly from earnings of the debtor.

This legislation also means that councils will have full oversight on the information held on debtors by HMRC including earnings from employment and unearned income from other sources such as property rentals for example. This will help inform the council as to the income and financial situation of the debtor.

This pilot will hopefully mean that those who have the ability and the income to pay and have thus far refused to pay, will have the debt automatically deducted from their salary.

The pilot will last a year, and the results will be reviewed. If the scheme is a success, then the programme will be rolled out across England and Wales.

As part of this pilot the name and address details of 4,000 residents have been passed to HMRC who match it with their records and, where possible, provide employer details. Council Tax staff write to the residents, warning them we have their employer details and urging them to contact us to make a sustainable arrangement. Failure to make contact will result in their earnings being attached based on the government determined percentages shown earlier in this report.

8.3 Text messaging

Following a soft launch of text messaging residents who are about to receive a reminder in February 2019, this facility has been fully operational since April 2019. Early indications are that it has significantly reduced the number of reminders (20%) and summons (12%) issued so far this year, but a full evaluation will not be possible until April 2020.

As well as reminders, residents now receive a warning text prior to their account being issued to enforcement agents, but it is too early to decide the impact this is having.

Finally, a text message campaign went out to all students whose exemption was due to finish at the end of June, aimed at getting them to update the Council Tax Service with their changes. It will be difficult to evaluate how much administration this will save due to better information being received, but the response appears to have been good.

8.4 Implementation of the new CTS scheme and transitional support

One of the main activities during 2019/20 is to implement the CTS banded income scheme for Universal Credit claimants, and ensure that the appropriate transitional support is provided.

At annual billing, the change to the UC banded income scheme from April 2019 included 6,862 claimants in total. The change was neutral for the majority (80.6%, 5,531) of claimants. Of those claimants whose CTS was affected, most of these (16.1%, 1,108) were awarded more generous CTS entitlement under the banded income scheme than they would have been had it not been implemented, and a smaller number (3.3%, 223 cases) had reduced CTS entitlement.

Band	Excess Inc.	Max CTS	Losers	Same	Winners	Total Cases
1	None	82.5%		5,529	389	5,918
2	£0.01- £25	70%	101		161	262
3	£25.01- £50	45%	67		327	394
4	£50.01- £75	30%	26		202	228
5	£75.01- £80	12%	8		29	37
6	£80.01 +	0%	21	2		23
			223	5,531	1,108	6,862

As at the end of July 2019, £97,210 discretionary Council Tax Support had been awarded in total. £11,559 of this was one-off targeted awards to assist those UC claimants who lost out on CTS as a direct consequence of the switch to the banded income scheme in April. An additional £75,990 was spent to assist families with more than two children (these types of cases are being pro-actively identified throughout the year and additional support awarded automatically). £9,662 had been awarded as a result of routine applications from residents suffering exceptional hardship.

The service continues to monitor the CTS UC banded income scheme, which, due to the natural growth of Universal Credit at this stage, is impacting an increasing number of residents in this financial year. As per the table below, UC CTS cases have grown +20% in the first quarter of 2019/20.

Category	01/04/19	01/07/19	Change	% chg
CTS All	51,814	52,078	264	0.5%
CTS Elderly	17,045	16,924	-121	-0.7%
CTS Working Age	34,769	35,154	385	1.1%
- Passport Benefit	20,314	19,551	-763	-3.8%
- UC (banded income scheme)	7,592	9,286	1,694	22.3%
- Other STD	6,863	6,317	-546	-8.0%
- (Non-Universal Credit)	27,177	25,868	-1,309	-4.8%

8.5 Transition to Universal Credit

On Monday 22 July 2019 the DWP laid regulations to enable a 'Move to UC' (previously called 'Managed Migration') pilot in Harrogate to start. The regulations came into force on 24 July 2019. This is expected to inform future 'Move to UC' timescales nationally. This activity impacts people who are currently claiming Housing Benefit and have had no change in circumstances who are actively moved off HB and required to claim UC.

In the meantime the Benefits caseload is already reducing as working age residents who were previously not on benefits claim Universal Credit (Housing Element) rather than Housing Benefit, or have a change in circumstances that triggers a move from HB to UC.

The full migration to Universal Credit is now expected to be complete by March 2023 (originally 2017). Housing Benefit for people of state retirement age and for people in exempt accommodation will remain in place for the foreseeable future.

8.6 Tell us Once Initiative

The service is working with colleagues in registrars to implement the Tell Us Once initiative. Tell Us Once is a service which is offered by local authorities on behalf of the Department for Work and Pensions (DWP). The service allows the person who is registering a death, the opportunity to inform central and local government services of the death in a single interaction rather than having to write, telephone or even

attend each service individually. The Tell Us Once service is free to use and can save bereaved residents a great deal of time and effort.

Although there is additional time required for the Council at the point of registration of a death, as well as some coordination and systems issues, the benefits to residents mean that it is being recommended that this service is implemented in Manchester.

8.7 Ethical Lending

The Council is investigating the potential offer of ethical and affordable lending and includes:

- Working with the Manchester Credit Union to develop affordable short term and pay day loans for Council staff as part of the Council's health and well-being agenda and employee benefits package.
- Investigation of a wider offer that could potentially be scaled up across Greater Manchester and to other employers in the city. The aim is that by providing affordable credit it reduces the 'poverty premium' in the city (where people pay more to access credit and other services) which in turn may have an improvement on overall credit scores and reduce fees and costs to payday loans and other regulated and unregulated money lenders.

9. Conclusions

2018/19 was another busy and challenging year made more so, as it also included an office move.

The overall outturn in respect of key performance indicators during the 2018/19 financial year across all areas of Revenues and Benefits has been broadly positive and has generally maintained standards. Cash collection and income maximisation was positive with over £548m collected across the service areas, meaning there was an additional £19m collected compared to 2017/18 total cash received.

There was continued positive performance in all areas of discretionary activity, including locally managed budgets intended to support Manchester's businesses and most vulnerable households whilst supporting the Council's objectives, vision and values.

Carol Culley
City Treasurer

Appendix one - Deprivation comparisons at Ward Level

The Indices of Deprivation (IMD) are calculated by the Department for Communities and Local Government every 4-5 years. The most recent release was in 2015. The anticipated release date for the 2019 update is sometime between September and October 2019.

It is important to note that these statistics are a measure of relative deprivation, not affluence, and to recognise that not every person in a highly deprived area will themselves be deprived and vice versa.

The indices are based on 37 different indicators across a range of themes including income, employment, health, skills, education, crime and access to housing. This is used to derive an overall measure of multiple deprivation experienced by people living in a neighbourhood relative to that of other areas. The higher the score, the greater the level of deprivation.

Note that the data is aggregated up from Neighbourhood level data, and in several wards such as Hulme, Cheetham there are varying degrees of deprivation. The average scores nevertheless provide a comparison between wards to put revenue collection and benefit take-up into local context.

Ward	Average Scores		Total Deprivation Score
	Deprivation Affecting Older People	Deprivation Affecting Children and Young People	
Ancoats & Clayton	0.46	0.50	50.59
Ardwick	0.59	0.41	46.21
Baguley	0.34	0.35	47.21
Bradford	0.46	0.42	52.05
Brooklands	0.28	0.27	32.98
Burnage	0.34	0.31	37.89
Charlestown	0.35	0.40	49.29
Cheetham	0.56	0.35	44.57
Chorlton	0.25	0.08	17.86
Chorlton Park	0.32	0.26	30.45
City Centre	0.49	0.09	26.24
Crumpsall	0.36	0.27	42.48
Didsbury East	0.16	0.09	15.89
Didsbury West	0.20	0.08	15.63
Fallowfield	0.43	0.34	35.36
Gorton North	0.35	0.37	51.65
Gorton South	0.38	0.35	47.27
Harpurhey	0.40	0.48	61.00
Higher Blackley	0.34	0.40	47.54
Hulme	0.59	0.41	34.39
Levenshulme	0.31	0.23	31.65
Longsight	0.56	0.30	43.43
Miles Platting & Newton Heath	0.38	0.47	63.06
Moss Side	0.56	0.49	50.38
Moston	0.22	0.35	36.40
Northenden	0.30	0.37	43.50
Old Moat	0.37	0.37	34.75
Rusholme	0.51	0.33	37.81
Sharston	0.36	0.38	48.32
Whalley Range	0.34	0.19	30.00
Withington	0.31	0.23	24.03
Woodhouse Park	0.37	0.39	49.65

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Appendix two - Council Tax - number of properties by ward and band (March 2019)

Ward	Band									Total
	A	B	C	D	E	F	G	H	U	
Ancoats And Beswick	2378	2002	2640	494	77	32	1	0	1191	8815
Ardwick	5853	1900	685	42	6	5	8	2	189	8690
Baguley	5170	901	593	196	83	38	2	2	77	7062
Brooklands	3443	1635	920	574	260	75	33	0	1	6941
Burnage	4141	809	1678	144	56	4	1	0	18	6851
Charlestown	5310	1349	575	245	24	1	3	0	2	7509
Cheetham	4477	1165	689	795	13	0	5	1	246	7391
Chorlton	1422	1884	1947	453	336	45	18	1	55	6161
Chorlton Park	3362	1068	1597	862	283	62	25	1	137	7397
Clayton And Openshaw	6392	1114	472	50	10	4	2	0	156	8200
Crumpsall	3928	1591	720	253	52	13	11	3	76	6647
Deansgate	1830	401	1680	2740	1364	470	105	29	2946	11565
Didsbury East	684	713	2920	1260	309	271	213	4	94	6468
Didsbury West	1768	1404	1710	1297	735	622	312	17	38	7903
Fallowfield	3051	986	658	138	47	5	1	8	71	4965
Gorton And Abbey Hey	7227	1187	271	38	14	1	3	1	80	8822
Harpurhey	7151	1052	262	55	15	2	2	1	33	8573
Higher Blackley	5227	1024	547	155	39	13	5	2	3	7015
Hulme	4452	2352	1504	715	259	35	26	5	1312	10660
Levenshulme	5768	1123	648	46	10	3	1	0	41	7640
Longsight	4921	1398	364	11	6	2	0	1	115	6818
Miles Platting And Newton Heath	7247	822	332	32	12	3	5	1	252	8706
Moss Side	6517	742	337	88	48	3	0	0	146	7881
Moston	4647	2150	911	106	29	2	1	2	27	7875
Northenden	3389	1389	1143	330	171	99	13	0	39	6573
Old Moat	3365	978	1072	558	144	36	4	3	75	6235
Piccadilly	768	877	1798	2397	579	96	29	2	2842	9388
Rusholme	3315	1129	979	264	53	67	5	6	158	5976
Sharston	4598	1259	705	342	107	9	0	2	10	7032
Unknown Ward	0	0	0	0	0	0	0	0	2	2

Whalley Range	3861	1228	822	710	101	18	16	3	260	7019
Withington	1954	1437	1996	298	261	72	8	0	20	6046
Woodhouse Park	5663	921	113	92	38	11	14	3	148	7003
Total	133279	39990	33288	15780	5541	2119	872	100	10860	241829

Appendix three – Council Tax Support data by ward and claimant**Table one: Working age claimants at 31/03/19 by ward and band**

Ward	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Total
Ancoats And Beswick	596	149	38	3				786
Ardwick	1255	148	58	5				1466
Baguley	1140	67	19	8		1		1235
Brooklands	788	136	20	13	2	1		960
Burnage	983	72	120	9	1			1185
Charlestown	1297	82	33	19				1431
Cheetham	1185	262	83	4				1534
Chorlton	152	58	46	9	1		1	267
Chorlton Park	673	55	74	18	6	3		829
Clayton And Openshaw	1518	138	36	9	2			1703
Crumpsall	905	245	97	30	1			1278
Deansgate	46	22	7	9	4	1	1	90
Didsbury East	101	58	82	15	1			257
Didsbury West	149	49	33	8	2	3		244
Fallowfield	714	67	15	5	4			805
Gorton And Abbey Hey	1615	123	11	2				1751
Harpurhey	1993	141	21	8				2163
Higher Blackley	1183	89	34	4	3			1313
Hulme	1022	139	22	2	1			1186
Levenshulme	1057	128	43	4	1	1		1234
Longsight	1317	219	71		1			1608
Miles Platting And Newton Heath	1907	86	16	2	1			2012
Moss Side	1559	100	19	4				1682
Moston	1044	118	30	2				1194
Northenden	884	137	29	10	3	1		1064
Old Moat	713	55	58	7	3			836
Piccadilly	48	22	18	19	4	1		112
Rusholme	783	84	84	6	4			961
Sharston	1238	80	29	11	6			1364
Whalley Range	818	162	77	24	7	1		1089
Withington	371	73	89	3	6			542
Woodhouse Park	1235	95	11	5				1346
Total	30289	3459	1423	277	64	13	2	35527

Table two: Pensioner claimants at 31/03/19 by ward and band

Ward	Band A	Band B	Band C	Band D	Band E	Band F	Band G	Total
Ancoats And Beswick	395	61	9	5				470
Ardwick	541	46	17	2	1			607
Baguley	601	30	25	14	2	1		673
Brooklands	393	100	36	17	8	2		556
Burnage	452	77	88	3	3	1		624
Charlestown	617	68	17	7				709
Cheetham	469	77	18	1				565
Chorlton	126	65	98	13	6	1	1	310
Chorlton Park	366	48	71	40	15	3		543
Clayton And Openshaw	702	71	12	1				786
Crumpsall	365	105	44	23	1			538
Deansgate	29	1	5	1	1			37
Didsbury East	74	37	105	28	3	3		250
Didsbury West	110	72	38	21	3	5		249
Fallowfield	373	13	6	1	4	1		398
Gorton And Abbey Hey	650	54	11	1	2			718
Harpurhey	747	42	3					792
Higher Blackley	613	99	30	8	1			751
Hulme	362	41	6					409
Levenshulme	389	43	45	2				479
Longsight	550	116	21	1				688
Miles Platting And Newton Heath	895	35	7	2				939
Moss Side	749	28	9					786
Moston	395	95	37	5				532
Northenden	415	85	33	19	5	4		561
Old Moat	341	39	33	8	1			422
Piccadilly	12	78	28	9	4			131
Rusholme	301	55	77	7	4	1		445
Sharston	537	95	27	14		1		674
Whalley Range	196	55	48	40	8			347
Withington	202	50	91	7	4			354
Woodhouse Park	699	26	8	3	3	1		740
Total	13666	1907	1103	303	79	24	1	17083

Appendix four - Discretionary Housing Payments by tenure type and ward

The following table provides an analysis of awards for 2018/19 rather than spend in that year. Some of the amount analysed won't have been paid out till April 2019 and the 2018/19 spend will also include a significant amount paid retrospectively for 2017/2018.

Ward	Council	Private	RSL	Total
Ancoats And Beswick	£9,332.03	£7,319.10	£13,916.75	£30,567.88
Ancoats And Clayton	£5,980.02	£3,116.16		£9,096.18
Ardwick	£17,371.06	£22,368.75	£43,016.88	£82,756.69
Baguley	£5,163.83	£14,986.70	£63,166.58	£83,317.11
Brooklands		£3,399.62	£38,264.45	£41,664.07
Burnage	£1,825.89	£15,820.24	£29,395.87	£47,042.00
Charlestown	£55,806.81	£12,965.35	£2,449.50	£71,221.66
Cheetham	£11,028.93	£56,551.91	£7,920.47	£75,501.31
Chorlton	£63,495.02	£13,911.28	£1,587.14	£78,993.44
Chorlton Park		£18,367.14	£21,162.52	£39,529.66
Clayton And Openshaw	£21,837.63	£47,763.12	£55,657.10	£125,257.85
Crumpsall	£20,435.60	£40,572.92	£8,433.38	£69,441.91
Deansgate		£5,597.11	£1,040.00	£6,637.11
Didsbury East		£4,474.95	£2,152.93	£6,627.88
Didsbury West	£1,789.80	£8,898.76	£9,222.59	£19,911.15
Fallowfield	£4,589.04	£6,255.03	£25,652.89	£36,496.96
Gorton And Abbey Hey	£62,579.50	£108,303.19	£26,842.77	£197,725.46
Harpurhey	£146,491.39	£165,330.53	£7,651.98	£319,473.90
Higher Blackley	£84,616.24	£47,821.33	£2,988.90	£135,426.46
Hulme		£13,831.94	£32,980.41	£46,812.35
Levenshulme	£17,821.74	£51,540.51	£12,779.87	£82,142.12
Longsight	£21,002.61	£42,624.03	£43,229.14	£106,855.77
Miles Platting And Newton Heath	£88,563.01	£51,405.03	£5,722.86	£145,690.89
Moss Side	£11,491.99	£62,637.48	£31,724.32	£105,853.79
Moston	£102,128.82	£99,691.43	£9,574.93	£211,395.18
Northenden	£5,879.94	£14,594.62	£60,159.61	£80,634.16
Old Moat	£656.06	£23,210.71	£19,573.21	£43,439.98
Out Of Manchester	£200,846.23	£275,233.55	£2,284.20	£478,363.98
Piccadilly		£4,419.13		£4,419.13
Rusholme	£2,458.98	£21,979.63	£15,522.07	£39,960.67
Sharston	£2,294.48	£16,974.30	£73,579.26	£92,848.04
Whalley Range	£5,463.90	£28,124.78	£16,129.54	£49,718.22
Withington	£2,137.00	£16,721.65	£8,366.51	£27,225.16
Woodhouse Park	£1,571.51	£8,465.28	£55,443.26	£65,480.06
Grand Total	£974,659.05	£1,335,277.24	£747,591.88	£3,057,528.18

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Appendix five - Discretionary Housing Payments -Breakdown of awards by reason

The following table shows the reason for DHP, the numbers of claimants paid and the percentage of spend in each category for the past six years. Some claimants received separate awards for different reasons so the numbers are higher than in the table above.

	2013/14		2014/15		2015/16		2016/17		2017/18		2018/19	
	No.	% of spend	No.	% of spend	No.	% of spend	No.	% of spend	No.	% of spend	No.	% of spend
Baby due	73	1.1	71	0.9	69	1.0	31	0.5	23	0.2	13	0.2
Benefit Cap	236	16.6	279	15.8	187	9.8	387	21	994	44.2	522	31
Change of address	2	0	2	0	1	0	1	0	1	0	2	0
Combination of reforms	14	0.5	9	0.1	10	0.2	5	0.2	6	0.1	8	0.1
Disability - general	65	1.4	55	0.9	137	2.3	135	3.1	115	1.2	27	0.4
Income tapers	58	1.1	115	2	298	7.2	411	12.4	470	10.3	507	15.1
LHA reforms - single under 35 rate	118	2.8	31	0.8	13	0.3	5	0.3%	11	0.3%	18	0.6
LHA Rent restrictions	132	2.7	203	4.2	274	5.1	247	7.1	374	9.9	374	15.2
Non-dependent deduction	13	0.3	17	0.2	41	1.2	36	0.6	35	0.5	33	0.6
Other	247	5.6	238	3.2	123	2	68	2.4	200	4.1	308	12.2
Removal costs	0	0	0	0	0	0	0	0	2	0	0	0
Rent deposit	1	0	13	0.3	13	0.5	22	1.0	31	0.8	38	0.5
Rent in advance	0	0	0	0	2	0	2	0	1	0	0	0
Rent on two homes	1	0	0	0	0	0	0	0	0	0	3	0.1
Social sector size criteria categories												
Adaptations	386	8.4	385	8.3	367	6.3	251	7.8	260	4.2	281	5.1
Couple unable to share	0	0	0	0	0	0	0	0	5	0	3	0
Disability	393	7.9	386	6.8%	249	4.3	164	4.1	169	2.1	98	1.1
Fostering	20	0.5	20	0.4	20	0.5	15	0.6	17	0.2	13	0.2
Short term	778	13.9	815	11.6	1186	19.2	1,018	18.6	936	10.9	659	8.3
Other	1,479	34.1	2,192	36.8	1831	27.4	575	11.9	626	7.8	588	7.6

Total social sector size criteria	3,056	64.8	3,798	63.9	3,653	57.7	2,023	42.9	2,013	25.3	1,642	22.3
Work-related expenses	244	3	627	7.7	1011	12.6	549	8.4	331	3	158	4.3
All awards for the year	4,256		5,458		5,832		3,922		4,607		5,240	

Appendix six – 2018/19 DHP and DCTPS examples

2018/19 Discretionary Housing Payment case studies

Examples of support that has been provided includes (real examples, names have been changed)

Farha lives with her two children in a housing association property. Her home has three bedrooms but the under occupation rules expect her son and daughter to share a bedroom which means Farha is classed as having one spare bedroom and her Housing Benefit is reduced by 14%. However, her son has behavioural and emotional difficulties which mean he is unable to share with his sister. Farha is currently making a claim for Disability Living Allowance (DLA) for her son and once this is awarded we will be able to adjust her Housing Benefit to allow her the third bedroom in her Housing Benefit award. In order to prevent rent arrears building up while the DLA application is dealt with we awarded DHP to cover the 14% reduction from her Housing Benefit.

Phillip lives with his 4 children in a 4 bedroom housing association property. The ages of the children mean that he is treated as only needing 3 bedrooms. Phillip claims help for his rent through the Housing Element in Universal Credit, but because he is treated as having a spare bedroom this amount is reduced by 14%. Phillip's wife recently passed away and he is a carer for his disabled son. When his daughter is 16 later this year she will be entitled to her own Bedroom and Phillip's Housing Element will increase to cover his full rent. We awarded DHP to cover the 14% reduction until his daughter's 16th Birthday.

Rita lives with her two daughters. Rita is out of work so she receives Universal Credit which includes an amount to help her pay her rent (the Housing Element). Rita rents her home from a private landlord. Her landlord contacted her to tell her that she had to leave as he wanted to sell the property. Rita found a new property for her and her daughters to move to but she needed help with a deposit so she made an application for a Discretionary Housing Payment. We awarded Rita £600 so that she was able to secure a new home for her and her family.

Pauline lives with her son Christopher. Christopher is severely disabled with a life limiting condition. Their home has been adapted for Christopher. Pauline receives Income Support and Carers Allowance. She also receives Housing Benefit but her award is reduced because of a non-dependant deduction which means that Christopher is expected to pay £15.60 towards the rent each week. Christopher is unable to contribute this amount each week because his Personal Independence Payments go towards paying for his care. We awarded Discretionary Housing Payments of £15.60 each week to cover the non-dependant deduction.

Kyle was released from prison in spring 2018 and started work shortly after. He lives in supported temporary accommodation which is designed to help ex-offenders for up to two years once they leave prison. Kyle's wages are low and he receives Housing Benefit to help him pay his rent. Unfortunately his low wages have made it

difficult for him to keep up with his rent payments and rent arrears have built up. Kyle is registered on Manchester Move but his rent arrears were preventing him from bidding on a suitable property. We awarded a backdated Discretionary Housing Payment of £1,750 to clear his rent arrears. We have also made an ongoing Discretionary Housing Payment of £20 each week to help him keep up with his rent payments in the future.

2018/19 Discretionary Council Tax Payment Scheme

Examples of support that has been provided includes (real examples, names have been changed)

Colin is in his early 20s. He lives with and cares for his younger brother who is still at school. Earlier this year Colin's mother, who lived with him and his brother, suddenly died. Colin became responsible for paying the rent, the bills and the Council Tax. Colin works part time and receives Universal Credit. Colin has ongoing mental health issues which pre-date his mother's death, including insomnia, depression and anxiety. Although he had no Council Tax debt (his mother having previously been responsible for payments before she passed away), he was struggling to afford food and sustain rent payments. To support Colin a DCTP award of £236.11 was made to clear his opening Council Tax bill, allowing him to focus on buying food, paying for gas and electricity and sustaining his tenancy.

David and Nina live with their son. Nina is currently pregnant and David has a number of very serious health conditions which mean he is waiting for a transplant. They receive Universal Credit and Council Tax Support. David recently had his disability benefits re assessed and as a result their income dropped by £90 each week. David needs to travel to the hospital on a regular basis and this results in significant travel costs. They have taken out doorstep loans to help with their debts. A DCTP award of £299 was made to clear David and Nina's Council Tax arrears for the previous three years. Clearing these arrears meant that they have been able to keep up to date with their Council Tax payments for this year rather than continuing to accumulate debts each year.

Nasreen lives with her husband Aazim. Nasreen has had cancer and is also suffering from anxiety and depression. She has undergone treatment for her cancer which has left her with mobility problems, leading to increased living costs. Her husband Aazim has had finish work and he also has some health problems. They are waiting for adaptations to be made to their home for Nasreen. They applied for Personal Independence Payments some months ago but they have not yet received a decision. A DCTP award of £240 was made to clear their outstanding Council Tax bill and the outstanding court costs of £246 were also removed from their account.

Appendix seven - 1 of 2**Additional data on the Welfare Provision Scheme (1/4/18 to 31/3/19)****Awards****Age/Gender Statistics**

Age Range	Female	Male	Total	% of Total
0-15	0	0	0	0%
16-24	223	102	325	17%
25-34	350	236	586	31%
35-44	259	237	496	26%
45-54	146	205	351	18%
55-64	39	83	122	6%
65-74	13	19	32	2%
75-84	3	4	7	0%
85+	0	1	1	0%
Total	1,033	887	1,920	

Family Make-up Statistics

Number of Children	Female	Male	Total	% of Total
0	378	772	1,150	60%
1	257	39	296	15%
2	214	30	244	13%
3	114	31	145	8%
4	53	12	65	3%
5	11	2	13	0.7%
6	2	0	2	0.1%
7	3	0	3	0.1%
8	1	1	2	0.1%
9	0	0	0	0%
10	0	0	0	0%
Total	1,033	887	1,920	

Appendix seven – 2 of 2**Welfare Provision Scheme spend and approved application by ward**

Ward	Number of Applications	Spend
Ancoats and Clayton	58	£21,729
Ardwick	73	£22,511
Baguley	73	£22,121
Bradford	106	£31,295
Brooklands	48	£12,064
Burnage	42	£20,489
Charlestown	76	£27,294
Cheetham	60	£17,366
Chorlton	105	£5,383
Chorlton Park	25	£13,582
City Centre	13	£1,814
Crumpsall	68	£15,266
Didsbury East	8	£3,722
Didsbury West	10	£3,926
Fallowfield	25	£7,631
Gorton North	100	£30,682
Gorton South	72	£21,312
Harpurhey	157	£48,990
Higher Blackley	66	£19,959
Hulme	57	£14,408
Levenshulme	20	£6,072
Longsight	48	£11,538
Miles Platting and Newton Heath	133	£42,072
Moss Side	75	£21,721
Moston	34	£9,289
Northenden	46	£11,996
Old Moat	50	£17,589
Outside Manchester	0	£0
Rusholme	25	£9,064
Sharston	63	£11,737
Whalley Range	95	£10,330
Withington	19	£6,139
Woodhouse Park	70	£14,797
Total	1920	£533,887

Appendix eight - 2018/19 Welfare Provision Scheme Examples of Support

Examples of support that has been provided includes (real examples, names have been changed):

Case 1:

Sue was a victim of human trafficking and was resettled from supported accommodation into her own home. The Welfare Provision Scheme awarded her a single bed and bedding pack, microwave, fridge freezer, and kitchen starter pack, as well as a fuel voucher.

Case 2:

Katie suffered from Cancer which had recently spread to her lungs and she could not be discharged back to her home without new items of furniture due to the risk of readmission. Her bed was soiled through illness and a lack of working appliances in her home contributed to her hospitalisation. She was at significant risk of malnutrition, neglect and had no means to store food or cook meals. Supporting evidence was supplied that allowed the award of a washing machine. Katie was awarded a single bed and bedding pack, fridge freezer, microwave, washing machine, and kitchen starter pack. These were replacement items with the exception of the washing machine.

Case 3:

An application was received from Manchester City's Independent Domestic Violence Advocate team. The perpetrator was in custody but was due to be released a few days after the application and Martha could be in danger at her current address in Manchester. Although Welfare Provision Scheme does not award specifically for travel costs, a discretionary award was given to help Martha flee to a Domestic Violence refuge in Preston.

Case 4:

A couple had recently moved from being homeless into supported accommodation. One partner in the couple had severe mental health conditions but was not receiving any additional benefits other than standard Universal Credit payment. Her condition had been exacerbated by her homelessness situation and by the stay in the hotel accommodation.

The couple applied for cash and fuel vouchers, and additional appliances for their move into furnished accommodation. Although their application for a fuel voucher was outside of the formal criteria, supporting evidence found on Social Care systems and the DHP claim, indicated that they would likely qualify for a medical-based benefit. Support was also given to create a referral to a third sector organisation to make assessment for washing machine.

Case 5:

Paul was resettled out of supported accommodation provided by Manchester City Council into an address in Tameside. This was initially declined as the resettlement address was outside of Manchester and the applicant was signposted to Tameside's equivalent scheme. Tameside declined to support the applicant and a reconsideration of their application to Manchester's scheme was submitted. The

case was discussed between senior managers in homelessness and benefits and a discretionary decision was made to award the support package. Paul received a single bed and bedding package, fridge freezer and a kitchen starter pack.

Case 6:

Fred was pensioner and vulnerable and was resettled by the police and Northwards housing due to Cuckooing (increasingly popular crime in the North West). Fred had his house taken over by drug dealers who used it as base of operations to sell and distribute drugs. Fred was found in some distress by a housing officer in a local precinct and the police and Northwards assisted the Fred flee the property and resettle.

Fred was awarded a single bed and bedding package, fridge freezer and kitchen starter pack. Due to ongoing police involvement and fears for his safety Fred still has a high level of police assistance and without this award Fred would have gone into expensive witness protection.

Case 7:

Marlene was being rehoused from a mental health hospital following 12 months in the establishment due to significant mental health needs. Whilst in hospital Marlene had been financially abused and all of her saving stolen by a family member. Marlene was awarded a single bed and bedding package, microwave, fridge freezer, kitchen starter pack, cash voucher and fuel voucher to ease the transition from hospital into independent living.

NHS mental health staff are offering ongoing support to increase the chance that living independently is successful. Mental health staff commented with this one that without this support long term patients in hospital would not be able to be released without moving into more expensive fully furnished properties which are not readily available.

Appendix nine - Food Poverty Awards by ward

Ward	Organisation
Ancoats and Clayton	Mustard Tree - £1,500, St Cross Clayton - £1,500
Ardwick	Brunswick Wellbeing Cafe - £1,000, Coverdale and Newbank Community Association - £2,000
Baguley	Wythenshawe Food Bank - £3,000
Bradford	4CT - £1,500, Revive - £1,500
Brooklands	Wythenshawe Food Bank - £3,000
Burnage	Burnage Foodbank - £1,500, Burnage Make Lunch - £1,500
Charlestown	St John Boscoe Mother and Toddler group - £1,500, Chatterbox Project - £1,500
Cheetham	The Welcome - £1,000, The Lalley - £1,000, The Booth Centre - £1,000
Chorlton	Reach Out to the Community - £2,000, Chorlton and Didsbury Food Bank - £1,000
Chorlton Park	Chorlton and Didsbury Foodbank - £1,000 , Quids in Southway - £1,000, BMCA - £1,000
City Centre	Mustard Tree - £1,000, Street Support - £1,000, Barnabus - £1,000
Crumpsall	Rainbow Surprise - £3,000
Didsbury East	Chorlton and Didsbury Food Bank - £1,250, Fallowfield and Withington Food Bank - £1,250, Pankhurst Centre - £500
Didsbury West	Chorlton and Didsbury Food Bank - £1,500, Fallowfield and Withington Foodbank - £1,500
Fallowfield	Fallowfield and Withington Foodbank - £3,000
Gorton North	Rainbow Haven - £1,000, Oasis - £1,000, Gorton Community Grocers - £1,000
Gorton South	Highway Hope - £1,000, Levenshulme Inspire - £1,000, Oasis - £1000
Harpurhey	Christ Church - £3,000
Higher Blackley	Northwards - £1,000, St Clare's Parish - £1,000, The Chatterbox Project - £1,000
Hulme	Manchester South Central Foodbank (paid to Bridging the Gap) - £3,000
Levenshulme	Pankhurst Emmeline's Pantry - £1,000, Boaz Trust - £1,000, Levenshulme Inspire - £1,000

Longsight	New Longsight Housing Coop - £1,000, Northmoor Community Association - £1,000, Stanley Grove Primary School - £1,000 -
Miles Platting & Newton Heath	CSTAR - £3,000
Moston	Miners Centre - £2,000, NEPHRA - £1,000
Moss Side	Moss Side Community Allotment - £1,000, Compassion Foodbank - £1,000, Claremont Primary School Breakfast club - £1,000
Northenden	Wythenshawe Food Bank - £3,000
Old Moat	Quids In - £1,500, Fallowfield and Withington Foodbank - £1,500
Rusholme	St Chrysostom's - £1,500, Anson Community Shop - £500, Food Cycle - £500, Manchester Central Foodbank - £500
Sharston	Wythenshawe Food Bank - £3,000
Woodhouse Park	Wythenshawe Food Bank - £3,000
Whalley Range	Bridging the Gap St Edmunds CE - £1,000, Barakah Food Aid - £1,000, Reach Out to the Community - £1,000
Withington	Fallowfield and Withington Foodbank - £3,000

Appendix ten - Analysis of under occupation cases and DHP support split by landlord at March 2019

Landlord	One spare bedroom – 14% reduction			More than one spare Bedroom – 25% reduction			All Cases			% with DHP
	No DHP	DHP	All 14%	No DHP	DHP	All 25%	No DHP	DHP	All	
Adactus Housing Association Ltd	141	12	153	35	2	37	176	14	190	7.37%
Affinity Sutton HA	21	1	22	4	1	5	25	2	27	7.41%
Aksa Housing Association	6	1	7	6		6	12	1	13	7.69%
Anchor Housing Association	1		1				1		1	0.00%
Arawak Walton Housing Association	48	3	51	11		11	59	3	62	4.84%
Arcon Housing Association	28	3	31	4		4	32	3	35	8.57%
City South Manchester	233	22	255	70	14	84	303	36	339	10.62%
Contour Homes Ltd	22		22	3		3	25		25	0.00%
Council Tenants	919	118	1037	263	34	297	1182	152	1334	11.39%
Creative Support	1		1				1		1	0.00%
Eastlands Homes Partnership	399	58	457	121	29	150	520	87	607	14.33%
Equity Housing Group Ltd	12	2	14	2		2	14	2	16	12.50%
Great Places (2 RFW)	2		2	5		5	7		7	0.00%
Great Places Housing Group	96	10	106	11	2	13	107	12	119	10.08%
Guinness Northern Counties (2 RFW)	5	1	6	3		3	8	1	9	11.11%
Guinness Northern Counties HA	168	14	182	38	2	40	206	16	222	7.21%
Homes For Change Ltd	7		7	1		1	8		8	0.00%

Irwell Valley Housing Association Ltd	28	3	31	2		2	30	3	33	9.09%
Johnnie Johnson Housing Association	7		7	3		3	10		10	0.00%
Mosscares St Vincents	150	11	161	39	7	46	189	18	207	8.70%
Mosscares St Vincents - 50wk	9	1	10	5	1	6	14	2	16	12.50%
New Longsight Housing Coop	6		6	3		3	9		9	0.00%
Parkway Green Housing Trust	471	43	514	107	21	128	578	64	642	9.97%
People First Housing Association	14	3	17	3	1	4	17	4	21	19.05%
Places for People (Homes & Support)	51	8	59	15		15	66	8	74	10.81%
Riverside (inc Eng Church & Bowlee Park)	5		5	2		2	7		7	0.00%
Sanctuary Housing Association	4		4	1		1	5		5	0.00%
Southway Housing Trust	409	52	461	128	18	146	537	70	607	11.53%
Trinity Housing	2	3	5				2	3	5	60.00%
Turning Point	1		1				1		1	0.00%
Willow Park Housing Trust	722	101	823	117	36	153	839	137	976	14.04%
Your Housing Group Ltd	48	6	54	10		10	58	6	64	9.38%
Total	4036	476	4512	1012	168	1180	5048	644	5692	11.31%

Appendix eleven - Analysis of under-occupation cases and DHP support split by ward as at March 2019

Ward	14%	25%	All	14% DHP	25% DHP	All DHP	% with DHP
Ancoats And Beswick	108	48	156	16	3	19	12.18%
Ardwick	197	48	245	15	4	19	7.76%
Baguley	281	70	351	25	14	39	11.11%
Brooklands	188	33	221	15	3	18	8.14%
Burnage	189	52	241	21	5	26	10.79%
Charlestown	195	56	251	29	9	38	15.14%
Cheetham	131	48	179	10	3	13	7.26%
Chorlton	16	2	18	1		1	5.56%
Chorlton Park	123	43	166	13	8	21	12.65%
Clayton And Openshaw	176	69	245	14	14	28	11.43%
Crumpsall	44	15	59	5		5	8.33%
Deansgate	12		12				0.00%
Didsbury East	7	2	9	1		1	11.11%
Didsbury West	23	3	26	3	1	4	15.38%
Fallowfield	89	32	121	13	6	19	15.70%
Gorton And Abbey Hey	131	29	160	17	4	21	13.13%
Harpurhey	229	68	297	22	10	32	10.77%
Higher Blackley	213	33	246	28	3	31	12.60%
Hulme	204	46	250	21	9	30	12.00%
Levenshulme	84	4	88	7		7	7.95%
Longsight	144	53	197	19	11	30	15.15%
Miles Platting And Newton Heath	282	76	358	25	3	28	7.82%
Moss Side	164	46	210	10	3	13	6.19%
Moston	93	24	117	11	3	14	11.97%
Northenden	226	69	295	25	16	41	13.85%
Old Moat	114	40	154	9	4	13	8.44%
Piccadilly	3	2	5				0.00%
Rusholme	59	23	82	6	4	10	12.20%
Sharston	351	59	410	43	15	58	14.11%
Whalley Range	61	15	76	4	1	5	6.58%
Withington	47	16	63	7	3	10	15.87%
Woodhouse Park	327	56	383	41	9	50	13.05%
Total	4511	1180	5691	476	168	644	11.31%

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Appendix twelve - Claimants with Housing Benefit capped by the Benefit Cap by ward and DHP, at March 2019

Ward	Social sector			Private			Total
	No DHP	DHP	All	No DHP	DHP	All	
Ancoats And Beswick				1	1	2	2
Ardwick	6	3	9	1	4	5	14
Baguley	7	2	9	1	2	3	12
Brooklands	8	1	9	1	1	2	11
Burnage				5		5	5
Charlestown	1	3	4	9	2	11	15
Cheetham	5	1	6	25	4	29	35
Chorlton	1		1				1
Chorlton Park				4		4	4
Clayton And Openshaw	8		8	10	2	12	20
Crumpsall	4	2	6	13	6	19	25
Didsbury East				1		1	1
Didsbury West		1	1				1
Fallowfield				3		3	3
Gorton And Abbey Hey	10	5	15	15	3	18	33
Harpurhey	14	18	32	26	7	33	65
Higher Blackley	4	5	9	4	1	5	14
Hulme	2	2	4	2		2	6
Levenshulme	4	4	8	11		11	19
Longsight	2	1	3	13	2	15	18
Miles Platting And Newton Heath	4	6	10	8		8	18
Moss Side	10	3	13	15	3	18	31
Moston	11	15	26	14	6	20	46
Northenden	16	4	20	3	2	5	25
Old Moat				2		2	2
Other	32	27	59				59
Rusholme	4		4	7		7	11
Sharston	11	3	14	2	1	3	17
Whalley Range	7	2	9	4	2	6	15
Withington				2		2	2
Woodhouse Park	9	1	10	9		9	19
Total	180	109	289	211	49	260	549

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**Manchester City Council
Report for Information**

Report to: Resources and Governance Scrutiny Committee – 3 September 2019

Subject: The impact of the Welfare Reform agenda on the Council's finances and its ability to provide support to residents of Manchester

Report of: City Treasurer (Deputy Chief Executive)

Summary

This report provides members with an update on the report that was considered in February 2019. The report provides an up to date position statement on the roll out of Universal Credit in the city and the impact on the Council's finances and its ability to provide support to residents of Manchester.

The scope of this report only considers the financial impact on the Council.

Recommendations

Members are requested to note the contents and the efforts being made to use Council resources to best effect to support vulnerable residents.

Wards Affected: All wards

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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.

Reports to Economy Scrutiny Committee:

- 24 September 2014 - Universal Credit
- 28 October 2015 - Cumulative Impact of Welfare Reform
- 20 July 2016 - Cumulative Impact of Welfare Reform
- 3 January 2018 - Universal Credit roll out

Reports to Communities Scrutiny Committee:

- 8 January 2014 - The Equalities Impact of Welfare Reform

Reports to Resources and Governance Scrutiny Committee:

- 9 November 2017 - The Roll out of Universal Credit Full Service in Manchester
- 7 February 2019 - The impact of welfare reform agenda on the Council's finances and its ability to provide support to residents of Manchester

Reports to GMCA Economy, Business Growth & Skills Overview & Scrutiny Committee:

- 13 July 2018 - Welfare Reform and Universal Credit in Greater Manchester

1. Introduction and scope

The purpose of this report is to update the Committee on the impact of the welfare reform agenda, including the implementation of Universal Credit on the Council's finances and discretionary budgets.

This will show how spend continues to increase across all areas and raises concerns about budget pressures in future years.

This will include the following areas

- Welfare Provision Scheme
- Discretionary Housing Payments
- Discretionary Council Tax
- Council Tax Support Scheme
- Rent collection for providers that have direct financial links with the council.

It is recognised that there are other financial impacts on the Council including the impact on staffing resources in areas such as Revenues and Benefits and Customer Services.

There are other budget pressures, which are also impacted by the welfare reform changes such as the growing numbers of homeless and rough sleepers within the city and the increased demand upon many services provided by the Council and partners. As part of the 2019/20 budget the Council provided a further investment of £4.4m to support homelessness services.

2. Background

Since 2010, there has been a radical reform of the welfare system, introducing measures to cut overall welfare expenditure and to change the way particular benefits are structured and administered. This includes the implementation of Universal Credit in the city.

Most working age benefit levels have been frozen at April 2016 levels for four years, as have most Local Housing Allowance levels for help with rent, despite continuing increases in rent in a buoyant local private rented sector. In addition, reductions in benefits because of the under occupation rules (the "Bedroom Tax"), the Benefit Cap and restrictions on allowances for some people who have more than three children have also reduced the amount of money people have to live on. This is mirrored by increasing homelessness, increasing demand at foodbanks and increasing calls on discretionary budgets.

Attached as appendix one for information only, is a summary timetable of these welfare reform changes including the following that have come into effect since the last report in February 2019.

From February 2019	People with three or more children can claim Universal Credit. Prior to February 2019 people with three or more children had to continue claiming legacy benefits (Housing Benefit, Jobseekers Allowance, Income Support, Employment and Support Allowance & Tax Credits) Children born before April 2017 will not be included in the three-child limit for Universal Credit. Prior to this there was a restriction to the number of children Universal Credit was paid for, regardless of when these children were born
From April 2019	Increase in the work allowances for families with children and disabled people is increased by £1000. This will mean up to £630 a year for these families and restores the work allowance to the pre-cut levels.
From 15 May 2019	Change to the rules for Mixed age couples (where one member of a couple is pension age and one is working age). From 15 May, these couples are unable to make a new claim for Housing Benefit unless they are already receiving Pension Credit. They are unable to make a new claim for Pension Credit unless they are already receiving Housing Benefit. Instead, they need claim Universal Credit. If they do claim Universal credit they will also receive a lower level of support because their benefit level will be the same as that for a working age couple rather than a pension age couple. MHCLG have announced plans to amend the prescribed CTS regulations from 2020 in order to align the CTS and HB schemes.
1 June 2019	From 1 June, landlords and agents are no longer allowed to charge agency fees for a new tenancy or to renew an existing tenancy in the private rented sector.
From July 2019	Managed migration pilot starts in July 2019. 10,000 claims will be migrated to Universal Credit from legacy benefits. This will start in Harrogate. A Discretionary Hardship Payment (DHaP) fund has been announced to support people through managed migration. Claimants who were entitled to the Severe Disability Premium prior to being moved to Universal Credit will start to receive additional payments. They will receive a backdated payment plus ongoing transitional payments up to £405 per calendar month. Those in receipt of the Severe Disability Premium have been unable to move to Universal Credit since January 2019. Regulations have now been passed that will allow these claimants to start migrating to Universal Credit from April 2021. People on Tax Credits who move to Universal Credit through managed migration will not have the capital limit of £16,000 applied for the first year of their Universal Credit claim. After one year, if they have capital over £16,000 their Universal Credit will stop.

3. Universal Credit roll out

Universal Credit (UC) 'live service' was introduced incrementally across Jobcentres in Manchester from 22 September 2014 with the roll out completed by December 2014. Single people, couples and families are all included but only for new claims.

The DWP planned to roll out UC digital 'full service' across Manchester between October 2017 and May 2018 but this was rescheduled and was substantially completed by late July 2018. UC full service applies to all new working age claims for most benefits.

Current working age HB claims are not affected and will be picked up in a migration process called 'Move to UC' that is presently being piloted in Harrogate. Learning from the pilot will inform future 'Move to UC' timescales nationally. This activity affects people who are currently claiming Housing Benefit and have had no change in circumstances who are actively moved off HB and required to claim UC. In the meantime, the Benefits caseload is already reducing as working age residents who were previously not on benefits claim Universal Credit (Housing Element) rather than Housing Benefit, or have a change in circumstances that triggers a move from HB to UC.

The full migration to Universal Credit is now expected to be complete by March 2023 (originally 2017). Housing Benefit for people of state retirement age and for people in exempt accommodation will remain in place for the foreseeable future. Future developments will need to be carefully managed to ensure necessary levels of resources are kept during a lengthy transitional period.

3.1 Status of Universal Credit in Manchester

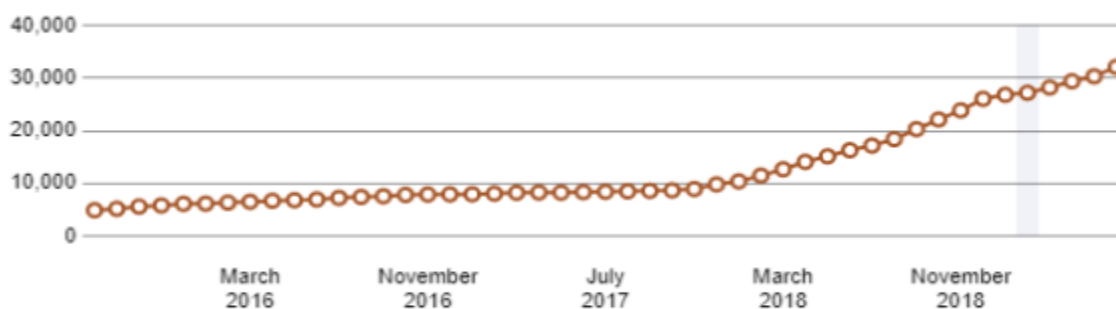
3.1.1 Claim Volumes - people

Based on data from June 2019 (latest data available), 32,081 people in Manchester are within the UC regime, which is now the second highest number (behind Birmingham) across local authorities nationally. At the last update (November 2018) Manchester was third highest, with less than both Birmingham and Croydon. This represents 8% of working age residents¹. 9,580 (29.9%) of these are in employment, and 22,499 (70.1%) are not in employment, which represents a shift towards a higher proportion not in employment since the last update to Committee.

UC claimant volume has been rising more steeply since July 2018, when UC 'Full Service' had been fully rolled out to all Jobcentres in Manchester (for new claimants). This is shown in Chart 1 below.

Chart 1: Number of People on Universal Credit in Manchester

¹ Calculated using Manchester City Council Forecasting Model population estimate of 403,407 residents aged 16-64 in 2019.



The five wards with the highest numbers of people on UC in Manchester are shown in the table below.

Ward	People on UC - June 2019
Gorton & Abbey Hey	1,856
Moss Side	1,774
Miles Platting & Newton Heath	1,760
Clayton & Openshaw	1,710
Harpurhey	1,710

Numbers in Gorton & Abbey Hey are rising at a faster rate than other wards, as this ward had the third highest number as at the last update, and is now the highest. Numbers in Harpurhey are also increasing at a rapid rate, as this ward previously had fewer claimants than Longsight (which is now sixth, and so is not shown in the table).

The wards with the highest proportion of people on UC are shown in the table below. The top three wards with the highest rate remain in the same order. Each of their rates has increased substantially since the last update; around 4 to 5 percentage points each.

Ward	People on UC (rate) - June 2019
Miles Platting & Newton Heath	15.6%
Clayton & Openshaw	15.2%
Gorton & Abbey Hey	14.2%
Harpurhey	13.5%
Longsight	13.0%

Full sets of up to date place based UC statistics and maps are available from the Council's online Intelligence Hub.

3.1.2 Claim volumes - Households on UC in Manchester

Household level statistics have a greater delay in release than person level statistics. Based on February 2019 data (latest data available), 24,831 households were within the UC regime. As per the person level numbers, Manchester is now the second highest in terms of households on UC across local authorities nationally, behind Birmingham - and having overtaken Croydon.

The wards with the highest numbers of households on UC are shown in the table below.

Ward	Households on UC - February 2019
Gorton & Abbey Hey	1,446
Miles Platting & Newton Heath	1,422
Moss Side	1,422
Clayton & Openshaw	1,307
Harpurhey	1,215

3.1.3 Transition from Housing Benefit to UC Housing Element

The UC Housing Element is gradually replacing Housing Benefit (HB) for working age tenants in both the social and private rented sectors. However, this is currently only for new claimants or those whose circumstances change, as full managed 'Move to UC' migration of existing legacy benefit claimants has not yet commenced. This is not due to start until November 2020 at the earliest.

A substantial amount of households (44,143 at Q1 2019/20, a reduction of 14% since last year) still receive legacy HB rather than the Housing Element of UC. However, as would be expected, the proportion in receipt of the Housing Element of UC continues to grow, as 'Full Service' UC has been available citywide since July 2018.

At February 2019, 14,958 households were in receipt of the Housing Element of UC across both the private rented (PRS) and social rented sectors combined. This accounts for approximately 24% of all households receiving housing payments via either UC or HB.

The number of households claiming the UC Housing Payment across both the private and social rented sectors in Manchester has approximately doubled in a year.

More detailed statistics about this are produced in the Council's quarterly Welfare Reform Monitoring Report.

4. Homelessness in the city

4.1 Homelessness and the Council's finances

The rise in homelessness in the city also has a significant impact on the Council's finances in terms of direct costs, support services and on discretionary budgets.

Although the causes of homelessness are complex and multi-faceted, there is a direct correlation between the rise in homelessness in the city and the welfare reform agenda.

This includes the following:

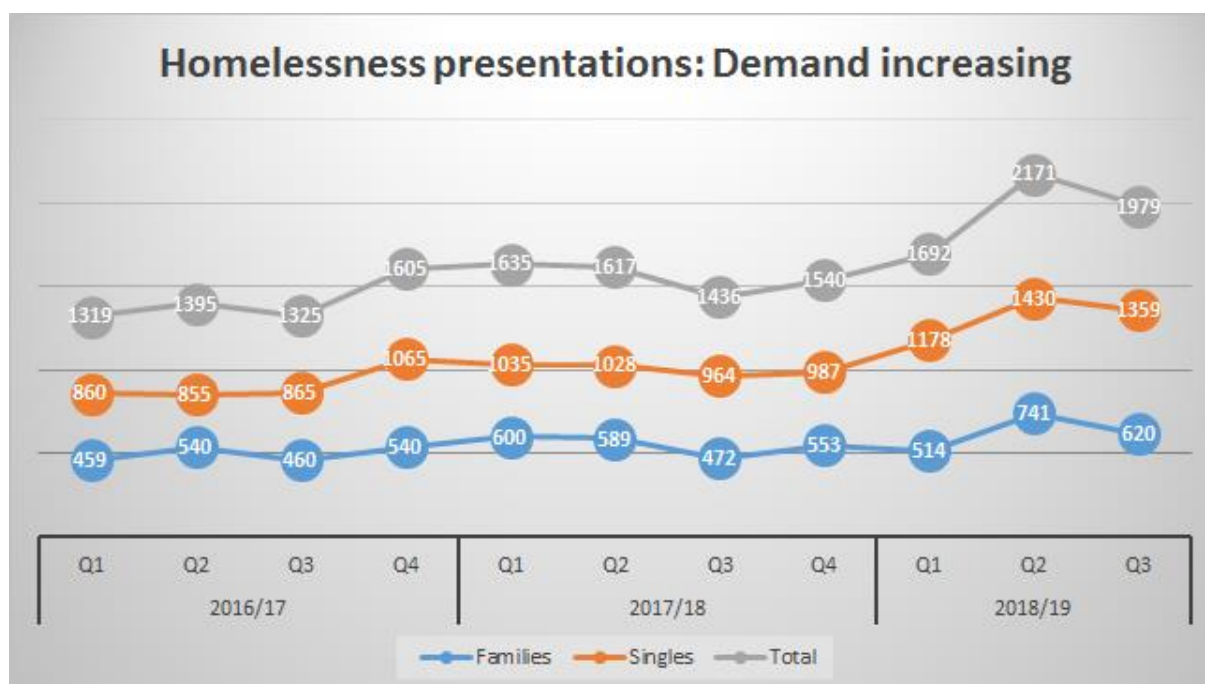
- Affordable Housing for families, singles and rough sleepers, at the Local Housing Allowance (LHA) rate, to both prevent homelessness and to provide settled accommodation as a route out of homelessness
- Welfare reform issues, and the impact of austerity
- Complexity of families
- Increasing complexity and health issues for singles
- Domestic violence, drug and alcohol issues, mental health, physical health and anti-social behaviour all lead to recurring homelessness

Homelessness is increasing significantly. This increase sits alongside the welfare reform agenda timescales and the challenge of affordable housing in the city. Welfare reforms such as the freezing of Local Housing Allowance, the 'bedroom tax', the benefit cap and application of the shared room rate to single households under 35 years and the stricter Universal Credit sanctions regime is expected to have impacted on the increase in demand.

The private rented sector has doubled in size nationally in the last ten years, and rents have increased three times faster than wages nationally. Homes in this tenure are increasingly unaffordable for families on low incomes, particularly to households in receipt of Local Housing Allowance.

4.2 Homelessness caseload

The number of homeless presentations from families and single people has increased consistently from around 1,300 in 2016/17 to almost 2,000 in Q3 2018/19 (an increase of circa 53%).



4.3 Homelessness budgets

The 2019/20 Homelessness budget is £13.942m net and £34.691m gross.

The gross budget includes specific government grants and other funding. The 2019/20 budget included additional Council investment of £4.340m for temporary and emergency accommodation, homelessness prevention and private rented sector enforcement activity. The position at Period 3 is a breakeven position; however, there is a significant risk from dispersed temporary accommodation placements.

4.3.1 Dispersed temporary accommodation

Dispersed temporary accommodation placements have increased by 31 since March 2019 to 1,548 in July 2019. The Flexible Housing Support Grant of £2.1m (held by Revenues and Benefits) is being fully applied to meet the cost. The number of presentations in Manchester continues to rise.

Presentations for Quarter 1 are 2,388, the highest recorded in any quarter and are 41% higher than in Quarter 1 2018/19.

The gross spend on temporary accommodation based on placement numbers in June is £14m offset by £8.5m of eligible housing benefit leaving a cost of £5.5m, met by the Homelessness budget of £3.4m and Flexible Housing Support Grant of £2.1m.

4.3.2 Bed and Breakfast

Bed and Breakfast (B&B) placements in July 2019 averaged 125 per night for single people and 50 for families. This compares to an average of 180 over the last twelve months. There are significant numbers of families and single people who are moving

on each month, over the last twelve months there have been 1,073 families and a further 1,058 single people booked in and moved on.

4.3.3 Prevention

Homelessness Prevention plans are underway to develop a new homelessness prevention service which will support those households identified early on as being at risk of homelessness. The intention is to pilot this in two areas of the city, linking in with Early Help, education, health, and other locality based services, and providing a multi-agency/multi-modal prevention response to those households identified as being at risk of homelessness before they hit crisis point.

4.3.4 Enforcement and support

Additional capacity for enforcement activity to ensure decent quality accommodation across the city has been created with £0.5m investment into the Inspections Team for Dispersed Accommodation and Floating Support Welfare Contact Officers. The investment in the Inspections Team will ensure there is sufficient capacity to make certain that properties are up to standard. The Welfare Contact Officers will ensure oversight and service safeguarding is maintained across all households whilst unallocated to a specific Support Worker. In addition to this, the role will oversee escalation of property issues, chasing progress on repairs and supporting residents who move on.

The team is made up of one Team manager with four FTE Inspection staff starting in post in July 2019. The Inspections Team completed 123 inspections in July and 96 were completed by the Allocations Team. Two FTE Business Support staff began in post in June 2019 ensuring that property inspections were planned in advance of the Inspection staff starting.

4.3.5 Winter Pressures

Adult Social Care winter pressures funding of £279,000 has been agreed which will fund eight posts on a permanent basis to enable successful recruitment and retention of staff linking a Homelessness Support Worker to each of the three Manchester hospitals as well as Mental Health.

4.3.6 A bed every night

The Homelessness Directorate is also supported by significant non-recurrent resources including A Bed Every Night (ABEN).

To meet the commitment to operate ABEN through until June 2020, over 45,000 bed nights are expected to be required for rough sleepers at an estimated cost of up to c.£1.6m - £2m approximately, dependent upon demand. It is expected that a significant majority of these costs will be met by GMCA.

4.3.7 Rough Sleeper Initiative

Funding of £500,000 has been identified and funds a number of different initiatives and services that work together as a Rough Sleeper Initiative (RSI) Partnership. The objectives of the Partnership are to prevent people from rough sleeping and to find accommodation for people already rough sleeping. This includes the following activity:

1. No First Night Out: £42,719 (for at risk clients, housing options and outreach for young people who are sleeping rough).
2. "On the Out" worker: £64,448 (intensive peer led support for people leaving prison).
3. Docherty Project and Kashmir House: £66,546 (resettlement support to increase move on from Docherty Project and Kashmir House).
4. Two additional outreach workers: £84,802.
5. Winter night shelter provision, move on support: £85,600.
6. Eight units of emergency accommodation at Victoria House: £155,932.

This amounts to £500,047 for the 2019/20 financial year.

4.3.8 Rapid Rehousing Pathway programme

A successful bid was made to government for £215,000 for four Navigators and one Team Leader. These posts are attached to the Council's Outreach Team and the Navigators will develop relationships and help people who sleep rough to access appropriate local services, get off the streets and into settled accommodation.

4.3.9 Access Bid

A Private Rented Sector Access Bid of £401,000 has been agreed to increase the existing Private Rented Sector (PRS) offer to landlords, including assistance for deposit and bonds.

4.3.10 Prevention and Flexible Housing Support Grant (FHSG)

The Council has received a further MHCLG Prevention and Flexible Housing Support Grant (FHSG) of £1.005m, which provides additional investment designed to:

- Prioritise prevention activity;
- Carry out homelessness activities in line with the principles of the homelessness reduction act; and reduce or eliminate the use of emergency B&B, particularly for periods over six weeks.
- Provide a Specialist Domestic Violence and Homelessness Service, two Specialist DV&A workers based in the Housing Solutions Service.
- Provide three Housing Solutions Officers, three Team Leaders and one Team Manager to recognise the increase in demand.
- Provide two Visiting Officers until March 2020. A comprehensive review of Centrepoint's commissioned services is in progress, including the Homeless Prevention service. This will make recommendations about future service

delivery to ensure effective use of resources, delivering the best outcomes and maximising homelessness prevention.

- Provide three Children Services Housing Support Officers. MHCLG has recommended that there are Housing Support Officers based in Children's Services, providing advice and support to the directorate. These officers would be based in the localities, working with social workers and Early Help Hubs, providing housing and homeless advice with families and care leavers who could potentially be homeless.

4.3.11 Homelessness Reduction Act new burdens

The Council received £509,000 for the period 2017/18 – 2019/20. The remaining balance of £390,000 at April 2019 is being used to provide capacity to reduce demand, however, given the uncertainty with continued new burdens funding from 2020/21 these arrangements are only short term.

5. Discretionary Housing Payments

In 2019/20, the Council has received a government grant of £2,192,166 and provided for additional expenditure of up to £1,000,000.

As at 14 August 2019, £1,986,785 has been spent and committed, leaving £1,205,381 to spend. Including future payments, 62.24% of the total budget has been spent in comparison to 58.11% at the same point last year.

This includes approximately 40% of the DHP budget that is spent and committed on dispersed and B&B homeless claims.

There is an additional amount of money set aside as a result of the previous year's underspend and this emergency additional budget may have to be utilised by the Council.

6. Welfare Provision Scheme

The budget for 2019/20 is £600,000.

Demand and payments for support continue to increase. As at the end of June 2019, there was an increase in spend of almost £40k when compared to the same point last year and an increase in applications by more than 50%.

The table below shows the number of applications, approval rate and awards made.

	Number of Apps	Approved	Declined	% Approved	Amount spent
June 2019	1468	555	913	38%	£161,843
June 2018	972	408	564	42%	£122,003

A proportion of the increase relates to residents moving from homelessness accommodation or other supported housing into their own property and requiring furniture packages (benefits and white goods etc.).

As a result, it is expected that the budget will be overspent by the end of the financial year should the Council carry on receiving requests and approving payments based on the current demand. There are also concerns in terms of the budget, because there is also an expected increase in requests for fuel poverty grants during the remaining months of the financial year. There is an expectation that this will increase this year due to delays in UC payments and sanctions.

There is an additional amount of money set aside as a result of the previous year's underspend and this emergency additional budget may have to be utilised by the Council.

7. Council Tax Support Scheme

7.1 Background

The localisation of Council Tax Support (CTS) was announced in the 2010 Spending Review and in April 2013 Government transferred administration and responsibility of the Council Tax Benefits (CTB) system from DWP to Local Authorities with the aim of giving councils stronger incentives to cut fraud and get people back into work.

The Council Tax Support scheme was funded with a 10% reduced budget in 2013/14, with each authority designing and implementing a localised scheme and holding responsibility for any shortfall or surplus in the CTS budget. To achieve savings Manchester designed a CTS scheme, which required all working age claimants to contribute to their net Council Tax liability (ranging from 8.5% in 2013/14 to 17.5% in 2018/19).

In April 2014, CTS funding was rolled into the Revenue Support Grant (RSG), where it has been assumed that CTS has reduced year on year in line with the cuts to Manchester's Settlement Funding Assessments (SFA).

In 2018/19, notional CTS funding from Government is estimated at £23.5m, while the cost of the scheme is £38.6m, giving rise to a funding gap of £15.1m. The table below has been produced by the Council and models the loss in funding from 2012/13 to 2018/19 due to CTS.

Manchester CTS Scheme - SFA	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19
	£'000	£'000	£'000	£'000	£'000	£'000	£'000
CTB / CTS Scheme Funding	(42,310)	(37,390)	(33,983)	(28,753)	(26,530)	(24,591)	(23,501)
CTS Transition Grant	-	(997)	-	-	-	-	-
Total funding	(42,310)	(38,387)	(33,983)	(28,753)	(26,530)	(24,591)	(23,501)
<i>SFA reduction %</i>			-9.1%	-15.4%	-7.7%	-7.3%	-4.4%
Claimant Council Tax foregone	42,310	39,849	38,763	40,301	40,048	38,750	38,623
Net Loss	0	1,462	4,780	11,548	13,518	14,159	15,122

7.2 Manchester's CTS scheme for 2019/20 onwards

The Council has now introduced a banded CTS scheme for working age residents in receipt of Universal Credit for 2019/20.

The aim is that the CTS scheme remains fit for purpose as working age residents in receipt of welfare benefits are moved onto Universal Credit. The changes are not intended to reduce the cost of the scheme, but are intended to make the scheme easier and more cost effective to administer and less onerous and complex for claimants.

8. Discretionary Council Tax Payment Scheme

The Council's Discretionary Council Tax Payment Scheme (DCTP) is being used to mitigate the impact of the banded scheme and the two-child limit on those hardest hit by:

- Ensuring that those residents on Universal Credit who have lost CTS as a result of moving onto the banded scheme in April 2019 are considered for support from the DCPT budget and;
- Providing support to families in 2019/20 who are impacted by the two-child limit.

The DCTP scheme is also being used to address individual cases where residents make an application for support.

The increased cost of these awards is being funded from the increased revenue from the changes to the Council Tax empty property charges agreed in February 2019. The DCTP is funded through the Council's collection fund and therefore ultimately affects the resources available to the Council.

As at the end of July 2019, £97,210 Discretionary Council Tax Payments had been awarded.

- £11,559 of this was one-off targeted awards to assist those UC claimants whose CTS reduced as a direct consequence of the switch to the banded income scheme in April.
- £75,990 spent to assist families with more than two children (these types of cases are being pro-actively identified throughout the year and additional support awarded automatically).
- £9,662 awarded because of routine applications from residents suffering exceptional hardship.

The service continues to monitor the CTS UC banded income scheme, which, due to the natural growth of Universal Credit at this stage, is affecting an increasing number of residents in this financial year.

9. Collection issues

9.1 Impact on Council Tax recovery

Collection when households have less money is difficult. The approach of providing UC in arrears makes budgeting and paying bills challenging for some households and the initial gap between claim and payment means that many households struggle to maintain payments of core household bills including Council Tax and rent.

A further issue will be the ability to deduct from benefit payments and UC with concerns about delays and the level of debt that a household has and the number of deductions taken from a household's core UC payment. This will need to be monitored in the months and years ahead.

The Council will continue to provide support to households to engage with the Council to pay any money owed, to ensure that any CTS and discretionary support is awarded promptly and to take a proportionate and holistic approach to recovery of money owed.

9.2 Impact on rent collection

The following paragraphs provide data on the impact on rent collection where the housing provider is a partner; linked to the Council's budget position (other key providers are also shown for comparative purposes).

If the housing element of UC does not cover the full rent liability, the claimant can be referred to the Council for help via the DHP budget. The DWP do not provide any further discretionary support towards rent costs.

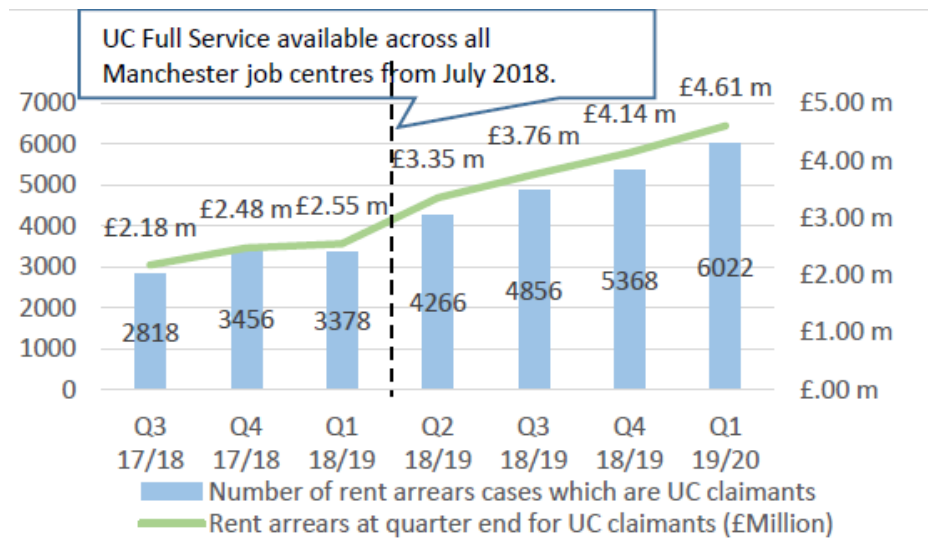
9.2.1 Universal Credit - financial impact on rent collection in the city

Five of Manchester's main social housing provider partners² share quarterly statistics with the Council on the level of housing arrears for Housing Benefit (HB) and UC Housing Payment claimants. This has provided a robust evidence base with which to assess whether and how much the levels of arrears differ between tenants receiving housing payments from the legacy HB system, compared with UC.

One of the main current areas of concern highlighted by the quarterly Welfare Reform Monitoring Report is the disparity shown in the figures between the levels of arrears for tenants on UC and those tenants on HB, with the arrears for those on UC much higher than for those on HB. As the UC caseload continues to rise rapidly, this has led to a corresponding increase in the arrears caseload and the overall amount owed in arrears across the city. Chart 2 below illustrates this increase:

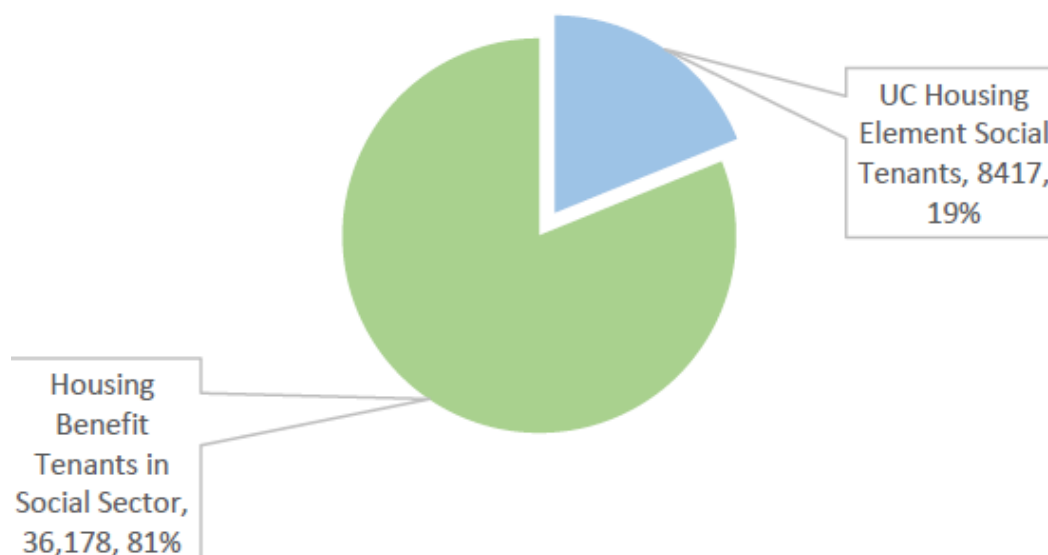
² Data from five key housing providers: Adactus, Southway, Northwards, One Manchester, Wythenshawe Community Housing Group

Chart 2: Total rent arrears for social housing provider tenants, of key housing provider partners in receipt of the UC Housing Payment



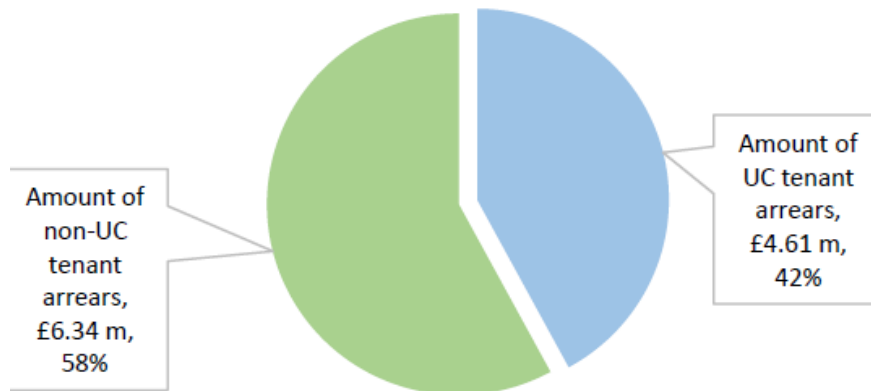
Charts 3 & 4 below illustrate that generally high average levels of arrears for tenants receiving the UC Housing Payment are having a disproportionate impact on the amount of arrears owed across the city. Only 8,417 social tenants in Manchester receive UC Housing Payment³ (at February 2019), roughly a quarter of the amount (36,178) who still receive legacy HB. Despite this, the arrears total for these tenants is £4.6 million, which is 42% of the citywide arrears total (at Q1 2019/20).

Chart 3: The majority of households in the social rented sector still receive legacy Housing Benefit (February 2019).



³ Data Source: Department for Work and Pensions “Stat-Xplore” tool

Chart 4: A disproportionately large amount of social housing arrears is owed by tenants receiving the UC Housing Payment (Q1, 2019/20).

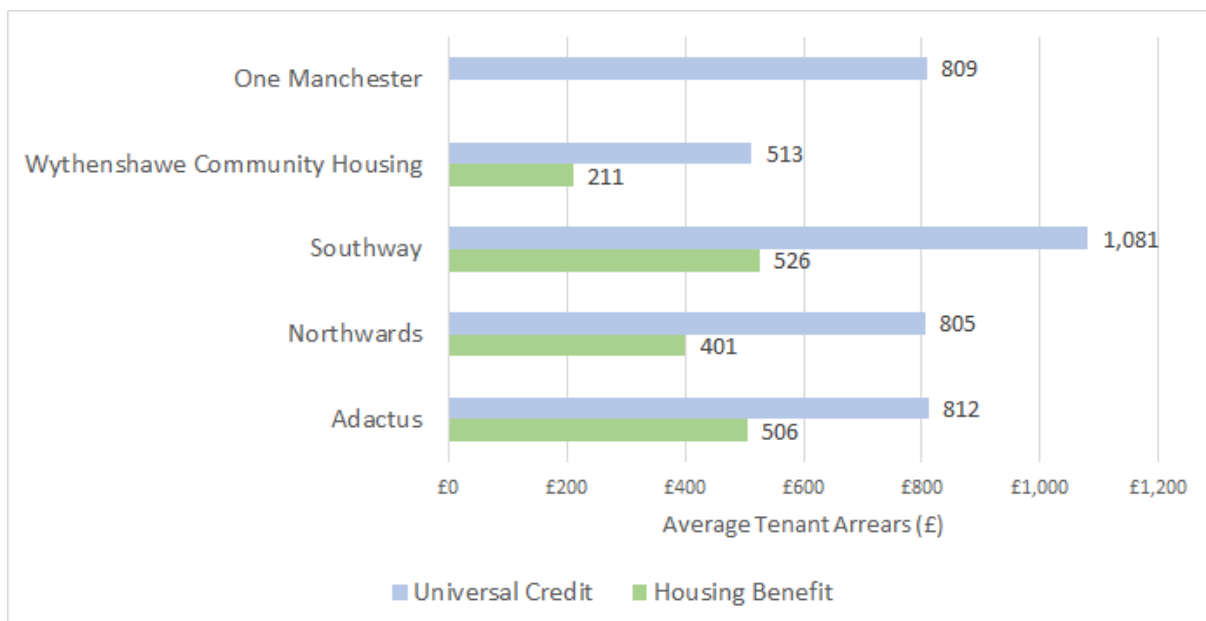


Average arrears owed per UC tenant for individual Housing Providers

Our housing provider partners now share separate statistics on average arrears for UC Housing Payment, and separately legacy Housing Benefit recipients in isolation, so that the gap between the two can be monitored.

As shown in Chart 5 below, this demonstrates that the arrears position is substantially worse on average for tenants receiving UC Housing Payment for all five of the housing provider partners. For Northwards tenants, the average UC tenant arrears were £805 in Q1 2019/20, compared to only £401 for legacy HB tenants.

Chart 5: Average amount of arrears owed per tenant in arrears by Housing Provider: Housing Benefit compared to Universal Credit claimants, Q1 2019/20⁴



⁴ One Manchester do not currently have a report set up to produce the HB arrears average figure, which is why this amount is not shown in the chart.

Sharing the evidence base of the adverse impacts of UC Housing Payment issues on rent collection with the Department for Work and Pensions (DWP) –

The DWP has been undertaking quantitative and qualitative research with the aim of improving the evidence of how UC may influence a tenant's rent arrears for those housed within the social rented sector. This has been conducted with the assistance of eight social landlords nationally, including Manchester's Northwards Housing.

Along with a manager from Northwards Housing, an officer from Performance, Research and Intelligence attended a meeting in July 2019 at DWP Head Office in Westminster, to comment on the DWP's initial findings. The DWP intend to release a formal report setting out the findings in full in autumn 2019.

At the meeting, key supplementary evidence was also shared with the DWP from the Council's Welfare Reform Monitoring Report, which clearly highlights high levels of UC tenant arrears in Manchester, across five different social housing providers. The Council's concerns were also raised in relation to UC tenant arrears in the private rented sector, and this potentially acting as a contributing factor in driving associated risk in some cases of tenants losing their tenancies, and presenting as homeless.

9.2.2 Detailed area analysis

The Council continues to work with Northwards to look at impacts in terms of tenant arrears for UC Housing Payment recipients, at a detailed place level. A set of maps was provided as an appendix to the report to 7 February 2019 Resources and Governance Scrutiny Committee.

The exercise has been repeated using Quarter 1 2019/20 data to see how the picture is developing, as more households continue to start new UC Housing Payment claims.

The map in Appendix 2 to this report shows, for tenants in receipt of UC Housing Payments:

- The percentage of these tenants with over £500 of arrears in each small sub-ward area (Lower Super Output Area), with darker blue colour shading on the map indicating high percentages.
- The average arrears for tenants in each of these small areas (shown as a pound value on each area).

Tracking change in the amount of arrears at area level is not straightforward because;

- We only have data from one housing provider, and the caseload will considerably vary from area to area.
- Clearly, as more households start to claim the UC Housing Payment, the averages calculated will consist of a mixture of both existing and new UC claimants - it will not be all the same tenants as in the last analysis.

However, there are some clear key messages from this analysis that are broadly the same as when the analysis was last conducted. These are:

- In the majority of the small areas assessed, the average arrears were higher for UC tenants than for HB tenants. This is sometimes by a considerable margin.
- The high proportion of UC arrears cases owing over £500 continues to present cause for concern.
- There was a great deal of variety in the average amount of arrears across LSOA areas both across wards and within each ward, showing a complex picture at sub-ward level.
- 50% of UC tenants in arrears have over £500 of arrears, compared to only 25% of HB tenants who were in arrears having over £500 owed.

In more detail at area level, some particular areas of high UC tenant arrears are;

- The central, northern area of Higher Blackley ward, with 69% of tenants with over £500 arrears and average arrears of £1,225.
- Two central areas of Harpurhey ward, with around 60% of tenants with over £500 arrears and average arrears of £900+.
- Central Miles Platting and Newton Heath ward with 60% of tenants with over £500 arrears and average arrears of £912.
- The eastern area of Moston ward, with 60% of tenants with over £500 arrears and average arrears of £986.

Two important points to note are as follows:

- Clearly - as the figures are averages - some tenants will have both significantly higher and lower amounts of arrears. 122 Northwards tenants on UC each had over £2,000 of arrears, approximately 9% of the total Northwards UC arrears caseload.
- Some tenants will have historic arrears which they accrued before they started claiming UC, and which will show up in the UC arrears total. However, the statistics in this report clearly shows a considerable disparity between UC tenant arrears, and that for the much lower average for HB tenants overall across many areas.

10. Financial Support to the Council to provide support to UC

10.1 New burdens to Revenues and Benefits

For several years, the Council's Benefits Service has received some new burdens funding from the DWP within to support the administration of the welfare reform agenda. This is directly attributable to additional work that the Council has been directed to do, including providing support via DHP and other changes including the benefit cap, and under-occupation in the social sector.

In 2019/20, the Council received £175,669 New Burdens funding in recognition of Universal Credit generated workloads. This reflects a reduction on the funding received in 2018/19 because from April 2019 the DWP have contracted the Citizens Advice Bureaux to deliver Assisted Digital Support and Personal Budgeting Support.

10.2 Universal Support

In previous years, the DWP previously had entered into a Delivery Partnership Agreement with councils to provide support services on their behalf. This included personal budgeting support and assisted digital support.

From 2019/20, the model for support provided via councils has changed. The DWP has entered into a national 12-month grant agreement with the Citizens Advice Bureaux (CAB). This provided for £12m to set up and then £39m to deliver a national solution. They stated that their aim is to review this after six months and have a more formal decision for 2020/21.

CAB began delivering the Help to Claim (H2C) service in Manchester from 1 April 2019, following delivery of a similar service called Assisted Digital Support. The H2C service is designed to help those making their first initial application for Universal Credit, up until they receive their first full payment. It does not include the personal budgeting support previously delivered by Shelter in Manchester. Instead, if CAB identify that a client has additional needs such as debt, housing, immigration etc. then they can refer into wider CAB services or signpost to other providers for additional support.

The funding received does not cover managed migration but that is not to say that CAB would turn anyone away if they presented with this issue.

H2C is based in every Jobcentre in Manchester where appointments are booked by the Jobcentre, there is a freephone Help to Claim number 0800 144 8444 where residents can ring for a benefit calculation, advice on how to claim or for CAB to refer to their local bureaux or offer an appointment to assist with the application.

Residents can access the service either by self-referring through the freephone number, webchat or by accessing one of the Digital Hubs, which are in 16 locations across Manchester. Residents can be referred by other partner organisations.

In April and May 2019, the H2C service in Manchester had 584 face-to-face contacts and answered 577 calls through the phone line or web chat, an increase in take up when compared to the ADS service. There has been an increase in demand in Cheetham Hill and CAB have provided an additional member of staff and are now in the Jobcentre five afternoons a week.

The earlier arrangements with the DWP via the Partnership agreement meant that the Council was able to fund Council staff to provide Personal Budgeting Support for UC claimants, which could be used flexibly. It also enabled the Council to fund CAB and Shelter to provide advice targeted to residents in the city where the Council was aware there was greatest need/demand e.g. private rented tenants in the North of the City who do not benefit from the services provided by social landlords. The approach also ensured that it complemented other advice services that were commissioned by the Council. The centralising of this service to CAB via a national contract means that the Council has lost his flexibility.

At this stage, it is difficult to quantify the impact of this change however, there are concerns that Council services may end up picking up some of this demand, as the Council is often the first point of contact without specific funding to support. This could affect libraries, customer services and ward and housing based staff.

11. Conclusions

The cumulative impact of the government's welfare reform agenda and the implementation of Universal Credit is significant, both on the Council's financial position, and on the residents of the city. This is expected to continue in future years.

The Council aims to use discretionary budgets and local schemes to best support and mitigate the worst impacts on residents during this period. This has included providing additional funding to support essential discretionary budgets, as well as maintaining the budget for the Council Tax Support Scheme during wider government cuts to revenue.

Further pressures are expected to budgets for the remainder of the financial year and in future years and additional funding has been requested as detailed in the report.

12. Recommendations

Members are requested to note the content of this report.

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Appendix 1 – Welfare Reform changes since Jan 2011

Welfare Reform changes since Jan 2011 (based on the NAWRA Welfare reform and Benefits chart)		
Date	Benefit	Change
Jan 2011	Old “sickness route” benefits	<ul style="list-style-type: none"> • No new linked claims for Incapacity Benefit, SDA or Income Support (for sickness) from 31/01/11. • Claimants no longer return to old rate but claim basic ESA and face Work Capability Assessment • IB/SDA claimants can still claim Income Support (and vice versa) if become eligible.
March 2011 to April 2014	Employment and Support Allowance	<p>Migration of existing claimants (of Incapacity Benefit, Severe Disablement Allowance and Income Support through sickness) begins. Work Capability Assessments to determine if can transfer to ESA:</p> <p>If “YES” switch to ESA at transitionally protected rate - but may still lose ESA after April 2012.</p> <p>If “NO” can appeal and get assessment phase ESA pending, sign on for Income based JSA or lose benefit. CUT of up to £2,500 million pa (30%) by 2014. Not completed by April 2014 amidst assessment delays reaching 18 months. Atos pulled out early from contract</p>
April 2011	ALL working age benefits	Increases will be set by the Consumer Price Index (which produces consistently lower increases) instead of the Retail Price Index or the Rossi index. CUT of £5,840 MILLION pa by 2014/15
	Child Benefit	Frozen for three years CUT of £985 million pa
	Maternity Grant	Restricted to the first child only
	Tax Credits	<p>Taper on income for tax credits moves from 39% to 41% CUT of £765 million pa by 2014/15</p> <p>Fall from £25,000 to £10,000 in “disregarded increases in income during the current tax year” A cut of £140 million rising to £450 million</p>
	Working Tax Credit	Basic & 30-hour elements in WTC frozen for 3 years. CUT of £625 million by 2014/15

		New category for workers aged 60+ who can claim WTC if working over 16 hours at 60+, regardless of whether a disabled worker or have children.
April 2011	Working Tax Credit (ctd.)	Childcare element of WTC reduced from 80% to 70% of actual childcare costs up to a capped maximum. CUT of £385 million pa by 2014/15
	Child Tax Credit	Income threshold for family element of CTC reduce from £50,000 pa to £40,000 a year. Taper above threshold increased sharply from 6.66% to individual element taper of 41%. CUT of £175 million
		Baby element in CTC scrapped. CUT of £275 million by 2014/15
	Housing Benefit	Local Housing Allowance maximum caps for 1 bed (£250), 2 bed (£290), 3 bed (£340) and 4 bed (£400) Separate rate for 5 bedrooms (at any amount) scrapped. CUT of £55 million pa
		Non-dependant deductions - large increases over next 3 years to make up ground since last increase 10 years ago. CUT of £340 million pa
		Local Housing Allowance Rates will be set at the 30th percentile of local private rent prices, not the 50th. Cut of £425 million
		Additional room in LHA if need for a carer to come in. Additional bedroom for a disabled child INCREASE of £15 million pa
	State Pension Age	<ul style="list-style-type: none"> Accelerate speed of equalisation of pension age — with equal pension age to be achieved by November 2018. Further changes thereafter (see below)
State Retirement Pension	2007 legislation provided for basic State Retirement Pension to be increased at least in line with average earnings. Coalition Government made a commitment to increases for basic SRP in line with 'triple lock'. From 2012 onwards, this is highest of: Consumer Price	

		Index, average earnings or 2.5%. Other parts of SRP e.g. additional pension remain linked to price increases. Increase of £450 million pa by 2014/5
	Pension Credit	Guarantee Credit is linked to earnings only in legislation. Due to low rises in earnings the Government has increased GC to match the cash rises in basic State Retirement Pension. Cost offset by reduction Savings Credit. Increase of £535 million pa by 2014/15.
		Savings Credit maximum amount frozen for next 3 years. Cut of £330 million pa by 2013/14
Sept 2011	Educational Maintenance Allowance	Abolished in England. A loss of up to £30 a week for young people on low incomes staying on at school or college. About 10% as discretionary funding
Jan 2012	Housing Benefit	LHA Single room rent restriction for single people (not lone parents) under 25 extended to people aged under 35. Cut of £215 million pa by 2014/15
April 2012	Working Tax Credit	Couples with children must work at least 24 hours combined (rather than 16) to qualify; with one working at least 16 hours. CUT of £390 million pa 50 plus element scrapped. CUT of £50 million
	Child Tax Credit	Family Element income threshold abolished, so will start to taper off straight after CTC individual elements. CUT of £480 million pa by 2014/15; Estimated that it will cost £2.3million to apply the means test.
	ALL Tax Credits	New rule of disregarding an income drop of £2,500. CUT of £585 million by 2014/15
		Time limit for notifying changes of circumstances cut from 3 months to 1 month. CUT of £330 million pa
	Contributory ESA	Limited to 1 year for people in the “work-related activity” group. Support group not affected. CUT of £2,010 million by 2014/15
	ESA in Youth	Abolished from April 2012. Claimants switch to Income related ESA or come off benefit

	Pension Credit	Savings credit reduced and frozen for four years to £18.54 (single) and £27.73 (couple). Also, threshold for qualifying increased by 8.4% Saving £330 million a year by 2014/15
	Housing Benefit	Local Housing Allowance rates frozen ready for increasing with CPI if lower in April 2013
May 2012	Income Support (lone parents)	New claims for IS (lone parents) only if a child under age of 5 (was reduced to 7 in October 2010). If not, then “sign on” for JSA. Existing claimants with no child under 5 will have the benefit removed in phases.
Oct 2012	All DWP Benefits	Civil Penalties will be introduced for claimant error in claims for Benefit
	Jobseeker’s Allowance (sanction changes)	From the 22nd October, there will be a three-tier fixed penalty sanction - ranging from 4 weeks to 3 years - where the claimant will lose all their benefit <ul style="list-style-type: none"> • Higher level sanctions (e.g. leaving a job voluntarily, or through misconduct, or failing to take up a job or mandatory work activity) - 13 weeks, 26 weeks and 152 weeks (for 1st, 2nd and 3rd offense within 52 weeks) • Intermediate level sanctions for ‘not actively seeking or being available for work; 4 weeks /13 weeks • Lower level sanctions (e.g. failing to attend an adviser interview) - 4 weeks / 13 weeks
	In-work Credits & Job Grant	Abolished for those moving from out of work benefits to in work benefits
Dec 2012	Employment and Support Allowance (sanctions changes)	From the 3rd December there will be a three-tier sanction for those in the work-related activity group who fail to undertake work preparation and work focused interviews, where the claimant will lose payment of all their benefit
Jan 2013	Child Benefit	Affluence test for CB: Tapered withdrawal of Child Benefit (via income tax) where an earner over

		£50,000, stops completely at £60,000. CUT of £2,485 million by 2014/15
	Employment and Support Allowance (WCA changes)	<ul style="list-style-type: none"> • Tightening up of some of the descriptors to make them more restrictive, • Definitions of hospital stay extended to be more than 24 hours (Reg. 25) • Substantial risk (Reg. 29) amended to exclude risks which could be significantly reduced by work place adaptations or taking medication. • All types of chemo and radiotherapy now give 'limited capability for work related activity'
April 2013	April Uprating	<ul style="list-style-type: none"> • General increase of 2.2% CPI not 2.6% RPI • Many benefits restricted to 1% for next 3 years • PC Savings Credit – cuts in max SC and increased thresholds
	Tax Credits	Increased income disregard falls to £5,000 (previously £25,000, reduced to £10,000 in 2011)
	Council Tax Benefit	Handover of responsibility for CTB schemes to Local Authorities in England and devolved governments in Scotland and Wales with a 10% reduction in budget. Not applicable in N. Ireland as no Poll Tax or son of Poll Tax applied. Rent rebate unaffected. Cut of £490 million by 2014/15
	Housing Benefit	<p>The "bedroom tax". HB restricted to the number of rooms "needed" in social housing (already happens in private rented housing via the LHA). Will not apply in N. Ireland. all people affected in Scotland can receive a DHP, pending abolition of the tax. CUT of £490 million pa by 2014/15</p>
		Local Housing Allowance up-rated in line with the consumer price index not average market rents. Cut of £290 million by 2014/15
	Social Fund	<ul style="list-style-type: none"> • Crisis Loans (waiting for benefits claim to be processed) to be replaced by 'short-term advances' of benefit • Budgeting Loans to be replaced by budgeting advances under Universal Credit, but remain as now for those on legacy means-tested benefits; • All other Crisis Loans and Community Care Grants to be abolished and budget (as at

		2010) passed to Local Authorities in England and the devolved governments in Wales, Scotland and in time N. Ireland
	JSA	New regs. come from April 29th bring conditionality and sanctions in line with UC e.g. spending 35 hours per week job seeking unless health or caring issues.
	The Benefits Cap	Household Benefits cap on total benefits income for “working age” claimants (unless on DLA or Working Tax Credit) at median income” (c £350 for single adult, £500 for couples), applied initially by cuts in HB, but in future all UC. To be phased in across UK by September 2013. CUT of £270 million pa
	Disability Living Allowance & Personal Independence Payment	<p>DLA for 16 – 64-year olds is being replaced by PIP, but carries on for under 16s and for existing DLA claimants over 65 on 13.04.13. Attendance Allowance remains for new claims from 65 or over:</p> <ul style="list-style-type: none"> • 20% budget cut and focus on most disabled. But focus on working age means a 26% cut • 2 rates in each of Mobility and Daily Living component based on severely limited/ limited ability. • Rates look like DLA but without a Lowest Care – impact and change likely at all current rates • Medical assessment of most claims using ESA process and descriptors/points model, but very different and carefully consulted criteria. • 10 Daily Living activities and 2 Mobility activities • A total of 8-11pts in each component for Standard rate and, 12 or more for Enhanced • Longer qualifying period – 3 months backward test and 9-month forward test <p>PIP Timetable: New claims for PIP:</p> <ul style="list-style-type: none"> • April 2013 – first new claims for PIP in pilot area – NW England and parts of NE. BUT no time for lessons from pilots before PIP went national • June 2013 – all new claims from 16 to 64-year olds became claims for PIP across England, Scotland and Wales – from June 2016 in NI <p>Migration of working age DLA claimants</p>

		<ul style="list-style-type: none"> • Rollout of natural re-assessments from October 2013 • Rollout of managed process from October 2015 • Both will be from Dec 2016 in N. Ireland • See further entries below <p>CUT of £1,075 million pa (20% of the budget but focussed on working age claimants – so 28% of these claims)</p> <p>Even if PIP is not lost or reduced, many face further cuts under Universal Credit</p>
from April 2013	Universal Credit	<p>Merges most “working age” means tested benefits and tax credits into a single Universal Credit:</p> <ul style="list-style-type: none"> • Timetable on reset – gradually replacing Income-related JSA in 10 pilot areas: the original four: Ashton u Lyne, Oldham, Wigan and Warrington plus October 2013 rollout begins to Bath, Hammersmith, Harrogate, Inverness, Rugby and Shotton. June to December 2014 rolled out to whole of north-west <p>All the above areas currently have gateway conditions that allow couples and children (though still no one with disabilities o February 2015 – April 2016 – roll out to all jobcentres across UK in four tranches – for single people only</p> <ul style="list-style-type: none"> o From December 2014 very small roll out of the new ‘digital service’ – new IT – in part postcode areas of Sutton, Croydon and, from November 2015, London Bridge o For more info see www.gov.uk/jobcentreswhere-you-can-claim-universal-credit and also www.lgbp.co.uk/ucpc/ucpc.html for a map from Lisson Grove highlighting the gateway conditions for each area. <ul style="list-style-type: none"> • 11 Local Support Services partnerships in place for 12 months from 1st Sept 2014, to pilot additional budgeting, mentoring, drug/alcohol and housing support to UC claimants. The LA partnerships include: Argyll & Bute, Blaenau Gwent, Carmarthenshire, Derby, Dundee, Islington, (Lambeth, Lewisham and Southwark), Northumberland & South Tyneside), South Staffordshire, West Lindsey, Westminster and Kensington & Chelsea). <p>Six trials were extended for a further three months</p> <ul style="list-style-type: none"> • Managed migration to take place from June 2018 with ‘the majority of cases’ migrated over by end 2021. • DWP now expect most to move over to UC by “natural migration” via a change of

circs. This will already be occurring, but become much more common as UC rolls out to all benefits.

- Transitional protection will prevent loss at point of change to UC, but only if via a “managed migration” i.e. most claimants will not get TP. And TP can be lost
- UC Maximum Amount: a common system of allowances / additional elements: child disability, carers and limited capability and housing costs (for rent and help with mortgage interest) No pensioner or adult disability elements
- A single 65% taper for earnings after disregards above their UC amount. Taper only applies to earnings – other income will be taken into account £ for £ - particularly affects those that only qualify for help with their rent
- Originally more generous earnings disregards aka work allowances, but lower than WTC thresholds, but significant cuts from April 2016
- Complexity in the treatment of those with Support for Mortgage Interest: help stops as soon as starting work, but for some access to a higher Work Allowance. Bad news for shared ownership
- Four levels of conditionality:
 1. Full job seeking (as in JSA)
 2. Work preparation - as in ESA WRAC)
 3. WFIs only - keeping contact with labour market - as in IS (lone parents)
 4. No conditionality- as ESA SC and IS (carers)
- Work preparation extended to those with children aged three and four
- New “in work” conditionality – to be treated and sanctioned as jobseekers until earnings exceed their conditionality threshold (typically 35x hourly NMW, but tailored for e.g. carers, lone parents.
- Mixed age couples lose i.e. where one under/one over PC age. Will have to claim Universal Credit not Pension Credit (with no compensating pensioner element, or severe disability and restricted carers element)
- Payments of benefit to one person, monthly in arrears after 7 waiting days (with few exceptions) – with up to 7 days to reach bank account payment will come up to 14 days and 1 month after date of claim. Payment will include all rent, but mortgage interest paid direct to lender. Alternative payment arrangements possible at DWP discretion but temporarily.

		<ul style="list-style-type: none"> • Capital limit of £16,000 – may stop some currently claiming tax credits. Many WTC claimants may switch to UC entirely made up of transitional addition • 80% of claims to be made on line – no paper claim forms
Oct 2013	All DWP Benefits	Mandatory Reconsideration (MR) introduced from 28 October 2013. All decisions must be considered for mandatory reconsideration within the DWP before an appeal can be made. Appeals lodged directly with the Tribunal Service and application for appeal must include a copy of the mandatory reconsideration notice. Intention that from October 2013 there will be a time limit of 4 weeks from lodging of appeal for DWP to produce appeal papers – but, no time limit on MR process.
Oct 2013 to March 2014	Jobseeker's Allowance (Claimant Commitment)	Roll out of UC Claimant Commitment Roll out of UC Claimant Commitment – very specific agreement which sets out exactly what job search and job preparation must be undertaken each week. Expectation within commitment that claimants can travel up to 90 minutes each way to a job.
Oct 2013 to July 2015	Personal Independence Payment (natural reassessments) (for updated description of PIP see Part 2)	<p>Natural reassessments rollout</p> <p>October 2013 – Original plan was for all areas in GB to start a change of circs/renewals switch to PIP from October 2013, with some 600,000 switching by the start of the full managed rollout in October 2015.</p> <p>However only Capita areas started on time with most Atos areas only starting in Nov14 to July 15.</p> <p>Groups switching to PIP included:</p> <ul style="list-style-type: none"> • young people coming up to 16 • renewals of DLA claims • DLA supersessions for e.g. change of circs • self-selectors – those who chose to apply for PIP now if e.g. may do better or to get it over with.
Jan 2014	Jobseekers Allowance	<p>3-month residence requirement – all jobseekers, including returning British nationals, will need to have been resident for 3 months in the UK before they can claim JSA.</p> <p>6 months limit on entitlement to JSA for EEA jobseekers unless:</p> <ul style="list-style-type: none"> • 'compelling evidence' that they have a genuine prospect of work (GPoW); and • have worked in UK for at least a year before; and

		<ul style="list-style-type: none"> • have either met the minimum earnings threshold (equivalent to the NI lower earnings limit) for at least 3 months or it is accepted that work is 'genuine and effective'.
	Housing Benefit	<p>No entitlement to HB for new EEA jobseekers (although existing HB claimants at point of change can continue to receive it)</p> <p>LHA to rise by lowest of 30% or 1% - with exceptions if has been substantial increase in market rent (list of exceptions can be found in SI 2978/2013)</p>
April 2014	Jobseeker's Allowance new conditionality	<p>New conditionality including:</p> <ul style="list-style-type: none"> • Day One work search • English language requirement • Quarterly work search interviews • Weekly job search reviews/signing on
	Income Support (lone parents)	Increased conditionality once child reaches 3 including – expected to carry out work-related activity in addition to WFIs
	Child Tax Credit	Need to inform HMRC by 31st August if a qualifying young person stays in education or comes off claim
	Working & Child Tax Credits	All decisions must go to mandatory reconsideration within HMRC before an appeal can be made. Appeals lodged directly with the Tribunal Service and application for appeal must include a copy of the mandatory reconsideration notice.
May 2014	Carers Allowance	Earnings limit increased to £102
Oct 2014	JSA and ESA (waiting days)	<p>Waiting days at start of claim extended to 7 days, for both types of ESA and JSA unless either:</p> <ul style="list-style-type: none"> • the claimant has had a linking claim to another benefit within the last 12 weeks, including JSA, ESA, Income Support and Carer's Allowance; • is a JSA claimants who is under 18 years old and in severe hardship; or • is an ESA claimant who is terminally ill.
April 2015	All benefits	<p>New overall benefits cap to put ceiling on all benefits (except JSA, UC for jobseekers, Housing Benefit and Retirement Pensions). Set at:</p> <ul style="list-style-type: none"> • £119.5bn in 2015-2016;

		<ul style="list-style-type: none"> • £122.0bn in 2016-2017; • £124.6bn in 2017-2018; • £126.7bn in 2018-2019. <p>Another year of uprating based on CPI with many benefits going up by 1% for the third year running</p>
Aug 2015	<p>Universal Credit (waiting days)</p> <p>NB: Abolished from Feb 2018</p>	<p>Waiting days at start of claim of 7 days except if:</p> <ul style="list-style-type: none"> • terminally ill • recent victim of domestic violence • care leavers • aged 16 or 17 without parental support • recent prisoner • those moving on and off UC due to earnings within a 6-month period
Sept 2015	Winter Fuel Payments	Will not be paid to pensioners abroad who live in a country with average winter temperature higher than warmest region of UK.
Nov 2015	Tax Credits	<p><i>Tax Credit overpayments recovery</i></p> <ul style="list-style-type: none"> • <i>Recovery increasingly outsourced to private debt recovery agencies</i> • <i>Overpayments of WTC can be recovered from CTC and vice versa</i>
	Personal Independence Payment (full rollout)	<p>Full rollout of switch from DLA to PIP</p> <p>From October 2015, a managed switch of remaining working age DLA claimants who were under 65 as at 8th April 2015, began across Great Britain.</p> <p>However, Northern Ireland only began with new PIP claims in June 2016, but started DLA to PIP switches via both “natural re-assessments” and managed “invitations” from December 2016.</p> <p>Process involves: -</p> <ul style="list-style-type: none"> • claimant receives an invitation letter to claim PIP at some point between October 2015 and October 2017 • A time limit to respond – if claimant does not do so within 4 weeks, DLA is suspended unless good cause. Once PIP is claimed DLA is restored. • If PIP not claimed within 4 weeks of suspension, then DLA is terminated. Can start a new PIP claim thereafter, but no ongoing DLA payment – nor premiums – until PIP

		<p>decision.</p> <ul style="list-style-type: none"> • From then on. claim process is exactly as for any other new PIP claim, with no reference to past DLA information, but claimant can ask for copies. • New PIP decision will take effect four weeks after it is made for people who have applied in time and retained DLA. This is to give “a measure of transitional protection to enable claimants to adjust to their new rate of benefit” • Original timetable was for last invitations to go out by October 2017, with last DLA to PIP decisions made by March 2018 and the end of “working age” DLA. • This has now been extended for another year with completion now due by March 2019
April 2016 to April 2020	Benefits Freeze	<ul style="list-style-type: none"> • A freeze on “working age” benefits - i.e. no uprating of benefits or tax credits. except for protected elements (e.g. disability, carers and ESA support component) • A freeze on LHA allowances under HB <p>Cuts to claimants: £4 billion</p>
April 2016	Tax Credits	Reduction in increased income disregard: The amount of any increase in income during a tax year that will be ignored in calculating tax credit entitlement in the next is reduced from £5,000 to £2,500. Cut by 2020: £110 million
	Support for Mortgage Interest	Waiting period for help with mortgage interest returns to 39 weeks rather than the present 13 weeks in many cases. Capital limits remain at the higher rate of £200,000.
	Universal Credit for full & updated description of UC, see under Part 1)	<p>Childcare element can now cover 85% of eligible costs</p> <p>Work allowances are cut: removed completely for those without children or disabilities, and reduced for those with children or disabilities There are now 2 rates only in each band:</p>
	JSA & Universal Credit	<p>Jobseeker support and conditionality</p> <ul style="list-style-type: none"> • increased Jobcentre Plus support

		<ul style="list-style-type: none"> • JSA support and conditionality to extend to 1.3 million claimants • Weekly attendance at jobcentres in first 3 months • Help to Work Programme - currently for long term claimants to be brought forward • A new Work and Health Programme to replace the Work Programme / Work Choice • Spending on Access to Work will rise
April 2016	Housing Benefit	Family Premium abolished: where 1st born after April 2016 and all new HB claims post 04/16
		Restrictions on HB abroad: HB will be restricted to 4 weeks during temporary absences if tenant is abroad
		Backdating limited to 1 month: Lines up with Universal Credit, replacing 3 months after pension age and 6 months working age – if “good cause”
	“New Style” State Retirement Pension	<p>Pensions Act 2014 introduces new single tier State Retirement Pension for those reaching State Pension Age from 6th April 2016. This new State Pension (nSP) will combine:</p> <ul style="list-style-type: none"> • the former State Retirement Pension • Additional State Pension (i.e. SERPS, Second State Pension) • abolition of PC (Savings Credit) for those claiming the nSP see under PC below <p>The full pension will be start at £155.65, some 5p above the standard amount in PC (Guarantee).</p> <p>However, reductions will apply for any years of NI at “contracted out” rates. 35 years NI (with the abolition of the “contracted out” NI rate) for full pension and minimum of 10 years for any pension.</p>
Pension Credit	<ul style="list-style-type: none"> • New standard rate of £155.60 from April 2016 • PC Savings Credit will not apply to people claiming the new nSP. • SC can still be added to PC claims after 04/16 to those on the ‘basic State Pension’ (bSP) who then reach 65 • Savings Credit continues - with real cuts - for those on the bSP. This funds any increases above CPI when Guarantee Credit matches the cash increase in “old style” 	

		<p>SRP.</p> <ul style="list-style-type: none"> • PC will only be paid for up to 4 weeks for those outside UK
<p>May 2016 to Dec 2018</p>	<p>Universal Credit (transition to Full Service in GB)</p>	<p>Rollout of full UC Digital Service.</p> <ul style="list-style-type: none"> • Starting from the three pilots in Southwark Sutton and Croydon • A very slow rollout jobcentre area by area rather than whole local authorities, with an initial focus on the October 2013 pilot areas • Starting at 5 JC+ offices a month, reaching 50+ offices a month in 2018 • Further details at www.gov.uk/government/publications/universalcredit-transition-to-full-service And for N. Ireland at: https://www.nidirect.gov.uk/articles/universalcredit • Roll out for new claims now set to be completed by December 2018 • After which “managed migration” starts in July 2019 for those still on “legacy benefits” to be completed by March 2022 <p>(for a full updated description of UC see entry in Part 1 for April 2013 – when the first UC claim was taken)</p>
<p>Nov 2016</p>	<p>Benefits Cap</p>	<p>The maximum amount a household can receive in income on benefits are reduced – across the UK - from current £26,000 couples and lone parents and £18,200 singles to a two tier:</p> <ul style="list-style-type: none"> • in Greater London £23,000 couples/LPs, and £15,410 singles • outside Greater London £20,000 couples/ LPs and £13,400 singles. • Cut by 2020: £495 million
<p>March 2017 to Jan 2018</p>	<p>PIP Descriptors & Mental Health discrimination</p>	<p>Following two favourable UT decisions changes were made to PIP daily living descriptor 3 and mobility activity 1.</p> <ul style="list-style-type: none"> • The first meant that any help to do with medication could only attract one point regardless of how long it took. • The second meant those who had difficulty following journeys due to psychological distress could not be awarded points under mobility activity. <p>However, in Dec 17 the High Court ruled the changes to the regulations for mobility activity 1, planning and following journeys where illegal and the Government accepted</p>

		<p>this in January 2018 and that the decision in MH that psychological distress can count should now be applied.</p> <p>The plan is to draw up new Guidance by Summer 2018 upon which to base all subsequent decisions and for the revision exercise. See FAQ for Stakeholders at http://data.parliament.uk/DepositedPapers/Files/DEP2018-0345/HC_MH_Judgement_and_factsheet29.03.18.pdf</p>
April 2017	Universal Credit	<p>Work conditionality for parents:</p> <ul style="list-style-type: none"> • work preparation for those with child aged 2 • full jobseeking for those with child aged 3 or 4
	Universal Credit & Child Tax Credit The Two Child Policy	<p>The “two child” policy - No CTC individual element for third or subsequent children (if child born on or after 6.04.17) / No UC child element for any third or subsequent child (unless already on UC at 6.4.17 or migrating from tax credits in which case children born before 6.4.17 are protected), unless exceptions apply. Cuts of £1,365 million by 2020</p> <p>Family element (CTC) / 1st child addition UC: Abolished where first child born after April 2017</p> <p>Cuts of £675 million by 2020 (Inc. HB Fam Prem)</p> <p>New claims to UC will not be accepted from families with more than two children until after 31 January 2019 – they will instead be directed to legacy benefits. However, families already on UC will stay on UC and any third or subsequent children born on or after 6.4.17 will not get the child element (unless exempt), Any child disability addition or childcare costs for such children still apply.</p>
	Universal Credit & JSA (under 21s)	<p>Unemployed young people to get intensive support from Day1 to find work. After 6 months must either:</p> <ul style="list-style-type: none"> • apply for an apprenticeship; or • gain other work-based skills; or • go on a mandatory work placement
	Universal Credit & ESA	<p>Removal of the UC limited capability for work element and ESA Work Related Activity Component for new claims.</p> <p>Those linking back to old claims or still in assessment period at April 2017 are unaffected.</p>

		The WRA group, work conditionality and sanctions still remain as do ESA Permitted Work and UC work allowances Cut of £640 million by 2020
	Universal Credit Housing Costs (under 21s)	No UC Housing Costs Element -for jobseekers under 21, unless they: <ul style="list-style-type: none"> • count as “vulnerable” • are unable to live with their parents • are parents themselves have been working for at least 6 months before the housing costs claim; then payable for 6 months NB: This policy is not now being introduced
April 2017	Bereavement Support Payment	From April 2017, BSP replaces current bereavement benefits with <ul style="list-style-type: none"> • a lump sum of £2,500 plus 18 monthly payments of £100 for those without children • a lump sum of £3,500 plus 18 monthly payments of £350 for those with children. Tax free, ignored for UC, not variable by age, simpler 1-year NI contribution, not lost on a new partnership
July 2017	Pension Credit & other schemes with older people	Minimum 2% Gilt rates removed - from Government Actuaries Department (GAD) tables for annuities. This set the minimum notional income for untaken pension pots
Oct 2017	Hardship payments	Claimants who are homeless or have a long term mental impairment able to receive hardship payments (when sanctioned) without a waiting period
Jan 2018	Universal Credit (Live Service)	No new claims to the live service allowed (unless a reclaim within six months of a previous claim)
Feb 2018	Universal Credit (Waiting days)	Seven waiting days at start of claim abolished with effect from 14 Feb 2018

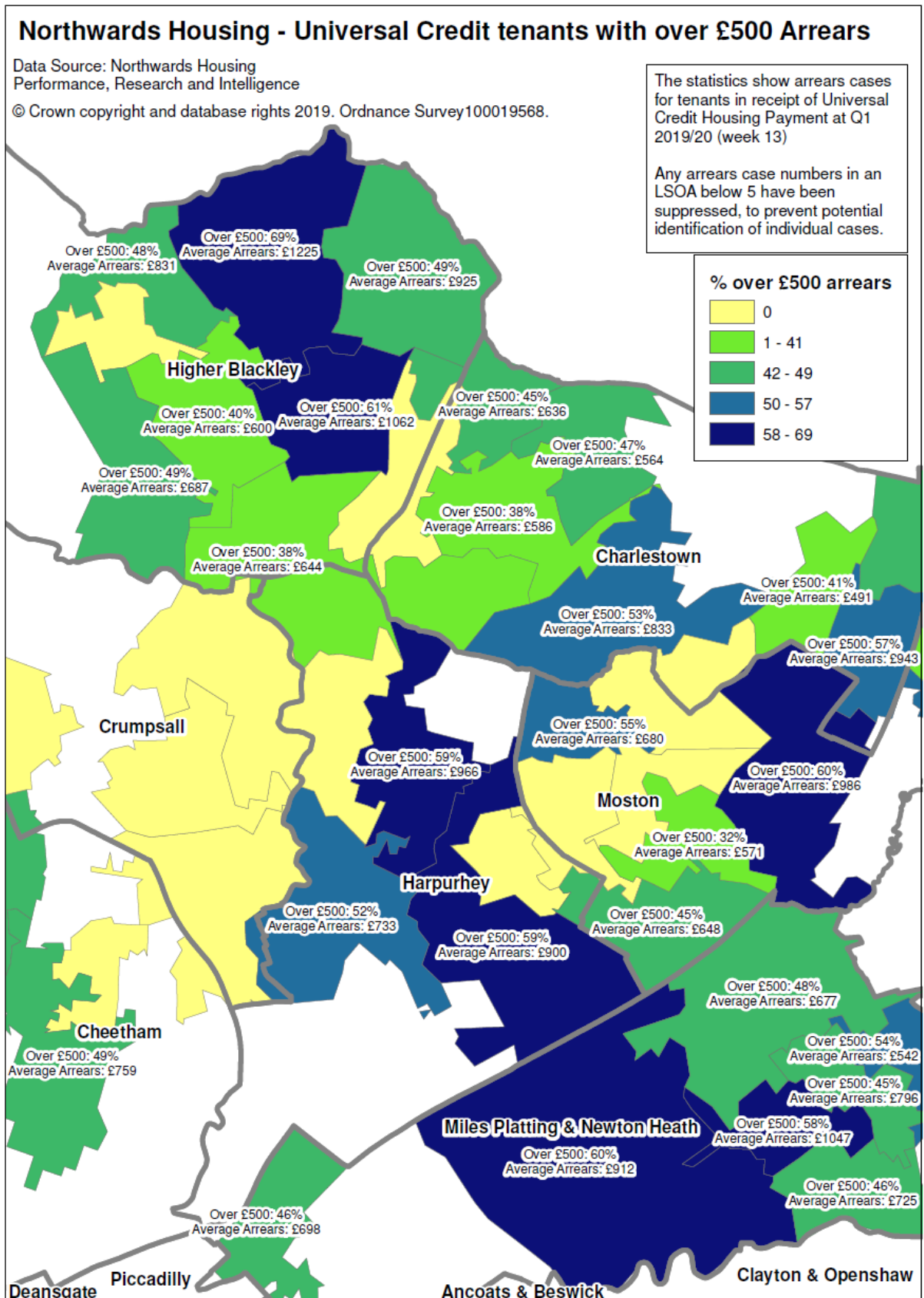
April 2018	Funeral expenses	<p>Changes made to –</p> <ul style="list-style-type: none"> • Increase time limit for a claim to six months • Shorten claim form for a child's funeral <p>Disregard contributions from charitable funds and relatives</p>
April 2018	Universal Credit (delayed from April 2016)	<p>Surplus earnings rule brought in for those on the 'digital system' – accumulated earnings that are more than £2,500/month over threshold for nil entitlement to UC, count as notional income on a return to UC within 6 months. To be reduced to £300 above threshold after one year.</p> <p>Ability for self-employed people to carry forward losses to next month– introduced for claimants in the 'digital system' only.</p>
	Universal Credit (HB run on)	<p>Two week run on of Housing Benefit for UC claimants in receipt of housing benefit at point at which they migrate to universal credit (will be paid at full housing benefit rate irrespective of amount of housing benefit claimant was in receipt of)</p>
	Universal Credit (England only)	<p>Free school meals threshold introduced – no help where a household's earned income is over £7,400 per year (which can be averaged over a three-month period). The new regulations currently only apply to children in England.</p>
	Housing Costs	<p>Support for mortgage interest to be in the form of a loan to be repaid on sale of the house or death. On repayment the charge will be limited to available equity after other charges have been settled. Interest is compounded monthly, although on a low Gilt linked rate. Housing costs for temporary accommodation to be met via housing benefit and not universal credit (however they will still only be entitled to lower work allowance)</p>
end of 2018	State Pension Age	<ul style="list-style-type: none"> • Nov 2018 - phased increase in women's pension age completed with pension age equalised at 65 • Dec 2018 to 2020 – pension age rises to 66 • 2026-28 - rise to 67 brought forward <p>Thereafter future increases informed by reviews of longevity statistics to take place c. every 5 years. The first was in July 2017, with the next due by July 2023. The first recommended:</p> <ul style="list-style-type: none"> • 2037-9 - rise to 68 brought forward by 7 years

From November 2018	Universal Credit & Tax Credit	The exceptions to the two child limit for children who are adopted or in kinship care will apply regardless of the order of children in the family. Prior to this the exceptions only applied if the adopted child or those in kinship care joined the household as the third child, when the claimant already had two children.
From 31 December 2018	Universal Credit	Housing Costs can be awarded to people aged 18 to 21 receiving Universal Credit, reversing the previous cut to this group
16 January 2019	Universal Credit	Claimants receiving the Severe Disability Premium will no longer be able to move to Universal Credit unless their claim is part of Managed Migration. This comes as a result of the Government losing a high court ruling in June 2018.
From February 2019	Universal Credit	People with three or more children can claim Universal Credit. Prior to February 2019 people with three or more children had to continue claiming legacy benefits (Housing Benefit, Jobseekers Allowance, Income Support, Employment and Support Allowance & Tax Credits) Children born before April 2017 will not be included in the three child limit for Universal Credit. Prior to this there was a restriction to the number of children Universal Credit was paid for, regardless of when these children were born
From April 2019	Universal Credit	Increase in the work allowances for families with children and disabled people is increased by £1000. This will mean up to £630 a year for these families and restores the work allowance to the pre cut levels.
From 15 May 2019	Pension Credit & Universal Credit	Change to the rules for Mixed age couples (where one member of a couple is pension age and one is working age). From 15 May these couples are unable to make a new claim for Housing Benefit unless they are already receiving Pension Credit. They are unable to make a new claim for Pension Credit unless they are already receiving Housing Benefit. Instead, they need claim Universal Credit. If they do claim Universal credit they will also receive a lower level of support because their benefit level will be the same as that for a working age couple rather than a pension age couple. MHCLG have announced plans to amend the prescribed CTS regulations from 2020 in order to align the CTS and HB schemes.

1 June 2019		From 1 June landlord and agents are no longer allowed to charge agency fees for a new tenancy or to renew an existing tenancy in the private rented sector.
From July 2019	Universal Credit	<p>Managed migration pilot starts in July 2019. 10,000 claims will be migrated to Universal Credit from legacy benefits. This will start in Harrogate. A Discretionary Hardship Payment (DHaP) fund has been announced to support people through managed migration.</p> <p>Claimants who were entitled to the Severe Disability Premium prior to being moved to Universal Credit will start to receive additional payments. They will receive a backdated payment plus ongoing transitional payments up to £405 per calendar month.</p> <p>Those in receipt of the Severe Disability Premium have been unable to move to Universal Credit since January 2019. Regulations have now been passed that will allow these claimants to start migrating to Universal Credit from April 2021.</p> <p>People on Tax Credits who move to Universal Credit through managed migration will not have the capital limit of £16,000 applied for the first year of their Universal Credit claim. After one year, if they have capital over £16,000 their Universal Credit will stop.</p>
Changes announced in Autumn 2018 budget still to take effect		
From October 2019	Universal Credit	Reduction in the maximum amount of debt deductions from Universal Credit from £40 of the standard allowance to 30%.
April 2020	Universal Credit	Surplus earnings rule brought in for those on the 'digital system' – accumulated earnings that are more than £2,500/month over threshold for nil entitlement to UC, count as notional income on a return to UC within 6 months. To be reduced to £300 from April 2020 - This has been pushed back by one year, was due to take affect from April 2019.
From July 2020	Universal Credit	People moving on the Universal Credit will receive a two week run on of Income Support, Employment and Support Allowance or Jobseekers Allowance. They have to wait five weeks for their Universal Credit entitlement to be paid.
From October 2020	Universal Credit	Recovery of Universal Credit advances to be paid back over 16 months rather than 12 months.

<p>From July 2019 for managed migration cases, September 2020 for new Universal Credit claims</p>	<p>Universal Credit</p>	<p>Self Employed Universal Credit Claimants can receive a 12-month grace period at the start of their Universal Credit claim, not just for the start of their business, before the minimum income floor is applied to their income.</p>
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Appendix 2 – Map of Northwards Housing Universal Credit Arrears



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Appendix 3 – Number of People on Universal Credit, by Ward

Rank 1 = highest number of people on UC

Rank 32 = lowest number of people on UC

Ward	People on Universal Credit (June 2019)	Rank
Ancoats & Beswick	681	25
Ardwick	1368	8
Baguley	912	20
Brooklands	744	24
Burnage	997	17
Charlestown	1087	12
Cheetham	1123	11
Chorlton	383	28
Chorlton Park	824	22
Clayton & Openshaw	1710	5
Crumpsall	964	18
Deansgate	125	32
Didsbury East	310	29
Didsbury West	272	30
Fallowfield	669	26
Gorton & Abbey Hey	1856	1
Harpurhey	1710	4
Higher Blackley	920	19
Hulme	1077	13
Levenshulme	1397	7
Longsight	1564	6
Miles Platting & Newton Heath	1760	3
Moss Side	1774	2
Moston	1288	9
Northenden	820	23
Old Moat	835	21
Piccadilly	129	31
Rusholme	1006	16
Sharston	1034	15
Whalley Range	1151	10
Withington	534	27
Woodhouse Park	1050	14

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Appendix 4 – Rate of People on Universal Credit, by Ward

Rank 1 = highest percentage of people on UC

Rank 32 = lowest percentage of people on UC

Ward	Percentage of People on Universal Credit (June 2019)	Rank
Ancoats & Beswick	6.36%	24
Ardwick	8.02%	18
Baguley	9.63%	14
Brooklands	7.6%	20
Burnage	8.67%	17
Charlestown	10.83%	10
Cheetham	7.99%	19
Chorlton	4.01%	28
Chorlton Park	6.86%	23
Clayton & Openshaw	15.19%	2
Crumpsall	9.13%	15
Deansgate	0.85%	31
Didsbury East	3.17%	29
Didsbury West	2.36%	30
Fallowfield	4.91%	26
Gorton & Abbey Hey	14.21%	3
Harpurhey	13.5%	4
Higher Blackley	9.78%	13
Hulme	6.02%	25
Levenshulme	11.02%	9
Longsight	12.95%	5
Miles Platting & Newton Heath	15.59%	1
Moss Side	12.68%	6
Moston	11.3%	7
Northenden	9.12%	16
Old Moat	7.02%	22
Piccadilly	0.83%	32
Rusholme	7.33%	21
Sharston	9.9%	12
Whalley Range	9.96%	11
Withington	4.12%	27
Woodhouse Park	11.04%	8

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Appendix 5 – Households on Universal Credit, by Ward

Rank 1 = highest number of households on UC

Rank 32 = lowest number of households on UC

Ward	Households on Universal Credit (February 2019)	Rank
Ancoats & Beswick	597	24
Ardwick	1127	6
Baguley	720	17
Brooklands	530	26
Burnage	804	14
Charlestown	831	12
Cheetham	702	20
Chorlton	347	28
Chorlton Park	710	19
Clayton & Openshaw	1307	4
Crumpsall	624	23
Deansgate	90	32
Didsbury East	271	29
Didsbury West	237	30
Fallowfield	546	25
Gorton & Abbey Hey	1446	1
Harpurhey	1215	5
Higher Blackley	656	21
Hulme	929	11
Levenshulme	953	9
Longsight	1120	7
Miles Platting & Newton Heath	1422	2
Moss Side	1422	3
Moston	1023	8
Northenden	629	22
Old Moat	715	18
Piccadilly	121	31
Rusholme	724	16
Sharston	824	13
Whalley Range	935	10
Withington	462	27
Woodhouse Park	801	15

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**Manchester City Council
Report for Information**

Report to: Resources and Governance Scrutiny Committee - 3 September 2019

Subject: Overview Report

Report of: Governance and Scrutiny Support Unit

Summary

This report provides the following information:

- Recommendations Monitor
- Key Decisions
- Work programme
- Items for information
- Progress made with Council Motions over last 12 Months

Recommendation

The Committee is invited to discuss the information provided and agree any changes to the work programme that are necessary.

Contact Officer:

Name: Mike Williamson
Position: Team Leader- Scrutiny Support
Telephone: 0161 234 3071
E-mail: m.williamson@manchester.gov.uk

Wards Affected: All

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.

None

1. Monitoring Previous Recommendations

This section of the report contains recommendations made by the Committee and responses to them indicating whether the recommendation will be implemented, and if it will be, how this will be done.

Items highlighted in grey have been actioned and will be removed from future reports.

Date	Item	Recommendation	Action	Contact Officer
7 March 2019	RGSC/19/20 Our Manchester - financial impact on decision making and business planning	To recommend that analysis of the development and empowerment of those front line staff who regularly engage with residents, across a range of services is undertaken.	A response to this recommendation will be provided to Committee Members in due course	

18 June 2019	RGSC/19/30 Update on Highways Maintenance Capital projects	<p>To request that the Director of Operations (Highways) provides the Committee with information as to whether the seven contractors have Trade Union recognition</p> <p>To request that Committee Members are informed when a report on the former contractor for the Regent Road improvement works is taken to either the Audit or Neighbourhood and Environment Scrutiny Committee</p>	<p>A response to this recommendation will be provided to Committee Members in due course</p> <p>A response to this recommendation will be provided to Committee Members in due course</p>	<p>Steve Robinson</p> <p>Carol Culley</p>
16 July 2019	RGSC/19/38 Revenue Budget Outturn 2018/19	To request that Members are provided with a briefing note on the number of vacancies that exist across all Directorates, including the grade of these positions and how long they have been vacant	A response to this recommendation will be provided to Committee Members in due course	Janice Gotts/Carol Culley

16 July 2019	RGSC/19/39 Global Revenue Budget Monitoring to the end of May 2019	To request that the Executive Member for Finance and Human Resources provides Members with details of the contract between Redgate Holdings and the Council in respect of in-year allocations	A response to this recommendation will be provided to Committee Members in due course	Cllr Ollerhead/Janice Gotts
16 July 2019	RGSC/19/42 Overview Report	To note that the City Treasurer (Deputy Chief Executive) will provide the Executive minute extract in relation to the Airport Car Park Investment	The Minute extract was circulated by email to Committee Members on Friday 23 August 2019	Mike Williamson

2. Key Decisions

The Council is required to publish details of key decisions that will be taken at least 28 days before the decision is due to be taken. Details of key decisions that are due to be taken are published on a monthly basis in the Register of Key Decisions.

A key decision, as defined in the Council's Constitution is an executive decision, which is likely:

- To result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates, or
- To be significant in terms of its effects on communities living or working in an area comprising two or more wards in the area of the city.

The Council Constitution defines 'significant' as being expenditure or savings (including the loss of income or capital receipts) in excess of £500k, providing that is not more than 10% of the gross operating expenditure for any budget heading in the in the Council's Revenue Budget Book, and subject to other defined exceptions.

An extract of the most recent Register of Key Decisions, published on 1 August 2019, containing details of the decisions under the Committee's remit is included below. This is to keep members informed of what decisions are being taken and, where appropriate, include in the work programme of the Committee.

Chief Executive

Corporate Core					
Subject/Decision	Decision Maker	Decision Due Date	Consultation	Background Documents	Officer Contact
National Taekwondo Centre 2018/10/19A Enter into a 39 year lease with Sport Taekwondo UK Ltd for areas within the	Chief Executive	Not before 1st Nov 2018		Briefing Note and Heads of Terms	Richard Cohen r.cohen@manchester.gov.uk

building.					
CCTV Code of Practice 2018/12/18C To approve the updated Manchester City Council CCTV Code of Practice.	Executive	13 Feb 2019		Report to the Executive	Fiona Ledden, City Solicitor fiona.ledden@manchester.gov.uk
TC821 - Framework for the supply of Desktop Hardware 2019/03/01A The Council is looking for a supplier not only for the supply of desktop hardware and peripherals but to also support in the development and deployment of the ongoing end user device strategy.	City Treasurer (Deputy Chief Executive)	Not before 1st Apr 2019		Report and Recommendation	Mike Worsley mike.worsley@manchester.gov.uk
Collyhurst Regeneration Ref: 15/005 The approval of capital expenditure for land and buildings in Collyhurst.	City Treasurer (Deputy Chief Executive)	Not before 1st Mar 2019		Business Case	Eddie Smith, Strategic Director (Development) e.smith@manchester.gov.uk
Leisure Services - External Ref: 2016/02/01C The approval of capital expenditure on external Leisure Services land and	City Treasurer (Deputy Chief Executive)	Not before 1st Mar 2019		Business Case	Lee Preston l.preston2@manchester.gov.uk

buildings.					
<p>Capital Investment in schools Ref: 2016/02/01D</p> <p>The approval of capital expenditure in relation to the creation of school places through new builds or expansions.</p>	City Treasurer (Deputy Chief Executive)	Not before 1st Mar 2019		Business Case	Amanda Corcoran, Director of Education a.corcoran@manchester.gov.uk
<p>Carbon Reduction Programme Ref:2017/06/30C</p> <p>The Approval of Capital Spend in order to achieve a reduction in carbon emissions.</p>	City Treasurer (Deputy Chief Executive)	Not before 1st Mar 2019		Business Case	Richard Munns r.munns@manchester.gov.uk
<p>Estates Transformation Ref:2017/06/30D</p> <p>The approval of capital spend to ensure that the operational estate is fit for purpose.</p>	City Treasurer (Deputy Chief Executive)	Not before 1st Mar 2019		Business Case	Richard Munns r.munns@manchester.gov.uk
<p>House and Institute of Sport 2018/10/17A</p> <p>To undertake feasibility works around the National Squash Centre and</p>	City Treasurer (Deputy Chief Executive)	Not before 1st Mar 2019		Business Case	Richard Cohen r.cohen@manchester.gov.uk

Athletics Arena in advance of development of MMU – Institute of Sport and Council’s House of Sport. Feasibility works £1.5m (Council contribution £450k, MMU £1.05m).					
Silver Offices Refurbishment (located at One Central Park) Ref: 2017/07/18B Capital expenditure approval for the cost of refurbishment works at part of the facility.	City Treasurer (Deputy Chief Executive)	Not before 1st Mar 2019		Reports to the Executive and Full Council dated 28 June 2017	Ken Richards k.richards@manchester.gov.uk
TC969 - Provision of LAN AND WLAN 2019/03/01E MCC requires a delivery partner to refresh the hardware in the Comms Rooms and to design, test and implement a fit for purpose Software Defined LAN and Wifi.	City Treasurer (Deputy Chief Executive)	Not before 1st May 2019		Report and Recommendation	Andrew Blore a.blore@manchester.gov.uk
TC986 - SAP SUPPORT AND MAINTENANCE 2019/03/01F To provide support to the SAP team in order to	City Treasurer (Deputy Chief Executive)	Not before 1st May 2019		Report and Recommendation	Mike Worsley mike.worsley@manchester.gov.uk

resolve incidents.					
<p>Provision of Telephony / Unified Communications 2019/03/01G</p> <p>To seek approval to award a contract to a single supplier for the provision of Telephony / Unified Communications across the Council.</p>	City Treasurer (Deputy Chief Executive)	Not before 1st May 2019		Confidential Contract Report with Recommendations	Ian Grant, Interim Director of ICT ian.grant@manchester.gov.uk
<p>Wide Area Network provision 2019/03/01L</p> <p>To appoint a supplier to provide our Wide Area Network Solution.</p>	City Treasurer (Deputy Chief Executive)	Not before 29th Mar 2019		Report and Recommendation.	Ian Grant, Interim Director of ICT ian.grant@manchester.gov.uk
<p>Heron House 2019/03/01P</p> <p>Disposal by Leasehold of office accommodation at Heron House.</p>	Chief Executive	Not before 1st Apr 2019		Briefing Note and Heads of Terms	Richard Cohen r.cohen@manchester.gov.uk
<p>Manchester Active Annual Contract Renewal 2020 2019/04/02B</p> <p>To consider the renewal of the contract for the delivery of the Manchester Sport and Leisure Strategy.</p>	City Treasurer (Deputy Chief Executive)	Not before 1st Jan 2020		Contract report and performance report for the 2019/20 annual contract.	Rebecca Livesey r.livesey@mcractive.com

<p>TC447 - Contract for a Bill Payment Service via Post Office Counters (and other Outlets) 2019/04/12B</p> <p>To appoint a supplier to provide a Bill Payment Service via Post Office Counters (and other Outlets).</p>	<p>Deputy Chief Executive, City Treasurer (Deputy Chief Executive)</p>	<p>Not before 12th May 2019</p>		<p>Report and Recommendation</p>	<p>Julie Price j.price2@manchester.gov.uk,</p>
<p>To report on changes to the Council's Allocations Scheme. 2019/04/25D</p> <p>To agree the changes to the Allocations Scheme.</p>	<p>Executive</p>	<p>16 Oct 2019</p>		<p>Revised Allocations Scheme</p>	<p>Martin Oldfield m.oldfield@manchester.gov.uk</p>
<p>The Manchester College property, Ashley Lane, Moston. 2019/05/21A</p> <p>Approval of Capital Expenditure for the acquisition of the property and future demolition.</p>	<p>City Treasurer (Deputy Chief Executive)</p>	<p>Not before 21st Jun 2019</p>		<p>Checkpoint 4 Business Case</p>	<p>Nick Mason n.mason@manchester.gov.uk</p>
<p>Strategic land and buildings acquisition 2019/06/03B</p> <p>The approval of capital expenditure for the purpose of the strategic acquisition</p>	<p>City Treasurer (Deputy Chief Executive)</p>	<p>Not before 3rd Jul 2019</p>		<p>Checkpoint 4 Business Case & Briefing Note</p>	<p>Richard Cohen r.cohen@manchester.gov.uk</p>

of land and buildings to support the Eastlands Regeneration Framework.					
<p>Strategic land and buildings acquisition 2019/06/03C</p> <p>The approval of capital expenditure for the purpose of the strategic acquisition of land and buildings to support the Eastlands Regeneration Framework</p>	City Treasurer (Deputy Chief Executive)	Not before 1st Mar 2020		Checkpoint 4 Business Case & Briefing Note	Richard Cohen r.cohen@manchester.gov.uk
<p>Early Years & Education System (EYES) Implementation</p> <p>The approval of capital and revenue expenditure for the implementation of the Liquidlogic EYES module and migration of data from the current system (ONE provided by Capita) to EYES</p>	City Treasurer (Deputy Chief Executive)	Not before 1st Jul 2019		Checkpoint 4 business case	Ross Milhench r.milhench@manchester.gov.uk
<p>House of Sport (2019/07/26A)</p> <p>Remodelling of the Regional Athletics Arena/National Squash Centre to incorporate and</p>	City Treasurer (Deputy Chief Executive)	Not before 3rd Oct 2019		Report to Executive (Eastlands Regeneration Framework – 13.12.17, 25.07.18 (update),	Richard Cohen r.cohen@manchester.gov.uk

accommodate the relocation of sports and related institutions to be known as the House of Sport.				25.07.19) Eastlands Update Executive Report – 11.09.19 & Full Council 02.10.19	
<p>Residents Parking Schemes (2019/07/26D)</p> <p>The approval of capital expenditure for design and implement four residents parking schemes at the Hathersage Road area in Ardwick, around the North Manchester General Hospital in Crumpsall, St Georges area in Hulme, and in Moss Side & Rusholme</p>	City Treasurer (Deputy Chief Executive)	Not before 28th Aug 2019		Checkpoint 4 Business Case	Steve Robinson, Director of Operations (Highways) steve.robinson@manchester.gov.uk
<p>Manchester Regional Arena - Indoor & Outdoor Athletics Track Replacement (2019/08/01A)</p> <p>The approval of capital expenditure for the refurbishment works on both the indoor and outdoor athletics tracks at Manchester Regional Arena.</p>	City Treasurer (Deputy Chief Executive)	Not before 30th Sep 2019		Checkpoint 4 Business Case	Neil Fairlamb N.Fairlamb@manchester.gov.uk

<p>Homes as Energy Systems (HAES) ERDF funded project (2019/08/01B)</p> <p>The approval of capital expenditure for Ground source heat pumps to additional 57 flats and air source heat pumps to 21 properties</p>	<p>City Treasurer (Deputy Chief Executive)</p>	<p>Not before 30th Sep 2019</p>		<p>Checkpoint 4 Business Case</p>	<p>Ian Runacres i.runacres@manchester.gov.uk</p>
<p>Strategic land and buildings acquisition (2019/08/02A)</p> <p>The approval of capital expenditure for the purpose of the strategic acquisition of land and buildings.</p>	<p>City Treasurer (Deputy Chief Executive)</p>	<p>Not before 2nd Sep 2019</p>		<p>Checkpoint 4 Business Case & Briefing Note</p>	<p>Richard Cohen r.cohen@manchester.gov.uk</p>
<p>CCTV System Replacement (2019/08/19A)</p> <p>To appoint a supplier to replace the Council's CCTV operating system and associated storage servers.</p>	<p>City Treasurer (Deputy Chief Executive)</p>	<p>Not before 1st Nov 2019</p>		<p>Confidential Contract Report with recommendation</p>	<p>Danny Holden d.holden1@manchester.gov.uk</p>

Highways					
<p>A6 Stockport Road 2019/03/01K</p> <p>The approval of capital expenditure to provide additional lane width to the A6 Stockport Road and a cycle bus stop bypass.</p>	City Treasurer (Deputy Chief Executive)	Not before 29th Mar 2019		Checkpoint 4 Business Case	Steve Robinson, Director of Operations (Highways) steve.robinson@manchester.gov.uk
<p>Hyde Road A57 Pinch Point Widening 0 2019/06/19A</p> <p>The approval of capital expenditure for the purpose of removing a pinch point in traffic flow on Hyde Road. The width of the carriageway will increase to accommodate two lanes of traffic.</p>	City Treasurer (Deputy Chief Executive)	Not before 19th Jul 2019		Checkpoint 4 Business Case	Steve Robinson, Director of Operations (Highways) steve.robinson@manchester.gov.uk
<p>Hyde Road Improvement Works - TC1029 - 2019/06/26</p> <p>To appoint a contractor for the Hyde Road Widening Scheme.</p>	City Treasurer (Deputy Chief Executive)	Not before 2nd Sep 2019		Report and Recommendation	Steve Robinson, Director of Operations (Highways) steve.robinson@manchester.gov.uk

<p>Hire of Highways Maintenance Plant Vehicles and Equipment TC1010 (2019/08/07B)</p> <p>To seek approval to award a Framework to multiple suppliers who can deliver Highways Maintenance Plant Vehicles and equipment.</p>	<p>City Treasurer (Deputy Chief Executive)</p>	<p>Not before 1st Nov 2019</p>		<p>Confidential Contract Report with recommendation</p>	<p>Brendan Taylor b.taylor1@manchester.gov.uk</p>
<p>Children and Families</p>					
<p>Extra Care - Russell Road LGBT Project 2019/03/01H</p> <p>The approval of capital expenditure on the City's Extra Care Programme to develop new build extra care units which will be in the ownership of MCC.</p>	<p>City Treasurer (Deputy Chief Executive)</p>	<p>Not before 1st Mar 2019</p>		<p>Checkpoint 4 Business Case</p>	<p>Steve Sheen s.sheen@manchester.gov.uk</p>
<p>Extra Care - Millwright Street Project 2018/03/01I</p> <p>The approval of capital expenditure on the City's Extra Care Programme to develop new build extra care units which will be in the ownership of MCC.</p>	<p>City Treasurer (Deputy Chief Executive)</p>	<p>Not before 1st Mar 2019</p>		<p>Checkpoint 4 Business Case</p>	<p>Steve Sheen s.sheen@manchester.gov.uk</p>

<p>Leaving Care Service - Seymour Road. 2019/05/21C</p> <p>The approval of capital expenditure on the conversion of the former children's centre on Seymour Rd into a new base for the Leaving Care Service.</p>	<p>City Treasurer (Deputy Chief Executive)</p>	<p>Not before 21st Jun 2019</p>		<p>Checkpoint 4 Business Case</p>	<p>Paul Marshall, Strategic Director - Children and Education Services p.marshall1@manchester.gov.uk</p>
Education and Skills					
<p>Q20347 Consultant for EYES data Migration. 2019/04/25A</p> <p>Contract is to support Manchester City Council with the migration of their Education Management System away from Capita One towards the Liquidlogic EYES solution.</p>	<p>City Treasurer (Deputy Chief Executive)</p>	<p>Not before 1st Jun 2019</p>		<p>Report and Recommendation</p>	<p>John Nickson j.nickson@manchester.gov.uk</p>

Decisions that were taken before the publication of this report are marked * (none)

3. Resources and Governance Scrutiny Committee - Work Programme – September 2019

Tuesday 3 September 2019, 10.00am **PLEASE NOTE NEW DATE AND TIME OF THE MEETING (Report deadline Thursday 22 August 2019) ** DUE TO AUGUST BANK HOLIDAY				
Theme – The Council's Revenue and Benefits service (including the impact of homelessness)				
Item	Purpose	Executive Member	Strategic Director / Lead Officer	Comments
Revenue and Benefits Annual Report	To receive the annual performance report of the Council's Revenue and Benefits service and to include a review of the impact of CTSS, Welfare Reform and Universal Credit.	Cllr Ollerhead (Exec Member for Finance and HR)	Carol Culley Julie Price	
The financial impact of homelessness on the Council - update	To receive a report that provides an update on the financial impact the city's homelessness crisis is having on the Council's finances and its ability to provide appropriate financial support to those affected.	Cllr Ollerhead (Exec Member for Finance and HR) Cllr S Murphy (Deputy Leader)	Carol Culley Julie Price	
Discounting compensation payments for Windrush failings for the national Housing Benefit calculation	To receive a report that advises on the need to amend the Council's policy on Housing Benefit payments to account for the Government's announcement on discounting compensation payments for Windrush failings for the	Cllr Ollerhead (Exec Member for Finance and HR)	Carol Culley/ Julie Price	

	national Housing Benefit calculation			
The Council's spend on its Domestic Violence service provision	<p>To receive a report that provides information on:-</p> <ul style="list-style-type: none"> • the Council's current spend for the provision of a Domestic Violence support service; • the level of spend that would be required to deliver a world class service; • a review of the procurement process for these services; and • a review as to whether these services are resourced appropriately and are providing value for money. 	<p>Cllr Ollerhead (Exec Member for Finance and HR) Cllr S Murphy (Deputy Leader)</p>	<p>Carol Culley Fiona Ledden</p>	<p>Invite Cllr Hacking – Chair of C&E Scrutiny</p>
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.		Mike Williamson	

**Tuesday 8 October 2019, 10.00am **PLEASE NOTE NEW DATE AND TIME OF THE MEETING
(Report deadline Friday 27 September 2019)**

Theme – The Council’s ICT Strategy, Corporate Core Transformation Programme and Management of staff performance/misconduct

Item	Purpose	Executive Member	Strategic Director / Lead Officer	Comments
The Council’s IT strategy and service resilience	To receive a report on the proposed reshaping of Council’s Information and Data strategy and to include an update on the resilience of the Council’s IT service provision.	Cllr Ollerhead (Exec Member for Finance and HR)	Ian Grant	
Corporate Core Transformation Programme update	To receive an update on the progress of the Council’s Corporate Core Transformation programme.	Cllr Ollerhead (Exec Member for Finance and HR)	Carol Culley	
Management of staff performance and misconduct update	To receive an update on how the Council manages staff performance and underperformance, and the steps that are taken to address misconduct by staff. This report will include data on staff suspensions.	Cllr Ollerhead (Exec Member for Finance and HR)	Helen Grantham	
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee’s work programme and any items for information.		Mike Williamson	

**Tuesday 5 November 2019, 10.00am **PLEASE NOTE NEW DATE AND TIME OF THE MEETING
(Report deadline Friday 25 October 2019)**

Theme – Property and Asset Management

Item	Purpose	Executive Member	Strategic Director / Lead Officer	Comments
Corporate Property Annual Report	<p>To receive the Corporate Property Annual Report, which is to include:-</p> <ul style="list-style-type: none"> • Scrutiny of the Council’s Asset Management strategy (whole life cycle cost and maintenance including public real) • Governance of land transfers and Community Asset Transfers 	Cllr Ollerhead (Exec Member for Finance and HR)	Eddie Smith Richard Munns	
Section 106 and the Councils associated financial obligations - update	<p>To receive a report that provides an update on:-</p> <ul style="list-style-type: none"> • The governance arrangements in the delivery of S106 agreements; • Progress made following the Council motion passed in March 2018 on Transparent Viability Assessments; • Practical examples of the delivery and spend of S106 funding • The structure of consultation with Ward Councillors; • Consideration of the use of CIL within the City Centre 	Cllr N Murphy (Deputy Leader)	Eddie Smith Julie Roscoe	

The Factory Project – update	To receive an update on the progress of The Factory project against the agreed costs	Councillor Leese (Leader)	Eddie Smith Jared Allen	Committee to undertake a site visit to the site prior to the meeting
Progress of spend against the Northern Gateway and Eastern Gateway programmes	To receive a report on the progress of spend against the Northern Gateway and Eastern Gateway programmes	Councillor Leese (Leader) Cllr Ollerhead (Exec Member for Finance and HR)	Eddie Smith Carol Culley	
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee’s work programme and any items for information.		Mike Williamson	

Items to be Scheduled (Items highlighted in grey indicate that these have been included in the work plan of one of the above meetings)				
Item	Purpose	Executive Member	Strategic Director / Lead Officer	Comments
Council Communications themed meeting	<p>To include:-</p> <ul style="list-style-type: none"> Review of the Council's communications plan for 2019/20; Review of the Council's Christmas 2019 Communications plan; The Council's approach to consultation with Manchester residents; The Council's approach to consultation with Manchester residents on its budget process for 2020 and beyond; and Update on how successful the Council has been communicating with staff on the requirements of GDPR. 	<p>Councillor Nigel Murphy (Deputy Leader)</p> <p>Cllr Ollerhead (Exec Member for Finance and HR)</p>	<p>Jen Green Fiona Ledden Carol Culley Janice Gotts Kate Waterhouse</p>	<p>Date to be confirmed</p> <p>Potentially December 2019</p>
HR Workforce themed meeting	<p>To include:-</p> <ul style="list-style-type: none"> Scrutiny of equalities within the workforce; BHeard survey 2018 results and outcomes; and Case and performance management (including the management of staff suspension) 	<p>Cllr Ollerhead (Exec Member for Finance and HR)</p>	<p>Helen Grantham</p>	<p>Date to be confirmed</p> <p>Potentially February 2020</p>

The Council's Budget and Business Planning Process for 2020/21 and beyond	<p>To include:-</p> <ul style="list-style-type: none"> • An update on national process (Spending Review, Autumn Statement and Finance Settlement, Fairer Funding and Business Rates Reform); • Lobbying work carried out by the council; • Review of business plans/proposals under the committee's remit, • The Council Tax and Business Rates key decision reports; and • The equalities impact of council budget decisions. 	Cllr Ollerhead (Exec Member for Finance and HR)	Carol Culley Janice Gotts	Date to be confirmed
State of the City 2019	To receive the State of the City report 2019	Cllr Leese (Leader)	TBC	Date to be confirmed
GMCA Governance and Public Sector Reform	To receive an update on what is being delivered for the City through these arrangements	Cllr Leese (Leader)	TBC	Date to be confirmed

4. Item(s) for Information

**Manchester City Council
Report for Information**

Report to: Resources and Governance Scrutiny Committee –3 September 2019

Subject: Progress made with Council Motions over last 12 Months

Report of: City Solicitor

Summary

This report updates the Committee and confirms the progress made in respect of motions that have been passed before Manchester City Council over the last 12 months.

Recommendations

To note the update report and request an annual update to come before the committee.

Wards Affected: All

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

The motions that have been before council includes a motion on the 10 July 2019 declaring a Climate Emergency, the work from this motion will help to impact 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	The motion passed on the 30 January in respect of Transport Poverty supports Manchester’s residents in accessing the jobs and opportunities created
A highly skilled city: world class and home grown talent sustaining the city’s economic success	Council motions are seeking to assist in developing a world class city.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	A number of the motions passed seek to unlock the potential of our communities including promoting youth services and looking at the transport issues in our City.

A liveable and low carbon city: a destination of choice to live, visit, work	The motions passed through Council address both climate issues and transport issues for the City.
A connected city: world class infrastructure and connectivity to drive growth	The Motions passed by Council seek to address the issues around connectivity through addressing transport poverty.

Contact Officers:

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Name: Fiona Ledden
 Position: City Solicitor
 Telephone: 0161 234 3087
 E-mail: Fiona.ledden@manchester.gov.uk

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.

- Council meeting Summons (agenda) and minutes for meeting on 11 July 2018
- Council meeting Summons (agenda) and minutes for meeting on 3 October 2018
- Council meeting Summons (agenda) and minutes for meeting on 28 November 2018
- Council meeting Summons (agenda) and minutes for meeting on 30 January 2019
- Council meeting Summons (agenda) and minutes for meeting on 8 March 2019
- Council meeting Summons (agenda) and minutes for meeting on 27 March 2019
- Council meeting Summons (agenda) and minutes for meeting on 15 May 2019
- Council meeting Summons (agenda) and minutes for meeting on 10 July 2019

All are available at <https://democracy.manchester.gov.uk>

1.0 Introduction

- 1.1 This report is provided to update members on the progress of the motions that have been passed by full Council since July 2018. In City Solicitor's department a tracker is maintained of Council motions passed during the course of the year, progress on the actions taken is monitored at SMT. A number of the motions have requested a call on the government to take action and have raised serious issues of concern to Manchester residents and the Council.
- 1.2 The tracker is attached with an update for each of the motions, passed over the last 12 months with the progress made to date.
- 1.3 The committee will recall that there has been an update on Modern Slavery (motion passed 11 July 2018) at previous meeting of this committee.

2.0 Background

- 2.1 The consideration and resolution of motions, and amendments to motions, is an important part of the Council's decision making processes. They are a significant part of the meetings of the full Council throughout the year and are a normal part of the business of Council meetings, with the exception of the Annual Meeting. Proposing and debating motions allows Councillors to participate directly in policy development and policy making.
- 2.2 The Council's procedures for debating and deciding motions are set out in Part 4 Section A of the Council's Constitution. They allow a motion to be considered at a meeting of the Council if it is supported by any five Councillors. Amendments to motions that are to be considered can be proposed by any two councillors. To be passed and adopted, motions and amendments generally require the support of a majority of the members present and voting at the meeting. There are some motions that require a two-thirds majority, but those are only relevant at certain special meetings of the Council.
- 2.3 The decisions on motions, the resolutions of the Council, are recorded in the minutes of the Council meeting. After each meeting the resolutions are considered by the members of the Council's senior management and any necessary plans of action agreed and acted upon. Progress with these is then tracked on a periodic basis by SMT. Appended to the report is the schedule that is being maintained by the SMT to record the actions and track progress on Council resolutions.

3.0 Recommendations

- 3.1 For the Committee to note the contents of the report and to receive annual updates.

Meeting	Title	Resolution	SMT Lead	Lead Executive Member	Action Taken
10 July 2019	Islamophobia	<p>Notice of Motion - Islamophobia Manchester City Council is proud of its diversity and has a huge asset and a source of great strength. A substantial proportion of its residents are Muslim, who are an integral part of its make-up, playing a huge role in all aspects of the Manchester City's life.</p> <p>Manchester City has a strong history of promoting cohesion and welcoming people from all over the world. Its residents have always united and supported each other in the fight against racism and discrimination in all its forms.</p> <p>This Council therefore welcomes, endorses and adopts the working APPG (All-Party Parliamentary Group) definition of Islamophobia, including all of its examples in full, cited as follows:</p> <p><i>“Islamophobia is rooted in racism and is a type of racism that targets expressions of muslimness or perceived muslimness.”</i></p> <p>Contemporary examples of Islamophobia in public life, the media,</p>	Joanne Roney / Fiona Ledden	Cllr Akbar	<p>Manchester has included Islamophobia as a specific strand in its hate crime strategy for some time and has continued to engage with communities to understand their experiences.</p> <p>Hate Crime Awareness Week (from 4th - 10th February 2019), is now in 7th year and has gone from strength to strength during this time. The awareness week includes all ten local authorities across Greater Manchester and has full partnership support from Greater Manchester Police and the Mayor's office, to all public transport and the voluntary and community sector. The campaign is now recognised regionally and reaches Lancashire, Cheshire and Merseyside areas. There are over 100 events took place across the region to raise awareness, celebrate diversity and promote cohesion in our communities.</p> <p>This year we once again encouraged residents across Greater Manchester to sign up to the Let's End Hate Crime – the Greater Manchester Promise and would still ask people to pledge their support.</p>

		<p>schools, the workplace, and in encounters between religions and non-religions in the public sphere could, considering the overall context, include, but are not limited to:</p> <ul style="list-style-type: none"> ● Calling for, aiding, instigating or justifying the killing or harming of Muslims in the name of a racist/fascist ideology, or an extremist view of religion ● Making mendacious, dehumanizing, demonizing, or stereotypical allegations about Muslims as such, or of Muslims as a collective group, such as, especially but not exclusively, conspiracies about Muslim entryism in politics, government or other societal institutions; the myth of Muslim identity having a unique propensity for terrorism and claims of a demographic ‘threat’ posed by Muslims or of a ‘Muslim takeover’. ● Accusing Muslims as a group of being responsible for real or imagined wrongdoing committed by a single Muslim person or group of Muslim individuals, or even for acts committed by non-Muslims. ● Accusing Muslims as a group, or Muslim majority states, of inventing or exaggerating 			<p>We have funded 22 events in the Summer / Autumn hate crime grant programme which take place from August - December 2019. The events taking place cover all the strands but we have number of events that are focusing on religious and faith areas. These include a workshop in schools from the charity #WeStandTogether, RethinkRebuild are putting on a awareness day working with refugees about religious hate crime. A session in Manchester city centre with offenders to raise awareness of the impact of hate crime on victims, and a theatre production for school children about hate crime.</p> <p>There has also been a number of developments over the last few months between the ten local authorities, who have all agreed to be part of a Greater Manchester Hate Crime strategy. Workshops have taken place across GM to give us an opportunity to consult with partners, stakeholders, members and the voluntary and community sector on what should be included. We are working with GMCA to prepare a public consultation document to give residents an opportunity to have their say.</p> <p>A letter has been sent the Secretary of</p>
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		<p>Islamophobia, ethnic cleansing or genocide perpetrated against Muslims.</p> <ul style="list-style-type: none"> ● Accusing Muslim citizens of being more loyal to the ‘Ummah’ (transnational Muslim community) or to their countries of origin, or to the alleged priorities of Muslims worldwide, than to the interests of their own nations. ● Denying Muslim populations, the right to self-determination e.g., by claiming that the existence of an independent Palestine or Kashmir is a terrorist endeavour. ● Applying double standards by requiring of Muslims behaviours that are not expected or demanded of any other groups in society, eg loyalty tests. ● Using the symbols and images associated with classic Islamophobia. ● Holding Muslims collectively responsible for the actions of any Muslim majority state, whether secular or constitutionally Islamic. <p>This Council asks the Chief Executive of the council to:</p> <ol style="list-style-type: none"> 1. Write to government ministers asking them to listen to Muslim communities and the cross-party 		<p>State for Housing, Communities and Local Government</p>
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		<p>group of MPs and peers and to adopt this definition of Islamophobia which classifies discrimination against Muslims as a form of racism.</p> <p>2. Continue to prioritise tackling hate crime and Islamophobia in partnership. Manchester City Council works with partners, especially Greater Manchester Police, on a rolling basis, and will now coordinate future actions in line with this definition of Islamophobia for all Muslims.</p>			
10 July 2019	Climate Emergency	<p>This Council notes:</p> <ul style="list-style-type: none"> • The serious risks to Manchester's people, of climate change/global heating affecting economic, social and environmental well-being, supply chains – including food security, financial systems and local weather, among many others • That in 2008 the 'Principles of Tackling Climate Change in Manchester' were agreed as a call to action to engage people from all walks of life in climate change action and, build support for a new way of thinking about climate change. • That Manchester leads the way, 	Fiona Worrall	Cllr Stogia	<p>Work is ongoing to ensure that the content of the climate emergency motion is at the forefront of Council thinking. There have been a number of discussions at the Council's Strategic Management Team about how to ensure that all parts of the Council ensure that this vital issue informs all future decision making. To promote the integration of measures to deliver the zero carbon target a senior, cross departmental officer group is being established chaired by the Deputy Chief Executive.</p> <p>The Zero Carbon Coordination Group will be a strategic group which will oversee the development of the initial</p>

		<p>with an agreed Paris compliant carbon budget set in December 2018 and an acceleration of the target for becoming a zero-carbon city by 12 years, setting 2038 as the new target for the city, based on research from the world-renowned Tyndall Centre for Climate Change.</p> <ul style="list-style-type: none"> The recent and welcome upsurge of action by the young people of Manchester, exemplifying the radical traditions of which Manchester is proud. <p>This Council agrees (or to the extent that the below concern executive functions, recommends to the Executive) to</p> <ul style="list-style-type: none"> Declare a Climate Emergency Continue working with partners across Manchester and GMCA to deliver the 2038 target, and determine if an earlier target can be possible, through a transparent and open review. Become carbon neutral by the earliest possible date. Encourage involvement in all wards by April 2020 through meetings as part of the Our Manchester strategy, to identify residents and partners who want 			<p>response to the Council motion due to be considered by Executive in December 2019 and the next Council Climate Change Action Plan which will be approved by the Executive in March 2020. The Group will ensure that zero carbon is fully embedded across the Council's day-to-day operations and decision making, and that there is sufficient leadership, resource and budget of this agenda across directorates and services.</p> <p>The Group will initially deliver the following key priorities:</p> <ol style="list-style-type: none"> Overseeing the strategic response to the 10 July Climate Emergency Motion; Ensuring that there is sufficient leadership on key projects and programmes that contribute to carbon reduction across the Council; Attracting the funding that will be required to deliver this ambitious agenda; Provide challenge to key council projects and decisions Maximising influence over external partners and stakeholders at a local, sub-regional and national level including government; and Overseeing the development,
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		<p>to be actively involved in achieving the target, with provision for those who cannot attend. Ensure ward plans contain specific, measurable, achievable steps</p> <ul style="list-style-type: none"> ● Review all policies, processes and procedures to ensure the council can become carbon neutral. Present an action plan by March 2020 detailing how the city can stay within its carbon budget. Report back regularly to the NESC. Review the corporate plan ● Work with the Tyndall Centre to review the actual emissions from aviation. Investigate the best way to include aviation in our overall carbon reduction programme in the long term ● Make climate breakdown and the environment, an integral part of activity throughout the Council, including all decision making, ensuring key decisions take into account the impact on achieving the zero-carbon target and including an environmental impact assessment in all relevant committee reports ● Ensure that everyone in the council receives carbon literacy training by the end of 2020. Make attendance easier by varying times and length of sessions 			<p>delivery and implementation of the Council's new Zero Carbon Action Plan which will be approved in March 2020.</p> <p>Carbon literacy training continues to be rolled out to staff across the organisation.</p> <p>Officers are working with the Climate Change Agency on the final version of the city wide zero carbon framework which is due to be produced by March 2020, in line with the resolution of the Executive in March 2019. This will set out an action plan for ensuring that the city limits its emissions to the carbon budget recommended by the Tyndall Centre of 15 million tonnes between 2018 and 2100.</p>
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		<ul style="list-style-type: none">● Encourage all staff on council business to use the lowest carbon, appropriate, travel● Investigate measures to ensure future procurement is carbon neutral. Increase the percentage of social value with an additional environmental element● Work with suppliers to green their supply chains, and support local production● Work with training providers to ensure Manchester residents can take on green jobs● Investigate and introduce measures to help reach domestic zero carbon levels including addressing fuel poverty and retrofitting existing homes● Investigate ways to ensure that future local plans place a mandatory requirement for all new development to be net zero carbon by the earliest possible date● Push GMCA to decarbonise public transport, heat and energy as early as possible● Through our role on GMPF, encourage divestment in fossil fuels as early as possible● Call on the government to:<ul style="list-style-type: none">● provide powers and resources to make the zero-carbon target possible including funding for			
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		<p>big capital projects</p> <ul style="list-style-type: none"> • accelerate the reduction of carbon emissions from aviation • accelerate the decarbonisation of the electricity grid, funding low carbon energy generation • ensure that the UK prosperity fund focuses on enable the transition to a low carbon economy 			
27 March 2019	Intentional Homelessness	<p>As a Council we have a responsibility to look after children and young people who come into our care. This responsibility does not stop when these young people leave care it continues through until they turn 25.</p> <p>Currently if a care leaver presents as homeless to this council they can still be deemed intentionally homeless. We know our young people often face extensive challenges for a variety of reasons and sometimes need extra support to assist them to transition to adulthood.</p> <p>These are Our Young people and we have a duty to support them as their corporate parents. This involves supporting them through their mistakes and providing guidance to help them make more positive choices in the</p>	Paul Marshall	Cllr Bridges	<p>The Council's Leaving Care Service has continued to expand and improve in the support being provided to our young people. We have improved the number of young people we are 'in touch' with, and our performance data indicates that when we are 'in touch' we ensure our young people are in suitable accommodation (96%). Wider from this, we have engaged an effective partnership group, involving partners from across the sector, including housing and homelessness services. Our young people are given 'Band One' priority with Manchester Move and the Personal Advisers are fully trained on how to process and access this housing list. All Personal Advisers are trained on the accommodation options for our young people. Our performance is improving in terms of ensuring our young people are aware of their</p>

		<p>future. This task is made more difficult if the young person is deemed intentionally homeless as this can lead to them losing touch with services.</p> <p>In Manchester we are developing the homelessness pathway for all young people across the city. This is designed to support young people and prevent homelessness in the first place. We are however aware that sometimes people slip through the net.</p> <p>This Council will</p> <ol style="list-style-type: none"> 1) Ensure effective and appropriate support is available through personal advisors to our young people and that this support is effectively communicated to the young people 2) Take a clear stance and change policy to ensure that no care leavers are classed as intentionally homeless, and are always supported back into accommodation. 			<p>entitlements, via their Personal Adviser. This can include support to enable stable accommodation, both practically and financially. We are looking to expand our accommodation options for young people with the innovations going forward at Seymour Road and The House Project.</p> <p>All our Care Leavers are supported to achieve independent living in a safe, stable provision. We have no young people living in bed and breakfast accommodation and are closely supporting our young people secure a permanent and stable residence. Our young people are not made intentionally homeless. Our offer to older Care Leavers aged 21 - 25 ensures that if a young person encounters difficulty or wishes to return for a service post-21 we will ensure they are in suitable accommodation, regardless of the reason in which they have returned.</p>
27 March 2019	Public Health Funding	The public health grant funds vital services and functions that prevent ill health and contribute to the future sustainability of the NHS. Local authorities are responsible for delivering most of these services, but	David Regan	Cllr Craig	The Manchester Health Scrutiny Committee received a progress report on 16 th July 2019 from the Director of Public Health/Director of Population Health, on the implementation of the

		<p>their ability to do so is compromised by public health grant reductions and the broader funding climate.</p> <p>In 2018/19 and 2019/20 every local authority will have less to spend on public health than the year before. Taking funds away from prevention is a false economy. Without proper investment in public health people suffer, demand on local health services increases and the economy suffers. Poor public health costs local businesses heavily through sick days and lost productivity. Unless we restore public health funding, our health and care system will remain locked in a 'treatment' approach, which is neither economically viable nor protects the health of residents.</p> <p>The Government is looking to phase out the Public Health Grant by 2020/21. Thereafter, they plan to fund public health via 75% business rates retention. Whatever the model, it is vital that local authorities have enough funding to deliver the functions and services they need to provide. Deprived areas often suffer the worst health outcomes, so it is also vital that areas with the greatest need receive sufficient funding to meet their local challenges.</p>			<p>recommendations of the Health Scrutiny Committee Public Health Task and Finish Group.</p> <p>The first recommendation from the group related to reductions in public health funding and the recommendation and response is set out below.</p> <p>Public health funding pays for a range of local services and interventions that help prevent ill health for all Manchester citizens. The Group note that regrettably, public health funding has been reduced over previous years and therefore calls upon the Council to lobby the government for greater funding for public health.</p> <ul style="list-style-type: none"> • A series of national bodies including the Kings Fund and British Medical Association have called on the Government to reverse the cuts to public health funding. • The Council through the Director of Population Health have provided evidence and information to the Local Government Association and Parliamentary Select Committees on a range of public health issues where funding reductions have had impacts on services.
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		<p>This Council notes that around four in ten cancers are preventable, largely through avoidable risk factors, such as stopping smoking, keeping a healthy weight and cutting back on alcohol. Smoking accounts for 80,000 early deaths every year and remains the largest preventable cause of cancer in the world. Smoking-related ill health costs local authorities £760 million every year in social care costs. Additionally, obesity and alcohol account for 30,000 and 7,000 early deaths each year respectively. All three increase the risk of: cancer, diabetes, lung and heart conditions, poor mental health and create a subsequent burden on health and social care.</p> <p>This Council believes that the impact of cuts to public health on our communities is becoming difficult to ignore. This case becomes more pressing given the Government's consideration of a 10-year plan for the NHS. For this reason, we support Cancer Research UK's call for increased and sustainable public health funding.</p> <p>This Council calls on the Government to deliver increased investment in</p>			<ul style="list-style-type: none"> • It is hoped that the forthcoming Prevention Green Paper will move beyond the rhetoric and provide an indication of whether investment nationally in public health will be increased. • On a more positive note, the recent update on the NHS Long Term Plan has referenced potential funding for tobacco, alcohol and obesity related services. <p>Since the July Scrutiny report the Prevention Green Paper has now been published, however, there are still no specific commitments to reverse the cuts to public health funding. Therefore, the City Council and other partners on the Health and Wellbeing Board will call on the Government to increase investment in public health in the formal response to the Green Paper consultation. This response will be completed by 14th October 2019 to hopefully inform the Comprehensive Spending Review.</p> <p>The response will utilise the excellent report from the Kings Fund to the Green Paper which highlighted the following:</p>
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		<p>public health and to support a sustainable health and social care system by taking a ‘prevention first’ approach. In turn, Manchester City Council will continue to support and fund public health initiatives to the best of our abilities -to prevent ill-health, reduce inequalities and support a health and social care system that is fit for the future</p>		<ul style="list-style-type: none"> • There has been a significant decline in public health funding over recent years • Despite the reductions, “pound for pound we still get four times as much health from public health functions in local government than we do from NHS spending” (Centre for Health Economics, University of York) • The prevention “buying power” that has been lost requires a further £1 billion per annum to be spent nationally on public health functions <p>The Council and partners will continue to implement the Manchester Population Health Plan to address local health inequalities and improve health outcomes for Manchester residents. Despite the funding challenges there have been some notable local successes in the 2019 reporting period including:</p> <ul style="list-style-type: none"> • Further reductions in the under 18 conception rate • A reduction in smoking prevalence from 22% to 17.2%
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					<ul style="list-style-type: none"> • Increase in breastfeeding rates in Manchester
30 January 2019	Transport Poverty	<ul style="list-style-type: none"> • That Transport Poverty is an issue which is currently affecting economic growth within our city by by-passing residents who are unable to access employment opportunities due to thi • That TfGM gives consideration to help residents on low incomes to better access public transport such as the partnership between TfGM, System One and Jobcentre Plus to provide free day bus tickets to attend job interviews in Greater Manchester, and free and subsidised bus travel for residents returning to work, and reduced travel costs for 16-18 year olds promised by the Mayor of Greater Manchester • That Manchester City Council fully supports the re-regulation of bus services, noting that in 2016/17, 76% of public transport trips were taken by bus; • That while active travel options such as walking and cycling are helpful in terms of reducing car dependency, and supporting 	Eddie Smith	Cllr Leese	<p>The city needs an effective, affordable and properly integrated transport system so that the economy is supported and residents can access the jobs and other opportunities that the city has to offer. The development of the Metrolink system has delivered a step change in the quality of public transport available to the parts of the city which it serves. Other parts of the city though are dependent on bus services for their public transport services and the overall quality of bus services varies significantly across the city. The lack of a truly integrated ticketing system, such as the one that exists in London also means that journeys that involve changing from bus to tram, bus to train or even between buses from different operators can be expensive and not well coordinated. Cost of public transport fares is recognised as putting a real strain on people living on low incomes and can contribute to social isolation and can limit travel horizons.</p> <p>The Council has been arguing for reform to the way that bus services are delivered in the city since services were deregulated in 1986. The recently enacted Bus Services Act provides</p>

		<p>health, far more attention should be given to residents for whom these simply aren't viable, nor desirable.</p> <ul style="list-style-type: none"> • That Manchester City Council gives greater consideration to how all Manchester residents can access job opportunities, particularly North Manchester residents being able to access jobs at the Airport, and where we own a significant stake in partners such as Manchester Airport Group, we ensure job opportunities are available to residents without access to cars: and • That Manchester City Council's view of public transport provision and that of TfGM, and non-car led transport should be prioritised on poverty and lack of access going forward, and ensuring Manchester residents have access to jobs, or are not isolated for reasons beyond their control and that the priority is not on providing additional transport options to those already well-served simply as they are most vocal. 			<p>authorities in areas with a Mayoral Combined Authority, such as Greater Manchester, with a range of options to reform the model of delivering bus services. The Combined Authority is working through the process required to adopt these new powers and the Council will aim to ensure that any new system better addresses the issues of transport poverty . The Council is supporting this and wants to ensure that the future network delivers a more consistent standard of service across the city and incorporates a more affordable and integrated ticketing system.</p>
30	Making HIV	Greater Manchester has committed to	David	Cllr Craig	The Manchester Health Scrutiny

January 2019	history	<p>becoming an 'HIV Fast Track City region', a bold ambition to end new transmissions of HIV by 2025 and to eradicate stigma and discrimination by 2020. Manchester City Council has a long history of fighting against HIV/AIDS discrimination and for access to well funded services for people living with HIV/AIDS. There have been significant advances in treatment and science, meaning that if detected early HIV is no longer a death sentence but a manageable chronic condition. In Manchester we have the third highest rate of HIV in the country with over 5,000 people living with HIV in GM, and with new infections reported each year.</p> <p>If we are serious about beating HIV/AIDs we need a comprehensive approach that allows all people to access quality life-saving and life-enhancing prevention (such as Pre-Exposure Prophylaxis - PrEP), treatment, care and support services.</p> <p>Despite this, since 2010 we have seen spending on Public Health Budgets for commissioning sexual health services decimated. Public Health Budgets have been cut by a third since 2010, with an extra £85m to be cut in 2019/20, and it is estimated that £3.2</p>	Regan	<p>Committee received a progress report on 16th July 2019 from the Director of Public Health/Director of Population Health, on the implementation of the recommendations of the Health Scrutiny Committee Public Health Task and Finish Group.</p> <p>The first recommendation from the group related to reductions in public health funding and the recommendation and response is set out below.</p> <p>Public health funding pays for a range of local services and interventions that help prevent ill health for all Manchester citizens. The Group note that regrettably, public health funding has been reduced over previous years and therefore calls upon the Council to lobby the government for greater funding for public health.</p> <p>A series of national bodies including the Kings Fund and British Medical Association have called on the Government to reverse the cuts to public health funding.</p> <p>The Council through the Director of Population Health have provided evidence and information to the Local Government Association and Parliamentary Select Committees on a</p>
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		<p>Billion is needed each year to reverse these cuts.</p> <p>Advances in drug treatment enable people with HIV to live long and healthy lives, whilst also significantly reducing the risk of HIV being passed on to others. There is now a drug that is clinically proven to prevent contracting HIV (PrEP) but while this drug is available on the NHS in Scotland, it is still restricted to a heavily oversubscribed 'trial' in England. This means that there are people at risk of contracting HIV in Manchester that could be prevented. The Terrence Higgins Trust estimate that every day the NHS delays access to PrEP, 17 people are diagnosed with HIV – and the lifetime cost to the NHS for each diagnosis of HIV is £360,000. Manchester City Council and Manchester Health Care Commissioning have repeatedly lobbied NHS England for a fully funded roll out of PrEP.</p> <p>Therefore this Council:</p> <ol style="list-style-type: none"> 1. Demands that this Government reverses it's cuts to Public Health Services, including sexual health services, and allocates funds fairly according to need 			<p>range of public health issues where funding reductions have had impacts on services.</p> <p>It is hoped that the forthcoming Prevention Green Paper will move beyond the rhetoric and provide an indication of whether investment nationally in public health will be increased.</p> <p>On a more positive note, the recent update on the NHS Long Term Plan has referenced potential funding for tobacco, alcohol and obesity related services.</p> <p>Since the July Scrutiny report the Prevention Green Paper has now been published, however, there are still no specific commitments to reverse the cuts to public health funding. Therefore, the City Council and other partners on the Health and Wellbeing Board will call on the Government to increase investment in public health in the formal response to the Green Paper consultation. This response will be completed by 14th October 2019 to hopefully inform the Comprehensive Spending Review.</p> <p>In addition, the Green Paper also states the following:</p>
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		<p>2. Calls on the Secretary of State for Health and NHS England to take action to prevent new HIV infections by ending the trial, guaranteeing future treatment for those on the trial and fully funding and rolling out PrEP on the NHS in England;</p> <p>3. Calls on Manchester MPs, the GM Mayor and the GM Health and Social Care Partnership to push for a fully funded rollout of PrEP on the NHS.</p>			<p>“We (i.e. the Government) are considering how we move to mainstream commissioning of HIV Pre-Exposure Prophylaxis (PrEP)”</p> <p>and there is a specific consultation question in the Green Paper that asks “what are the top 3 things you’d like to see covered in a future strategy on sexual and reproductive health?”.</p> <p>The Director of Public Health/Director of Population Health is co-ordinating the Manchester response to this question in consultation with the Executive Member for Adult Health and Wellbeing. In addition, there will be a Greater Manchester response involving the Mayor’s Office, Greater Manchester Combined Authority and Greater Manchester Health and Social Care Partnership.</p> <p>It is likely that both the Manchester and Greater Manchester response to this question will include the following as one of the three priorities for the future strategy:</p> <ul style="list-style-type: none"> • The fully funded roll out of PrEP on the NHS from 2020/21, ensuring there is no increased burden on local authority public health
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					<p>budgets. This would require sufficient funding for those on the trial to continue to receive treatment and monitoring when the trial ends and for all people eligible to be able to access the PrEP service.</p> <p>It is important to note that whilst the PrEP trial continues, Manchester clinics are currently recruiting to an additional 440 places and the Greater Manchester HIVE Project (Ending HIV in a generation) is now well established and includes the following strands:</p> <ul style="list-style-type: none">• Scaling up of HIV testing – more community based testing and promotion of digital offers• Marketing and promotion to encourage testing and address stigma – Delivered by PaSH partners (BHA for equality, LGBT Foundation and George House Trust)• Support for the residents identified as most at risk of acquiring HIV – delivered by PaSH• Support for People living with HIV that have barriers to achieving U=U
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					<p>(Undetectable=Untransmittable) – delivered by George House Trust and the Northern Sexual Health Service.</p> <p>The HIVE Project is integral to the UNAIDS Fast Track City region initiative and Manchester has signed up to this along with other GM local authorities and the Greater Manchester Mayor.</p>
28 Nov 2018	Youth Services	<ul style="list-style-type: none"> • Council believes that this Government has failed young people by overseeing unprecedented cruel cuts to youth services across the country. • Overall spending on youth services in England has fallen by £737m (62%) since 2010. • Youth work as a profession has been eroded and undermined through funding cuts and market reforms. This has resulted in a reduction in the number of joint Negotiating Committee programmes, the number of providers employing Joint Negotiating qualified workers and the number of students enrolling in undergraduate programmes. • Between 2012 and 2016, 600 	Paul Marshall / Fiona Worrall	Cllr Bridges	<p>The Council's Youth offer is jointly owned by Manchester City Council and partners who are responsible for making Manchester a great city for young people. Key partners include: Young Manchester, Play and Youth providers, Schools and Further Education providers; Voluntary Community and Social Enterprise Sector (VCSE); Greater Manchester Police; Health Services; parents and carers and young people.</p> <p>Following extensive lobbying of Government, the Council welcomes the Government's review announced on 10th July 2019 of the guidance for local authorities which sets out how activities and services for young people should be secured. We look forward to working with the Government on this review, which is a good opportunity to take stock of youth services across the</p>

		<p>youth centres closed down and 3,500 youth workers lost their jobs.</p> <ul style="list-style-type: none"> • Cuts to youth services have devastated the lives of young people by damaging community cohesion, making it harder to stay in formal education, and having a negative impact on their health and wellbeing. 83% of youth workers say the cuts have had an effect on crime and anti-social behaviour. • Youth work is a distinct educational process offering young people safe spaces to explore their identity, experience decision-making, increase their confidence, develop interpersonal skills and think through the consequences of their actions. This leads to better informed choices, changes in activity and improved outcomes for young people. • Council believes that youth services should be made statutory, recognising the important role universal youth work plays in supporting young people to realise their potential. • Council notes that Manchester has 		<p>country and look at how councils, central government and partners can work together to make sure that every young person is able to thrive.</p> <p>The Council has made good progress with transforming Youth provision over the last 12 months, including the development of a refreshed strategy that will be considered for Scrutiny in the Autumn. Following the review of the Council’s approach to Youth provision, Young Manchester has taken a huge leap forward within the relatively short lifetime of the charity. The Council’s partnership with Young Manchester has resulted in thousands of children and young people being reached through commissioning funding, stronger collaborations being created at local, regional and national levels and solid foundations have been built for the growth of youth and play work in Manchester in the coming years.</p> <p>Over the next three years the Council will be seeking to ensure that every young person will have the opportunity to achieve their full potential and benefit from the economic prosperity of the city. They will contribute to, and benefit from, supportive and dynamic neighbourhoods with access to a wide</p>
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		<p>established a Youth Partnership via the Manchester Youth Trust and we ask the Chief Executive to review Trust arrangements to ensure that it is tailored to the needs of Manchester communities.</p> <ul style="list-style-type: none"> • We call upon the Secretary of State to promote and secure youth services in each local authority and to establish a national body to oversee youth service provision across the country. • We call on Manchester MP's to support and campaign for statutory youth services. 			<p>range of leisure and recreational opportunities. The voice and citizenship of young people will be placed at the heart of the city's current and future identity, recognising that young people are the future of Manchester, economically, socially and culturally: they will come to define our city, and its relationship with the wider world.</p>
28 Nov 2018	The International Treaty to Prohibit Nuclear Weapons	<p>Manchester City Council is a founder member and the host of the Nuclear Free Local Authorities (NFLA), and a Vice President of the Hiroshima-led Mayors for Peace; both of which have been working for over three decades to promote multilateral nuclear disarmament.</p> <p>NFLA and Mayors for Peace work with the International Campaign to Abolish Nuclear Weapons (ICAN), which received the Nobel Peace Prize in 2017 for its work in encouraging over two thirds of United Nations members to agree to the International Treaty to</p>	Joanne Roney	Cllr Leese	Letter has been sent to Secretary of State for Defence from the Chief Executive.

		<p>Prohibit Nuclear Weapons (TPNW). Council regrets that the Governments of the existing nuclear weapon states, including the UK, refuse to support the Treaty. Council fully supports the TPNW as one of the most effective ways to bring about long-term and verifiable multilateral nuclear disarmament.</p> <p>Council also calls on the United Kingdom Government to lead a global effort to prevent nuclear war by:</p> <ul style="list-style-type: none">• Renouncing the option of using nuclear weapons first;• Cancelling the plan to replace its entire Trident nuclear arsenal with enhanced weapons;• Actively pursuing a verifiable agreement among nuclear-armed states to eliminate their nuclear arsenals by supporting the Treaty to Prohibit Nuclear Weapons and the 'Good Faith' Protocols within the Nuclear Non-Proliferation Treaty. <p>Council instructs the Chief Executive to write to the UK Government to inform them of this resolution and urge them to take account of it.</p>			
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28 Nov 2018	Exclusions from PRUs	<p>Council notes that figures for the most recent academic year show that 169 pupils were excluded from Pupil Referral Units (PRUs). Hundreds of days lost from education for some of Manchester's most vulnerable young people including looked after children, children with SEND and young people involved in gangs.</p> <p>Often these young people are already way behind their peers both academically and socially and we know there is a direct correlation between attendance and attainment.</p> <p>Council believes that continued exclusions serve to exacerbate the underachievement of excluded pupils and puts them at a disadvantage for the rest of their lives. Exclusion also punishes the pupil's family. Parents become solely responsible for their child during the period of their exclusion, working parents now need to find ways of looking after their children during the day</p> <p>Research shows that a significant proportion of those young people who remain unsupported through exclusion go on to be adults displaying similar or more serious problems of anti social behaviour and crime.</p>	Paul Marshall / Amanda Corcoran	Cllr Bridges	<p>In June 2019 Officers from Children's and Education Services presented the final draft of the Promoting Inclusion Reducing Exclusion Strategy at Children's and Young People's Scrutiny meeting. During the introduction an update was provided to members of the committee regarding the review practice at both the Secondary PRU and the 2 Special schools for pupils with social emotional mental health needs, where fixed term exclusions are also higher than mainstream schools. This is minuted below.</p> <p>The Head of School Quality Assurance and Strategic SEND reported that former Her Majesty's Inspectors (HMI) were supporting the review of fixed-term exclusions in specialist provisions, including the Secondary PRU, but that there had been a delay due to the health issues of one of the former HMIs. She advised Members that the report had been expected to be completed by the end of this half-term but that this might now be pushed back. She offered to circulate statistics on the number of fixed-term exclusions from the Secondary PRU this year to Members of the Committee. She also informed Members that the Council had been heavily engaged with the PRU over the last term in relation to the Promoting</p>
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		<p>Council therefore resolves to:</p> <ol style="list-style-type: none"> 1. Call on the Head of the PRU and leaders of alternative education provision to immediately cease the practice of excluding pupils from the City's PRUs – exceptions being where there have been threats to life or where they may be a risk of serious injury to staff, pupils or visitors. 2. Ask that the Chief Executive undertakes a thorough review of the policy, procedure and practice of excluding young people from PRUs and reports her findings, with the agreement of the Committee Chair, to the Children's and Young People Scrutiny Committee by February 2019. 3. Bring forward recommendations to change the practice of exclusions from PRUs to Council via the Executive no later than April 2019 			<p>Inclusion and Preventing Exclusion Strategy and that the PRU had been fully engaged and supportive of the Strategy.</p> <p>An initial review of fixed term exclusions at the Secondary PRU was completed on 18th July 2019. An initial report has been provided which has been shared with the Executive member for Children's Services and Education and the Chair of Scrutiny. A second visit will take place in September as well as visits to the special schools.</p> <p>The outcomes from the initial visit are summarised below.</p> <p>Fixed term exclusions The rate of exclusion is high at approximately half of students. However, given that the PRU received students who have been permanently excluded from a school or at high risk of exclusion, the rate indicates that there is a 50% success rate in no further exclusion. Of those who have an exclusion, 46% have three or less FTE (mainly half days).</p> <p>In 2018/19 there were over 425 FTE for 0.5 of a day. Approximately 33% of students have received an exclusion for one or a half a day. The school is using</p>
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					<p>half-a-day exclusions appropriately and is coding them correctly as exclusions (some schools send students home to cool off or reflect etc. and do not code it correctly as an exclusion). There are 287 FTEs for a half a day. This indicates the school is using this model as a way of asking students to reflect on their behaviours. The school monitors the use of FTE.</p> <p>The reasons for exclusion match the school's aims and behaviour policy. The most common reason for an FTE is persistent disruptive behaviour. Over 328 days lost. This is followed by verbal abuse/threatening behaviour against an adults with over 150 FTEs. Third is physical assault against a student with over 100 FTEs. There are lower proportions for physical assault against adults (approx. 65 FTEs); damage (approx. 64 FTEs); verbal abuse/threatening behaviour against a student (approx. 81). Drug- and alcohol-related FTEs amount to approximately 74 FTEs. Sexual misconduct is low at 3 FTEs; as is bullying at 23 FTEs.</p> <p>Only the Head Teacher excludes. Parents are informed via a letter or a meeting with pastoral/centre staff.</p> <p>The visit also included a review of the</p>
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					PRU's behaviour Policy and Attendance policy.
3 Oct 2018	Mancunian Heritage	<p>This council notes the large amount of work undertaken to protect Manchester's heritage, including protections for the 900 listed buildings, 34 conservation areas and 1 scheduled ancient monument contained within our city. It also notes that the Manchester Core Strategy makes provision for the council to ensure that development and progress across our city complements and enhances our historic environment.</p> <p>What is understood by 'heritage' has changed in recent times, and there is much more focus on intangible heritage such as community history and collective memory. This council believes that communities have a huge role to play in protecting our heritage and publicising our history, and that Manchester City Council should work with residents, community groups, schools and other interested parties to identify and promote aspects of local history and heritage, at both ward and city level.</p> <p>This council notes that there are best practice guidelines available from Historic England which Manchester</p>	Fiona Worrall	Cllr Rahman Cllr Stogia Cllr Akbar	<p>Preserving, sharing and enjoying Mancunian Heritage is a key driver for Manchester Libraries and Archives. As a key member of the Archives+ partnership, it is our responsibility to tell and treasure the story of Manchester and Mancunians. We've been keeping it Manchester since 1301, when Thomas Gresle's charter established a system of local government in the city which lasted for 5 centuries.</p> <p>Manchester means different things to different people, and there is more than one way to be a Manc. We work with community groups across the city to make sure their Manchester story and the things that mean Manchester to them are preserved. This includes:</p> <ul style="list-style-type: none"> A working group was established to look at what Mancunian heritage and community history. There have been training sessions for member working groups and planning committees which were city wide, the training also includes a session for officers across the council. <p>Considerable work has been undertaken to date through the member working</p>

		<p>City Council has used to protect much of our heritage with great success, but also that further, more Manchester-specific definitions of heritage can be adopted to ensure we are protecting not just the physical characteristics of our city, but the essence of what it means to be Manchester.</p> <p>This council resolves that:</p> <ol style="list-style-type: none"> 1. A working group be established to look further into aspects of heritage and community history 2. The above group leads a ward level heritage audit where buildings, structures or locations that are not listed or otherwise officially protected, but are important to the history of their community, are brought to the council's attention 3. That the council create and adopt a definition of "Mancunian Heritage" and work to protect our city's look, structure, and feel by "keeping it Manchester" 			<p>group.</p> <p>Further information is available at Appendix 1.</p>
3 Oct 2018	Park Security	Council notes a number of recent incidents that have occurred within the city's parks, which have affected the security and safety of park users.	Fiona Worrall Neil Fairlamb	Cllr Akbar	The Council has made good progress with reducing the number of reported incidents in parks over the last three years. Well-designed and well-used

		<p>Council also notes that such incidents may result in residents feeling reluctant to use the city’s parks in the way they were intended. Manchester has a strong history of creating, acquiring and maintaining parks for the use and benefit of the city’s residents (and visitors), and parks have long been a cornerstone of the social, physical, cultural and economic health of the city and its communities. As well as organised events, activities and sports, the presence of a park in a community can contribute in very tangible ways to the overall health, wellbeing, social cohesion, aspiration and skills of its users and stakeholders – as has been argued, affirmed and proven by many individuals and organisations over the 172 year history of public parks in Manchester.</p> <p>Nevertheless, recent incidents in a number of our parks – and a growing perception of insecurity among park users – threatens to undermine the beneficial contribution our parks make to our communities. Council notes that this can only have a detrimental effect to our city. Concerns about safety have left many people reluctant to visit their local park, or to engage with the opportunities and services it offers. Without action and a reaffirmed</p>			<p>parks and recreation areas are a great asset for local communities. But that asset can quickly become a liability when parks become unsafe and as a result, lose their value and benefit to the community. Keeping park and recreation facilities safe is a key priority and it has a direct relationship to usage rates</p> <p>Work undertaken as part of the Council’s security review highlights that there is a direct relationship between the level of park use and the perception of security: the larger the number of visitors involved in positive activities, the more likely that anti-social behaviour is deterred. The taskforce who undertook this research linked recreational programmes with improved security by suggesting that an emphasis on expanded recreation initiatives will encourage greater use and ultimately create a safer park environment.</p> <p>Formal/informal surveillance or the extent to which activities in parks can be observed by other people, is important for reducing vandalism, inappropriate activities, and feelings of isolation. There are currently 33 FTEs across the Park operational teams, excluding Heaton Park (13 FTEs). This means that the Parks Service is able to provide as</p>
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		<p>commitment to the security and safety of park users, we risk facing further reduction in usage and engagement (particularly in smaller parks with few or no 'destination events'). The Council has a strong Parks Strategy, developed through both public consultation and Scrutiny, but this strategy cannot succeed if people do not feel safe going into our parks.</p> <p>Council calls upon the Executive and officers to undertake a review of security and safety arrangements for parks across the city, with a view to developing a refreshed strategy for park safety that will enhance and strengthen the implementation of the Parks Strategy. In addition, Council calls on the Executive and officer to look at ways of supporting user and stakeholder groups (including, but not limited to, Friends groups) who are often called on to deal with the consequences of incidents, and who are 'frontline' in assessing and reporting security concerns, and to develop and support channels for sharing best practice and multi-agency working to promote and maintain the safety and security of all our public parks.</p>			<p>much presence as possible, with 9 staff bases across the city.</p> <p>The security budget has been protected for the past 3 years, with no reduction in budgets. The review of Parks Security will be completed in Autumn 2019 and options for further strengthening the approach to Parks security will be presented as part of the budget setting process for 2020 and beyond.</p>
11 July	Charter	This council notes although Slavery	Carol	Cllr	Actions taken following the council's

2018	against modern slavery	<p>was abolished in the UK in 1833, there are more slaves today than ever before in human history. Figures from the International Labour Organisation (ILO) suggest that there are more than 40 million people in modern slavery across the world, with nearly 25 million held in forced labour. There were 3805 victims of modern slavery identified in the UK in 2016. A rising number but still well below the 10,000 and 13,000 potential victims estimated by the Home Office.</p> <p>Modern Slavery is happening nationwide. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhuman treatment. This can include sexual and criminal exploitation.</p> <p>This council believes that action needs to be taken to raise awareness of modern slavery and the fact that it is happening all over the UK. That the current support for victims is not sufficient and needs to go beyond the 45 days they are currently given by the government. That council s have an important role to play in ensuring their contracts and supplies don't contribute to modern day slavery and exploitation.</p>	Culley	Ollerhead	<p>motion re: charter against modern slavery</p> <p>The council has taken forward a number of actions since the council ratified the charter on modern slavery in 11 July 2018. A summary of progress is provided below but more information can be found in the following two papers:</p> <p>The City Treasurer's report to the Resources and Governance Scrutiny Committee on 10 January 2019, 'Progress report on Manchester City Council's action on Modern Slavery' . This report sets out progress against each of the individual commitments set out in the council motion.</p> <p>The Deputy Chief Executive's report to the Ethical Procurement and Contract Monitoring Sub Group on 31 July 2019, 'Update on Modern Slavery' . The report provides an update on the arrangements within the Council's procurement process to safeguard against Modern Slavery, amendments to the tender documentation and contract management arrangements essential to the effective monitoring of the position and identifying any concerns or issues which may arise with regard to modern slavery in the Council's procurement of</p>
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		<p>Manchester City Council will:</p> <ol style="list-style-type: none"> 1. Ensure its corporate procurement team is trained to understand modern slavery through the Chartered Institute of Procurement and Supply's (CIPS) online course on Ethical Procurement and Supply. 2. Require its contractors to comply fully with the Modern Slavery Act 2015, wherever it applies with contract termination as a potential sanction for non-compliance. 3. Challenge any abnormally low-cost tenders to ensure they do not rely upon the potential contractor practising modern slavery 4. Highlight to its suppliers that contracted workers are free to join a trade union and are not be treated unfairly for belonging to one. 5. Publicise its whistle-blowing system for staff to blow the whistle on any suspected examples of modern slavery. 6. Require its tendered contractors to 			<p>contracts. The Council issued amended Standard Terms and Conditions in June 2019, to include for whistleblowing and Modern Slavery Act 2015.</p> <p>The Council is not required, by the Modern Slavery Act 2015, to have a Slavery and Human Trafficking Statement although a number of authorities have issued a voluntary statement. It is anticipated that changes in legislation will make it compulsory for Local Authorities to issue statements in the near future. At the meeting of Resources and Governance Scrutiny Committee on 10 January, 2019 it was proposed that the Council produce a voluntary Slavery and Human Trafficking Statement. This has now been drafted and was submitted to the Ethical Procurement and Contract Monitoring Sub Group on 31 July 2019 for consideration. The Sub Group endorsed the Slavery and Human Trafficking Statement. The statement is to be submitted to The Executive for approval.</p> <p>All Integrated Commissioning and Procurement staff have now completed focused training on modern slavery (the London Universities Purchasing Consortium (LUPC) e learning on</p>
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		<p>adopt a whistle-blowing policy which enables their staff to blow the whistle on any suspected examples of modern slavery.</p> <p>7. Review its contractual spending regularly to identify any potential issues with modern slavery</p> <p>8. Highlight for its suppliers any risks identified concerning modern slavery and refer them to the relevant agencies to be addressed.</p> <p>9. Refer for investigation via the National Crime Agency's national referral mechanism any of its contractors identified as a cause for concern regarding modern slavery.</p> <p>10. Report publicly on the implementation of this policy annually</p>			<p>Protecting Human Rights in the Supply Chain, developed especially for public procurement practitioners).</p> <p>Guidance from audit, on fraud, irregularity and whistleblowing has been included in the contract management user guide for contract management staff.</p> <p>MCC has signed up to two charters with Unite, the Construction Charter and Ethical Employment Standards in the Voluntary and Community Sector this will enable us to use the eyes and ears of their members to help monitor compliance by suppliers and contractors to our Ethical Procurement Policy including modern slavery.</p> <p>Further information can be found at appendix 2</p>
11 July 2018	Child Criminal Exploitation	This council notes the work done by the course run by the Factory Youth Zone called Junior Choices funded and supported by the Rank Foundation and Onside. Two fundamentally vital children's supporters and charities enabling youth zones like the one in Harpurhey to be built in collaboration	Paul Marshall / Fiona Worrall	Cllr Bridges / Cllr Akbar	Child Criminal Exploitation (CCE). Preventing children and young people from being exploited by criminals was identified as a key priority for the Community Safety Partnership in the refresh of its Strategy in 2018. Work has been undertaken to raise awareness of CCE for staff across

		<p>with Local councils all over the country.</p> <p>The term 'County Lines' has been coined to represent the movement of drugs, guns and money. Vulnerable children are moved around the city and the country from as young as 11 years old used and abused. It is estimated there are a thousand highly organised groups estimating to be delivering drugs across the UK. Each line it is estimated uses children and generates £5,000 per day. Crime pays at the cost of these vulnerable children. This is an issue we have seen across Greater Manchester/ North Manchester and is a clear example of what we now are calling Child Criminal exploitation.</p> <p>The government insists that it is tackling the problem and earlier this year pledged £3.6M to develop a new 'County Lines' initiative. In contrast the Children's society has a lottery bid of £3m to spend over the next 3 years in Greater Manchester alone to fight against Child Criminal exploitation</p> <p>Factory Youth Zone has taken the lead so far in Manchester flagging up how serious this issue is organising a conference at F. C United 3 years ago. We know poverty is the main driving force especially in Harpurhey and</p>			<p>partner agencies including schools, Childrens' Services, Police and health staff and also across our communities for example with the Trapped campaign and the work delivered by The Childrens Society Disrupting Exploitation Programme</p> <p>This work helps professionals, communities and young people recognise CCE to build resilience to it and also to be able to identify support for young people who are being exploited. Support for young people experiencing CCE is delivered through the Complex Safeguarding Hub which was launched on the 1st of October 2018 and partners involved are GMP, Children's Services, Early Help, National Probation Service, Youth Justice, Children's Society, Barnardo's, Adult Services and Education Safeguarding. The hub provides a dedicated focus in relation to CSE, Child Criminal Exploitation (CCE), County Lines, Serious and Organised Crime, and Threats to Life. Daily governance meetings, mapping and joint risk assessments and sharing across GMP and Social Care systems are part of daily business and this is reflected in the strategy meetings and discussions, the complex safeguarding investigations and developing work in relation to</p>
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		<p>Wythenshawe. Communities know this is happening and accept it. Deprived poor children are targets for the people behind Child Criminal Exploitation. It is a massive safeguarding issue now for MCC. Much needs to be done, a working group chaired jointly by Manchester City Council and GMP has been set up this year and is working with other agencies and partners. Early help are working with families at crisis point. Joined up working is crucial.</p> <p>Junior Choices has been piloted and successful in North Manchester, heads of local primary schools have been asked for names of children to attend the course age 9 to 12. It runs for 12 weeks. Demand outweighs availability. Great work has been done. Paintings produced and displayed being just one positive outcome.</p> <p>Questionnaires from the Junior Choices families, children and schools have been evaluated by Manchester Metropolitan University, this shows an 86% success rate of the children not being exploited by criminals, with their behaviour improving both at school and at home.</p> <p>1. Council ask that we work with</p>			<p>contextual safeguarding.</p> <p>Progress on activities to tackle CCE are monitored by the Community Safety Partnership Board and also reported in to the Safeguarding Boards.</p>
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		<p>partners to find solutions to tackle the criminal activity.</p> <ol style="list-style-type: none">2. Council commits to engage with Greater Manchester Mayor Andy Burnham to use MCC lead and work across GM to eradicate Child Criminal Exploitation from GM.3. Council call on the government for funding to stop Child Criminal Exploitation, we need funding to protect and safeguard our children and young people.4. Council recognises that we need a strategy and initiative in all areas of the City to protect our children.			
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Appendix 1 – Council Motion re: Mancunian Heritage

- **LGBT Foundation** Manchester led the national movement for LGBTQ+ equality. The city's heritage has a rainbow running through it. We work in partnership with the LGBT Foundation to ensure that this heritage is fully documented and shared, collaborating with their archive volunteers on a weekly basis. We recognise the expertise of these volunteers and allow them to set the priorities for projects and documentation, valuing the need to genuinely co-curate collections to ensure the authenticity of community voices. Current projects include unpicking Manchester's queer history from the national narrative, cataloguing and indexing archives, piloting an oral history project as part of Pride in Ageing to capture marginalised voices.
- **Ahmed Iqbal Ullah Race Relations Resource Centre (AIU RRRC) / Coming in from the Cold.** We work closely with the AIU RRRC, one of our Archives+ partners, to ensure that Manchester's Black, Asian and Minority Ethnic (BAME) community histories are preserved and shared. Manchester is a global city with over 200 languages spoken. AIU RRRC are currently in year 2 of a three year National Lottery Heritage Fund project, Coming in From the Cold, which aims to support BAME communities to develop and deliver heritage projects to increase representation of these communities in archive collections. Communities are in control of the narrative, allowing them to set the record straight and show community life as it is actually lived.
- **Forgotten Soliders** - funded by Heritage Lottery Fund (HLF) and delivered by Alchemy Arts to highlight the stories of Muslim soldiers and their efforts in the First and Second World Wars.
- **Ananna, Bangladeshi Women's Organisation** - this organisation works to meet the specific needs of Bangladeshi women in Manchester. It deposited its archive collection ensuring this work would never be forgotten. It unique - is the only archive of a Bangladeshi Women's organisation deposited with an archive in the UK.
- **Pan-African Congress in Manchester.**
- **Rainbow Noir** is a peer support group established in 2013 for LGBTQI people of colour. They donated their archive to build an archive representing their voices and experiences, recognising that history needs to be captured in the making.
- **ZIWO Zimbabwean Women's Organisation** - AIU RRRC have supported this community group who received a Heritage Lottery Fund (HLF) grant to document life stories of Zimbabweans in Manchester, recognising the need for a narrative to support future generations growing up between a Zimbabwean and Mancunian heritage. The resulting oral histories are available for access at the AIU RRRC Library in Manchester Central Library.

Appendix 2 – List of specific actions from the Council Motion re: charter against modern slavery

- 1 ***Ensure its corporate procurement team is trained to understand modern slavery through the Chartered Institute of Procurement and Supply's (CIPS) online course on Ethical Procurement and Supply.***

The corporate procurement and integrated commissioning team have completed the London Universities Purchasing Consortium (LUPC) e learning on Protecting Human Rights in the Supply Chain, developed especially for public procurement practitioners.

- 2 ***Require its contractors to comply fully with the Modern Slavery Act 2015, wherever it applies with contract termination as a potential sanction for non-compliance.***

All MCC tender documents cite the Council's Ethical Policy which, following review in 2017, includes specific reference to slavery and human trafficking. In June 2018 additional questions were added to the procurement process to test bidders' commitment to preventing slavery within their own organisation and their supply chain. The Policy has also been uploaded onto the Council's E Tendering Portal for all candidates and tenderers to access when responding to a tender.

- 3 ***Challenge any abnormally low-cost tenders to ensure they do not rely upon the potential contractor practising modern slavery***

This is normal practice for procurement officers as required under The Public Contract Regulations 2015, Regulation (69).

- 4 ***Highlight to its suppliers that contracted workers are free to join a trade union and are not be treated unfairly for belonging to one.***

The Council's Ethical Procurement Policy states that: *Freedom of association and the right to collective bargaining are respected.* The Policy is cited and a link to the policy is provided in all tender documents. All tenderers are now required to confirm at tender stage that they:

- (i) recognise Trade Unions in your organisation / business?
- (ii) accept persons that have membership of a trade union into your work force?
- (iii) encourage employees to join a trade union of their own choosing?

- 5 ***Publicise its whistle-blowing system for staff to blow the whistle on any suspected examples of modern slavery.***

The Council's whistle blowing policy and guidance is available to staff via the intranet and has a dedicated email address, phone number and online forms for staff to report any incidents. To help raise awareness further, Integrated Commissioning and Internal Audit have added guidance to the council's Contract Management User guide.

6 *Require its tendered contractors to adopt a whistle-blowing policy which enables their staff to blow the whistle on any suspected examples of modern slavery.*

The Council issued amended Standard Terms and Conditions in June 2019, to include for whistleblowing and Modern Slavery Act 2015.

Council Tenders also require contractors to confirm when tendering whether they operate a whistle blowing process which is actively promoted within the organisation and suppliers (where applicable) to report any incidents of breaches or suspected breaches of the Modern Slavery Act 2015, and that if they use sub-contractors, whether they have processes in place to check whether any of these organisations operate a whistle blowing process. Whistle blowing is in the Council's Ethical Procurement Policy, this was amended in 2018 with reference to the Councils' own whistle blowing policy committing them to have in place a similar policy for their employees and subcontractors.

7 *Review its contractual spending regularly to identify any potential issues with modern slavery*

It will be for contract managers, as the experts in their sector and in the contract, to review spend on a regular basis and assure themselves that spend is in line with expected levels and that any potential issues raised concerning modern slavery are highlighted to internal audit.

8 *Highlight for its suppliers any risks identified concerning modern slavery and refer them to the relevant agencies to be addressed.*

As the experts in their sector and in the contract, contract managers should use their sectoral knowledge to know where to look - e.g. of how modern slavery might occur in their supply chain, and to flag this at commissioning / procurement stage, and in day to day contract management.

9 *Refer for investigation via the National Crime Agency's national referral mechanism any of its contractors identified as a cause for concern regarding modern slavery.*

This is normal practice for council officers who would firstly refer to internal audit.

10 *Report publicly on the implementation of this policy annually*

A voluntary statement has been drafted detailing the actions the Council has taken during the financial year 2018-19 to ensure that slavery and human trafficking is not taking place either in its supply chain or its own organisation. This will be placed on the Council internet and updated annually.

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**Manchester City Council
Report for Information**

Report to: Resources and Governance Scrutiny Committee – 3 September 2019

Subject: Domestic Violence and Abuse (DV&A) Review

Report of: Fiona Worrall, Strategic Director – Neighbourhoods
Mike Wright, Director of Homelessness

Summary

This report sets out plans for developing and delivering a strategic review into Domestic Violence and Abuse (DV&A) services, and the current procurement being undertaken to support this work.

Recommendations

The Committee is requested to note and discuss the plans for the strategic review.

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	
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	Effectively supporting DV&A victims and survivors through high quality service provision allows them to move on from their experiences and make the most of their potential.
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):

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.

Delivering Differently Strategy

1.0 Introduction

1.1 The committee has asked to receive a report that provides information on:-

- the financial implications of delivering a domestic violence service;
- a review of the procurement process for these services; and
- a review as to whether these services are resourced appropriately and are providing value for money.

1.2 This report sets out plans for developing and delivering a strategic review into Domestic Violence and Abuse (DV&A) services, and the current procurement being undertaken to support this work.

1.3 As part of the Strategic Review the aim is to gain a much better understanding of the totality of spend, as support and interventions are spread across a number of different services and agencies. This will also include how we compare to other local authorities. This report is therefore focused on the financial implications and procurement needed to deliver this, as well as how the review will focus on ensuring value for money.

2.0 Background

2.1 Manchester has always taken domestic abuse seriously. The council knows its impact on the lives and well-being of victims, children and communities, and understands that its effects can last a lifetime. The city continues to have a zero-tolerance approach, and the council collaborates with partners such as the police, GMCA, health, education and the VCSE sector to ensure that all services can respond sensitively and efficiently to those affected by Domestic Violence & Abuse (DV&A).

2.2 As part of a new strategic approach to DV&A in the city the Delivering Differently Programme was launched in 2014, and as part of the “Delivering Differently” strategic review, Manchester now has:

- An updated DV&A Delivering Differently Strategy 2016 - 2020
- A DV&A Strategic Group, responsible for overseeing the delivery of the strategy.
- A Domestic Violence & Abuse (DV&A) Forum, responsible for the strategy action plan, which reports into the DV&A Strategic Group
- An Integrated Commissioning Panel.
- Increased working with, and input into, Greater Manchester strategies and delivery
- Participation in the Greater Manchester Domestic Abuse Partnership board, chaired by the Deputy Mayor of Greater Manchester

2.3 As a consequence of the Delivering Differently programme and strategy, Manchester now has a clear vision for tackling DV&A focused on early intervention and prevention, a whole family approach, and holding perpetrators to account. This vision is seen as a joint responsibility across the Community

Safety Partnership, Adult Social Care and Children's Services, and the governance currently in place reflects this.

3.0 Current Domestic Violence & Abuse Procurement

- 3.1 The council and partners currently commission a range of DV&A contracts and grants to support victims/survivors and their families. A key element of this provision are the contracts for refuge and outreach provision, which are commissioned directly by the council.

Refuge Provision

- 3.2 The current contracts for refuge provision are held by Manchester Women's Aid (MWA) and Saheli. MWA provides 5 refuges, which offer safe accommodation for women with children & single women who are experiencing domestic violence and abuse. They also provide resettlement, outreach, and children and family support. Most refuges have self-contained flats, although there is one shared accommodation. The refuges also have an outdoor play area; children's play room and a shared lounge. Saheli provide specialist emergency, temporary refuge accommodation to South Asian women and their children who are fleeing domestic violence. Their six room refuge provides safe accommodation for women with children & single women who are experiencing domestic violence and abuse.

Outreach Provision

- 3.3 MWA currently hold the contract for outreach provision in Manchester. They provide dedicated outreach workers who are assigned to help both men and women at risk from domestic violence and abuse. Support provided includes liaison with MARAC (multi-agency risk assessment conference), working with partners to develop support plans and programmes of care, and delivering a range of group work programmes around areas such as move on, resilience and recovery, and the impact of DV&A on children.
- 3.4 These contracts are due to expire in January 2020 and it has therefore been necessary for procurement to take place. The focus of this procurement has been on getting new contracts in a suitable place to respond to the forthcoming strategic review rather than making large scale changes, and ensuring that the specifications for both services meet the aims and objectives of Manchester's Delivering Differently Strategy.
- 3.5 This step-change approach includes a focus on early intervention and prevention, partnership working, and a whole family approach. At the same time, an Our Manchester approach has been key to the new specifications to ensure that the behaviours and principles of the approach are embedded throughout new services. Both social value and demonstrating value for money are an intrinsic part of the new service specification to ensure that best value is obtained from our providers. There will be increased emphasis on move-on from services with the aim of creating additional capacity, meaning that more vulnerable residents can be supported.

4.0 DV&A Strategic Review

- 4.1 Delivering Differently provided an opportunity to bring services together to deliver a high quality, coordinated response to DV&A. A key outcome of the programme was the formation of the Domestic Violence and Abuse Forum, which meets quarterly and is chaired by the Lead Member for DV from MCC. Partners on this forum include the Police, Children's Services, Public health, Community Safety Partnership, Safeguarding, VCSE, Housing Associations and MMU. These meetings use a multi-agency approach to review and update the Domestic Violence Strategy document, and agencies update the Forum on new initiatives and how work is progressing within their organisation. This Forum reports to the DVA Strategy Group, which consists of a range of key partners, including MCC (Adult Care, Community Safety, Children's Services, Early Help, Strategic Housing), GMP, MHCC, and the CRC. Collectively, these fora provide the governance and oversight for DV&A commissioning activity.
- 4.2 The success of Delivering Differently is demonstrated by a number of areas of high quality working and service delivery, including an increased focus on developing early interventions and piloting new approaches. However, there is not currently a service offer and response that truly reflects the city's vision, and there are a number of challenges facing Manchester, namely:
- Funding practices: Services have grown organically over time meaning there are many disparate local funding streams, short term funding and disjointed local commissioning practices
 - Data: There is a pressing need for more consistent and robust data collection to inform local need and provision
 - Escalation: Services are focused on high risk victims and crisis interventions meaning that 'standard risk' cases may not be a priority until they have escalated to crisis point. This creates particular challenges for delivering an early intervention and prevention approach
 - Increased pressure on services: Increased reporting has placed additional pressure on all victims' services including specialist services, for example those supporting BME, disabled and LGB&T victims
 - Complex needs: Victims with the most complex needs find it particularly difficult to access appropriate support, further intensifying the risks they face
- 4.3 Additional challenges include the radical reform of the welfare system, which, since 2010, has introduced measures to cut overall welfare expenditure and to change the way particular benefits are structured and administered. This includes the implementation of Universal Credit in the city.
- 4.4 Most working age benefit levels have been frozen at 2015 levels for the following four years, as have most Local Housing Allowance levels of help with rent, despite continuing increases in rent in a buoyant local private rented sector. In addition, reductions in benefits because of the under occupation rules (the "Bedroom Tax"), the Benefit Cap and restrictions on allowances for some people who have more than three children have also reduced the

amount of money people have to live on. This is mirrored by increasing homelessness, increasing demand at foodbanks and increasing calls on discretionary budgets. All this has meant that more people experiencing domestic violence and abuse have felt trapped in circumstances until crisis point, and has also meant that once they have left, they are finding it much harder to source alternative accommodation and find their own solution.

4.5 Manchester has taken some steps but reforms have been taken at the edges, such as one-off funding for small-scale initiatives, as opposed to changing our mainstream services. What is now needed is a strategic review focused on turning the Delivering Differently vision into a reality. It is broadly known, from research and work with partners, what is needed to achieve this, but there are things that are first needed before Manchester can confidently move to a new model:

- There is a need to build an evidence case for change. The ethnographic approach has a large part to play in this, and will require the council to put current hypotheses to one side and take a blank mind approach. We need to understand more why perpetrators of domestic violence and abuse behave as they do, how victims react and what they are looking for. This does not mean starting from scratch, but there is more that can be done to support more significant change.
- A person-centred design approach to services is needed, working with partners, including people with lived experience, to develop what we need in our city.
- There is a need to understand what the art of the possible is with the market and with our own workforce. This needs to be ambitious but also deliverable.
- There is a need to build a financial case for change. Reform will have to be taken within existing budgets - i.e. mainstream funding will need to be reallocated. A robust financial case, including cost / benefit analysis, will be critical in supporting this. An evaluation framework will also be needed.

4.6 Taken together, the outputs of the review will mean that the city has a deep understanding of domestic violence and abuse in Manchester, the service blueprints for tackling it much earlier, and a case that partners across the city can confidently buy into. It will also provide insight into how best to ensure value for money in DV&A service delivery, including looking at ways that funding could be used differently.

4.7 The details of this review, including key stakeholders, a work plan, and timescales is currently being scoped out and further details will be provided once available. However, it is anticipated that this will be a significant area of work, requiring involvement and buy-in from multiple partners and with an appropriate level of project management and strategic support.

5.0 Procurement and Financial Implications

- 5.1 It has been agreed that the new contracts for refuge and outreach provision will be let on a 2 year basis in order to give the Council time to undertake the strategic review, with the option to extend these contracts for an additional 3 years subject to the outcome of the review. Procurement is currently underway with successful providers due to be announced in the next few months.
- 5.2 The current annual contract value for refuge and outreach contracts is £562k, which is contracted to the following organisations:
- Manchester Women's Refuge Accommodation
 - Manchester Women's Aid Outreach Provision
 - Saheli Refuge Accommodation
- 5.3 Once the strategic review has been completed there will be an opportunity to recommission these contracts if required, in order to deliver the review's recommendations and vision for the city. In addition, the review will also likely lead to wider-scale recommissioning of contracts and grants in order to bring services together to operationalise the comprehensive and strategic Delivering Differently approach.
- 5.4 Future procurement resulting from the outcome of the review is currently unknown. Other than contracts for refuge and outreach provision, other services are let on a rolling basis subject to annual review and ongoing achievement of positive outcomes. These services will be explored more in depth during the strategic review, with feedback from the review used to influence future procurement approaches.
- 5.5 Benchmarking against other Local Authorities has been looked at. Unfortunately, from a financial point of view, this is very difficult to benchmark because there is no specific budget line for DV&A within the Revenue Outturn data. In terms of non-financial measures, incidents of DV&A do not reflect occurrence of DV&A in reality, and vary according to initiatives and programmes in order to encourage reporting, so comparisons between areas are not meaningful. These issues will be progressed as part of the strategic review and as meaningful comparisons as possible will be analysed.
- 5.6 The procurement approach for the remaining contracts will be informed by the Strategic Review and officers will report back to Communities Scrutiny as this work progresses.

6.0 Recommendations

- 6.1 Members of the Committee are asked to note and comment on the contents of the report.

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