



## **Neighbourhoods and Environment Scrutiny Committee**

Date: Wednesday, 5 September 2018

Time: 10.00 am

Venue: Council Chamber, Level 2, Town Hall Extension

Everyone is welcome to attend this committee meeting.

There will be a private meeting for members of the Committee at 9:30 am in Committee Room 6, Room 2006, Level 2 of the Town Hall Extension.

### **Access to the Council Chamber**

Public access to the Council Chamber 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 Neighbourhoods and Environment 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 Neighbourhoods and Environment Scrutiny Committee**

**Councillors** - Igbon (Chair), Azra Ali, Appleby, Chohan, Flanagan, Harland, Hassan, Hewitson, J Hughes, Jeavons, Kirkpatrick, J C Lyons, Noor, J Reid, Sadler, Strong, White 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**

To approve as a correct record the minutes of the meeting held on 18 July 2018.

7 - 12

**5. Housing Issues**

Report of the Director of Housing and Residential Growth

13 - 30

The committee had asked for a “Housing” report to include the following themes:

- Progress on the Selective Licensing schemes (to include data on the number of evictions as a result)
- Manchester Move;
- Housing vulnerable people in B&Bs and how B&Bs are inspected;
- Tackling rogue landlords, and the Rental Charter;
- Social Housing and new builds across the city; and
- Northwards ALMO (arms-length management organisation).

This report has been produced collaboratively by officers from Neighbourhood Services (Selective Licensing and Rogue Landlords), Adult Services (Homelessness; Bed and Breakfast accommodation) and Strategic Housing (New house-building and Northwards Housing).

- 6. Update on the work to tackle homelessness and rough sleeping and the Manchester Homeless Strategy** 31 - 64  
Report of the Strategic Lead for Homelessness

This report provides an update on the work that is taking place to tackle homelessness and rough sleeping in the City. It covers the impact on Manchester of the implementation of the Homelessness Reduction Act 2017; presents information on the work to tackle rough sleeping; and covers the impact of the Cold Weather Provision.

The report includes the new draft Strategy for Homelessness for the City of Manchester. This Strategy is currently under discussion and will be signed off by the Homeless Partnership in September, for launching on the 10 October, World Homeless Day. The report also includes the Council's wider action plan for homelessness that will sit below the Strategy for comment.

- 7. Resident Parking Policy**  
This report is to follow.

- 8. Overview Report** 65 - 78  
Report of the Governance and Scrutiny Support Unit

This report includes details of the key decisions due to be taken that are relevant to the Committee's remit as well as 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 agree.

## 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 Neighbourhoods and Environment Scrutiny Committee has responsibility for looking at how the Council and its partners create neighbourhoods that meet the aspirations of Manchester's citizens.

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](http://www.manchester.gov.uk)

Smoking is not allowed in Council buildings.

Joanne Roney OBE  
Chief Executive  
3<sup>rd</sup> Floor, Town Hall Extension,  
Lloyd Street  
Manchester, M60 2LA

## Further Information

---

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

Lee Walker  
Tel: 0161 234 3376  
Email: [l.walker@manchester.gov.uk](mailto:l.walker@manchester.gov.uk)

This agenda was issued on **Tuesday, 28 August 2018** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 6, Town Hall Extension (Mount Street Elevation), Manchester M60 2LA

## **Neighbourhoods and Environment Scrutiny Committee**

### **Minutes of the meeting held on 18 July 2018**

#### **Present:**

Councillor Igbon – in the Chair  
Councillors Chohan, Flanagan, Harland, Hassan, Hewitson, Jeavons, Lyons, Noor, Reid, Sadler, White and Wright

Councillor Akbar, Executive Member for Neighbourhoods  
Councillor Stogia, Executive Member for Environment, Planning and Transport

Jonny Sadler, Programme Director, Manchester Climate Change Agency

**Apologies:** Councillors Hughes and Kilpatrick

#### **NESC/18/31            Minutes**

The minutes of the Neighbourhoods and Environment Scrutiny Committee meeting of 20 June 2018 were submitted for approval. Councillor Azra Ali requested that her apologies be recorded.

A Member sought confirmation that the report that had been scheduled for this meeting on the Draft Resident Parking Policy would be considered at the September meeting. The Chair confirmed that this item would be considered at the Committee's September meeting.

#### **Decision**

To approve the minutes of the meeting held on 20 June 2018 as a correct record subject to the above amendment.

#### **NESC/18/32            Manchester Climate Change Annual Progress Report**

The Committee considered the report of the Deputy Chief Executive (Growth and Neighbourhoods) that provided Members with an update on progress being made towards the delivery of the city's ambitions to reduce carbon emissions. It included details of the citywide progress towards the interim target of a 41% reduction in carbon emissions by 2020 from a 2005 baseline. It also detailed the Council's contribution towards this target via the reduction in direct carbon emissions attributed to the Council's activities since 2009/10. The latest data showed that citywide emissions had reduced by 34% since 2005 and the Council's direct emissions had reduced by 33.8% from a 2009/10 baseline. The report also provided information about the city's transition towards being a zero carbon city.

Officers referred to the main points and themes within the report which included:-

- Information on citywide activity being coordinated by the Manchester Climate Change Agency (MCCA) and the Council to address climate change, including information on the engagement with schools, partners and businesses;
- A detailed breakdown of the reduction in the Council's direct CO<sub>2</sub> emissions; and
- An update on the ambitions for the city post 2020.

Some of the key points that arose from the Committee's discussions were:-

- What was being done to support local businesses and that consideration should be given to establishing a Business Charter and an accreditation scheme;
- More needed to be done regarding connectivity across the city, including repairing canal paths to encourage cycling in north Manchester;
- Council policies and strategies, such as planning, transport and health needed to align to the Climate Change Action Plan. In particular as a result of the increased number of construction sites across the city and the impact this had on congestion, traffic flow and emissions. The issue of Planning conditions in relation to housing developments was also raised;
- Residents needed to be engaged in this activity and good practice should be shared across all wards;
- Ward coordination should be used to effectively communicate this activity and share good practice across wards;
- A publicity campaign should be developed to increase awareness about climate change activity with residents, and this campaign should be appropriate for all residents;
- The Universities should deploy their student volunteers to other areas of the city to support local residents and not just concentrate on the south area of the city;
- What was being done to address vehicles idling;
- What was being done to support Eco Schools and what benefits has this programme delivered; and
- What was being done to promote alternative travel for Council staff.

The Programme Director, MCCA informed the Committee that the MCCA had recently launched their 2018 Annual Report, and the headlines from the report was projected to reduce its carbon emissions by 38% 2020 from a 2005 baseline, against the 41% target; that the low carbon sector employed 38,000 people in Greater Manchester and this sector was expected to grow by 11% year on year nationally. He further described that the connection between health and carbon reduction was increasingly well understood and work to address air quality, and link into wider policies and strategies, including measures to address fuel poverty, into this area of work was ongoing. He further informed the Committee that the MCCA and Manchester Climate Change Board had adopted the Tyndall Centre on Climate Change recommendations that Manchester had a 15m tonne carbon budget and to meet this Manchester would have to reduce its emissions by 13% year on year. The Agency and Board launched this as a proposal to the city at the Manchester Climate Change Conference on 17 July 2018. Three strands of work are now planned. Firstly, work with key sectors and partners to develop draft action plans by October 2018 and final action plans by March 2019. Secondly, for Manchester City Council to deliver a resident-focused communications programme with residents. And thirdly for the Agency and Board to work with Manchester City Council with a view to the

carbon budget being adopted as formal Council policy by end-2018, on behalf of the city.

He said that the MCCA sought to influence and support partners across the city to engage in climate change activity and reduce emissions. He said that they did support local businesses, and made reference to the good work undertaken by the Greater Manchester Growth Company, but acknowledged more needed to be done in this area. He said that the annual report that had been published contained examples of the work undertaken by schools around this agenda and schools were keen to engage with this agenda; however, resources remained a challenge to meet the demand from schools. He said that there were many good examples of community and resident initiatives across the city, and they were working with community and faith groups to replicate these in other areas across the city. He further informed the Committee that the Universities were key partners to influence the significant student population within the city and both Universities would be invited to formally join the Manchester Climate Change Board. He also acknowledged the comments made regarding the need for an effective and coherent communications campaign and commented that engagement of residents was central to the success of this activity and a communications strategy would be developed by Manchester City Council.

The Strategic Lead Policy and Strategy said that a modal shift for staff travel when on Council business was already being promoted and encouraged through the use of the Manchester Car Club, active travel and public transport. He said that future consideration would also need to be given to policies regarding electric vehicles and mileage payments. He also said that if the 15m tonne carbon budget was to be formally adopted by the Council all strategies and action plans would be reviewed to ensure that the targets and progress reflected this.

The Executive Member for Environment, Planning and Transport said that the Council sought to influence partners and lead by example in regard to reducing carbon emissions. She said this was demonstrated by the use of estates; applying social value to procurement and developing and implementing policies, such as the Green and Blue Infrastructure Policy. She said that the Council remained committed to working with Transport for Greater Manchester (TfGM) and the Greater Manchester Cycling and Walking Commissioner to increase active travel and improve public transport across the city. She further commented that TfGM had directed that buses should not idle and the wider work around air quality would seek to address the issue of cars idling near schools.

The Executive Member for Environment, Planning and Transport further commented that the Universities in Manchester were key partners to drive this agenda and their students undertook a number of days of voluntary and activity days. She commented that work was ongoing with the Universities to address the issues regarding waste and fly tipping in student areas at particular times of the academic year. She informed the Committee that a Manchester Nature Festival would be organised to showcase the good work undertaken by local community groups and this would help establish links between groups and share experience and good practice.

In response to comments made regarding LED street lighting the Executive Member for Environment, Planning and Transport said that it was anticipated that the installation of LEDs would be completed by September 2019. She said that information was available on the Council's website where residents could find out when changes were scheduled to be made and report any issues.

### **Decision**

The Committee recommend:-

1. To establish a Task and Finish Group, the remit and scope to be agreed and that an invitation to join the group be extended to all Members of the Council.

### **NESC/18/33            Improving Road Safety Around Schools**

The Chair recommended that consideration of this report be deferred to the September meeting as Members felt there were inaccuracies within the data that had been provided within the report. Members requested that when this report was considered again that the Executive Member for Schools, Culture and Leisure and the Director of Education be in attendance.

The Chair requested that if Members had identified any inaccuracies recorded against their ward, or phase 1 schemes that members did not support, to notify her via email and this would be relayed to the Executive Member for Environment, Planning and Transport and relevant officers.

### **Decisions**

The Committee:-

1. Agreed to defer consideration of this item to the September meeting of the Committee;
2. Recommended that Members email the Chair with any identified inaccuracies in the report recorded against their ward or phase 1 schemes that members did not support, and
3. Recommended that when this report is considered again that the Executive Member for Schools, Culture and Leisure and the Director of Education be in attendance.

### **NESC/18/34            Overview Report**

The report of the Governance and Scrutiny Support Unit which contained key decisions within the Committee's remit and responses to previous recommendations was submitted for comment. Members were also invited to agree the Committee's future work programme.



A Member commented that as the 'Improving Road Safety Around Schools' report had been deferred to the September meeting that the 'Greater Manchester Clean Air Plan' should be moved to the October meeting. The Deputy Chief Executive said that enquiries would be made to see if this item could be moved to a later meeting.

### **Decisions**

The Committee:-

1. Notes the report; and
2. Approves the work programme subject to noting the above comments.

This page is intentionally left blank

**Manchester City Council  
Report for Information**

**Report to:** Neighbourhoods and Environment Scrutiny Committee -  
5 September 2018

**Subject:** Housing Issues

**Report of:** Director of Housing and Residential Growth

---

### **Summary**

At its meeting on 8 November 2017 officers provided an update to the Committee on the stock transfer promises, homelessness and improving the private rented sector.

In addition to this on 31 January 2017 officers provided information to this Committee relating to the outcome of the review of the Housing Revenue Account (HRA) and how the City Council delivers its housing management services. This report was also shared with members of the Executive on 11th January 2017.

The committee has asked for a “Housing” report to include the following themes:

- Progress on the Selective Licensing schemes (to include data on the number of evictions as a result)
- Manchester Move;
- Housing vulnerable people in B&Bs and how B&Bs are inspected;
- Tackling rogue landlords, and the Rental Charter;
- Social Housing and new builds across the city; and
- Northwards ALMO (arms-length management organisation).

This report has been produced collaboratively by officers from Neighbourhood Services (Selective Licensing and Rogue Landlords), Adult Services (Homelessness; Bed and Breakfast accommodation) and Strategic Housing (New house-building and Northwards Housing).

### **Recommendations**

Members of the Committee note the contents of the report and the actions being taken to improve the private and social housing offer in the city.

---

**Wards Affected:** All

---

**Alignment to the Our Manchester Strategy Outcomes (if applicable)**

| <b>Manchester Strategy outcomes</b>                                                                               | <b>Summary of how this report aligns to the OMS</b>                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities | Good quality homes will contribute to the sustainability of neighbourhoods, ensuring residents have a settled and stable platform to contribute and thrive.                                                                                                  |
| A highly skilled city: world class and home grown talent sustaining the city's economic success                   | Improving access to good affordable homes will enable households to be well connected to employment opportunities and schools.                                                                                                                               |
| A progressive and equitable city: making a positive contribution by unlocking the potential of our communities    | Improving the housing offer will help residents to settle for a longer period of time and allow them to make a positive contribution to their local community and neighbourhood.                                                                             |
| A liveable and low carbon city: a destination of choice to live, visit, work                                      | The right mix of quality energy efficient housing is needed to support growth and ensure that our growing population can live and work in the city and enjoy a good quality of life.                                                                         |
| A connected city: world class infrastructure and connectivity to drive growth                                     | This approach recognises the importance a balanced housing offer plays within a well-connected city and the neighbourhoods within it. It seeks to create neighbourhoods where residents will choose to live and their housing needs and aspirations are met. |

**Contact Officers:**

Name: Martin Oldfield  
Position: Head of Housing  
Telephone: 0161 234 3561  
E-mail: m.oldfield@manchester.gov.uk

Name: Fiona Sharkey  
Position: Strategic Lead Compliance, Enforcement and Community Safety  
Telephone: 07767417235  
E-mail: f.sharkey@manchester.gov.uk

Name: Nicola Rea  
Position: Head of Homelessness  
Telephone: 0161 234 1888  
E-mail: n.rea@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 document 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.

Report to Executive: Housing Investment Options: March 2003

Report to Executive: Market Rental Strategy: January 2015

Report to Neighbourhood and Environment Scrutiny Committee: November 2017

Report to Executive & Report to Neighbourhood and Environment Scrutiny Committee:

Housing Revenue Account and the Council's housing management contracts: January 2017

## 1.0 Selective Licensing Update

1.1 Selective licensing is intended to respond to problems of poor property management, crime and anti-social behaviour (ASB) within a defined geographical area. If introduced it applies to all private rented properties within the defined geographical area that are not a licensable House in Multiple Occupation. It is a tool to deliver sustainable improvements to private rented accommodation, increasing the quality of existing stock in the private rented sector in terms of both physical conditions and management standards.

1.2 Since the last update to this committee three further designations have come into force placing a legal requirement on landlords to obtain a licence to operate as a private landlord in specific areas of the city. The total number of licensable properties in the city is now approximately 2,000 and the duration of the pilot schemes in these areas are as follows:

- Crumpsall: 13 Mar 2017 - 12 Mar 2022
- Moss Side: 8 Jan 2018 – 7 Jan 2023
- Moston & Old Moat: 23 Apr 2018 – 22 Apr 2023

1.3 There has been a positive response from the majority of landlords in each of the areas with 99% of identified landlords in Crumpsall applying for a licence. In the remaining areas the application rate is currently 75% in Moss Side, 62% in Moston and 68% in Old Moat. Enforcement action is being progressed against those who have not yet applied. Please refer to Appendix One which details the application rate and enforcement activities for each area.

1.4 Once properties are licensed officers check licence holders are adhering to the licence conditions. Fifty per cent of all licensed properties will be inspected over the five year designation period. Crumpsall has so far had 32 compliance inspections and the majority of the properties were found to be broadly compliant. One property was served with a prohibition order prohibiting the use of one room in the property to be used as a bedroom due to fire safety. The landlord has since carried out the works and the notice has been revoked. 9 properties were found to be non-compliant and the landlords of these properties have been issued with Improvement Notices. Works required at 2 properties have been completed by the landlords, and works at 7 properties are ongoing and officers will check to ensure that all works are satisfactorily completed within the notice period.

### Crumpsall Outcomes

1.5 The designation in Crumpsall has been in place for nearly 18 months and whilst this is considered too early to measure the overall impact of the five year scheme, recent feedback from some residents and landlords has been positive and the following comments have been made:

1.6 Crumpsall Landlord – *“[Licensing gives] landlords the opportunity to update their properties and to comply with the rules. For the tenants also to keep the surrounding areas clean, and tidy rather than dumping rubbish and furniture. I*

*believe that improvement to the property standard will have a positive impact on the whole area.”*

- 1.7 Crumpsall Private Tenant – *“[Despite previously complaining to the landlord about disrepair] only when the Council came to inspect the property under Selective Licensing, to check if the property meets all required criteria and regulations, the landlord started to do some work in the property. The Council served a legal notice on my landlord to force her to repair the heating. She has replaced a broken boiler and the heating is working...I am aware what to do if any further problems arise. I believe all rented properties should be inspected as people often do not know what their rights are and they live in atrocious conditions.”*
- 1.8 A total of 1,537 applications have been accompanied by a gas safety certificate, and approximately 30% had been obtained at the time of application suggesting Selective Licensing requirements have resulted in landlords complying in this area. This action along with the compliance inspections funded through the licence fee is continuing to improve the safety and standard of private rented properties.
- 1.9 The North Neighbourhood Team have observed a visual improvement in the Crumpsall licensing area with fewer untidy gardens and The Neighbourhood Team is continuing to work with residents to improve waste management.
- 1.10 There are early signs that some landlords particularly in Crumpsall and Old Moat are responding to the licensing requirements by employing local agents to manage their properties professionally which in turn will drive the professionalism of the private rented sector to deliver better property management standards and a quality rental offer. It will, however, take time to embed and the true results of the designation will only be truly understood over a longer period of time.
- 1.11 In June 2018 the government announced a review into the use and effectiveness of selective licensing. The review will see independent commissioners gather evidence from local authorities, landlord associations, tenants and other housing professionals. The findings of the review will be reported in Spring 2019, with an update on the progress of the review in Autumn this year.
- 1.12 Following the designation of the Selective Licensing pilots in Manchester, the potential for positive outcomes from the schemes is clear, and the approach taken has allowed officers to focus efforts and resource on specific, distinct areas where issues in the private rented sector are most concentrated. A review of these schemes will be carried out when they have been in place for a longer period, to understand their true impact and whether there are other distinct areas of the city that may benefit.

## Evictions

- 1.13 Under the Homelessness Reduction Act, which came into force in April 2018, the Government introduced a new Homelessness Prevention Duty. In this context, Members have specifically requested information to understand what impact licensing is having on eviction levels. It is widely reported that the main cause of homelessness is due to loss of a private rented tenancy and there has been a 5% increase in Manchester in the number of households stating this as their primary reason for homelessness.
- 1.14 Homelessness eviction data for each of the four licensing areas can be used to compare those presenting as homeless due to eviction from the private rented sector prior and post designation. This is summarised in the table below and the findings suggest there are no significant changes in eviction levels since the implementation of licensing and is considered to be in line with the rest of the city. In addition to this the Council has not received a high volume of temporary exemption requests which would exempt landlords from licensing requirements if they were for example embarking on selling the property or leaving it empty.

|           | <b>Prior SL</b>                      | <b>Post SL</b>                       |
|-----------|--------------------------------------|--------------------------------------|
| Crumpsall | 13/03/2016 - 13/03/2017<br><b>41</b> | 13/03/2017 - 13/03/2018<br><b>45</b> |
| Moss Side | 08/07/2017 - 07/01/2018<br><b>30</b> | 08/01/2018 - 08/07/2018<br><b>30</b> |
| Old Moat  | 23/01/2018 to 22/04/2018<br><b>7</b> | 23/04/2018 to 23/07/2018<br><b>7</b> |
| Moston    | 23/01/2018 to 22/04/2018<br><b>5</b> | 23/04/2018 to 23/07/2018<br><b>6</b> |

## 2.0 Manchester Move

- 2.1 There are just under 68,000 social homes in Manchester. Most are owned and managed by social landlords. The council owns about 15,000 social homes, of which 13,200 are managed by Northwards Housing while the remainder are homes in 3 Private Finance Initiative (PFI) schemes managed by Jigsaw Housing, Onward Housing and Your Housing Group. There are also 171 homes managed by Guinness in West Gorton and 11 bungalows in Alderley Edge managed by Peaks and Plains Housing.
- 2.2 The council and 16 social housing partners work together to ensure that anyone applying for a social home in Manchester has a single point of access and a common application process. Manchester Move is the name given to that common means of access and process.



- 2.3 Part 6 of the Housing Act 1996 requires local authorities to do two things. The first is to have an allocations scheme that lays down how social homes should be allocated in the authority's area. The second is to give "reasonable preference" in the allocations scheme to certain groups of applicants specified in the Act.
- 2.4 Manchester's latest allocations scheme was implemented in February 2011 and has been operating since then with only a few minor changes as required by changing legislation.
- 2.5 The current scheme has six bands:
- **Band 1** is applicants in real need (reasonable preference) who are in very urgent or emergency need to be rehoused.
  - **Band 2** is applicants in real need (reasonable preference) who make a contribution to their community.
  - **Band 3** is applicants in real need (reasonable preference) who do not contribute to their community.
  - **Band 4** is applicants not in real need (not in the reasonable preference groups) but who do contribute to their community.
  - **Band 5** is applicants not in real need (not in the reasonable preference groups) and who do not contribute to their community.
  - **Band 6** is comprised of applicants who do not have local connection or who have high levels of housing-related debt or because they have been involved in antisocial behaviour.
- 2.6 The Council is reviewing the allocations scheme with partners and a report will be brought back to this Committee as part of the consultation.

### **3.0 Housing Vulnerable people in B&Bs and how B&Bs are inspected**

#### **Housing Vulnerable people in B&Bs**

- 3.1 Where a household presents as homeless to a Local Authority (LA) and the LA has reason to believe they are homeless, they will provide s.193 temporary accommodation, whilst their application is investigated. In Manchester this is most likely to be emergency temporary accommodation in a B&B type property.
- 3.2 Since 3 April 2018, under the Homeless Reduction Act (HRA), placement of a household into temporary accommodation, means that the Prevention Duty has ended and the Relief Duty is triggered.

The Prevention Duty applies where a local authority is satisfied that an applicant is threatened with homelessness and eligible, it must take reasonable steps to help the applicant secure that accommodation does not cease to be available for her/his occupation.

The Relief Duty applies where a local authority is satisfied that an applicant is

homeless and eligible, it must take reasonable steps to help the applicant secure that accommodation becomes available for at least six months.

- 3.3 Once the Housing Solutions Service (in Adult Services) is confident the household requires temporary accommodation, they will assess if B&B is appropriate, what areas the household can be placed in and what mobility/health issues need to be taken into consideration. Any decision should also take into account the suitability of any such placement.
- 3.4 At this point a referral is made to the Allocations Team, who will allocate B&B accommodation to the household. The household will remain in B&B until such time that alternative temporary accommodation is sourced, move on accommodation is secured or the LA does not owe any further duty to the household, for example where a family has found its own solution.

### **Triage process**

- 3.5 As from June 2018 households placed in B&B accommodation can now expect to receive a support offer from B&B support workers. The 4 support workers, will focus on safeguarding, move on and income generation (i.e. Housing Benefit and benefits for the household). Move on will also encompass the private rented sector and assistance can be given by way of advice and financial assistance for rent in advance.
- 3.6 The new triage process involves the B&B support workers interviewing households in B&B to compile the information. This information is sent to the Floating Support Service, who will decide the level of need; (high, medium and low), which then determines where a household is placed in longer term temporary accommodation.
- 3.7 MCC have agreed that all high cases and some medium cases will not be placed outside of Manchester's boundary, these could be due to vulnerability, previous antisocial behaviour, health issues and other statutory services involvement, such as Children's Services. In total we have 1311 households occupying dispersed temporary accommodation. Of this, 71% are within Manchester and 29% outside (all of which are in Greater Manchester).
- 3.8 In regard to both families and single people the length of time a person spends in a B&B is dependent upon a number of factors to do with the complexity of their case such as:
- The length of time it takes to investigate the cause of being homeless and arriving at the correct duty owed to them by the local authority
  - Intentionally homeless families may also spend a longer period in B&B due to Homelessness and Children's Services need to source appropriate accommodation.
  - The degree of complex issues an individual may be subject to, for example serious offences, may prohibit the options available

- There are high levels of demand for suitable available accommodation options for the most complex individuals.
- Families are more likely to be moved on quicker from B&B, due to the dispersed framework Homelessness have in place. The average time spent in B&B for families is 14 days.
- Families should not be placed in B&B for longer than 42 days, which is part of the statutory guidance.

3.9 The length of time spent in B&B due to the availability of suitable accommodation for people and families to move on to, is compounded by the length of time it takes to move on into permanent homes those families and individuals already accommodated within in-house and commissioned temporary accommodation, shared houses and family units.

3.10 The table below details the number of households that have presented homeless between 2013 to 2017 and that have been booked into and out of B&B accommodation. Households are typically booked out when they move to alternative temporary accommodation, leave without reason or have a negative homelessness decision.

|      | <b>Families</b> |           |            | <b>Singles</b> |           |            |
|------|-----------------|-----------|------------|----------------|-----------|------------|
|      | Presentations   | Booked in | Booked Out | Presentations  | Booked in | Booked Out |
| 2017 | 2211            | 1045      | 1034       | 4108           | 1186      | 1104       |
| 2016 | 1858            | 861       | 877        | 3472           | 1098      | 1044       |
| 2015 | 1607            | 661       | 642        | 3658           | 734       | 676        |
| 2014 | 1783            | 637       | 639        | 3681           | 427       | 424        |
| 2013 | 1843            | 372       | 463        | 3903           | 217       | 238        |

3.11 The data shows an increase in the levels of homelessness presentations over the last five years and a significant increase in the use of B&B accommodation being used to provide temporary accommodation. The increase coincides with welfare changes and it is expected these figures will continue to grow as households on low incomes struggle to sustain tenancies in the private rented sector and access to social housing is limited.

### **B&B Inspections**

3.12 B&B's that provide residential accommodation as someone's main and principal home, rather than offering rooms on a commercial basis, and meet the requirements for Houses in Multiple Occupation (HMO) licensing (i.e. 3 or more stories, with 5 or more households sharing amenities such as kitchen and bathroom facilities) are included in the Housing Compliance and Enforcement team's HMO Licensing programme.

3.13 All landlords are required to apply for a licence setting out the details of the property ownership as well as management arrangements. Applications are assessed to check that the proposed licence holder meets the test set out in

the Housing Act 2004 to demonstrate that they are a fit and proper person. This includes disclosing any criminal offences.

- 3.14 Once a HMO licence is issued the licence holder is bound by the conditions of that licence. The Housing Compliance and Enforcement Team enforce standards in HMO properties, respond to requests for service from tenants concerning property condition and management arrangements and undertake inspections as part of the HMO Licensing Compliance programme. Currently an inspection takes place on receipt of an application with a further planned inspection to check compliance with the licence. Following feedback from support services and other organisations like Justlife who work with the residents of B&B properties, a further unannounced inspection is carried out each year to assist with identifying concerns proactively.
- 3.15 To reflect the complex nature of B&B properties, licences are granted for a maximum of 2 years, compared to the usual 5 year licences issued to most other HMOs. Where there has been intervention or a history of non-compliance, a licence may be issued for a lesser period of 1 year.
- 3.16 The HMO licensing scheme is extending from 1st October 2018 to encompass additional property types. As part of the work to prepare for these changes the current standard HMO licence conditions will be reviewed, and this may involve introducing additional conditions for B&B properties.

#### **4.0 Tackling Rogue Landlords and the Rental Charter**

##### **Tackling Rogue Landlords**

- 4.1 The housing team were successful in obtaining £280,000 of funding via the Control of Migration fund to conduct proactive rogue landlord work. The funding is being used to fund 3 posts for 2 years. The project started in January 2018 and has been focusing on flats above shops and portfolio landlords of concern.
- 4.2 To date the team has undertaken days of actions and follow up inspections in the Stockport Road/Slade Lane district of Longsight in the Central area, as well as the Moston Lane district centre in Moston/Harpurhey in North area. Work has now started in Cheetham Hill Road district centre also in North Area, as well as Gorton and Abbey Hey.
- 4.3 Three portfolio rogue landlords have been identified that officers are currently investigating and further referrals are being explored. Inspection data is as follows;

|                       | Total |
|-----------------------|-------|
| Inspections           | 98    |
| Revisits              | 12    |
| No access             | 13    |
| Total visits          | 123   |
| Hazard letters issued | 37    |
| Enforcement Notices   | 35    |
| Prohibitions          | 8     |
| Civil Penalties       | 0*    |
| Prosecutions          | 0     |
| Cases closed          | 51    |

\* 10 cases have currently been earmarked for/ in process of building case files for prosecution/Civil Penalties.

- 4.4 In addition to this multi-agency visits were attended by various partners including 27 with GMFRS, 15 with GMP, 4 with Immigration, 3 with Gas/Electricity North West, 3 with Neighbourhood Compliance teams.

#### **Market Rental Pledge / Charter**

- 4.5 The last update explained The Manchester Renting Pledge encourages landlords and tenants to sign up to a set of standards which is aimed at improving the private rented sector. There are currently 54 landlords and 15 tenants signed up to the pledge covering 23,000 properties across Manchester, this is an increase of 2 landlords, 3 tenants and 1,212 properties since the last update.
- 4.6 As part of refreshing the Market Rental Strategy, options to develop the pledge into a Market Rental Charter are being explored to provide not only improved property conditions and management, but to also offer longer term tenancies, reduced contractual fees, and capped rents. Working with national landlord associations, tenants groups and core city partners details of the proposal will be developed and a case study of the Manchester Life model will be reviewed as good practice.
- 4.7 We are also working with partners involved in the Manchester Renters Forum which took place in March 2018 to explore how we can better work with partners, and organisations outside of the Council to support tenants in the PRS sector and maximise resources in the city.

## 5.0 Social Housing and New Builds across the City

- 5.1 The Council's Strategic Housing service oversees the delivery of Manchester's Affordable homes programme with lead developing RPs. The Strategy and Partnerships team work closely with developing RPs to maximise the delivery of general needs and specialist housing on sites across the city. Funded predominantly via Homes England Shared Ownership and affordable Homes Programme (SOAHP) the £250 million construction programme not only brings new homes in a range of tenures but also significant Social Value through the employment, skills and training opportunities.
- 5.2 Over the next 10 years population growth within the city is estimated to increase by 95,000 people giving a total of 630000 residents living in Manchester by 2026. This growth is overwhelmingly driven by new job opportunities. There will continue to be a number of higher paid jobs in the financial and professional services, however, a high proportion of the job growth is forecasted to be at or below the average household income for the city, which is around £27,000. The challenge and opportunity this presents is to ensure that we continue to have new homes in decent neighbourhoods that are attractive and accessible to existing and prospective Manchester residents on a range of household incomes including those on the living wage. Our approach also takes into account the existing homes within our neighbourhoods so any new development looks to address any tenure imbalance within them. For example, the Old Moat area has a high proportion of older people living in under-occupied general needs housing, with little local provision for activities resulting in pockets of older people becoming isolated. To address this Southway Housing Trust is developing an age friendly scheme in Old Moat ward called The Minehead which will offer 10 two bed shared ownership houses, 21 shared ownership apartments and thirty three affordable rent apartments. Not only will the Minehead development enable older people to downsize into more appropriately sized accommodation, it will free up under occupied homes for families.
- 5.3 For many years the new build programme was exclusively RP led but in recent years MCC has begun to deliver and own some of the affordable homes provided. The tables below demonstrate how in excess of the 500 affordable rented homes identified as a key priority by the Executive Member for Housing and Regeneration will be delivered over the next 3 years. Within the Manchester Affordable Homes Programme the following numbers of social and affordable rented housing are scheduled to complete by March 2021:

| Tenure                                     | 2018/19    | 2019/20    | 2020/21    | Total      |
|--------------------------------------------|------------|------------|------------|------------|
| Social Rent                                | 52         | 20         | 0          | <b>72</b>  |
| Specialist Social Rent<br>(Extra Care etc) | 2          | 142        | 495        | <b>639</b> |
| Affordable Rent                            | 122        | 48         | 85         | <b>255</b> |
| <b>Total</b>                               | <b>176</b> | <b>210</b> | <b>580</b> | <b>966</b> |

In addition, the following numbers and types of "intermediate" affordable housing are scheduled to complete by March 2021:

| <b>Tenure</b>    | <b>2018/19</b> | <b>2019/20</b> | <b>2020/21</b> | <b>Total</b> |
|------------------|----------------|----------------|----------------|--------------|
| Shared Ownership | 117            | 222            | 388            | <b>727</b>   |
| Rent to Buy      | 0              | 214            | 328            | <b>542</b>   |
| <b>Total</b>     | <b>117</b>     | <b>436</b>     | <b>718</b>     | <b>1269</b>  |

### **Specialist Social rent**

- 5.4 Our extra care programme is based upon Adult Social Care and Health savings being made by rehousing non-affluent older Manchester residents from expensive residential care. A 7 further extra care schemes are planned that will deliver over 500 additional units. 5 of these will be delivered by RP partners and 2 are scheduled to be delivered by, and remain in the ownership, of MCC. The benefits of the Council delivering and owning new extra care property include: MCC retain land value, lower borrowing costs, MCC ownership of a multi-million pound asset, full MCC control over the allocations and lettings to better achieve savings. Extra care housing is similar to sheltered accommodation but people have their own self-contained apartment and tenancy with access to communal facilities, plus the added benefit of a 24-hour care team based on site to respond to changing needs. Extra care apartments are offered to people over 55, the majority of whom will have a care or housing support need. Currently under construction is a 72 apartment scheme on Princess Road in Moss Side, which will be owned and managed by MossCare St Vincents (MSV) and due to start on site in the autumn is the 105 bed Gorton Extra Care scheme which will be owned and managed by Southway Housing Trust. All 177 homes in both schemes will be let at sheltered rent - falling within Housing Benefit levels - and are located to meet identified needs highlighted within a housing needs assessment commissioned by MCC. As older people move into the new schemes, family housing will be freed up within these neighbourhoods. There are savings to health and social care budgets too as people who would have otherwise been admitted to expensive residential care have been able to continue living independently.
- 5.5 In addition partner RPs are developing 70 specialist social rent homes for people with Learning Disabilities (LD) across 4 sites on Manchester City Council land to improve housing standards and make savings on staffing costs, currently high due to the dispersed nature of current LD accommodation. The numbers of learning disabled adults in Manchester has increased steadily over the past 15 years. Using specialist design, construction and technology, the schemes will provide flexible accommodation to meet a wide range of needs, offer more choice and reduce reliance on residential care. 24-hour staff teams based at each scheme will support the residents to live independently. Two of the schemes will replace existing shared accommodation located in general needs accommodation which is no longer fit for purpose as the residents age. The vacated 3 and 4 bed homes will be offered for sale as family homes on the open market.
- 5.6 The North Manchester New build programme being delivered directly by the City Council is an example of a project delivering new affordable homes for rent. As an investment partner with Homes England the City Council secured

£1.424m grant funding and alongside £5.4m investment from the Housing Revenue Account (HRA) this will deliver 40 new social homes let at affordable rent. The £5.4m from the HRA will be repaid through the rent from the 40 properties over a 30 year period making this a self-financing scheme. This is also a unique scheme as the 40 homes will be built across 6 small infill sites in the ownership of the City Council as follows:

| Site                               | No of units | Ward      |
|------------------------------------|-------------|-----------|
| Tarvington Close, M40 7TQ          | 6           | Harpurhey |
| Barnstaple Drive M40 7TU           | 2           | Harpurhey |
| Faversham Street, M40 5EL          | 4           | Moston    |
| Hugo St/Rodenhurst Drive M40 5WU   | 6           | Moston    |
| Douglas Street, Harpurhey, M40 9DS | 6           | Harpurhey |
| Rudd Street, Harpurhey, M40 9DQ    | 16          | Harpurhey |

- 5.7 The 40 new build homes started on site in February 2018. Adverse ground conditions were found on a number of sites which caused some delays but the project is now on course to complete by end of November 2018 and will see tenants moving in by December 2018. Northwards Housing will be taking on the management of the 40 rented homes in line with the grant agreement with Homes England. These will be let at an Affordable Rent (which is 80% of market rent). They will be let through Manchester's Housing Allocations Policy through Manchester Move and preference will be given to Working Households in Band 2. If there are insufficient Working Households the remaining properties will be allocated to applicants in priority need from the Register.
- 5.8 In December 2017 an application for further funding from Homes England was successful and the Council is going to acquire 20 shared ownership homes from Taylor Wimpey on the Booth Hall site in North Manchester. To date there have been applications from 4 Manchester council tenants whose annual income is between £19,852 and £32,340. If these applications result in sales this will free up 4 social rented homes.
- 5.9 The Council has also secured £2.85m from the Homes England Shared Ownership & Affordable Housing Programme (SO&AHP) 2016-21, to deliver a further phase of the North Manchester New Build programme (NMNB2). This should deliver 75 new homes. The profile of the Phase 2 programme is expected to be:
- 25 shared ownership
  - 50 Affordable Rent homes
- 5.10 Local member consultations and engagement will start soon and a report will be brought to Executive in October 2018 which will set out the plans for the proposed scheme.



## **6.0 Northwards Housing**

### **Introduction**

- 6.1 Northwards Housing are the Council's wholly-owned Arms Length Management Organisation (ALMO) and its largest housing management contractor.
- 6.2 In 2016 a comprehensive review of Northwards Housing was undertaken by independent housing consultants Altair. This report concluded that, after considering a number of available options, the Council should retain the ALMO arrangement with Northwards and work with it to improve some key areas of performance and cost including conducting a series of service reviews.

### **Rent Service Review**

- 6.3 This review focussed on achieving a number of objectives which were as follows
- Improve rent collection rates.
  - Reduce court action and improve outcomes in cases that do get to court.
  - Reduce costs, specifically reliance on external support for legal action.
  - Increase employee satisfaction.
- 6.4 For this review to be successful it was important to engage with staff and other housing associations in addition to establishing a baseline position for the existing service. Further training was provided for staff to assist them in dealing with tenants. Once the processes had been examined new ways of working and new systems were introduced which allowed staff to develop their skills alongside changes in the structure of the teams which provide additional support for staff. Further changes to the service include using Experian data and working outside normal office hours to engage with tenants.
- 6.5 Further changes to the service include increased use of phone contact outside normal office hours, and joining the Rental Exchange scheme - this allows tenants' rent payments to be counted towards their credit score in a similar way to mortgage payments for homeowners, whilst also giving access to data about tenants' individual credit scores in a way which enables rent caseworkers and money advisers to be more proactive and target resources more effectively.
- 6.6 Additional information is now required from new tenants as well as arranging for appointments with Money Advisors who previously only worked with existing tenants with a poor credit record.
- 6.7 All the changes went live in April 2018 and it is expected that they will have a positive impact on the service and meet the objectives of this comprehensive review. There are very positive signs that these changes have made significant improvements to the rent collection service. The rent collection

figure at the end of week 14 was 104.42%, an improvement from the same time last year of 4.7%. There has also been a reduction in arrears of £250,000.

### **Lettings Review**

- 6.8 A new process for lettings was introduced in early 2017. This saw the creation of a dedicated new tenancy team providing an end to end service for all advertising, offering and letting of empty homes. This has led to a reduction in the time taken to let ready homes to new tenants.
- 6.9 Unfortunately however this has been offset by the delays in getting the homes ready as a result of the now concluded national dispute between operatives working for the repairs and maintenance contractor (Mears) and their management. Notwithstanding this, the overall relet time in 2017/18 reduced to 34 days from 37 days and the savings achieved by redesigning the service have been reinvested in other front line services supporting Council priorities including waste and recycling services.
- 6.10 A new more challenging target of 25 days has been set for 2018/19. It is recognised that this will require greater efficiencies across all stages of the process however Northwards have confirmed that they are working hard to achieve this and performance for the first quarter of 2018/19 is 29 days.
- 6.11 A new approach to create a “rent first” culture has been introduced requiring up-front rent payments from new tenants who have an amount payable weekly which is not covered by housing benefit. This has been implemented successfully, with no significant issues or problems reported. Any-day tenancy starts (rather than starting tenancies only on a Monday) have also been introduced. Tenants now deal with one person throughout the process, which has improved performance monitoring and made lines of accountability much clearer. While this has been viewed as a success, work will continue to further improve the service.

### **Governance**

- 6.12 The arrangements currently in place are similar to other ALMO boards but differ from those for other Registered Providers operating in Manchester who have moved towards a model consisting of fewer people and have a greater proportion of “independents” reflecting the financial and other organisational risks associated with a multi-million pound company. A review of the governance arrangement will be undertaken by the new Director of Housing, in consultation with the Executive Member for Housing and Regeneration.
- 6.13 **The future**

Given the positive progress made since the review in 2016, the Director of Housing and Executive Member for Housing and Regeneration have agreed with the Chief Executive and Chair of Northwards Housing to develop a fresh

action plan to ensure Value for Money continues and new opportunities for collaboration are explored.

This page is intentionally left blank

**Manchester City Council  
Report for Information**

**Report to:** Neighbourhoods and the Environment Scrutiny Committee – 5 September

**Subject:** Update on the work to tackle homelessness and rough sleeping and the Manchester Homeless Strategy

**Report of:** Strategic Lead for Homelessness

### Summary

This report provides an update on the work that is taking place to tackle homelessness and rough sleeping in the City. It covers the impact on Manchester of the implementation of the Homelessness Reduction Act 2017; presents information on the work to tackle rough sleeping; and covers the impact of the Cold Weather Provision.

The report includes the new draft Strategy for Homelessness for the City of Manchester. This Strategy is currently under discussion and will be signed off by the Homeless Partnership in September, for launching on the 10th October, World Homeless Day. The report also includes the Council's wider action plan for homelessness that will sit below the Strategy for comment.

### Recommendations

Members are invited to consider and comment on the information contained within this report.

**Wards Affected:** All

### Alignment to the Our Manchester Strategy Outcomes (if applicable)

| <b>Manchester Strategy outcomes</b>                                                                               | <b>Summary of how this report aligns to the OMS</b>                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities | Reducing the number of people who are homeless, helping them into appropriate accommodation with help to access employment and learning opportunities will help Manchester become a thriving and sustainable city.                               |
| A highly skilled city: world class and home grown talent sustaining the city's economic success                   | Having public, private and voluntary sector organisations working together to help people who are homeless into volunteering and employment will help the objective of having a highly skilled city. Employment breaks the cycle of generational |

|                                                                                                                |                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                | benefit dependency and will encourage children to access school and employment in later life.                                                                            |
| A progressive and equitable city: making a positive contribution by unlocking the potential of our communities | Supporting people who are homeless to gain employment and accommodation will unlock their potential to help them become independent citizens who contribute to our city. |
| 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:**

Name: Dr Carolyn Kus  
Position: Executive Director Strategic Commissioning and Director of Adult Social Services (DASS)  
Telephone: 07976 792096  
E-mail: carolyn.kus@manchester.gov.uk

Name: Nicola Rea  
Position: Strategic Lead for Homelessness  
Telephone: 0161 234 1888  
E-mail: nicola.rea@manchester.gov.uk

**Background documents (available for public inspection):**

There are no background documents referred to in this report.

## **1.0 Introduction**

- 1.1 Homelessness is not just people who sleep rough on our streets, but also consists of the much larger number of singles in hostel accommodation, families in dispersed accommodation, as well as those who are hidden homeless, those who sofa surf and stay with friends on a temporary basis.
- 1.2 Across Manchester there is an increasing number of individuals and families who are becoming homeless. The main reason stated is the loss of a tenancy in the private rented sector which has become the number one cause above domestic abuse. Government welfare changes, which include capping personal benefits and limiting the amount payable in rent via the Local Housing Allowance, have had a major impact.
- 1.3 Manchester has written a new strategy to help address homelessness across the city. The Strategy is not just a Council Strategy, but a city wide strategy that includes the public, private and voluntary sector organisations who are part of the Homeless Partnership, as well as people who have experienced homelessness in the past. This is because the Council understands that it is not possible to solve homelessness on its own. The Strategy also covers the work that is occurring on a Greater Manchester level, as it will not be possible to address homelessness without the support of the GMCA and our partner Local Authorities.
- 1.4 This report gives an update of how the Council is working to address homelessness, as well as providing the Strategy to show what the City will focus upon in the future.

## **2.0 Background**

- 2.1 Addressing homelessness has become a regional and national priority. Nationally reported figures show an increase of 169% of the people who are sleeping rough since 2010. Alongside this, there has been a 48% increase in homelessness acceptances over the same period, with just over 59,000 households accepted as homeless in England in 2016/17. Losing a home can be the consequence of both structural and individual factors, approaches to reducing homelessness need to look at both of these factors.
- 2.2 Statutory homelessness is now far more closely associated with eviction from the private rented sector than from either of the other two major tenures; social rented and owner occupied. Nationally, there has been a 32% increase in acceptances for loss of an assured shorthold tenancy since 2010. Overtaking more personal reasons such as relationship breakdown. This is also the case in Manchester where loss of private rented sector accommodation has now become the most frequent reason for being accepted as homeless.
- 2.3 Welfare Reforms including the capping or freezing of Local Housing Allowance rates has been a major driver of the loss of private tenancies and homelessness. These reforms have also demonstrably restricted lower income households' access into the private rented sector. The number of Housing

Benefit/Universal Credit claimants who are private tenants is now some 5% lower than when the Local Housing Allowance reforms began in 2011, despite the continuing strong growth of the private rented sector overall. 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, particularly to households in receipt of LHA.

- 2.4 During the past 10 years the Council and Registered Providers have improved the quality of social rented properties across Manchester bringing all homes up to the Decent Homes Standard and more. Rents for social housing properties have also been reduced making them relatively more affordable than private rented properties. Along with the increasing quality and lower rents, tenants in social housing have much greater security of tenure than those in the private rented sector. Together these factors have increased the demand for social housing across the city.
- 2.5 The Homelessness Reduction Act 2017 (“the Act”) came into force on 3<sup>rd</sup> April 2018. The Act is the most radical change to the homelessness legislation in over 20 years, and has demanded that all local authority homelessness services in England significantly adapt and amend their practice to meet the aims and requirements of this new piece of legislation. The report gives detail about the ways that Manchester has responded to this change and our plans for ongoing change, whilst giving highlights on the current performance of the service and the pressures it is facing.

### **3.0 Impact of the Homeless Reduction Act and the implications for the Council**

- 3.1 One of the principal aims behind the Homelessness Reduction Act is to ensure that all households who are homeless or threatened with homelessness will receive genuine and effective advice and assistance to help them secure accommodation. The historic position was that certain types of households who experienced homelessness, particularly single people or couples without dependent children, often received very limited advice and assistance when they approached the local authority for help. The Act seeks to remedy this situation by widening access to homelessness advice and prevention services for all households who are experiencing homelessness or who are at risk of losing their home.
- 3.2 Whilst the aims within the Act are positive, as they require the Council to intervene and work with households who are at risk of becoming homeless at a much earlier stage, they also present a number of challenges for the Council to meet. The Act has brought an increase in demand on services, by extending the timeframe that the Council must intervene to prevent homelessness and by extending the time in which the Council must work with a household to help them to secure accommodation.
- 3.3 To respond to the Act the homelessness service has implemented a number of changes. The Housing Solutions team, who deal with applications on the front line, has gone through a redesign to ensure all staff are on the same



grade and can all perform the same duties. The team has expanded in size with additional officers recruited to deal with the expected increase in demand and resource requirements that the HRA will bring. Working through the Homelessness Charter and the Prevention Action Groups, a number of volunteers have been embedded in the Housing Solutions team in order to assist with the initial triage and advice for customers who approach for assistance.

- 3.4 Initial indications and a review of data from the first quarter of 2018/19 show that this increase in resource is still not sufficient to deal with the increased number of presentations and, in particular, the additional administration time that needs to be spent on each new case. Footfall in the Housing Solutions Service for the first quarter of 2018/19 was 4097 households, with 1693 new cases opened. The number of new cases opened in the first quarter of this year represents a 3% increase from the first quarter in 2017/18, with a 15% increase in the number of formal homelessness applications taken over the same period. Since the implementation of the Act on the 3rd April 2018 the homelessness service has experienced an upward trend in approaches for assistance, and is currently averaging 30 new cases every working day.
- 3.5 Discussions with core cities and other homelessness services nationally have shown that other local authorities are also experiencing difficulties with the increased level of bureaucracy now needed as a result of the implementation of the Act. The impact of increased numbers of people accessing homeless services, and households spending longer in temporary accommodation, are being felt across the country. We are continuing to trial new ways of working on the front line and with our partners to respond to and meet this demand, focusing on greater investment in and delivery of 'upstream' prevention services, and recognise that the response to the Act will require an ongoing and evolving process over the coming months.
- 3.6 The response to the implementation of the Act also requires much closer partnership working in the City, acknowledging that there is much more that partners can do to effectively identify households who are at risk of becoming homeless and work with them earlier to prevent homelessness from occurring. An early expression of this closer partnership working can be seen in the work taking place to ensure our commissioned providers can deliver a HRA compliant prevention service to young people and to refugees in the City who are experiencing, or who are at risk of, homelessness. This will result in a single pathway for both young people and refugees and will reduce duplication across services. Work on an IT system that will automatically make referrals into commissioned services on a pre-agreed allocated basis is being developed. This should also ensure a single pathway into services. Roll out of this system is anticipated March 2019 to coincide with the new commissioned services commencing in April 2019.
- 3.7 As of 15th August 2018 there are 65 families and 115 singles in Bed and Breakfast (B&B) temporary accommodation. This type of accommodation is not considered suitable for families and should only be used in an emergency, when no other accommodation options are available. B&B use also represents

a significant cost pressure to the Council, as is it an expensive nightly paid accommodation option.

- 3.8 The service is continuing to work to reduce the numbers in B&B by identifying alternative accommodation, both temporary and settled. An investment in prevention services at the front line will also work towards reducing the number of households accommodated in B&B, as whenever the service prevents homelessness from occurring, it prevents the need to place a household in temporary accommodation.
- 3.9 The service has recently established four B&B support workers. These workers visit all households placed in B&B accommodation and triage the cases, in order to quickly determine an appropriate move on option. Where an accommodation duty remains in place, work takes place to quickly move the household into dispersed temporary accommodation units or into one of the Council's in-house temporary accommodation schemes. Single households can also be referred to specialist accommodation schemes such as Salvation Army, Creative Support, Redbank (Alcohol abstinent scheme) as appropriate to move them on from B&B accommodation.
- 3.10 All households are considered for a tenancy in private rented sector (PRS) accommodation as an alternative to ongoing temporary accommodation provision and an allocation of social housing. The PRS Team source properties and provide incentives such as rent in advance and/or a bond to landlords to encourage them to provide properties. Households who are experiencing homelessness or who are threatened with homelessness are also encouraged to source their own private rented property and the PRS Team will provide assistance, which can include financial assistance, where required.
- 3.11 In 2018/19 to date, the homelessness service have moved 120 households into the PRS either to discharge a homelessness duty or to prevent homelessness from occurring. It is becoming increasingly difficult to procure affordable private rented sector accommodation in many parts of the city due to the buoyant housing market. The service is now therefore looking to procure properties and help people to access PRS accommodation in neighbouring authorities within Greater Manchester where the cost of accommodation is more affordable than that within Manchester.
- 3.12 The total number of households in dispersed temporary accommodation currently stands at 1350, of which approximately 390 are placed outside the boundary of Manchester City Council. Placements in dispersed temporary accommodation are increasingly being made outside of the City due to the inability of providers to procure the amount of affordable accommodation in Manchester required to meet demand. Equally, due to pressures on the affordability of accommodation, we are increasingly procuring accommodation in particular wards in the north of the city (Moston & Harpurhey) due to the inability to find affordable accommodation in other wards and across the south of Manchester.

- 3.13 The cost of temporary accommodation to the Council is in excess of £3m in addition to what can be claimed through LHA. This cost is being met from additional council budget in 2018/19 (£2.1m) and the Flexible Housing Support Grant (£1.3m). The homelessness service is developing a proposal to transfer the management of the contracts for dispersed temporary accommodation from the Council to a Registered Provider of Housing. We expect a final decision to be made on this proposal in the autumn. If the management of the dispersed accommodation is transferred, this will help to alleviate some of the pressure on the temporary accommodation budget.
- 3.14 At the Greater Manchester Combined Authority, a proposal to set up a Social Lettings Agency (SLA) is being explored. The SLA would cover all the local authorities in Greater Manchester who are interested in establishing this scheme, and would help to deliver affordable PRS and temporary accommodation across the region.
- 3.15 Strategic Housing are exploring wider discussions with the private rented sector to understand if they could provide more properties at the prevention or temporary accommodation stage.
- 3.16 To improve rehousing prospects for households experiencing homelessness and to increase timely and effective move on from temporary accommodation, the Council has worked with Registered Providers to develop an update to the Manchester Move system. This system will automate the existing proxy bidding process, ensuring that homelessness applicants will have bids placed on any suitable property that is advertised, and reducing the workload demands on the floating support service staff. Automated bidding will guarantee that bids are placed for an applicant on any suitable property that is advertised for listing, improving the prospects of homeless households to be offered accommodation through our allocations scheme, and helping to reduce the overall length of occupancy in homeless temporary accommodation.
- 3.17 The Council currently has 68 families in temporary accommodation who require properties that have 4 or more bedrooms. There is currently a lack of this size property available in the city. In order to address this gap, the Council are jointly buying, in partnership with registered providers, larger sized properties for families to move into. To date four properties have been purchased and more are being sourced.
- 3.18 The Council's in-house accommodation schemes provide temporary accommodation for 338 households. This accommodation is split between a number of different schemes which provide accommodation and support models to meet differing needs; this ranges from emergency hostel type accommodation, short term accommodation for low needs, shared housing schemes and self-contained flats.
- 3.19 In 2015 the Homes and Communities Agency and the Department for Health jointly launched the Homelessness Change Programme. Manchester received funding from this programme to completely refurbish the Women's Direct Access Centre. This was a major piece of work that updated the residents' rooms, communal areas and staff offices, and required the staff and residents

to be relocated to other sites whilst the work was completed. The funding did not cover refurbishment of the grounds and garden in the Centre, so earlier this year the staff and residents worked with the Volunteering and Engagement Team at Manchester Metropolitan University (MMU) to explore possibilities for development of the grounds. This led to a team of volunteers from MMU, architecture groups and Laing O'Rourke being engaged to design and plan a new garden and grounds, involving residents of the centre at all stages of the process. The work was completed on the 7th June 2018, and the Centre hosted a garden party in July to celebrate the completion of the work and to thank the volunteers.

- 3.20 Manchester City Council's Shared Housing Scheme provides temporary accommodation for 160 residents in 14 shared houses dispersed across the city. The majority of these houses were built in the 1980's, and a few are much older. Plans have been agreed to refurbish each house, one at a time, with the work being funded by the Housing Revenue Account. This is a major piece of collaborative work involving staff from the homelessness service, shared housing residents, Northwards Housing and Manchester Working, who are responsible for ensuring that the work is carried out to a high specification, on time and in budget. The work requires residents to be temporarily housed in other schemes whilst the renovations take place. The programme of work is set to continue until February 2020. Two houses have been fully renovated so far, with work on 12 houses still to complete.
- 3.21 The Longford Centre was opened in March 2018, and provides short term temporary accommodation for single men, women, and couples without children who have low to medium support needs and who are over 18 years old. The centre works intensively with the residents to help them quickly find their own place to live, and to support access to employment, training, education or other work related activity. The centre also helps residents with mediation, debt advice or health problems etc. They work closely with other organisations and actively engage with volunteers to ensure activities such as gardening, arts and cooking skills are provided. Most residents will stay at the centre for up to eight weeks, and during this time they will be expected to engage with their support worker and work with them to find accommodation. In the time since the centre was opened in March, until the end of July this year it has already successfully helped 87 individuals to secure suitable accommodation and to make positive changes to their lives. A case study from a recent Longford Centre resident is set out here:

X, a Longford Centre resident has now moved to his own flat with the support of his move on worker. Before he became homeless, X had lived an isolated life and when he moved into the Longford Centre he found it very hard to adjust to living with other people and to receiving help from staff and volunteers at the centre. During his stay, X engaged very well with the service and was a daily volunteer in the kitchen, supporting staff to cook breakfast, lunches and to bake cakes. He also led a resident's BBQ afternoon. Since moving on from the centre, X has approached us and asked if he can volunteer at the centre and continue to provide assistance in the kitchen, we are currently processing his application.

#### 4.0 Work to tackle rough sleeping

- 4.1 Although homelessness is much wider than just the very visible face of rough sleeping, the issues associated with rough sleeping are significant. This section of the report shows the work that is ongoing to help address rough sleeping in our city.
- 4.2 The following case study is an example of the amount of work that is often needed to help support people who are rough sleeping.

##### **Case study 1: X**

**Length of time sleeping rough:** Five months

**Support areas:** Physical Health Conditions (previous TB ten years ago causing lung capacity problems, developed TB again July 2018) Mental Health issues, including auditory hallucinations

**Work of the RST:** RST team identified X was sleeping at Y in a tent. Discussed housing options and moving into accommodation which he declined because he stated he was working in a part time job and did not want to stay in the offer of the accommodation as he would have had to contribute his own limited funds towards it. He then reported that owing to his health he had given up his part time job; offers of accommodation were made to him as he would have full benefit entitlement. X stated he felt safer staying at this site than the provision offered. The offer was reiterated to him over several more weeks and during the course of these conversations with the RST team X disclosed that he liked the noise of the area because it blocked out what he described as the voices within his head. We referred him into MH services and in the intervening period his TB reoccurred and he became infectious. The RST team encouraged him to access inpatient treatment for his TB which he continuously refused. A partnership working arrangement was put in place with specialist nursing staff from the hospital to administer TB medication to him at Y three times a week. This required the RST team to be present at each administration as well as facilitate the visits to receive the medication. He was infectious for two weeks which required the RST to wear face masks and gloves. His health continued to deteriorate as he was living in unsanitary conditions in a tent on a heavily polluted site and had poor self care. On the 13 July RST conducted an early morning outreach session with a view to encouraging X to access hospital treatment as a bed was available. He agreed to access his treatment as an out-patient and was supported in our community van to the MRI where RST remained with him and continued to encourage him to access the bed which he agreed to. He was admitted to quarantine; he discharged himself after four days and returned to Y as he missed his tent. On site medical treatment resumed three times a week. He remained infectious and on the 21<sup>st</sup> July he was transported back to MRI by ambulance after heightened concerns on an RST site visit. He was taken to the assessment unit at the MRI, escorted by the RST, and a mental health assessment was arranged, but he discharged himself before it took place and he returned to Y. On site medication resumed three times a week once

more which the RST took the lead on. On the 3<sup>rd</sup> August an ambulance was contacted by the RST as his health had deteriorated again; he declined to access the ambulance and he remained at Y. Whilst he had been in hospital previously the RST had been coordinating with Woodward Court to arrange a room for him to access as he has refused all other offers of accommodation, including an emergency sit up and B&B. On 4<sup>th</sup> August he agreed to access this accommodation. Soon after, he breached the tenancy due to behaviours considered antisocial and unsanitary but that were acceptable within the street community. He returned back to Y on the 20<sup>th</sup> August and the RST have reinstated the three times a week treatment programme. He is no longer infectious but his mental health is deteriorating and he is experiencing auditory and visual hallucinations. This area is a known hot spot for people who sleep rough. We have requested a meeting with Transport for Greater Manchester to address how we can work in partnership to address this ongoing issue. In normal circumstances we would look to disrupt a bedding site with enforcement from GMP or an eviction order. Neither are suitable in this case as he does not cause any anti-social behaviour and does not beg. If we were to evict him from this site we would lose contact with him, he would not access his medication and could become infectious with TB which could result in a contagion with others in the street community.

#### 4.3 **RSI Bid**

4.4 Manchester have been awarded £418,088 to deliver projects that must make an immediate impact on the numbers of rough sleepers. The Council co-produced the bid with voluntary and public sector organisations, and people who have experience of rough sleeping, and the following organisations will receive funding:

1. Centrepont - housing options and outreach for young people who are rough sleeping.
2. On The Out - peer led support for prisoners and ex-offenders who are homeless.
3. Barnabus - resettlement worker.
4. Great Places - increased move-on from Docherty Project (housing related support project for people who have an issue with alcohol).
5. Stop, Start, Go (SSG) - increased move-on from Kashmir House (project jointly funded with GM Mayor and Joseph Holt Brewery for rough sleepers who are working).
6. Manchester City Council - additional outreach including a reconnection worker.
7. TBC - paid staff to provide move-on support in winter night shelter provision.
8. Sanctuary Supported Living - creation of additional emergency accommodation at Victoria House.

#### 4.5 **Cold Weather Provision (CWP)**

4.6 During the period of October to April each Local Authority has a cold weather protocol in place which can vary between areas. Last winter, Manchester signed up to the GMCA protocol of providing a bed each night the weather reached zero degrees, as well as providing an extended weather provision with twenty beds during these months.

4.7 During the winter of 2017/2018 Manchester triggered the CWP each time the temperature hit zero degrees. This was triggered 11 times, a total of 35 nights which equated to approximately 3000 bed spaces. The number of people accessing this service each night varied from 20 – 150. During the eleven night spell large numbers of people came indoors which was unexpected. A number of areas for improvement were identified:

- Sit up beds were not utilised by people who had been referred in by partner agencies.
- Through word of mouth the majority of people that wanted to come indoors presented to the Methodist church on the night the provision was triggered.
- There were not enough resources to work with people in the Methodist church to assess and work with people to address their issues from a mental health, physical health and resettlement perspective.
- The Methodist church is not appropriate for a night hostel.
- More locations with less numbers were needed with support attached each night for successful outcomes to be achieved.

4.8 Manchester are currently reviewing the cold weather provision in line with our Labour Manifesto commitment, and the GM Mayor's request, to accommodate all people who are sleeping rough for the period October 2018 to April 2019. This is a challenging situation. If officers are able to secure both locations and finances, setting a significant service up in two months will be difficult to achieve. We are working with the GMCA and will be providing them with costings for the service. In addition we are working with other LAs and the voluntary sector to establish a joint approach to the CWP.

#### 4.9 **Social Impact Bond (SIB)**

4.10 The Ministry for Housing, Communities and Local Government (MHCLG) has allocated funding for developing Entrenched Rough Sleepers SIB's across the Country. The SIB has been designed to be a part of Greater Manchester Combined Authorities (GMCA) approach to Public Service Reform in Greater Manchester.

4.11 The purpose of the SIB is to improve the social outcomes of publicly funded services by making funding conditional on achieving positive outcomes through a payment by results model. Engagement workers provide a support service to people for up to two years as they move from the streets into accommodation, enabling the provision of more flexible outcome based and personalised services.

- 4.12 This service went live in January 2018 and all organisations across GM have made referrals into the service. To date 359 have been received across GM and 234 are from Manchester. The referral list has been closed as more referrals have been received than anticipated and a waiting list is currently in operation. To date 46 people from Manchester have been accommodated.
- 4.13 **Evening provision**
- 4.14 Different people have different services that they like to access. A good variety of services is therefore needed to engage with as many people experiencing homelessness as possible. The following are two examples of the evening provision that we have in the city. They are very good examples of the way in which we work collaboratively with the voluntary sector to maximise engagement with people who are experiencing homelessness.
- 4.15 Coffee 4 Craig and Centrepont
- 4.16 In September 2016, Coffee4Craig started working with the Young People's Support Foundation (YPSF) to provide a drop in service for street homeless individuals on a Sunday evening between 17:00 – 19:00. In April 2017 Centrepont took over the running of services for homeless young people from YPSF. Recognising the success of the Coffee4Craig partnership and the benefit of the Sunday evening drop in service, this provision has been on-going. The partnership has created a safe, dignified and supportive service for rough sleepers and homeless individuals at a time when most other city centre services are not active. This service has been well attended by both 16-25 year olds and over 25 year olds and has helped signpost young people onto Centrepont's support. Since 2016, the Sunday drop-in service has worked with the increasing numbers of rough sleepers and homeless people in Manchester. Centrepont and Coffee4Craig now operate an evening and weekend drop-in service seven days a week from their offices on Oldham St. The service fulfils the need for evening/weekend provision identified by the Homeless Charter Action Group and Manchester's rough sleeping community. In July 2018 41 individuals were given targeted advice and support through the service leading to positive outcomes, including an end to their rough sleeping.
- 4.17 Barnabus
- 4.18 Barnabus also provide an evening provision similar to Centrepont/C4C for over 25 year olds only, which started on the 1st November 2017, running from the Beacon Drop in Centre on Bloom Street. This is currently open 3 nights per week at present but looking to go to 5 nights soon. The service will be unable to open 7 evenings a week due to their location in the Village and the impact on neighbouring businesses.



#### 4.19 **Resettlement Service - Kashmir House**

- 4.20 SSG is delivering a resettlement support service for rough sleepers living at Kashmir House in Cheetham Hill. Support is provided by a dedicated worker employed by SSG and based at Kashmir House.
- 4.21 Volunteers, including peer mentors and former clients, provide additional support. The volunteers and peer mentors access the Booth Centre volunteer training. SSG is working in partnership with the Booth Centre to provide tailored support to individuals to help them maintain their temporary accommodation and engage with move-on support to address and overcome the issues that have led to them being unable to sustain independent living. SSG Sustainable Living work with individuals from the beginning of their journey until they are ready to move on to independent living.

#### 4.22 **Resettlement Service – Humankind**

- 4.23 The Humankind resettlement service provides comprehensive support to people moving on from temporary and supported accommodation into permanent tenancies. The service is broader than just tenancy sustainment and its central aim is to support people to feel happier and safer in their homes, and develop community connections and personal goals. The service provides personalised support in the form of Resettlement worker roles to help people to:
- Manage and sustain tenancies
  - Improve their health and wellbeing
  - Move towards work, skills development or training
  - Reduce their social isolation.
- 4.24 The service has supported 47 individuals since its establishment in December 2017 and has seen successful tenancy sustainment for all individuals currently in tenancies. This includes seven individuals who were housed but had reverted to rough sleeping and were at real risk of losing their tenancies. A case study is below

X was referred by Woodward court to Manchester resettlement as he was ready to live independently and had been offered his own tenancy in Y in Rusholme. I met with X once at Woodward court before his move to his own tenancy – X hadn't put much in place due to the quick turnaround in accommodation and had some anxieties about moving.

Met with X in his new tenancy; he had secured a welfare pack from the council, so had a bed, a fridge and a microwave.

During X's first week in his own tenancy I supported him to change his address with universal credit and update a change in circumstances regards rent payments. In addition, I supported X to apply for council tax for his new property and report a change of address for services such as GP, and drug and alcohol.

Once we had completed these changes, we sourced some external funding to help X furnish his flat and manage his tenancy. At the time, X was struggling financially

due to the transition from ESA to UC which had left him without a stable income for several weeks.

Glass pool accepted my referral for an electric cooker for X – it was delivered to the flat on 23/05/2018.

In addition, a referral to the Big Change was also accepted – X now has funds from the Big Change to pay for a toaster, kettle, microwave, pots, pans and cutlery.

I am currently in the process of applying to Wave Length – which is funding for a TV in order to increase the well-being of X and reduce any feelings of social isolation.

X mentioned wanting to get back into paid employment and looking for volunteer opportunities. Since relocating X has managed to find some volunteering every Wednesday teaching young people the acoustic guitar.

X is currently on a methadone reduction program and is reducing his methadone by 2ml every two weeks. X states he has cut down his drinking and illicit drug use since moving from Woodward court and feels he is in a much more stable place now he has moved into his own tenancy.

#### 4.25 **Housing First**

4.26 In May 2017 the MHCLG announced £8m funding allocation for Greater Manchester to develop a Housing First pilot over three years. The programme, which is being externally evaluated on a national basis, aims to deliver system change across the ten GM boroughs and provide housing and support solutions for those with the most complex needs. It is expected that the Housing First Pilot will align with the GM Trailblazer and Social Impact Bond, as well as local systems.

4.27 Housing First is a housing and support model with a strong evidence base that removes the traditional ‘staircase approach’ to providing housing related support by recognising that housing is the priority need and is a stable basis that enables recovery. Housing First is being commissioned in GM with fidelity to the UK model.

4.28 A GM working group was established in October 2017 to develop the approach and service specification. A soft market testing event was held on 10 May 2018 and following feedback from attendees, procurement timescales have been revised to allow a longer period for providers to respond to the tender. Procurement is anticipated to begin in September and a small steering group, of which Manchester is a part, will continue to meet to further develop and refine the specification. Manchester will also be part of the procurement panel. Contract award is due to take place in November, and following mobilisation it is anticipated that the new service will go live in early 2019.

#### 4.29 **Big Change**

4.30 Big Change is a central fund that supports individuals who are homeless to move away from the streets. It has supported 1492 people in the last 18 months giving out grants totalling £140K. The fundraising total has just hit the £220K mark. The money is distributed in a very Our Manchester way, providing small funds to people who are experiencing homelessness. Thirty

organisations, groups and charities have access to the pot to assist people who are and have rough slept to get off and stay off the streets. Big Change has provided money for training courses, clothes for a job interview, furnishing for a new flat, or travel costs for people who are currently homeless.

4.31 The Homeless Rough Sleeper Team are raising funds in an 'Our Manchester' way for Big Change by running in the Manchester Half Marathon. There are currently 34 people signed up to run, the current total raised is £3000.

4.32 **Other areas of good practice**

4.33 As mental health is such a significant issue for people who are homeless, Manchester has worked closely with GMMHT services and the Homeless Partnership to address a gap in the provision of services to people who are homeless with mental health needs. The following initiatives below are the outcome of this work.

- GMMHT are commissioning two additional mental health outreach workers for two years to work with people who are sleeping rough. They will split their time between working with the RST and providing a drop in service at day centres and accommodation who work with people who sleep rough to help address their mental health needs. They will also identify what the need is across the city.
- GMMHT are looking at working intensively with accommodation hostels to help develop a psychologically informed environment for homeless people. This should develop good practice across the city.
- Additional training on mental health by GMMHT has been rolled out across both Council front line staff and partner organisations.
- Work is ongoing to identify specific named mental health workers who will improve referrals from hostel accommodation to GMMHT.

4.34 Change, Grow, Live (CGL), the alcohol and drug service for Manchester have commissioned additional outreach to work with people who are sleeping rough and provide a drop in service at the Booth Centre and Barnabus each week.

**5.0 Greater Manchester Context**

5.1 Homelessness cannot be solved without the help of other Local Authorities across Greater Manchester. All Local Authorities will have had to refresh their Homeless Strategies in light of the Homeless Reduction Act 2018, and the list of when they are published is as follows:

| Local Authority | Date of Strategy Refresh                                                                                                            |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Bolton          | Refreshed in 2017 to take into account the HRA                                                                                      |
| Bury            | Current strategy ends in 2018 and preparation is underway to draft a new strategy.                                                  |
| Oldham          | 30 <sup>th</sup> August 2018                                                                                                        |
| Rochdale        | Refreshed in 2017 to take into account the HRA                                                                                      |
| Salford         | 4 <sup>th</sup> Sept 2018                                                                                                           |
| Stockport       | 9 <sup>th</sup> April 2018                                                                                                          |
| Tameside        | Nov 2018                                                                                                                            |
| Trafford        | Jan / Feb 2019                                                                                                                      |
| Wigan           | The Homeless Strategy is being developed as the current strategy ends later in the year. This will be published in the near future. |

## 6.0 Homeless Strategy, Contextual Document and Wider Action Plan

6.1 The Homeless Strategy 2018-2023 is the city's response to Homelessness. It has been co-produced as a partnership strategy as all organisations know that they can not respond to homelessness individually - it is only through working across the city, and across Greater Manchester, that we can help reduce the number of people who end up homeless, and help those who have become homeless move out of homelessness as quickly as possible.

6.2 The main features of the refreshed Homelessness Strategy are that it:

- Takes a positive, strength based approach that focuses on the assets and potential of people; indivisible from an Our Manchester approach.
- Recognises that preventing homelessness means tackling the root causes of homelessness, addressing poverty and increasing equitable access to work, skills, employment, cultural, leisure and health services across the city.
- Inspires a city wide and collective response to homelessness in the city. Public services, voluntary organisations, faith groups, businesses, housing providers, cultural institutions all have a contribution to make to the strategies aims.

- Is a concise, accessible document written in language that is understood by people not just services.
- Is co-produced and involves the perspective and voice of people who have experienced homelessness, alongside front line staff and people that support people affected by homelessness.
- Includes action plans from organisations and services that articulate the practical contributions that they will make to the aims of the strategy.

6.3 The Strategy will aim to make:

1. Homelessness a rare occurrence: increasing prevention.
2. Homelessness as brief as possible: improving temporary and supported accommodation to be a positive experience.
3. Experience of homelessness to be a one-off occurrence: increasing access to settled homes.

6.4 Accompanying these three aims a set of 'We Will' statements have been drafted based on the previous engagement of the Partnership, data analysis and new engagement from front line staff. They have been circulated across all of the Manchester Homeless Partnership action groups for comment alongside Council services. These statements support the definition of what each aim will achieve. The Strategy is attached at Appendix 1.

6.5 Officers, organisations and people with lived experience want the Strategy to be as short and simple as possible, so that anyone can read, understand and use it. There is therefore work ongoing on a Contextual Document that sits behind the Strategy with all the additional information that is required through the Homelessness Code of Guidance, and to add further background detail to the Strategy. This will be published at a later date.

6.6 Sitting underneath the strategy, and to ensure it is a working document, are action plans. Engagement with different sectors is being led by the Manchester Homelessness Strategy Scrutiny Group. Once each sector has completed their action plan the city will have one plan that outlines the contributions different organisations will make to tackling homelessness. Action plans are being gathered from:

- Manchester City Council
- Greater Manchester Police
- Greater Manchester Fire and Rescue Services
- Health and Mental Health
- Universities
- Voluntary Sector
- Housing Alliance
- Reducing Reoffending Strategic Group
- Faith Sector
- Strategic Housing Board
- Advice Providers.

- 6.7 The action plans are due to be completed in time for World Homelessness Day in October to launch the strategy document. The City Council's action plan will be a working document; the current version is attached as appendix 2.
- 6.8 An outcomes framework to monitor the Strategy is being developed with external partners and the performance, research and intelligence service.

## Manchester Homelessness Strategy

Losing a home can be the consequence of different structural or personal factors. In the past ten years, the number of households affected by homelessness has increased across the country. During this time, Welfare Reform has introduced the freezing of Local Housing Allowance, benefit caps for low-income families, and Universal Credit; average rents in the private-rented sector have increased, and demand for social affordable housing has grown, outstripping supply. In 2017, more than 300,000 people in Britain – equivalent to one in every 200 – were officially recorded as homeless or living in inadequate homes.<sup>1</sup>

In addition to this, in 2017 the number of people sleeping rough in England rose for the eighth consecutive year, with 4,751 people counted or estimated by local authorities to be sleeping rough in England on any one night in autumn – a 15% increase from the 2016 figure of 4,134, and more than double the 2010 figure.

Manchester reflects the national trend in the number of households that have lost their home. Both the use of temporary accommodation and the number of people who experience sleeping rough have increased. At the same time, the number of affordable houses on the Local Housing Allowance rate has shrunk, and pressures on affordable social housing is increasing. Housing options for people on low incomes or those receiving housing benefits are becoming limited. Financial vulnerability and levels of poverty have increased. Experience of childhood poverty is closely linked to experience of adult homelessness; Manchester has one of the highest child-poverty rates in the country.

To prevent homelessness we need to address inequalities and create equitable access to skills, education, employment and health, alongside housing. We need to ensure that personal circumstances are not a barrier to accessing services and opportunities, and give extra support to those who might need it to overcome these structural issues. An Our Manchester approach underpins this strategy, putting people's strengths and potential at its heart. It's also about recognising the contributions that are needed from lots of different people and organisations to make this strategy work. These contributions will come from those organisations working in Manchester, those working across the Greater Manchester region, and those working nationally. Changes under the Homelessness Reduction Act, including the new duty to collaborate, acknowledge the important contributions organisations can make towards preventing homelessness. Manchester is committed to this approach, supported by Manchester's Homelessness Partnership.

### Manchester Homelessness Partnership

The Manchester Homelessness Partnership has enabled organisations, services and citizens to work together on the challenges that can affect people who are experiencing homelessness. In 2015, the Partnership established Manchester's Homelessness Charter [\[insert link to Charter web page\]](#) and multiple action groups [\[insert link to Action Groups Webpage\]](#). These groups have developed new approaches to reduce homelessness, bringing together people who are homeless and organisations that provide support for people to overcome personal and systemic challenges. This strategy represents an expansion of the commitments and pledges made through the Charter, demonstrating what we commit to as a city. The Partnership also works closely with the Greater Manchester Homeless Action Network so that a common understanding of our goal goes hand in hand with shared best practise.

---

<sup>1</sup> Shelter, Far From Alone: Homelessness in Britain 2017, November 2017

## Appendix 1: Manchester Homelessness Strategy

The Charter established a clear vision and values that have framed the work of the Partnership. This strategy is aligned to these vision and values:

**Vision:**

To end homelessness in Manchester.

**Values:**

We believe that everyone who is homeless should have a right to:

- A safe, secure home, and if needed, an appropriate level of support to create a good quality of life
- The full protection of the law, and not be subjected to violence, abuse, theft and discrimination
- Respect and a good standard of service everywhere
- Equality of access to information and services
- Equality of opportunity to employment, training, volunteering, leisure and creative activities.

We believe that those who work with homeless people have a collective responsibility to ensure that:

- Good communication, co-ordination and a consistent approach is delivered across all services
- People with experience of homelessness have a voice and are involved in determining the solutions to their own issues, and homelessness in general

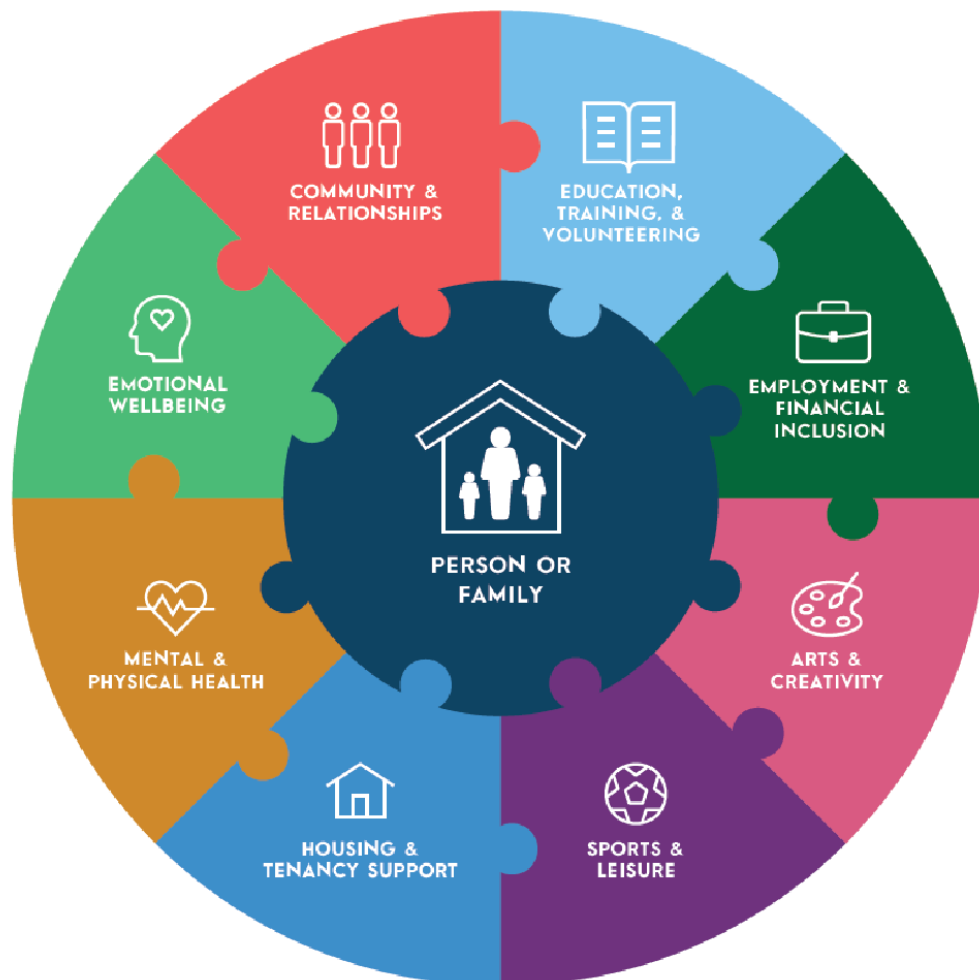
**Principles:**

An Our Manchester approach is integral to this strategy; its principles are aligned to this approach:

**We see potential and work with strengths**

To overcome the effects of homelessness, we want to create environments for people to thrive. This means recognising the assets that people and families have and starting with these strengths. It also means thinking and planning about more than just housing. The diagram below demonstrates the diverse approach towards providing support that is a principle of this strategy. It involves building self-expression, increased wellbeing, greater social inclusion and positive relationships in order to create a much deeper and more effective support structure. This includes increasing access to arts, sports and leisure opportunities, alongside employment, education and physical health. This diagram has been co-produced by the Manchester Homelessness Partnership Strategy Group and is inspired by With One Voice Jigsaw of Homelessness Support [\[insert as link\]](#).





Services are aimed at persons and families, including those in complex situations, to give them access to effective support so that everyone can get the type of help they need. Through working with the strengths of individuals we will increase the collective strengths of the city.

#### **We listen, learn and respond through co-production**

We value the experiences of people who use our services, or have been homeless, or who are at risk of becoming homeless. The more complex a person's or family's situation, the greater the need for co-production to find innovative, joined-up and peer-led solutions. We are committed to increasing involvement in the design, delivery and evaluation of our services with people and families who might have experienced or been at risk of homelessness.

#### **We work together as an inclusive partnership**

We collaborate with the voluntary sector, the Council, the police, health, housing providers, community and faith groups, businesses, universities and concerned citizens. This allows people to experience genuinely joined-up services, with strong communication about their goals and potential, rather than a disjointed system.

#### **It's all about people**

We work with people and families, not labels. We focus on what really matters, rather than just patching problems, and take the time to consider underlying causes and experiences rather than make assumptions. We work 'with' people and families, not 'to' them; this creates change and enables people and families to flourish.

**Aims:**

The strategy will aim to make:

1. **Homelessness a rare occurrence: increasing prevention and early intervention**
2. **Homelessness as brief as possible: improving temporary and supported accommodation to be a positive experience**
3. **Experience of homelessness to be a one-off occurrence: increasing access to settled homes**

Organisations across the city all have a contribution to make and a role to play towards these aims in order to reduce homelessness. Our work with other Greater Manchester Authorities; private, public and voluntary organisations; and the Greater Manchester Combined Authority will be mutually supporting - working towards a shared vision with a common approach.

**Aim 1: Making homelessness a rare occurrence: increasing prevention**

Partnership action groups have said that more advice and information should be available in doctors' surgeries, libraries and Sure Start centres, especially information about private-rented sector tenancies and tenancy rights.

We can increase prevention by:

- Involving people who have had experience of homelessness in designing services to make sure they are accessible
- Getting services across all sectors to work better together, not as individual organisations
- Making sure people are not discharged from one service, for example prisons, mental-health services or hospitals, directly onto the street.
- Making sure we are good corporate parents to care leavers, helping them access the correct services and pathways so they do not become homeless when they leave care.
- Encouraging all organisations to recognise and respond to the additional vulnerabilities and support needs of young adults who have had a local authority care history
- Working with the private-rented sector and social landlords to establish new approaches to reduce evictions.
- Ensuring ease of access across the community to specialist advice where there is a risk of homelessness, and that day centres can support people who arrive at a point of crisis.

Ultimately, to prevent homelessness, we need to address inequalities that may exist in accessing employment, education, training, housing and health services across the city. We need services to be more aware of homelessness and what they can do to work together to prevent it.

**Making homelessness a rare occurrence:** the Partnership will increase homelessness prevention through:

**Supporting people to maintain their home:**

- Create links to local services; offer opportunities to improve physical and mental health, education, leisure and cultural activities; and provide access to training, volunteering and employment

## Appendix 1: Manchester Homelessness Strategy

- Provide advice and information to support people to access services that could prevent them becoming homeless. Raise awareness about realistic housing options and homelessness in the city
- Identify earlier where households might be at risk of homelessness. Raise awareness with front-line staff across public services to recognise at-risk families or individuals to then reduce the likelihood of homelessness and when needed refer them for specialist support early; this includes assistance with housing, as well as advice on employment, mental-health services and family mediation, as part of the Duty to Collaborate
- Work across services and organisations to proactively prevent and reduce homelessness
- Develop joint-working arrangements to target situations where a household might be at risk of falling through the gaps in services, in particular tenants living in the private-rented sector
- Engage with private-rented sector and social landlords and develop new approaches that reduce the number of people and families becoming homeless in the city
- Where antisocial behaviour might put someone at risk of homelessness, restorative approaches are taken to resolve the situation, bringing in other support services that might be needed
- Raise awareness of the potential impact of short custodial sentences in causing the loss of a stable home and promote the use of diversion methods during court proceedings in such circumstances, ensuring other support is linked into this.

Support people to move in a managed way:

- Create opportunities for accessing housing of the right kind and quality, to prevent people from becoming homeless in the private-rented and social-rented sector
- Reduce recurring homelessness, identifying influencing factors such as mental health, learning disability, substance misuse, entrenched poverty and by connecting people to local services, education, cultural and leisure activities, training, volunteering and employment opportunities
- Enable people and families to move and feel at home in their new home, through working with their strengths and interests
- No one is discharged from hospital, in-patient mental-health services, or drug and alcohol detox treatment or leaving care if they are homeless. to street homelessness or unsuitable temporary accommodation. And all discharges are planned, with continuity of treatment and support where needed.

**Aim 2: Making homelessness as brief as possible: improving temporary and supported accommodation to be a positive experience**

Feedback from Partnership events has highlighted how long it can take to move on from temporary accommodation and the difficulties of finding suitable, affordable accommodation in the city. It is also becoming increasingly difficult to find affordable homes in the private-rented sector that are large enough for families to use as temporary accommodation. Increasingly, families can be placed out of the city. Families have reported difficulties in getting their children to school on time and some have reported poor conditions in these properties. However, timescales can vary, and households can be living in temporary accommodation for over two years while they wait to move in to a suitable home.

Staff working in supported accommodation schemes or temporary accommodation schemes have said there is an increasing demand for these services and an increase in the complexity of the people

## Appendix 1: Manchester Homelessness Strategy

they are working with. In particular, increases in young people and women accessing support services have been seen in Housing Related Support. Better links into wider support services and raising awareness of what is available in the city would support staff in these settings.

People who currently live in unsupported temporary accommodation (B&Bs) can face very poor living conditions, as reported by Justlife. This can impact significantly on a person's mental health and wellbeing.

**Make experiences of homelessness as brief as possible:**

The Partnership will make the experience of temporary and supported accommodation as positive as possible by:

- Reducing inequalities and disruptions to accessing physical and mental health services, education, advice, community resources or other support that might be needed for people living in temporary and support accommodation inside and outside the city. Ensure that people in temporary and supported accommodation participate fully in their community and that they aren't isolated or disadvantaged through being placed in temporary or supported accommodation.
- Focusing on the strengths and interests of people and families living in temporary and supported accommodation, connecting them to the education, training, volunteering, housing, cultural, leisure and employment opportunities in the city
- Understanding the current demand and unmet need for supported accommodation to influence the future commissioning of services, and improving access to supported accommodation
- Minimising the need for temporary accommodation over time by preventing people becoming homeless
- Working with the unsupported temporary accommodation sector to improve standards
- Working with single people and families who have lived in temporary and supported accommodation, to design, commission and deliver future services, and ensure they are accessible.

**Aim 3: Experience of homelessness to be a one-off occurrence: increasing access to settled homes**

Feedback from Partnership engagement events and staff engagement has highlighted that more support following moving out of temporary or supported accommodation would help more people to move on, particularly to connect to a local area. This could include involving more people who have been through a similar experience, to support people through this process.

Housing options for people on low incomes, or in receipt of welfare benefits after moving out of temporary accommodation, are becoming limited. Average rents of private-rented accommodation in the city have increased over the past ten years, and there are now only a handful of wards affordable on LHA rate. The rate of homeless households accessing social housing does not match the increasing demand, which means families and single people have to wait for suitable accommodation across the city. It also means more people are vulnerable to becoming homeless as this part of the market becomes smaller. Therefore, a wider approach to accessing homes across Greater Manchester will need to be adopted – specifically within the private rented sector – and consideration will need to be given to other types of housing that could be developed.

**Making homelessness a one-off, not repeated, experience: accessing settled homes**

The Partnership will reduce recurring homelessness, making any experience of homelessness a singular experience:

- Ensuring that people can access affordable, good-quality homes in the right places in the private-rented sector, working with private and social landlords to develop different options
- Reviewing the impact of the Allocation Scheme on people who are at risk of homelessness, including single people who may face barriers to accessing social housing, and adjusting our approach to best meet this demand
- Connecting people to local services, physical and mental-health services, education, cultural and leisure activities, training, volunteering and employment opportunities. Enabling people and families to move and feel at home in their new home, by addressing any basic needs and working with their strengths and interests
- Offering people who have experienced long-term repeated rough sleeping access to whatever treatment, care or support is needed in their local community. Ensuring this support is delivered in a flexible and person-centred way to help reduce the risk of another period of homelessness.
- Ensuring that people have access to ongoing support when they move on to their own tenancies, through appropriate resettlement services, day centre provision or other support to ensure that they don't end up being homeless again
- Understanding more about the demand for housing for people who are or may become homeless, and working with landlords, accommodation providers and housing developers to review what the demand is and what the gaps are to shape our building profile.
- Involving people who have experienced homelessness to identify barriers, and designing future services and approaches to support resettlement and connect people to their new communities.

This page is intentionally left blank

**Manchester Homelessness Strategy - Action Plan**

The Homeless Charter Partnership and the City Council recognises that we all have a part to play in working together to end homelessness in Manchester. This template is to be used to collect organisations contributions to the Manchester Homelessness Strategy refresh. The activity you and your organisation commit to will contribute to the three strategic aims listed below:

- Making homelessness a rare occurrence: Increasing prevention
- Making homelessness as brief as possible: Improving temporary and supported accommodation and making it as positive experience as possible
- Making homelessness a one off, and not repeated, experience: increasing access and support maintaining a settled home

There is more information about these three aims on the next tab. This includes a set of We Will statements that help to define what each aim hopes to achieve.

Initially you may want to include work that is already being undertaken by your organisation or service that supports the achievement of the three aims. This will give us a clear picture of the city wide response to homelessness and will help to identify any gaps that might exist that will need new activity. Co-production and working with people who have experienced homelessness is key to the approach of this strategy we would like to see how you have involved people or families who might have experienced homelessness in developing this activity.

There is a named member of the Manchester Homelessness Partnership for each sector and they will be able to provide any answers to questions that you have about writing the action plan for your organisation, attending Partnership action groups or co-production principles. Once completed you will need to send through to them.

| No.                          | Organisation name       | Aim/ 'We will' this applies to                                                    | Activity<br>Prompt: Outline activity and state how you have used co-production to develop this activity?                                                                                                                                                                                                                       | Does this target a particular vulnerable group? For example families, single people, young people, people leaving prison, people fleeing domestic violence, LGBT people who are homeless, BME people who are homeless, people who are sleeping rough, private rented sector tenants, women, veterans, people affected by poverty, people with mental illhealth, people who are affected by substance misuse) | How will you measure the success or impact of your activity? | Date to be completed | Is this activity reported into any other Boards or Groups? Eg Health and Homelessness Task Group, Children's Board, Housing Access Board etc | Named Lead (TBC)               | Any Comments                                         |
|------------------------------|-------------------------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|----------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|------------------------------------------------------|
| <b>Strategic Development</b> |                         |                                                                                   |                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                              |                                                              |                      |                                                                                                                                              |                                |                                                      |
| 1                            | MCC - Strategic Housing | Aim 3 - Create opportunities for accessing housing, of the right kind and quality | Review Social Housing Allocations Policy                                                                                                                                                                                                                                                                                       | All types of applicants on the re-housing register                                                                                                                                                                                                                                                                                                                                                           |                                                              | Apr-20               | Strategic Housing Board                                                                                                                      | Mark Ellison                   | Actions reflected in the Strategic Housing Team Plan |
| 2                            | MCC - Strategic Housing | Aim 3 - Create opportunities for accessing housing, of the right kind and quality | Improve accommodation opportunities for people who are homeless - Joint investment with RPs - Strategic property acquisitions - 4 Bed Properties - 60 properties.                                                                                                                                                              | Families who require settled accommodation of 4 or more bedrooms                                                                                                                                                                                                                                                                                                                                             |                                                              | Mar-19               | Homelessness Officer Group                                                                                                                   | Reggie Khanum                  | Actions reflected in the Strategic Housing Team Plan |
| 3                            | MCC - Strategic Housing | Aim 3 - Create opportunities for accessing housing, of the right kind and quality | Young people carers model - Bramcote Gardens , 4 apartments 8 units. To be used as move on accommodation to house young people moving from supported accommodation with very low level support needs, this would include young people who are homeless and care leavers.                                                       | Young people and care leavers with low support needs                                                                                                                                                                                                                                                                                                                                                         |                                                              | Aug-18               | Homelessness Officer Group                                                                                                                   | James Greenhedge               | Actions reflected in the Strategic Housing Team Plan |
| 4                            | MCC - Strategic Housing | Aim 3 - Create opportunities for accessing housing, of the right kind and quality | Bring back into use 8 bedroom property on Princess Rd for the use of move on accommodation for people who have been homeless.                                                                                                                                                                                                  | Single people                                                                                                                                                                                                                                                                                                                                                                                                |                                                              | Mar-20               | Homelessness Officer Group                                                                                                                   | Carol Western                  | Actions reflected in the Strategic Housing Team Plan |
| 5                            | MCC - Strategic Housing | Aim 3 - Create opportunities for accessing housing, of the right kind and quality | Work with RP (Great Places), Homelessness and Children's to increase supply of units for homeless young people and care leavers (5-7 units)                                                                                                                                                                                    | Young people and care leavers with low support needs                                                                                                                                                                                                                                                                                                                                                         |                                                              | Mar-19               | Homelessness Officer Group                                                                                                                   | Reggie Khanum                  | Actions reflected in the Strategic Housing Team Plan |
| 6                            | MCC - Strategic Housing | Aim 2 - Make the experience of homelessness as brief as possible                  | Work together with Homelessness colleagues to develop an interim contract arrangement with RPs to manage DA which will result in significant savings for the Council to be used for Homelessness Prevention                                                                                                                    | People in Dispersed Accommodation                                                                                                                                                                                                                                                                                                                                                                            |                                                              | Nov-18               | Homelessness Officer Group                                                                                                                   | Gareth Clarke/Reggie Khanum    | Actions reflected in the Strategic Housing Team Plan |
| 7                            | MCC - Strategic Housing | Aim 3 - Create opportunities for accessing housing, of the right kind and quality | Work with colleagues in Homelessness and GMCA to develop a GM wide Social Letting Agency                                                                                                                                                                                                                                       | No.                                                                                                                                                                                                                                                                                                                                                                                                          |                                                              | Aug-19               | GM Housing Strategy Group                                                                                                                    | James Greenhedge/Gareth Clarke | Actions reflected in the Strategic Housing Team Plan |
| 8                            | MCC - Strategic Housing | Aim 3 - Create opportunities for accessing housing, of the right kind and quality | Delivering 40, 2 bed, new build homes in North Manchester, to be managed by Northwards, at affordable rent hence increasing affordable housing stock in the area for families on low income. Also, the homes will provide opportunities for tenants to down size, freeing up larger family homes for those on the waiting list | Families on low income and private sector tenants                                                                                                                                                                                                                                                                                                                                                            |                                                              | Nov-18               | North Manchester New Build Board                                                                                                             | Lucy Lovatt/Yvette Ryle        | Actions reflected in the Strategic Housing Team Plan |
| 9                            | MCC - Strategic Housing | Aim 3 - Create opportunities for accessing housing, of the right kind and quality | Delivering 20, 2 and 3 bed, shared ownership homes in North Manchester, to be managed by Northwards, hence increasing affordable housing stock in the area for families. Also, the homes will provide opportunities for tenants to move onto home ownership, freeing up social housing for those on the waiting list           | Families on low income and private sector tenants                                                                                                                                                                                                                                                                                                                                                            |                                                              | Dec-18               | North Manchester New Build Board                                                                                                             | Lucy Lovatt/Yvette Ryle        | Actions reflected in the Strategic Housing Team Plan |

|    |                         |                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                |         |         |                                                      |                                                |                                                      |
|----|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|---------|------------------------------------------------------|------------------------------------------------|------------------------------------------------------|
| 10 | MCC - Strategic Housing | Aim 3 - Create opportunities for accessing housing, of the right kind and quality                                                                             | Delivering 75, 2 and 3 bed, homes for shared ownership and affordable rent in North Manchester, hence increasing affordable housing stock in the area for families. Also, the homes will provide opportunities for tenants to move onto home ownership, freeing up social housing for those on the waiting list. They will also enable tenants to down size, freeing up larger family homes for those on the waiting list                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Families on low income and private sector tenants                                                                                                              |         | Mar-21  | North Manchester New Build Board                     | Lucy Lovatt/Yvette Ryle                        | Actions reflected in the Strategic Housing Team Plan |
| 11 | MCC - Strategic Housing | Aim 3 - Create opportunities for accessing housing, of the right kind and quality                                                                             | Increase the number and range of affordable homes, including Social housing and free up existing social housing -Support RPs to develop a range of affordable housing (affordable rent; shared ownership; rent to purchase, good quality private rent, social housing etc.) and free up social housing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Individuals and households at a range of different income levels, including those assessed as earning the average Manchester income and those below this level |         | Ongoing | Residential Growth panel and strategic Housing Board | Jude Millett/Sheila Connor                     | Actions reflected in the Strategic Housing Team Plan |
| 12 | MCC Strategic Housing   | Aim 3 - Create opportunities for accessing housing, of the right kind and quality                                                                             | Increase extra care units for older people and in doing so free up social housing -Develop 2 MCC owned Extra Care schemes and support the delivery of RP extra care schemes targeted at Manchester Residents to deliver over 500 units of extra care accommodation by 2021                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | People over 55 with care needs                                                                                                                                 |         | 2021    | Residential Growth panel and strategic Housing Board | Steve Sheen/Jude Millett                       | Actions reflected in the Strategic Housing Team Plan |
| 13 | MCC - Strategic Housing | Aim 3 - Create opportunities for accessing housing, of the right kind and quality                                                                             | Increase the number and range of affordable homes and in doing so free up social housing via the Housing Affordability Zones - Strategic development of sites, including sites in MCC ownership, to increase supply of all forms of rented and home ownership options                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Individuals and households at a range of different income levels, including those assessed as earning the average Manchester income                            |         | Ongoing | Residential Growth panel and Strategic Housing Board | Lucy Lovatt, Jude Millett, James Greenhedge    | Actions reflected in the Strategic Housing Team Plan |
| 14 | MCC - Strategic Housing | AIM 1 - Making homelessness a rare occurrence, Engage with private rented sector landlords to raise awareness and understanding of homelessness in the city   | Review the 4 Selective Licensing areas to make sure that landlords are operating in accordance with their license conditions and that property standards are maintained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | All people living in Private Rented accommodation within the selective licensing areas.                                                                        |         | Mar-20  | Market Rental Strategy Board                         | James Greenhedge - Reggina Khanum              | Actions reflected in the Strategic Housing Team Plan |
| 15 | MCC - Strategic Housing | Aim 3 - Create opportunities for accessing housing, of the right kind and quality                                                                             | Work with Adult Services to explore investment opportunities to provide and increase access to settled accommodation at social and affordable rents.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | All (at this stage)                                                                                                                                            |         | Mar-19  | Strategic Housing Board                              | James Greenhedge - Gareth Clarke               | Actions reflected in the Strategic Housing Team Plan |
| 16 | MCC - Work & Skills     | Making homelessness a rare occurrence - Increasing prevention<br>Create links to local services including training, volunteering and employment opportunities | Attend and contribute to the Homelessness Prevention Steering Group to develop links with partners and VCS organisations to provide early intervention support to improve employability skills.<br><br>Support work clubs at the Booth Centre and Back on Track by promoting their offer and inviting them to support provider fora. Partnership working with DWP Troubled Families Employment Adviser at the Booth Centre and have an JCP adviser at the Longford Centre<br><br>MAES Community Learning Fund awarded to Back on Track to deliver training programmes and work experience placements to vulnerable groups, including homeless.<br><br>Co-production with specialist support provision of a resource sheet specifically for veterans for use by homelessness teams.<br><br>Promotion of the integrated offer in the customer service centre - with access to National Careers Service, Citizens Advice, Motiv8<br><br>Joint working with Working Well provider to raise awareness of available support eg. DHP | The activity is mainly universal however there is some targeted work ie. veterans, DV&A                                                                        | Ongoing |         | Elayne Redford                                       | Action reflected in Work & Skills Service Plan | Action reflected in Work & Skills Service Plan       |



|    |                       |                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                  |                                                                                                                                                                                                                                                                                                                                                                     |          |                         |                                                |                                                |
|----|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------|------------------------------------------------|------------------------------------------------|
| 17 | MCC - Work & Skills   | Making homelessness a rare occurrence - Increasing prevention<br>Create links to local services including training, volunteering and employment opportunities                                                                                                                        | <b>Business Engagement:</b><br>Support the Business Action Group and work with businesses through our business networks to encourage employers to engage with the homeless agenda (e.g. encouraging them to use the BITC and My Future models ). Partnership wprok with DWP who also support this Action Group<br><br>Work with MCC Corporate Procurement to influence commissioners to include consideration for the support of the homeless agenda as part of their Corporate Social Responsibility in commissioned activity. Similarly support partners and suppliers to work with the Homelessness Partnership as part of their CSR.<br><br>Support direct recruitment by engaging with and influencing employers to recruit those with lived experience. For example the recruitment of support workers for the Longford Centre in Chorlton.<br><br>Support the Homelessness Partnership with the pilot for an online jobs portal for 'homeless-friendly employers by raising awareness of this facility through our business networks. | No particular group                                              | Ongoing                                                                                                                                                                                                                                                                                                                                                             |          | Mike Cunliffe           | Action reflected in Work & Skills Service Plan | Action reflected in Work & Skills Service Plan |
| 18 | MCC - Work & Skills   | Making homelessness as brief as possible: Improving temporary and supported accomodation to be a positive experience- Focus on strengths of people living in temporary and supported accomodation, connecting them to education, training, volunteering and employment opportunities | Work with partners to ensure individuals and families are given the right support to improve their situation ie. debt advice, money management, access to volunteering, training and employment<br><br>Raise awareness of Work & Skills offer to providers at General Alliance meetings - link providers with Work & Skills Bulletin and Employer Suite offer, and specialist support such as Motiv8<br><br>Include frontline worker training in the Universal Credit Action Plan for staff to support those in temporary accomodation transitioning to UC.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | No particular group                                              | Ongoing                                                                                                                                                                                                                                                                                                                                                             |          | Elayne Redford          | Action reflected in Work & Skills Service Plan | Action reflected in Work & Skills Service Plan |
| 19 | <b>Corporate Core</b> |                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                  |                                                                                                                                                                                                                                                                                                                                                                     |          |                         |                                                |                                                |
| 20 | MCC - Finance         | All                                                                                                                                                                                                                                                                                  | Budget Monitoring, close working and regular meetings with the service managers to understand the latest forecast spend and pressures in each area so that the service can work towards delivering a balanced budget                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | No particular group                                              |                                                                                                                                                                                                                                                                                                                                                                     | Ongoing  |                         | Chris Thomas                                   |                                                |
| 21 | MCC - Finance         | All                                                                                                                                                                                                                                                                                  | Analysis of past trends to inform investment ask at budget setting for 2018/19. Leading on from this analysis of the investment spend to understand and evidence the impact of this investment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | No particular group                                              |                                                                                                                                                                                                                                                                                                                                                                     | Ongoing  |                         | Chris Thomas                                   |                                                |
| 22 | MCC - Finance         | Aim 2: Make experiences of homelessness as brief as possible:                                                                                                                                                                                                                        | Rough Sleeping Initiative, succesful bid for Grant funding for a targeted fund for local authoriites with the highest number of rough sleepers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | People who are sleeping rough                                    |                                                                                                                                                                                                                                                                                                                                                                     | Oct 2018 |                         | Chris Thomas                                   |                                                |
| 23 | MCC - Finance         | Aim 3 - Create opportunities for accessing housing, of the right kind and quality                                                                                                                                                                                                    | Improve accommodation opportunities for people who are homeless - Joint investment with RP's - Strategic property acquisitions - 4 Bed Properties - 60 properties.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Families who require settles accommodation of 4 or more bedrooms |                                                                                                                                                                                                                                                                                                                                                                     | Oct 2018 | Strategic Housing Board | Rachel Rosewell                                |                                                |
| 24 | MCC - Revs and Bens   | Aim 1                                                                                                                                                                                                                                                                                | Landlords (social and private) are encouraged to contact the Benefits Service if they have a tenant who is at risk of eviction due to rent arrears. When we are contacted about such cases we will take all reasonable steps, including use of DHP, to prevent eviction.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | No.                                                              | We do not hold records of these cases.                                                                                                                                                                                                                                                                                                                              | Ongoing  | No.                     | Jane Stafford / Julie Bamford                  |                                                |
| 25 | MCC - Revs and Bens   | Aim 1                                                                                                                                                                                                                                                                                | Our DHP scheme will support those people affected by the benefit cap and other welfare reform changes to either sustain their tenancy or to move to an affordable home. This can include support with arrears, paying rent shortfalls, and where there is a live claim for HB or UC we can offer support with deposits / agent fees.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | No.                                                              | DHP is typically used to assist people to stay in their home by covering part or all of a shortfall between their HB / UC (housing element) and their rent. Our recording system does not support our reporting on awards made that have expressly prevented homelessness but it is reasonable to conclude that a significant proportion of awards help prevention. | Ongoing  | No.                     | Matthew Hassall                                |                                                |

|    |                                                               |                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                         |                                                                                                                                                                                                                                   |                        |                                                                                                                                                   |                                    |  |
|----|---------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|--|
| 26 | MCC - Revs and Bens                                           | Aim 2                                                                                                                                                                                                                                                                                                               | We will offer a "DHP guarantee " to landlords in order to take people who are affected by the benefit cap. Example - a family in homeless accommodation, 5 children and another on the way. No RSL properties available that are large enough and private landlords are reluctant to take them because they are capped. We can offer a guarantee to landlords that we would pay DHP for 6 months to cover any shortfall between the rent and HB. We can deliver this by working with the support worker on a case by case basis.                                                                                                                      | Yes. Families subject to the benefit cap.                                                                                                                                               | We can record how many families are moved from homeless accommodation to private accommodation as a result of using DHP to cover the rent shortfall created by the cap. We can also record the cost of DHP used for this purpose. | With immediate effect. | No.                                                                                                                                               | Amy Brickland                      |  |
| 27 | MCC - Revs and Bens                                           | Aim 3                                                                                                                                                                                                                                                                                                               | Experience shows that it is essential that people moving into homelessness accommodation submit a claim for HB promptly. The transient nature of a proportion of these cases means that failing to claim promptly can result in no HB claim and so no HB can be paid. This results in a financial loss to the Council and can also result in rent arrears which creates a barrier to being considered for social housing and longer term financial pressures. We deliver training to managers responsible for MCC run homeless accommodation to ensure they understand HB / Universal Credit and the importance of making a timely claim for benefit. | No.                                                                                                                                                                                     | Homelessness can monitor cases that receive HB and those that don't. Revs and Bens cannot report on this because if we don't receive a claim we won't know about it.                                                              | Ongoing                | No.                                                                                                                                               | Bec Pendlebury                     |  |
| 28 | MCC Revs and Bens                                             | Aim1 and 2                                                                                                                                                                                                                                                                                                          | We will provide a support package from the welfare provision scheme to support people moving into a new tenancy. This will include cooker, fridge, bed, kitchen starter pack, bedding and towels. We also consider emergency fuel payments.                                                                                                                                                                                                                                                                                                                                                                                                           | Families / single people being rehoused in a new area / community                                                                                                                       | We monitor reasons / number of awards made                                                                                                                                                                                        | Ongoing                | No.                                                                                                                                               | Daniel Keen                        |  |
| 29 | MCC Revs and Bens                                             | Aim 1                                                                                                                                                                                                                                                                                                               | Where a person has difficulty managing their own affairs or it is improbable that they will pay their rent or to help them secure or retain their tenancy we will pay HB to the landlord where they are living in the private rented sector.                                                                                                                                                                                                                                                                                                                                                                                                          | All vulnerable groups                                                                                                                                                                   | File notes kept of all decisions                                                                                                                                                                                                  | Ongoing                | No                                                                                                                                                | Jane Stafford / Julie Bamford      |  |
| 30 | Manchester City Council Council Tax Service                   | Help maintain people in accommodation following a homeless spell                                                                                                                                                                                                                                                    | Where someone is permanently rehoused through this strategy we will consider suspending any recovery action for pre existing Council Tax debts. If the person maintains Council Tax payments for 12 months we will consider writing off the debt                                                                                                                                                                                                                                                                                                                                                                                                      | No.                                                                                                                                                                                     |                                                                                                                                                                                                                                   | As soon as agreed      | No                                                                                                                                                | Charles Metcalfe                   |  |
| 31 | Manchester City Council - Performance Research & Intelligence | AIM 1: Making homelessness a rare occurrence: Increasing prevention, AIM 2: Making homelessness as brief as possible: Improving Temporary and Supported Accommodation to be a positive experience, AIM 3: Making any experience of homelessness a one off, and not repeated experience: Increasing access to a home | 1 support from data governance to see if Business Objects will allow the Homelessness service to pull together information from different systems resulting in new intel or more efficient data processing.                                                                                                                                                                                                                                                                                                                                                                                                                                           | General approach                                                                                                                                                                        | These activities are designed to monitor the success of the approach as a whole                                                                                                                                                   | Tbc                    | N/A                                                                                                                                               | Janet Smith                        |  |
| 32 |                                                               |                                                                                                                                                                                                                                                                                                                     | 2 support from PRI performance teams to identifying metrics that could monitor progress with the homelessness strategy. Working group to look into metric selection and feasibility of data collection from a range of organisations.                                                                                                                                                                                                                                                                                                                                                                                                                 | General approach                                                                                                                                                                        | These activities are designed to monitor the success of the approach as a whole                                                                                                                                                   | End 2018               | Tbc                                                                                                                                               | Courtney Brightwell                |  |
| 33 |                                                               |                                                                                                                                                                                                                                                                                                                     | 3 following 2 above, redesign the homelessness dashboard to provide a) necessary management info and b) monitoring against the strategy (in separate sections).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | General approach                                                                                                                                                                        | These activities are designed to monitor the success of the approach as a whole                                                                                                                                                   | Mar-19                 | Tbc                                                                                                                                               | Sandra Aguilera, Lorraine Copeland |  |
| 34 |                                                               |                                                                                                                                                                                                                                                                                                                     | 4 developing housing and homelessness reporting to smt / emg and the strategic housing partnership, linked to the strategy and the corporate plan priorities.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | General approach                                                                                                                                                                        | These activities are designed to monitor the success of the approach as a whole                                                                                                                                                   | September '18          | Strategic Housing Board, SMT, EMG, DMTs                                                                                                           | Courtney Brightwell                |  |
| 35 | MCC HROD                                                      | Continue to identify and promote apprenticeship roles through the Big Life organisation to develop employment opportunities for people experiencing life challenges including Homelessness                                                                                                                          | Activity in this area is already ongoing in other areas of the Directorate. Through the relationships already established with Big Life, and with Senior Management approval, seek to widen the scope of roles to increase the opportunities available                                                                                                                                                                                                                                                                                                                                                                                                | This targets people who may have addiction, mental health, and other complex challenging issues including Homelessness which have affected their ability to secure long term employment | Successfully making appointments to the roles and monitoring the retention period                                                                                                                                                 | Ongoing                | Recruitment activity monitored through HROD performance Board                                                                                     | TBC                                |  |
| 36 | MCC HROD                                                      | Link the City Council's new Work Experience initiative into Business in the Community to provide a range of work placements                                                                                                                                                                                         | Support the Work Experience Champions to identify a variety of placements across the Directorate and the wider Council which would increase skills and employment experience                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | This targets people who may have addiction, mental health, and other complex challenging issues including Homelessness which have affected their ability to secure long term employment | By providing a continued range of opportunities that citizens find meaningful in their pursuit of employment                                                                                                                      |                        | Likely to be tracked via HROD and reported through HROD DMT                                                                                       | TBC                                |  |
| 37 | MCC HROD                                                      | Ensure easy access to recruitment                                                                                                                                                                                                                                                                                   | Look at whether there are any measures that need to be taken to ensure that there are no barriers in applying for a role on the current application system.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | All groups, but would particularly support those who are unfamiliar with having to use computers and complete paperwork                                                                 | Via feedback from testing through the service. Through the organisations we already work with we could look at asking for lived experience volunteers to be involved in this.                                                     | Oct                    | Any changes to the systems would need to go through a formal sign off process and be communicated across the Council via the appropriate channels | TBC                                |  |
| 38 | <b>Growth and Neighbourhoods</b>                              |                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                         |                                                                                                                                                                                                                                   |                        |                                                                                                                                                   |                                    |  |

|    |                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                   |                                                                                                                                                                                                                 |         |                                                                            |              |                                                                             |
|----|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|----------------------------------------------------------------------------|--------------|-----------------------------------------------------------------------------|
| 39 | Community Safety Partnership       | Making homelessness a rare occurrence - Increasing prevention<br>Create links to local services including training, volunteering and employment opportunities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Early intervention and prevention of DV and A. As a part of the co-produced DV and A strategy the partnership have identified a range of activities to prevent the escalation of DV and A that can result in homelessness. this includes early intervention through Operation Encompass and Strive as well as the Safe and Together model being rolled out in Children's Services                                                                                           | People fleeing Domestic Violence                                  | Performance framework currently being identified by DV and A Strategy Group                                                                                                                                     | Mar-19  | DV and A Strategy Group that reports to Community Safety Partnership Board | Sam Stabler  |                                                                             |
| 40 | Community Safety Partnership       | Making homelessness a rare occurrence - Increasing prevention<br>Create links to local services including training, volunteering and employment opportunities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Early intervention and prevention of Anti-social Behaviour. Working with GMP, MCC and Housing Providers to have an approach to ASB that delivers early intervention through informal and formal actions that also link to early help and support to enable individuals and families to maintain their tenancies and properties.                                                                                                                                             | All                                                               |                                                                                                                                                                                                                 | Ongoing | Community Safety Partnership Board                                         | Sam Stabler  |                                                                             |
| 41 | Manchester City Council -Libraries | <b>AIM 2: Make experiences of homelessness as brief as possible:</b> The Partnership will make the experience of Temporary and Supported Accommodation as positive an experience as possible by: - Reducing inequalities and disruptions to accessing health, education, advice, community resources or other support that might be needed for people living in temporary and support accommodation inside and outside of the city. Ensure that people in temporary and supported accommodation participate fully in their community and aren't isolated or disadvantaged through being placed in temporary or supported accommodation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Expand scheme to encourage library membership for homeless people. Currently operates with Lifeshare and Booths Centre. Enables people without permanent address to access Internet (e.g. to apply for UC, housing etc) , information and borrow books without receiving fines. This initiative was developed in conjunction with Lifeshare. Increase the number of people benefitting from this scheme with those organisations. Expand the scheme to other organisations. | Homeless people who are in contact with a support organisation    | These customers will be assigned a specific 'customer type' on our system, so we will be able to assess how many customers have joined as part of this scheme.                                                  | Nov-18  | No                                                                         | Philip Cooke | This scheme is in existence now - the action is the expansion of the scheme |
| 42 | Manchester City Council -Libraries | <b>AIM 1: Supporting people to maintain their home:</b> - Create links to local services, health, education, cultural, leisure, training, volunteering and employment opportunities, to enable people and families to maintain a home - Reduce reoccurring homelessness through connecting people to local services, education, cultural, leisure, training, volunteering and employment opportunities. Enabling people and families to move and feel at home in their new home, through working with their strengths and interestSupport people to move in a managed way: - Reduce reoccurring homelessness through connecting people to local services, education, cultural, leisure, training, volunteering and employment opportunities. Enabling people and families to move and feel at home in their new home, through working with their strengths and interests. <b>AIM 3: Making homelessness a one off, not repeated, experience:</b> Accessing settled homes - Connect people to local services, health, education, cultural, leisure, training, volunteering and employment opportunities. Enabling people and families to move and feel at home in their new home, through working with their strengths and interests. | Production of library card and leaflet (that informs where your local library is, computer access (for job search, UC, housing etc), activities and events etc. This will be given by rehousing advisers to their clients when they are being housed in a new area / community in temporary or permanent accommodation                                                                                                                                                      | Families / single people being rehoused in a new area / community | Feedback from rehousing advisers. Use of libraries                                                                                                                                                              | Nov-18  | No                                                                         | Philip Cooke |                                                                             |
| 43 | <b>Childrens</b>                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                   |                                                                                                                                                                                                                 |         |                                                                            |              |                                                                             |
| 44 | Early Help Hubs (EHH)              | Aim 1: Making homelessness a rare occurrence: Increasing prevention                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | The EHHs will provide advice and support to partners to develop holistic whole family assessments and plans which include a focus on housing related issues in order to stabilise home conditions and resolve wider family difficulties which may result in the loss of accommodation.                                                                                                                                                                                      | Families who need additional help and support                     | The EHHs have a performance framework which includes data and analysis of activity and outcomes in order to measure impact across a range of indicators.                                                        | Ongoing | Early Help Operational Board, Children's Board, MSCB                       | Jo Dalton    |                                                                             |
| 45 | Early Help Hubs (EHHs)             | Aim 1: Making homelessness a rare occurrence: Increasing prevention                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | The Early Help Practitioners based within the EHHs will coordinate and deliver an offer of targeted support to families with more complex needs to improve family life and help families to tackle any underlying issues which may result in homelessness (eg DV&A, financial issues, substance misuse and behaviour related problems).                                                                                                                                     | Families who need additional help and support                     | Family outcomes are part of an extensive evaluation conducted annually and include housing and homelessness analysis. This feeds into the detailed analysis conducted as part of the Troubled Families returns. | Ongoing | Early Help Operational Board, Children's Board, MSCB                       | Jo Dalton    |                                                                             |
| 46 | Early Help Hubs (EHHs)             | Aim 1: Making homelessness a rare occurrence: Increasing prevention                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | The EHHs will work with the Integrated Neighbourhood Management teams, GMP, Registered Providers and other partners, including voluntary and third sector providers to help coordinate and support a locality based response to issues that are affecting local communities and may result in the loss of accommodation for specific individuals (eg the Dam Head work to tackle youth violence and ASB where parents may risk eviction due to behaviour related issues)    | Families who need additional help and support                     | Projects and outcomes will be monitored as part of the overall project evaluation requirements.                                                                                                                 | Ongoing | Early Help Operational Board, Children's Board, MSCB                       | Jo Dalton    |                                                                             |
| 47 | Early Help Hubs (EHHs)             | Aim 1: Making homelessness a rare occurrence: Increasing prevention                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | The EHHs will work with Registered Providers to support them to develop a strengths based tenancy family support offer within their own organisations and support in the identification of households who are at risk of becoming homeless (eg work undertaken with Great Places to develop family support).                                                                                                                                                                | Families who need additional help and support                     | Measured as part of the family outcomes framework within Early Help.                                                                                                                                            | Ongoing | Early Help Operational Board, Children's Board, MSCB                       | Jo Dalton    |                                                                             |

|    |                        |                                                                                                        |                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                    |                                                                                                                                                     |                                     |                                                                         |                             |                                                                                                                                                                                                                              |
|----|------------------------|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-------------------------------------------------------------------------|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 48 | Early Help Hubs (EHHs) | Aim 1: Making homelessness a rare occurrence: Increasing prevention                                    | The EHHs will support private sector colleagues to develop relationships with private sector landlords so that they can develop a response to tenants who they are concerned about in order to prevent the loss of accommodation (eg provide briefings and support at private landlord forums to explain pathways to support for families) | Families who need additional help and support                                                                                      | Will see an increase in requests for support from private landlords and a reduction in evictions.                                                   | Throughout 2018/19 and as requested | Early Help Operational Board, Children's Board, MSCB                    | Jo Dalton                   |                                                                                                                                                                                                                              |
| 49 | Early Help Hubs (EHHs) | Aim 1: Making homelessness a rare occurrence: Increasing prevention                                    | The EHHs will ensure that all staff and partners working within the hubs receive appropriate training to develop skills and knowledge regarding housing related matters in order to support families in housing need and prevent rooflessness.                                                                                             | Families who need additional help and support                                                                                      | Staff will report being more confident in supporting families with housing related problems and this will be reflected in support plans and audits. | By March 2019                       | Early Help Operational Board, Children's Board, MSCB                    | Jo Dalton                   |                                                                                                                                                                                                                              |
| 50 | MCC -care leavers      | A joint agreed approach from MCC corporate parents on clear pathway for Care Leavers for accommodation | Current pathway for all YP in MCC to include Care Leavers, avoiding homelessness pathway                                                                                                                                                                                                                                                   | Care Leavers                                                                                                                       |                                                                                                                                                     | Sep-18                              |                                                                         | Shaeda Alam & Jane Davies   |                                                                                                                                                                                                                              |
| 51 | <b>ADULTS</b>          |                                                                                                        |                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                    |                                                                                                                                                     |                                     |                                                                         |                             |                                                                                                                                                                                                                              |
| 52 | Adult Social Care      | Aim 1                                                                                                  | Support the homelessness strategy through the Our Manchester Disability Plan (OMDP) to ensure that disabled people have access to suitable accommodation that meets their needs to prevent homelessness. Working with the OMDP Board centred on co-production                                                                              | Disabled People, supporting Disabled People's Organisations (DPOs) to better understand the homelessness agenda and strategic aims | Focused OMDP Partnership Board topic on homelessness                                                                                                |                                     | Progress reported through the Communities and Equalities Scrutiny Group | Zoe Robertson               | Need to raise the awareness of disability and homelessness. Working collaboratively with Northwards Housing Adapted Housing Team                                                                                             |
| 53 | Adult Social Care      | Aim 2                                                                                                  | Continue to provide evening and weekend support to vulnerable adults with care and support needs lacking accommodation                                                                                                                                                                                                                     | Targets vulnerable adults who are eligible under the Care Act 2014 who are also homeless                                           | Statistical records of Activity                                                                                                                     | Ongoing                             | Activity reported to the Adult Social Care Performance Board            | Mike Galway                 | Need to ensure that Emergency Duty Service are fully briefed on the Homelessness Strategy                                                                                                                                    |
| 54 | Adult Social Care      | Aim 2                                                                                                  | Improving pathways for older homeless people to access suitable retirement housing e.g. sheltered housing and extra care housing                                                                                                                                                                                                           | Older homeless people                                                                                                              | Statistical records of activity from Manchester Move or Registered Providers                                                                        | Ongoing                             | Housing Access Group                                                    | Zoe Robertson/Anne Duffield | Need collaborative approach between Strategic Housing, Northwards Housing and Adult Social Care Commissioners for Extra Care/Retirement Housing                                                                              |
| 55 | Adult Social Care      | Aim 2                                                                                                  | Specific pilot project to better support patients with TB who are also homeless (to increase compliance with high cost drug therapy) (public health and adult social care project)                                                                                                                                                         | People with an active diagnosis of Tuberculosis                                                                                    | Statistical records of people provided with a short term stay in designated TB furnished accommodation                                              | To commence September 2018          | Adult Social Care Commissioners                                         | Zoe Robertson               | The lack of a suitable property for patients with TB means that there is less compliance with drug therapy. Joint working with Public Health to test proof of concept                                                        |
| 56 | Adult Social Care      | Aim 2                                                                                                  | Identifying prisoners, due for release, who have care and support needs and could be potentially homeless (ensuring that they have adequate housing to meet their care and support/disability needs)                                                                                                                                       | Disabled people leaving custodial settings                                                                                         | Statistical records                                                                                                                                 | Ongoing                             | Adult Social Care Commissioners                                         | Mike Petrou                 | Since the advent of the Care Act 2014, there is a duty to support older and disabled people within the criminal justice system. This right extends to both within a prison setting and also release from custodial settings. |
| 57 | Adult Social Care      | Aim 1                                                                                                  | Support to homeless service in serious adult reviews                                                                                                                                                                                                                                                                                       | No particular vulnerable groups                                                                                                    | Statistical records/action plans from serious adult reviews                                                                                         | March 19                            | AMT                                                                     | Nigel Uttley                |                                                                                                                                                                                                                              |
| 58 | Adult Social Care      | Aim 1                                                                                                  | Improve the referral process of homeless people with complex needs into social care                                                                                                                                                                                                                                                        | Vulnerable citizens with complex Health and Social Care Needs                                                                      | Statistical records/improved care pathway                                                                                                           | Dec 18                              | AMT                                                                     | Nigel Uttley                |                                                                                                                                                                                                                              |
| 59 | Adult Social Care      | Aim 3                                                                                                  | Work with Adult Social care colleagues and legal to understand the interface between Housing legislation and the Care act with regards to duty of care to vulnerable adults who are deemed intentionally homeless                                                                                                                          | No particular vulnerable group                                                                                                     | Increased awareness/improved practice                                                                                                               | Dec 18                              | AMT/DMT                                                                 | Bernie Enright              |                                                                                                                                                                                                                              |
| 60 | Adult Social Care      | Aim 1                                                                                                  | Multi agency approach to working with complex citizens who are at risk of eviction, to include early intervention from Adult social Care                                                                                                                                                                                                   | Vulnerable citizens with complex Health and Social Care Needs                                                                      | Improved practice/better experience                                                                                                                 | ongoing                             | AMT/DMT/SMT                                                             | Bernie Enright              |                                                                                                                                                                                                                              |
| 61 | Adult Social Care      | Aim 2                                                                                                  | Designated Adult Social care rep to link in with Homeless accommodation e.g Woodward Court, Women's direct access etc                                                                                                                                                                                                                      | No particular vulnerable group                                                                                                     | Improved practice/better experience                                                                                                                 | Dec 18                              | AMT                                                                     | Zoe Robertson               |                                                                                                                                                                                                                              |
| 62 | Adult Social Care      | Aim 2                                                                                                  | Work has begun to identify a designated Mental Health Rep to ensure a joint approach working with homeless citizens with Mental Health needs                                                                                                                                                                                               | Citizens with Mental Health needs                                                                                                  | Improved awareness/joint learning/better experience/better outcomes                                                                                 | Dec 18                              | AMT                                                                     | Kate Roberts                |                                                                                                                                                                                                                              |

**AIM 1: Making homelessness a rare occurrence:**

The Partnership will increase homelessness prevention through:

**Supporting people to maintain their home:**

- Create links to local services, health, education, cultural, leisure, training, volunteering and employment opportunities, to enable people and families to maintain a home.
- Provide advice and information support people to access services that could prevent them becoming homeless. Raise awareness about realistic housing options and homelessness in the city.
- Identify where households might be at risk of homelessness earlier. Raise awareness with front line staff to recognise at-risk families or individuals and refer them for support early, including assistance with housing as well as non-housing services such as employment advice, mental health services and family mediation as part of the Duty to Collaborate.
- Work across services and organisations to proactively prevent and reduce homelessness. Develop joint working arrangements to target situations where a household might be at risk of falling through the gaps in services, in particular for tenants living in the private rented sector.
- Engage with private rented sector landlords to raise awareness and understanding of homelessness in the city.
- Undertake restorative approaches when Anti-Social Behaviour could result in homelessness.
- Raise awareness of the potential impact of short custodial sentences and promote the use of diversion methods during court proceedings.

**Support people to move in a managed way:**

- Create opportunities for accessing housing, of the right kind and quality, to prevent people from becoming homeless in the private rented and social rented sector.
- Reduce reoccurring homelessness through connecting people to local services, education, cultural, leisure, training, volunteering and employment opportunities. Enabling people and families to move and feel at home in their new home, through working with their strengths and interests.
- No one is discharged from hospital, mental health services, or drug and alcohol detox treatment into being homeless.

**AIM 2: Make experiences of homelessness as brief as possible:**

The Partnership will make the experience of Temporary and Supported Accommodation as positive an experience as possible by:

- Reducing inequalities and disruptions to accessing health, education, advice, community resources or other support that might be needed for people living in temporary and support accommodation inside and outside of the city. Ensure that people in temporary and supported accommodation participate fully in their community

and aren't isolated or disadvantaged through being placed in temporary or supported accommodation.

- Focus on the strengths and interests of people and families living in temporary and supported accommodation, connecting them to the education, training, volunteering, housing, cultural, leisure and employment opportunities in the city.
- Understand the current demand for and unmet need for supported accommodation to influence the future commissioning of services. Improve access to supported accommodation.
- Minimise the need for temporary accommodation over time by preventing people becoming homeless.
- Work with the unsupported temporary accommodation sector to improve standards.
- Expand the insight from single people and families who have experienced temporary and supported accommodation to design, commission, deliver and quality assure solutions to identify barriers that can exist, making services accessible and in designing and delivering future services and approaches.

### **AIM 3: Making homelessness a one off, not repeated, experience: Accessing settled homes**

- The Partnership will reduce reoccurring homelessness, making any experience of homelessness a singular experience:
  - Ensure that people can access affordable, quality homes in the right places in the private rented sector, working with private landlords to develop different options.
  - Ensure that people can access affordable, quality homes in the right places in the social rented sector, working with social landlords to develop different options.
  - Review the impact of the Allocation Scheme on people who are at risk of homelessness, including on single people who may face barriers to accessing social housing and adjust our approach to best meet this demand.
  - Connect people to local services, health, education, cultural, leisure, training, volunteering and employment opportunities. Enabling people and families to move and feel at home in their new home, through working with their strengths and interests.
  - Offers aimed at people who have experienced long term repeated rough sleeping lead to access whatever treatment, care or support is needed in their local community.
  - Ensure that people who need it have access to ongoing support when they move onto their own tenancies through appropriate resettlement services, day centre provision or floating support in order to ensure that they don't end up being homeless again.
  - Understand more about the demand for housing for people who are or may become homeless and work with landlords, accommodation providers and housing developers to review what the demand is and what the gaps are to shape our building profile.
  - Involve people who have experienced homelessness in identifying barriers and designing future services and approaches to support resettlement and connect people to their new communities.

**Manchester City Council  
Report for Resolution**

**Report to:** Neighbourhoods and Environment Scrutiny Committee – 5  
September 2018

**Subject:** Overview Report

**Report of:** Governance and Scrutiny Support Unit

---

### **Summary**

This report provides the following information:

- Recommendations Monitor
- A summary of key decisions relating to the Committee's remit
- Items for Information
- Work Programme

### **Recommendation**

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

---

### **Contact Officers:**

Name: Lee Walker  
Position: Scrutiny Support Officer  
Telephone: 0161 234 3376  
Email: l.walker@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.

None

## 1. Monitoring Previous Recommendations

This section of the report lists recommendations made by the Neighbourhoods and Environment Scrutiny Committee. Where applicable, responses to each will indicate whether the recommendation will be implemented, and if it will be, how this will be done.

| Date             | Item                                                                    | Recommendation                                                                                                                                                                                      | Response                                                                                                                                      | Contact Officer                                                 |
|------------------|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| 19 July 2017     | NESC/17/31<br>Manchester Climate Change Agency: progress report 2015-17 | That a performance dashboard be established that could be used to provide a summary of progress against the citywide climate change strategy.                                                       | A response to this recommendation has been requested and will be circulated once received.                                                    | Richard Elliott<br>Head of Policy, Partnerships and Procurement |
| 6 September 2017 | NESC/17/39<br>Food Hygiene Inspection Programme                         | The Committee recommended that the Executive Member for Neighbourhoods should make representations to ensure that all food premises are required to display their current food star hygiene rating. | A response to this recommendation has been requested and will be circulated once received.                                                    | Lee Walker<br>Scrutiny Support Officer                          |
| 6 September 2017 | NESC/17/42<br>Taxi Licensing Enforcement                                | The Committee recommends that the Director of Neighbourhoods provide an update to the next meeting on the progress made with GMP to co-opt a police officer to work with the Taxi Compliance Team.  | This recommendation is currently being progressed with Greater Manchester Police. An update will be provided to the Committee when available. | Fiona Worrall<br>Director of Neighbourhoods                     |
| 6 September 2017 | NESC/17/42<br>Taxi Licensing Enforcement                                | The Committee recommends that the Executive Member for Neighbourhoods should make representations for the introduction of a national registration scheme for all taxi drivers.                      | This recommendation has been forwarded to the Executive Member for Neighbourhoods.                                                            | Lee Walker<br>Scrutiny Support Officer                          |



|              |                                                                                      |                                                                                                                                                                                                                                                                        |                                                                                                   |                                        |
|--------------|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|----------------------------------------|
| 20 June 2018 | NESC/18/26<br>Waste, Recycling and Street Cleansing Performance and Disposal Savings | That the Executive Member for Neighbourhoods considers the options available to reimburse tenants from the savings achieved through the service change if they incurred any additional charges for the removal of residual waste passed onto them by Building Managers | A response to this recommendation is provided at Section 3 of this report – Item for Information. | Lee Walker<br>Scrutiny Support Officer |
| 20 June 2018 | NESC/18/26<br>Waste, Recycling and Street Cleansing Performance and Disposal Savings | That the Executive Member for Neighbourhoods ensures that a signed fire risk assessment, undertaken by the appropriate responsible person for each apartment block be submitted to the Council prior to the implementation of any service change.                      | A response to this recommendation is provided at Section 3 of this report – Item for Information. | Lee Walker<br>Scrutiny Support Officer |

## 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 **16 August 2018**, containing details of the decisions under the Committee's remit is included overleaf. This is to keep members informed of what decisions are being taken and to agree, whether to include in the work programme of the Committee.

Decisions that were taken before the publication of this report are marked \*

| <b>Decision title</b>               | <b>What is the decision?</b>                                       | <b>Decision maker</b> | <b>Planned date of decision</b> | <b>Documents to be considered</b>                   | <b>Contact officer details</b>                                  |
|-------------------------------------|--------------------------------------------------------------------|-----------------------|---------------------------------|-----------------------------------------------------|-----------------------------------------------------------------|
| Clean and Green Fund<br>Ref: 15/025 | Long-term improvements to cleanliness and environment of the city. | City Treasurer        | March 2018 or later             | Requests from Growth and Neighbourhoods Directorate | Carol Culley<br>0161 234 3590<br>carol.culley@manchester.gov.uk |

|                                                                                                                           |                                                                                                                                                                                                                                                                                                                                         |                                                                                                  |                            |                                   |                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|----------------------------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Cycle City Ambition Grant Phase 2 – 2015 to November 2018 (part of the Velocity 2025 Programme)</p> <p>Ref: 15/061</p> | <p>To approve the Cycle City Ambition Grant to be delivered within the allocated budget which is set by TfGM. Delegated powers approval(s) to undertake the required works on the highway and Traffic Regulation Order amendments.</p> <p>There are 2 corridors included in this scheme:<br/>Chorlton Cycleway<br/>Regional Centre.</p> | <p>Citywide Highways Manager in consultation with the Executive Member for the Environment</p>   | <p>March 2018 or later</p> | <p>Delegated Approvals Report</p> | <p>Mark Stevenson<br/>0161 219 6215<br/>m.stevenson@manchester.gov.uk</p> <p>Nichola McHale<br/>0161 219 6278<br/>n.mchale@manchester.gov.uk</p> |
| <p>Great Ancoats Street Growth Deal Funding</p> <p>Ref: 15/064</p>                                                        | <p>To obtain approval to carry out the associated highway alterations and statutory legal procedure to process the Traffic Regulation Orders.</p>                                                                                                                                                                                       | <p>Citywide Highways Manager (in consultation with the Executive Member for the Environment)</p> | <p>March 2018 or later</p> | <p>Delegated Approvals report</p> | <p>Mark Stevenson<br/>0161 219 6215<br/>m.stevenson@manchester.gov.uk</p> <p>Val Edwards<br/>0161 219 6522<br/>v.edwards@manchester.gov.uk</p>   |

|                                                                                        |                                                                                                                                                                                                                                                                                                                                                                      |                                   |                            |                                                                                                                                                                                                |                                                                                                                                          |
|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Public Spaces Protection Orders (PSPOs)– Dog Control</p> <p>Ref: 2017/12/20A</p>    | <p>To decide whether to introduce the proposed Public Spaces Protection Orders relevant to dog control</p>                                                                                                                                                                                                                                                           | <p>Director of Neighbourhoods</p> | <p>March 2018</p>          | <ul style="list-style-type: none"> <li>- Draft PSPO documents</li> <li>- Public and stakeholder consultation feedback</li> <li>- PSPO recommendation report and supporting evidence</li> </ul> | <p>Sam Kinsey<br/>Enforcement and Compliance Specialist (Environmental Crimes)<br/>0161-234 -1311<br/>s.kinsey@manchester.gov.uk</p>     |
| <p>Greater Manchester Growth Deal 2, Minor Works Programme</p> <p>Ref: 2016/12/19B</p> | <p>Greater Manchester Growth Deal 2 grant funding has been made available by the Greater Manchester Combined Authority (GMCA) for a programme of minor works projects. The minor works will comprise highway improvement works which will include a range of measures from pedestrian crossing facilities, parking and footway improvements and traffic calming.</p> | <p>Director of Highways</p>       | <p>March 2018 or later</p> | <p>Report and Recommendation</p>                                                                                                                                                               | <p>Emma White<br/>0161 219 6521<br/>e.white@manchester.gov.uk</p> <p>Kevin Gillham<br/>0161 234 5148<br/>k.gillham@manchester.gov.uk</p> |

|                                                                          |                                                                                                                                                 |               |                     |                           |                                                          |
|--------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------------|---------------------------|----------------------------------------------------------|
| Highways Investment Programme 2017-18 to 2021-22<br><br>Ref: 2017/03/21B | The approval of the programmes of planned maintenance works for the purpose of improving the condition of the highways network within the City. | The Executive | March 2018 or later | Report and Recommendation | Paul Swann<br>0161 219 2220<br>p.swann@manchester.gov.uk |
|--------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|---------------|---------------------|---------------------------|----------------------------------------------------------|

### 3. Item for Information

**Subject      Response to Recommendations NESC/18/26  
Waste, Recycling and Street Cleansing Performance and  
Disposal**

This Item for Information provides the Committee with a response from Cllr Akbar, Executive Member for Neighbourhoods to the two recommendations agreed at the meeting of the 20 June 2018.

*1. That the Executive Member for Neighbourhoods considers the options available to reimburse tenants from the savings achieved through the service change if they incurred any additional charges for the removal of residual waste passed onto them by Building Managers.*

If tenants separate their recycling into the designated containers and make arrangements for separate collection of bulky waste (Manchester residents are entitled to one free collection of up to 3 items per year) - there should be sufficient capacity to contain the buildings rubbish and there should be no need for additional, paid for collections. However, the Council recognise there may be circumstances when this does not happen and will:

Consider requests for additional capacity will be considered via the existing Additional Capacity Process. If residents are doing all they can to separate their recycling but there is still excess rubbish which cannot be managed within the allotted capacity a review will be undertaken. The Council recognise that some blocks may generate extra rubbish, due to the make up and needs of the occupants - for example due to illness. These circumstances will be considered on a case-by-case basis.

Provide support if tenants provide the Council with evidence that their Building Manager is applying unscrupulous additional charges for waste removal, which has not taken place. Support will be offered to challenge this.

*2. That the Executive Member for Neighbourhoods ensures that a signed fire risk assessment, undertaken by the appropriate responsible person for each apartment block be submitted to the Council prior to the implementation of any service change.*

Following discussion with GMFRS, a communication has been agreed for circulation to building managers and Registered Providers to remind them that under the Regulatory Reform (Fire Safety) Order 2005, any changes to communal parts of the building may require them to review the fire safety risk assessment. For example, if extra recycling containers are added to the bin storage area, or if location of refuse and recycling containers is moved - they may need to review the risk assessment. GMFRS are keen to ensure that building managers understand the Council are not the Fire Authority.

**Neighbourhoods and Environment Scrutiny Committee  
Work Programme – September 2018**

| <b>Wednesday 5 September 2018, 10am (Report deadline Thursday 23 August 2018) Please note deadline date due to Bank Holiday</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                       |                                   |          |
|---------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------------------|----------|
| Item                                                                                                                            | Purpose                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Lead Executive Member | Lead Officer                      | Comments |
| Housing Report                                                                                                                  | To receive a report that includes: <ul style="list-style-type: none"> <li>• Progress on the Selective Licensing schemes (to include data on the number of evictions as a result)</li> <li>• Manchester Move;</li> <li>• Housing vulnerable people in B&amp;Bs and how B&amp;Bs are inspected;</li> <li>• Tackling rogue landlords, and the Rental Charter;</li> <li>• Social Housing and new builds across the city; and</li> <li>• Northwards ALMO (arms-length management organisation)</li> </ul> | Cllr Richards         | Martin Oldfield/<br>Fiona Sharkey |          |
| Homelessness Report                                                                                                             | To receive a report that includes: <ul style="list-style-type: none"> <li>• An update on the work to tackle Homelessness and Rough Sleeping;</li> <li>• Information on the impact of Homelessness Reduction Act and the implications for Manchester City Council; and</li> <li>• The impact of the Cold Weather Provision.</li> </ul>                                                                                                                                                                | Cllr S Murphy         | Nicola Rea                        |          |
| Draft Resident Parking Policy                                                                                                   | To receive a draft policy for consideration.<br>The report will further describe the current position and future proposals for the city and will outline how the policy will respond and adapt to changing physical environments.                                                                                                                                                                                                                                                                    | Cllr Stogia           | Steve Robinson                    |          |

|                 |                                                                                                                                                            |   |            |  |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|---|------------|--|
| Overview Report | This is a monthly report which includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information. | - | Lee Walker |  |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|---|------------|--|

| <b>Wednesday 10 October 2018, 10am (Report deadline Friday 28 September 2018)</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                       |                                                   |          |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|---------------------------------------------------|----------|
| Item                                                                              | Purpose                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Lead Executive Member | Lead Officer                                      | Comments |
| Waste, Recycling and Street Cleansing Progress Report                             | <p>To receive a report updating on progress in delivering waste and recycling and street cleansing services.<br/>Report also to include:</p> <ul style="list-style-type: none"> <li>• Update on Apartment Service Changes;</li> <li>• Cycle Lane Cleansing Update - this report will also provide information on the proposed programme for cleansing of cycle lanes of leaf / grit / ice and other debris;</li> <li>• Fly tipping – private property and residential properties and commercial waste;</li> <li>• Street cleaning outside the city centre and at ward level;</li> <li>• Air B&amp;B and the increase of fly tipping in city centre;</li> <li>• How to influence behaviour change to improve waste and recycling and address fly tipping;</li> <li>• Weeds control and clearing.</li> <li>• Planning conditions regarding waste disposal for both domestic and commercial premises;</li> <li>• Impact of permitted development on waste – role of planning in this.</li> </ul> | Cllr Akbar            | Matthew Bennett<br>Heather Coates<br>Julie Roscoe |          |



|                                        |                                                                                                                                                            |            |                |  |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|----------------|--|
| Keep Manchester Tidy Campaign Overview | This report will provide an overview of the City's partnership with Keep Britain Tidy and the 'Keep Manchester Tidy' campaign.                             | Cllr Akbar | Heather Coates |  |
| Overview Report                        | This is a monthly report which includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information. | -          | Lee Walker     |  |

**Wednesday 7 November 2018, 10am (Report deadline Friday 26 October 2018)**

| Item                                                 | Purpose                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Lead Executive Member | Lead Officer   | Comments |
|------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|----------------|----------|
| Annual report on Compliance and Enforcement Activity | To receive the annual report setting out activity in Compliance and Enforcement Services. Report to include information on the activities undertaken around: <ul style="list-style-type: none"> <li>• Enforcement in relation to double yellow line tickets, blocked highways, Hot Food providers and waste contracts and how these are policed;</li> <li>• Enforcement activity undertaken by the Licensing and Out of Hours Compliance Team outside of the city centre area;</li> <li>• Tackling counterfeit goods, with particular reference to the Strangeways area.</li> </ul> | Cllr Akbar            | Fiona Sharkey  |          |
| Highways Reactive Maintenance                        | To receive a report on the Highways Reactive Maintenance Programme. The report will include information on: <ul style="list-style-type: none"> <li>• Pothole repairs; and</li> <li>• Drainage and gullies clearance and repairs.</li> </ul>                                                                                                                                                                                                                                                                                                                                         | Cllr Stogia           | Steve Robinson |          |

|                                                     |                                                                                                                                                                                                                                                                                                      |             |                                   |  |
|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------------------------|--|
| Highways and the Flow of Traffic in the City Centre | The report to include information on: <ul style="list-style-type: none"> <li>· Impact of traffic flow in the City Centre on clean air;</li> <li>· Pavement and footpath conditions – and information of how planned maintenance work is communicated with local residents and businesses.</li> </ul> | Cllr Stogia | Richard Elliott<br>Kim Dorrington |  |
| Overview Report                                     | This is a monthly report which includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.                                                                                                                                           | -           | Lee Walker                        |  |

**Wednesday 5 December 2018, 10am (Report deadline Friday 23 November 2018)**

| Item                              | Purpose                                                                                                                                                    | Lead Executive Member | Lead Officer    | Comments         |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------|------------------|
| Greater Manchester Clean Air Plan | The Committee will receive the full Business Case for consideration and consultation.                                                                      | Cllr Stogia           | Richard Elliott | To be confirmed. |
| Cycle City Ambition Grant         | An update on work to increase safe cycling routes across the city. Report to include information on the Cycling Policy.                                    | Cllr Stogia           | Richard Elliott |                  |
|                                   |                                                                                                                                                            |                       |                 |                  |
| Overview Report                   | This is a monthly report which includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information. | -                     | Lee Walker      |                  |

| <b>Wednesday 9 January 2019, 10am (Report deadline Friday 28 December 2018)</b> |                                                                                                                                                            |                       |                 |          |
|---------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------|----------|
| Item                                                                            | Purpose                                                                                                                                                    | Lead Executive Member | Lead Officer    | Comments |
| Green and Blue Infrastructure Strategy                                          | To receive the annual progress report on the implementation of the Green and Blue Infrastructure Strategy.                                                 | Cllr Stogia           | Richard Elliott |          |
|                                                                                 |                                                                                                                                                            |                       |                 |          |
| Overview Report                                                                 | This is a monthly report which includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information. | -                     | Lee Walker      |          |

| <b>Wednesday 6 February 2019, 10am (Report deadline Friday 25 January 2019)</b> |                                                                                                                                                            |                       |               |          |
|---------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|---------------|----------|
| Item                                                                            | Purpose                                                                                                                                                    | Lead Executive Member | Lead Officer  | Comments |
| Shisha Bars                                                                     | Update on work to tackle the challenges and issues presented by the City's Shisha Bars.                                                                    | Cllr Akbar            | Fiona Sharkey |          |
|                                                                                 |                                                                                                                                                            |                       |               |          |
| Overview Report                                                                 | This is a monthly report which includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information. | -                     | Lee Walker    |          |

| <b>Items to be scheduled</b>                      |                                                                                                                                                                                                                                                       |                           |                 |                                                                                                                                  |
|---------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-----------------|----------------------------------------------------------------------------------------------------------------------------------|
| Item                                              | Purpose                                                                                                                                                                                                                                               | Lead Executive Member     | Lead Officer    | Comments                                                                                                                         |
| Greater Manchester Clean Air Plan                 | To present the outline business case for consideration and comment.                                                                                                                                                                                   | Cllr Stogia               | Richard Elliott |                                                                                                                                  |
| Air Quality Task and Finish Group – Update report | To receive a report that provides the Committee with an update on the actions taken to progress the recommendations made by the Air Quality Task and Finish Group.<br>The report will include a section specifically on air pollution around schools. | Cllr Stogia<br>Cllr Craig | Richard Elliott | See minutes of NESC November 2017.<br>Ref: NESC/17/53<br>Invitation to Cllr Paul, Chair of the Air Quality Task and Finish Group |