



Neighbourhoods and Environment Scrutiny Committee

Date: Wednesday, 5 December 2018

Time: 10.00 am

Venue: Council Antechamber, Level 2, Town Hall Extension

Everyone is welcome to attend this committee meeting.

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

Access to the Ante Chamber

Public access to the Ante 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.

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Membership of the Neighbourhoods and Environment Scrutiny Committee

Councillors - Igbon (Chair), Azra Ali, Appleby, Chohan, Flanagan, Harland, Hassan, Hewitson, J Hughes, Jeavons, Kilpatrick, 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 7 November 2018 .

7 - 16

5. Budget 2019/20 Refresh Process: Update for Scrutiny Committees - To follow

6. Update on the Delivery of Cycle Schemes and Proposed Principles to Guide the Extension of Cycling and Walking Networks

17 - 30

Report of the Deputy Chief Executive

This report provides an update on investment in cycling infrastructure in Manchester, reviewing schemes completed through the first phase of the Cycle City Ambition Grant, summarising proposals currently being developed and, in the light of additional resources being made available through the Mayor's Challenge Fund, proposes an approach that could inform the development of a pipeline of future schemes to encourage higher levels of walking and cycling.

7. Planning and Delivery of Pavement and Footway Maintenance and the Management of Traffic Flow

31 - 52

Report of the Deputy Chief Executive

This item seeks to address issues that the Committee had asked officers to report on, namely the communications associated with

highway works, the planning and delivery of pavement and footway maintenance and the management of traffic flow across the city.

This written report focuses on the first two of these issues. It explains how planned maintenance work on pavements and footways is communicated to local residents and businesses and how the programme of footpath and pavement maintenance is developed and agreed.

A separate presentation will be given at the meeting by officers from both Transport for Greater Manchester and the City Council on the management of traffic flow. This will include an explanation of how roadworks are planned and what measures are taken to respond to events and incidents to try to ensure that traffic flow is effectively managed.

8. Compliance and Enforcement Service - Performance in 2017/18 53 - 86

Report of the Chief Operating Officer – Neighbourhoods

This report provides Members with an update on demand for and performance of the Compliance and Enforcement service during 2017/18.

9. Draft Terms of Reference and Work Programme for the Behaviour Change and Waste Task and Finish Group 87 - 92

Report of the Governance and Scrutiny Support Unit

This report sets out the proposed terms of reference and work programme for the Behaviour Change and Waste Task and Finish group.

10. Overview Report 93 - 102

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.

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Smoking is not allowed in Council buildings.

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Further Information

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This agenda was issued on **Tuesday, 27 November 2018** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 3, Town Hall Extension (Mount Street Elevation), Manchester M60 2LA

Neighbourhoods and Environment Scrutiny Committee

Minutes of the meeting held on 7 November 2018

Present:

Councillor Igbon – in the Chair

Councillors Azra Ali, Chohan, Flanagan, Harland, Hassan, Hewitson, Hughes, Jeavons, Kilpatrick, Lyons, Noor, Reid, White and Wright

Councillor Akbar, Executive Member for Neighbourhoods

Councillor Rahman, Executive Member for Schools, Culture and Leisure

Councillor Richards, Executive Member for Housing and Regeneration

Councillor Stogia, Executive Member for Environment, Planning and Transport

Robin Lawler, Chief Executive Northwards Housing

Jenni Seex, Legal Support Officer, Greater Manchester Fire Service

Jonny Sadler, Programme Director Manchester Climate Change Agency

Apologies: Councillors Appleby and Sadler

NESC/18/44 Minutes

Decision

To approve the minutes of the meeting held on 10 October 2018 as a correct record.

NESC/18/45 Highways Reactive Maintenance Programme

The Committee considered the report of the Director of Operations (Highways) that provided Members with information on the Highways Reactive Maintenance Programme.

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

- An update on the process to comply with the statutory duty to maintain the highway network under Section 41 of the Highways Act 1980;
- Information on highway safety inspections of roads and footways in order to identify all defects likely to create danger or serious inconvenience to users of the network or the wider community;
- Information on the materials used to undertake repairs;
- Utility works and how these were planned;
- Cyclical Drainage Programme;
- Performance Monitoring;
- Customer satisfaction survey results and comparisons to the national average, and
- The new code of practice “Well Managed Highway Infrastructure”

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

- Was there a schedule for the inspection of gullies;
- Was there enough staff to undertake inspections;
- Whilst noting the reported 90% of highways repairs were completed to the agreed standard what happened to the remaining 10%;
- What action was taken against Utility Companies if the repair work to the highway was not satisfactory;
- What was the timescale for repairs to potholes, commenting that this often took a long time following the initial inspection;
- Noting that Members received a lot of enquiries from residents regarding the time scale for repair works it would be beneficial if the schedule for repairs was shared with Members;
- How was the standard of pothole repairs monitored;
- How were 'hot spots areas' dealt with in terms of repairs and clearing of gullies and commenting that the timing of repair work had to be considered to ensure gullies could be accessed;
- Welcoming the production of the monthly ward performance data and requested that this be shared via ward coordination;
- Major arterial roads should be prioritised for highways repairs over side streets;
- The use of contractors and the arrangements for paying them for the work they undertook; and
- Was the cleaning of gullies coordinated with the leaf sweeping schedule to maximise efficiencies and impact.

The Head of Citywide Highways informed the Committee that the cleansing of gullies was a city wide programme that had commenced in September of this year. He said that the report provided a snap shot of those wards that had been visited to date. He said all wards would be visited as part of this programme and the schedule for this activity would be shared with the Members. He further commented that the team worked closely with colleagues in the leaf sweeping teams to coordinate this activity.

In response to the issue of pothole repairs he said that there was a Service Level Agreement for these to be undertaken, however acknowledged that there were times this was not met due to the backlog of repairs. He described that contractors were paid for the work they undertook. He said that all works were recorded and photographed and the work was checked following completion. He said that if the works were not completed to the required standard the contractor was required to rectify this at no extra charge and if a job was to fail following a repair the contractor could be required to re attend depending on the reasons for the failure, explaining this was why it was important to document and photograph each repair job. He commented that they also undertook inspections of the repair works undertaken by utility companies.

The Director of Operations (Highways) informed the Committee that there were currently 88 staff employed by Manchester Contracts and four subcontractors. He said that preference was given to using this in house team, however due to the scale and volume of the works required it was necessary to use subcontractors. He stated that subcontractors were expected to adhere to the standards required by the

Council in relation to the use of zero hour contracts and social value, and this would be reported to the Ethical Procurement and Contract Monitoring Sub Group. He further commented that a team was available to respond to any highway repair emergencies that may occur.

With regard to the issue of highway repairs and side roads the Head of Citywide Highways informed the Committee that an inspection of all highways was undertaken every two years. He said that defects were graded and then prioritised for repair work explaining that when these works were undertaken an assessment would be made as to the efficiency of delivering repairs to side roads at the same time.

The Executive Member for Environment, Planning and Transport said that she welcomed the positive feedback from Members regarding the production of performance reports and commented that these could be shared with ward coordinators. She said that information would be submitted to the Committee regarding the drainage repair contract stating that every gully would be visited and assessed so repair works could be prioritised. She said that Members would be informed as to when their wards were to be visited and encouraged all Members to take the opportunity to attend inspections with officers from the team to witness the work they undertake. She said that Highways investment was a five-year programme and Members would be consulted with as this investment progressed.

Decisions

The Committee: -

1. Recommend that future update reports include more information and data at a ward level;
2. Recommend that the highways and gully maintenance schedules be shared with ward coordination; and
3. Recommend that the schedule for pot hole repairs be shared with ward coordination.

NESC/18/46 Highways and the Flow of Traffic in the City Centre

The Committee received the report of the Director of Operations (Highways) that provided Members with information on Highways and the flow of traffic in the City Centre.

Members expressed their dissatisfaction with the content of the report and commented that it was not suitable to scrutinise. The Chair recommended that a report be submitted to the December meeting that provided the Committee with information on how traffic flow was monitored, managed and facilitated across the city. The Committee supported this recommendation.

Decision

The Committee recommend that this report be withdrawn from the agenda and a report be submitted to the December meeting that provides information on how traffic flow is monitored, managed and facilitated across the city.

NESC/18/47 Improving Road Safety around Schools

The Committee considered the report of the Operational Director of Highways that provided Members with an update to the report that was considered by the Committee at their July meeting.

The Chair opened this item by apologising to the residents of Manchester that this item continued to be brought back to the Committee. She explained that this was an important subject to ensure the safety of all children across the city, and to date the Committee had not been satisfied with the information that they had been provided with.

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

- A response to the inaccuracies and comments sent by Members following the July meeting and whether these have been implemented in the plans;
- A full list of work programmed and the associated timescales in phase 1; and
- Information on what consultation with members, schools and residents would happen and the time frame for this activity.

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

- Members expressed their dissatisfaction with the lack of consultation with schools regarding any proposals;
- Dissatisfaction with the lack of responses to enquires raised with Officers when seeking clarification on proposed schemes;
- Questions were raised as to how policy and assessment criteria had been applied, commenting that there was no confidence that these had been applied correctly or consistently;
- Frustration that this work still had yet to be implemented, commenting that the safety of children needed to be prioritised;
- There appeared to be a failure in communications between the Highways Department and the Education Department that had contributed to delays in delivering road safety improvements;
- A question was raised as to why one school had been identified for works, commenting that it was not felt to be appropriate.

The Executive Member for Environment, Planning and Transport said that she took full responsibility for the lateness of the report and for it not coming back to the September meeting, and accepted that the Highways Department needed to work more closely with the Education Department. She said that a Project Lead had been appointed to oversee this work and the Council was fully committed to improving the safety of our school children as they travelled to and from school. She said she remained committed to delivering the schemes identified by the end of January 2019.

The Executive Member for Schools, Culture and Leisure said that whilst ultimately this was a highways project he remained committed to working with his Executive colleague to successfully implement these improvements.

The Director of Operations (Highways) responded to a request from a Member for timely and regular updates on the progress of this programme by offering to provide a weekly update to Members and gave an assurance that this work would be progressed.

Having discussed the item Members stated that they were not confident with the process and moved a recommendation that the Chair raise the concerns expressed by the Committee with the Leader and the Chief Executive.

Decision

The Committee recommend that the Chair raise the concerns expressed by the Committee with the Leader and the Chief Executive.

NESC/18/48 Sprinkler and fire safety works update

The Chair introduced this item of business by stating that the Committee condemned the recent deplorable actions of individuals on bonfire night. She said the Committee extended their solidarity and condolences to the victims and families of the Grenfell tragedy. This sentiment was supported by the Committee and all those present. The Committee then considered the report of the Strategic Director (Development) that described that following the Grenfell Tower tragedy, the Executive had considered reports at their June, September and December 2017 meetings. The Committee was advised that the Council had committed to installing sprinklers, subject to surveys, consultation and receiving updated costs, in all Council-owned tower blocks as well as to implement fire safety works recommended by Type 4 Fire Risk Assessments.

This report provided an update and recommended additional approvals in relation to the 24 Council-owned tower blocks managed by Northwards Housing, 11 tower blocks managed by two PFI-funded contractors and Woodward Court managed by homelessness.

It did not cover in detail those blocks managed by PFI contractors in Miles Platting (7) and Brunswick (4), nor did it include privately owned blocks.

The Committee had been invited to comment on the report prior to its submission to the Executive on 14 November 2018.

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

- The rationale for the decision previously taken by the Executive at their meeting of 13 December 2017;
- A description of the budget approval, procurement, technical approval and risk assessments; and

- Information on the consultation exercise undertaken by Northwards Housing.

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

- Welcoming the comprehensive report, noting that it demonstrated the 'Our Manchester' approach to engaging with residents;
- Every effort should be taken to challenge the myths around sprinkler systems and encourage all residents to have sprinklers installed in their flats, including the use of communal spaces, social media, resident's groups and one to one discussions with residents and experienced firefighters;
- Portable Appliance Testing (PAT) needed to be undertaken, especially with the increase in second hand sales of appliances;
- What was being done to influence owners of private blocks to introduce safety measures and reassure the tenants;
- Would a sprinkler system be installed if a tenant who refused one subsequently moved out; and
- What impact would the installation of sprinklers have on insurance premiums.

The Chief Executive Northwards Housing stated that if a tenant was to move out of a property a sprinkler system would be installed prior to the property being re-let. He said that he respected the decisions taken by individuals not to have a sprinkler system installed but wanted to ensure that this was an informed decision. He said that Manchester was pioneering in the approach taken to this issue.

The Greater Manchester Fire Service Officer commented that a lot of myths surrounded the issue of sprinkler systems, in particular the concern around faulty activation. She commented that the occurrence of such events were very low, stating that evidence had shown that the chances were 16m to 1, and the priority was to ensure all residents were safe and protected in their homes. She said awareness and engagement events had been arranged for residents and this had included 1 to 1 meetings. The Chief Executive Northwards Housing commented that a sprinkler system had been installed seven years ago in a block without failure, he further commented that 'safe and well' visits were all routinely undertaken with vulnerable residents.

The Executive Member for Housing and Regeneration stated that she recognised the concerns expressed by both Members and residents about the issue of safety in privately owned blocks. She informed the Committee that both herself and the Director of Housing and Residential Growth had been appointed to the Ministerial Task Force that had been established to influence the private sector. She said that she also worked closely with the Fire Service in Manchester to engage with and influence private owners for the benefit of residents. With regard to those tenants who opted not to have sprinklers installed she said that whilst every effort was taken to educate and inform people as to the benefits of these, ultimately the decision not have them would be respected.

The Head of Housing said that if sprinklers were installed in all apartment blocks the cost of the insurance premium to the Council would remain the same however the excess that would be charged would be dramatically reduced.

The Director of Housing and Residential Growth commented that he was fully aware of the safety concerns expressed by residents living in private blocks. He said that a moral position had been taken with developers and owners to influence them into taking action to address any issues. He said he remained committed to working with apartment block owners to influence change and would update the Committee at a future date.

The Director of Housing and Residential Growth further paid tribute to the resident who had contacted the council to raise their concerns regarding the installation of sprinkler systems.

In response to the issues raised regarding white goods and PAT testing the Executive Member for Housing and Regeneration acknowledged the concerns expressed and noted the cost to families of replacing broken or faulty white goods and the potential dangers of purchasing second hand white goods. She stated that Northwards were currently reviewing their options for offering an affordable scheme to tenants to purchase white goods. The Chief Executive Northwards Housing stated that currently they did not offer a PAT testing service however he was mindful that the Grenfell enquiry may consider recommendations around this issue following conclusion on their investigation.

Decisions

The Committee endorse the recommendations contained within the report that the Executive:

- Is requested to note the progress made since December 2017.
- Is requested to note that the consultation undertaken demonstrated significant support for sprinklers but also that a minority of residents were strongly opposed.
- Is requested to note the support for sprinklers from Greater Manchester Fire and Rescue Service and National Fire Chiefs Council. The Prime Minister has also recently endorsed retrospective fitting of sprinklers to publicly-owned tower blocks.
- Is recommended to continue to proceed with fitting sprinklers, but give residents the ability to decline having sprinklers installed in their flat as long as they have first been given the opportunity to understand the benefits and risks as outlined in paragraph 3.8.
- Is requested to note that the overall budget for sprinkler installation across 35 tower blocks (Whitebeck Court extra care scheme already has a sprinkler system) remains, as estimated, £10.5m approved by Executive in December 2017 and that these systems will have a 30-year life. These costs are being met within the Housing Revenue Account (HRA) through the rephrasing of the Public Sector Capital Programme.

- Is recommended to approve that the initial installation of sprinklers is offered to leaseholders free of charge at an estimated cost of £240k (to include Miles Platting and Brunswick PFI leaseholders) from the Council's General Fund Housing Private Sector Capital Programme as detailed in paragraph 4.4. This is in addition to the £10.5m sprinkler budget identified above, and will require an increase of £240k to the Private Sector Housing capital budget. However, leaseholders will be required to meet the estimated £167 annual repair and maintenance costs.
- Is requested to note that the fire safety works recommended by the fire risk assessor, Savills, are mandatory and is asked to recommend to Council that the budget for these fire safety works should be increased from £4.0m to £5.2m as the budget request to Executive in February 2018 did not include the tower blocks managed by PFI contractors in Miles Platting and Brunswick and Woodward Court. This will require an increase of £1.2m to the Public Sector Capital Programme from revenue contributions from the HRA.
- Is requested to note that the contracts for sprinklers and fire safety works (plus the other works included in those contracts) include contingency but otherwise place cost risk on the Council, with Northwards Housing managing these contracts on the Council's behalf to mitigate against further costs. Further costs are, however, possible as the sample surveys undertaken may not have identified the full extent of works.
- Is recommended to approve the revenue costs associated with maintaining sprinkler systems as outlined in the revenue consequences section of this report and in paragraph 4.3. Negotiations will be held with Northwards and the PFI providers with regard to the additional revenue funding required, and any subsequent increase in the budget will be met from the Housing Revenue Account.
- Is requested, where access is denied by tenants or leaseholders to implement fire safety works, to delegate authority to take legal action, where required, to the City Solicitor in discussion with the City Treasurer, Director of Housing and Residential Growth, Executive Member for Housing and Regeneration and Executive Member for Finance and Human Resources.

And note that Executive recommend that Council

- is asked to approve a capital budget increase for these fire safety works of £1.2m (from £4.0m to £5.2m) to include the tower blocks managed by PFI contractors in Miles Platting and Brunswick and Woodward Court in the capital programme. This will require an increase of £1.2m to the Public Sector Housing Capital Programme funded from revenue contributions from the HRA.

[Councillor Hassan declared a personal and non-prejudicial interest in this item as he is a member of the Northwards Housing board.]

NESC/18/49 Playing Our Full Part on Climate Change – Updating Manchester’s Commitment

The Committee considered the report of the Deputy Chief Executive that provided Members with an update on the recent work undertaken by the Tyndall Centre for Climate Research which recommended the establishment of a carbon budget for Manchester. Adopting this carbon budget would mean committing the city to a target of becoming zero carbon by 2038 rather the existing 2050 target. The report detailed that the Manchester Climate Change Board had developed an outline proposal setting out how all partners and residents in the city might play their full part in achieving this ambition and this was provided with the report.

The Committee had been invited to comment on the report prior to its submission to the Executive on 14 November 2018.

The Programme Director Manchester Climate Change Agency referred to the main points and themes within the report which included: -

- Information demonstrating the impact of global warming and the local response to this;
- Information on the work of the Tyndall Centre for Climate Research at the University of Manchester and its recommendations that the city adopt a carbon budget and emit only a maximum of 15 million tonnes CO₂ for the period 2018-2100; commit to a 13% year-on-year reduction in citywide CO₂ emissions from 2018 to achieve this carbon budget; and for the city to be zero carbon by 2038;
- The role of the Council in both leadership and influencing partners across the city; and
- Anticipated timescale for work.

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

- Support for the roll out of Carbon Literacy Training to schools and registered provider residents;
- More detail was required regarding the plans and timescales to deliver this programme;
- Aviation emissions and Manchester Airport needed to be addressed within the climate change action plan;
- The impact on health and the wider determinants of health needed to be addressed such as fuel poverty and what options were available for retrofitting homes so they were energy efficient; and
- How could the Council use its existing policies, such as planning to influence climate change and mitigate against extreme weather conditions.

The Programme Director Manchester Climate Change Agency informed the Committee that Manchester would be one of a small number of cities across the world to commit to becoming a zero carbon city in line with the Paris Agreement. He stated that the health and wellbeing benefits to citizens of this activity were also understood noting that significant savings could be realised to the health economy through, for example better insulation of homes. He also referred to the economic

opportunities that this presented to the city which were significant as green technology businesses could be attracted into the city.

In response to the comments regarding how this ambitious programme would be delivered he advised that this report presented a platform for the development of a more detailed draft plan that would be reported to the Committee in February 2019, with the target of launching the full plan in April 2020. He said the report in February 2019 would detail the various activities and work streams identified and the partners identified to deliver this plan and begin to address the questions that Members had.

The Programme Director Manchester Climate Change Agency further commented that he welcomed the proposals circulated by the resident from Gorton who had attended the meeting that called for closer working with young people, schools and school's governors to achieve the ambitions described within the report.

Decisions

The Committee endorsed the recommendations contained within the report that the Executive:

- Adopt the Tyndall Centre's proposed targets and definition of zero carbon on behalf of the city.
- Commit to developing a draft action plan by March 2019 and a final detailed plan by March 2020 setting out how the city will ensure that it stays within the proposed carbon budget.
- To recognise that by taking urgent action to become a zero carbon city, starting in 2018, we will achieve more benefits for Manchester's residents and businesses up to 2025 and beyond.
- Work with partners to ensure that Manchester accelerates its efforts to encourage all residents, businesses and other stakeholders to take action on climate change, starting in 2018.

NESC/18/50 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.

The Chair informed the Committee that she would be meeting with Officers at the rise of this meeting to discuss the Work Programme and agree the items that were to be scheduled.

Decisions

The Committee notes the report and approve the work programme.

**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee - 5 December 2018

Subject: Update on the Delivery of Cycle Schemes and Proposed Principles to Guide the Extension of Cycling and Walking Networks

Report of: Deputy Chief Executive

Summary

This report provides an update on investment in cycling infrastructure in Manchester, reviewing schemes completed through the first phase of the Cycle City Ambition Grant, summarising proposals currently being developed and, in the light of additional resources being made available through the Mayor's Challenge Fund, proposes an approach that could inform the development of a pipeline of future schemes to encourage higher levels of walking and cycling.

Recommendations

That the Scrutiny Committee members note and comment on the content of this report.

In particular, to note and comment on the principles that are proposed as a basis for the development of future funding bids for investment in cycling and walking infrastructure.

Wards Affected: All

Alignment to the Our Manchester Strategy Outcomes (if applicable)

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	As there is a finite amount of road space, in order for Manchester to continue to grow and prosper it is essential that there is a transportation network that efficiently uses this space. Cycling and walking are a vital part of the transport mix as they are environmentally friendly and space efficient ways of moving around the city for Manchester's growing population and expanding workforce.
A highly skilled city: world class and home grown talent sustaining the city's economic success	The consultation on the Our Manchester Strategy received a large number of comments calling for improved cycling infrastructure in the city. As

	cycling is a green, reliable and convenient means of travel, cities that have good cycling and walking networks are at an advantage in attracting young, skilled and mobile workers.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Good quality cycling and walking networks can contribute to making the city more accessible for all. Encouragement of active travel can also play an important part in improving health outcomes across the city and if more widely adopted has a role to play in the reducing health inequalities.
A liveable and low carbon city: a destination of choice to live, visit, work	Cycling and walking are zero carbon forms of transport and therefore will be invaluable in supporting Manchester's ambition to become zero carbon by 2038. As with other notable world cities, cycling has the potential to play a much more significant role in the future for residents, workers and visitors to the city.
A connected city: world class infrastructure and connectivity to drive growth	Cycling not only supports point to point journeys, but as a part of an integrated transport network can also form part of a journey. As a consequence, cycling has the potential to connect people across the city, from the journeys within the City Centre to the last mile of far longer trips.

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Background documents (available for public inspection):

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

- Manchester City Centre Transport Strategy Refresh Active Travel and Permeability (TfGM) 2016
- GM2040 Transport Strategy
- Local Cycling and Walking Infrastructure Plans (DfT) 2017
- Street Mobility Project Toolkit (UCL) 2017
- Made to Move (GMCA) 2018

1.0 Introduction

- 1.1 This report provides an update on how the funding secured through the Cycle City Ambition Grant is being spent in Manchester to increase the number of safe cycling routes across the City. The report also provides details of the proposed approach to support the delivery of improved facilities for pedestrians and cyclists across the city in the light of the additional resources being made available through the Mayor's Challenge Fund.
- 1.2 Creating the conditions that encourage higher levels of cycling and walking is an important part of creating a more sustainable transport network and a more liveable city. A significant number of respondents to the Our Manchester Strategy consultation requested that improvements be made to cycling infrastructure within the city and improvements to pedestrian facilities can assist in improving road safety and contribute to more healthy lifestyles. With a growing population and increasing levels of congestion, continuing to encourage more sustainable modes of transport such as cycling, walking and public transport will be crucial if we are to accommodate the growing demand for travel across the conurbation. Improving our network of cycling and walking infrastructure will play an important part in achieving this shift towards sustainable transport and in improving air quality in the city.

2.0 Policy and Strategy Context

- 2.1 Walking and Cycling is seen as a vital part of the transport mix at national, Greater Manchester wide and local levels.
- 2.2 At the National level, the Government published the Cycling and Walking Investment Strategy in 2017. This Strategy supports local transformational change to tackle congestion through investment in active travel. Key targets of this strategy are to double the rate of cycling across the country and increase the percentage of children aged 5-10 walking to school from 49% to 55%.
- 2.3 At the sub-regional level the Greater Manchester 2040 Strategy sets cycling and walking in the overall transport context, and establishes the GM ambition to promote active travel as a key means of boosting health, improving the environment and supporting growth. Specific aims for cycling and walking will be set out through the Local Cycling and Walking Infrastructure Plan (LCWIP), currently being prepared by Transport for Greater Manchester.
- 2.4 At the local level, cycling and walking can make significant contributions across the aims within the Our Manchester Strategy. To ensure the proposals the city develops maximise this contribution, section 6 of this report sets out strategic principles to underpin the development of infrastructure proposals.

3.0 Recently Delivered Schemes

- 3.1 In 2013, the Government announced the Cycle City Ambition Grant (CCAG), a £148m national investment, initially over two years, to improve cycling

infrastructure, making cycling easier and safer for existing cyclists and giving more people the confidence to take up cycling.

- 3.2 In response to the 2013 announcement, TfGM and the ten Greater Manchester authorities developed a 12 year Cycle City Vision and associated Cycle City Programme, with the aim of transforming the quality of facilities for cyclists in Greater Manchester. This strategy supported a successful bid to phase 1 of CCAG for £20m to fund the first two years of the Cycle City Programme.
- 3.3 The Greater Manchester wide strategy identified a number of priority corridors, connecting residents to district centres, the regional centre, and other key destinations. This prioritisation informed the development of a number of ambitious schemes, which were funded through CCAG phase 1 and are now complete. Initial monitoring and evaluation work to assess the impacts of key schemes was undertaken and lessons learned from this process are informing the development of further corridor schemes planned as part of CCAG phase 2.
- 3.4 A detailed report was submitted to Neighbourhoods and Environment Scrutiny in February 2017 detailing the schemes delivered through CCAG phase 1 including the Bridgewater Cycle, the Airport Cycleway, the Wilmslow Road and Oxford Road cycleway and the scheme along the Ashton Canal. Usage of these schemes continues to be monitored. While usage varies along its length some of the busiest parts of the Wilmslow Road/Oxford Road scheme is now often seeing daily usage of 5,000 cyclists per day with almost 1 million journeys likely to have been undertaken throughout 2018. The scheme has resulted in an over 100% increase in usage when compared with the situation before the scheme was introduced. (Source TfGM). The Oxford Road/Wilmslow Road scheme won national recognition as the best scheme in the category of “Excellence in Cycling and Walking” at the National Transport Awards, held in October this year.
- 3.5 In 2015, Greater Manchester was successful in its bid to phase 2 of CCAG for a further £22m to fund schemes in the Cycle City Programme. It was agreed by the Combined Authority that part of the funding from CCAG phase 2 should be allocated to provide higher quality cycling infrastructure within the City Centre. As described in section 6 below, this work is being taken forward as part of the refresh of the City Centre Transport Strategy.
- 3.6 Around 1,000 additional bike parking stands were recently delivered through the Green City Challenge fund. In addition, a small element of cycle parking has been delivered within the City Centre using more creative styles of cycle parking. These include the following; cycle car ports in Spinningfields, cycle planters in St. Ann’s Square and heritage cycle stands within the conservation areas of St. John’s and Liverpool Road.

4.0 Schemes in Development

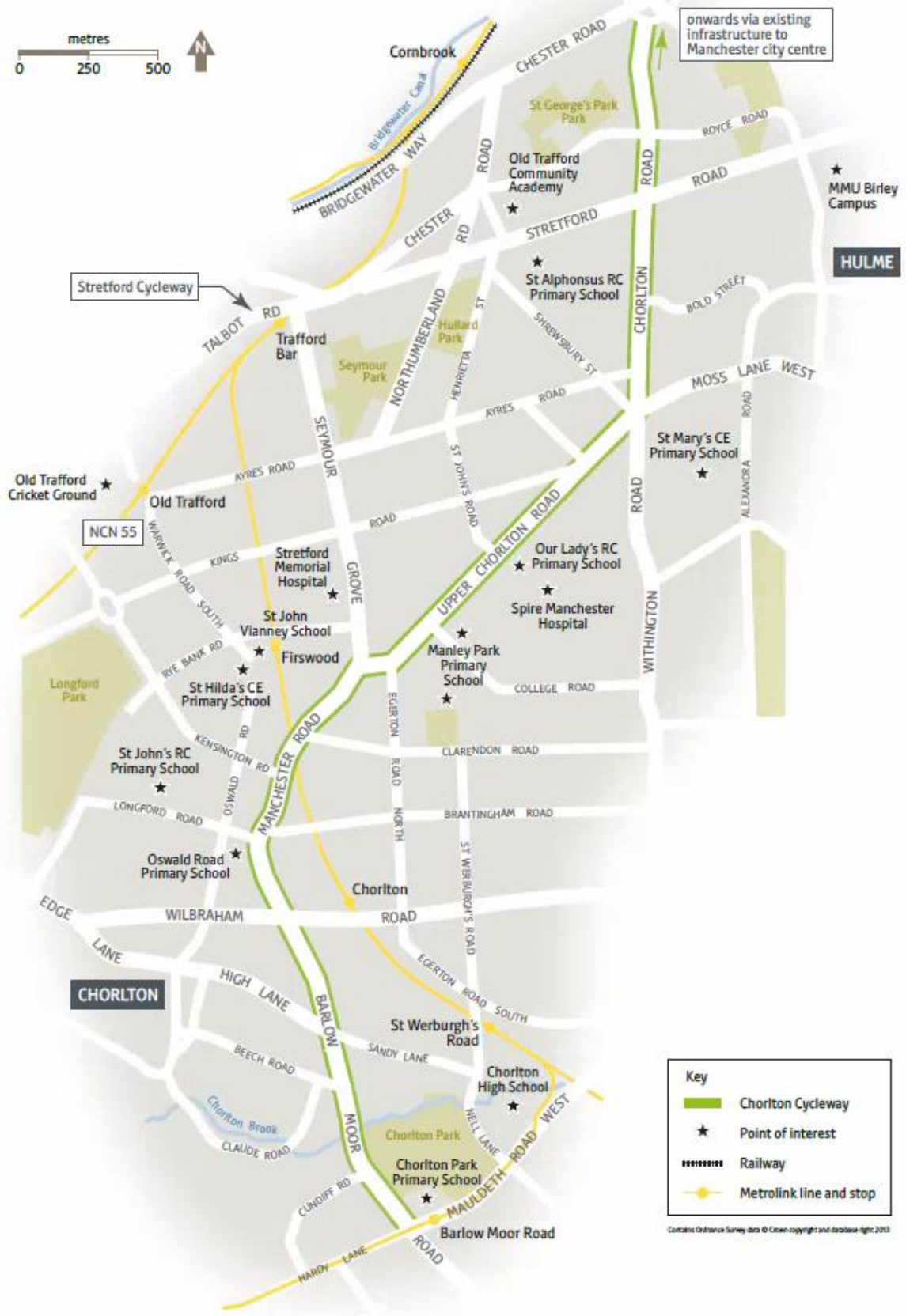
- 4.1 Schemes that are currently being developed and which will be funded from a combination of CCAG2 and the Mayor's Challenge Fund (described in section 5 below). Further funding has been secured to support a number of primarily cycle infrastructure schemes. These schemes are at various stages of development and delivery, but include:
- Chorlton Corridor (including the Stretford Road work)
 - Northern Quarter Cycleway

Cycle City Ambition Grant – Phase 2 (CCAG2)

Manchester to Chorlton Corridor

- 4.2 The Chorlton Road corridor is an existing busy road corridor (B5218) and forms an important radial route into the city centre for both cyclists and motor traffic from the busy district centre of Chorlton-cum-Hardy in south Manchester. The corridor also continues to the south of Chorlton district centre to connect to southern parts of Chorlton and Hardy Lane which in turn provides links to the Trans Pennine Trail and Mersey Valley National Cycle Route 60.
- 4.3 A working group has been established and has met a number of times to review the scheme proposals to fit with the overall desires of the schemes based on keeping to the aspirations of providing a quality cycling facilities outlined in the original bids to the Department for Transport and with lessons learnt for the Wilmslow Road Monitoring and Evaluation report approved by Manchester scrutiny committee on the 28 February 2017.
- 4.4 A review of the existing brief between MCC, TfGM and the Mayor's Cycling and Walking Commissioner's team recommended that additional consideration be given to the detailed design of the scheme to ensure it matched the ambition to deliver cycling infrastructure suitable for a competent twelve year old cyclist to use. Further design work was therefore undertaken to develop proposals for consultation purposes. The scheme has been divided into four sections for the purposes of consultation. It should be noted that part of the route is shared with Trafford MBC.
- 4.5 These sections are:
- Chester Road Roundabout to Brooks Bar junction.
 - Brook Bar junction to Seymour Grove. Upper Chorlton Road
 - Seymour Grove to Wilbraham Road
 - Wilbraham Road to Barlow Moor Road.
- 4.6 A number of meetings and a series of site visits and walk throughs have been held with ward Members for Whalley Range, Chorlton, Chorlton Park, Hulme

Chorlton Cycleway



Key

- Chorlton Cycleway
- Point of interest
- Railway
- Metrolink line and stop

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and Moss Side wards who have all given support to the scheme proposals. These meetings and walk-throughs have also mainly been attended by the Executive Member for the Environment. Similar consultation with ward members is being carried out in Trafford MBC.

- 4.7 Further proposals, including suggestions made by relevant Ward members to provide local improvements, have now been costed and included in the public consultation proposals. The budget figure has been increased with support from the Mayor's Challenge Fund to include these additional improvements in the consultation proposals.
- 4.8 Consultation on the proposed measures runs until the 11th January 2019. Four drop in events have been arranged at the following locations:
- Z-arts, 335 Stretford Road, Hulme (took place 21 November);
 - Limelight, 1 St Brides Way, Stretford (28 November);
 - Chorlton Central Church, Barlow Moor Road (12 December); and
 - Chorlton Library, Manchester Road (15 December)
- 4.9 At this stage, an indicative timescale for delivery is for work to begin in early-2020 and complete in mid-2021. However, delivery of such a substantial scheme is likely to be undertaken in phases and, subject to consultation feedback and final design details, there may be opportunities to bring forwards delivery of some phases ahead of these dates.

Stretford Road Cycle Link

- 4.10 A separate scheme is being developed by Trafford MBC along Stretford Road. A small element of the scheme will be developed within Manchester, on the western approach to the Chorlton Road junction. Proposals have been included for the section of Stretford Road within Manchester as part of the current Manchester to Chorlton Walking and Cycling scheme. A budget for these works will be transferred from Trafford MBC to Manchester CC to allow these works to progress. It is intended that these proposals will be consulted on alongside the Manchester to Chorlton proposed.

Cycle Safety Fund Scheme – Ashton New Road/Alan Turing Way

- 4.11 Consultation will commence shortly on proposals to improve safety for cyclists using the junction of Ashton New Road and Alan Turing Way by making changes to the junction to give greater protection for cyclists. The scheme was awarded funding by the Department for Transport following a competitive bidding process.

Northern Quarter Cycle Way

- 4.12 Proposals are to create a cycling link between Piccadilly Station with Victoria Station East to West via the Northern Quarter using Dale Street, Thomas Street, and Withy Grove with a West to East alternative route also being developed from Victoria Station via Hannover Street and Shudehill to Thomas Street and back to Piccadilly Station.

4.13 The outline scheme includes the following:

- Shudehill/Nicholas Croft junction – improvements to allow the route to safely cross the existing tram lines and busy traffic corridor along Shudehill.
- Thomas Street – need to confirm the best solution to create a two-way cycling facility along an existing one-way road. Discussions with Manchester Parking has taken place to require to review existing on-street parking provision. Manchester Parking would like to see the spaces reallocated as close as possible to avoid loss of revenue.
- The route to be way-marked as Regional Cycle Route 86 with wider connections to the Etihad campus and Salford Quays also proposed as part of Regional Route 86.
- Lining & Signing of whole route – Signs as Regional Cycle Route 86 Way-marking. Existing signs follows some of the route, however follows existing one-way lay-out so convoluted. Would need to be re-located to the proposed revised route.
- Hannover Street / Shudehill junction – provision of left-turn only except for cyclists from Hannover Street to Shudehill. Review of existing TRO and minor alterations to traffic signals.

4.14 Work is continuing to refine the proposals with a view to undertaking consultation on the proposed measures in early 2019.

Connecting Schools to the Cycle Network

4.15 In addition to the main highway scheme element of CCAG2, two school projects are also in development to encourage a cycling culture near to CCAG1 and CCAG2 schemes. These are proposed at:

- Loreto School in Chorlton Park
- Chorlton High School

4.16 The two school schemes have already been subject to local consultation. Works are expected to be carried out during the schools' Easter break holiday in 2019. As indicated below it is intended to develop a wider network of schemes focusing on improving access to secondary schools across the city as part of the next phase of development as detailed in section six below.

5.0 Mayor's Walking and Cycling Challenge Fund – Developing the Beelines Network

5.1 Following the appointment by the Mayor of Greater Manchester of Chris Boardman as the Cycling and Walking Commissioner for Greater Manchester, the Combined Authority agreed on 29th March 2018 to allocate £160 million of

Greater Manchester's allocation of Transforming Cities funding to develop a Mayor's Cycling and Walking Challenge Fund (MCF).

- 5.2 The proposed funding profile for the £160 million is subject to the development of a programme pipeline and assessment. The associated programme management, delivery and evaluation budgets was £10 million in 2018/19 and £50 million per annum thereafter for three years. The fund will be used to kick-start the delivery of "Greater Manchester's cycling and walking infrastructure proposal" (adopted by GMCA in June 2018), as part of a GM "Streets for All" highways improvement programme.

6.0 Developing a Future Cycling and Walking Network Across the City – Proposed Strategic Principles

- 6.1 There is a major opportunity to support a significant increase in investment in cycling and walking facilities across Manchester as a result of the establishment of the MCF Challenge Fund. The city needs to develop a pipeline of projects, across the city, to capitalise on this investment opportunity ensuring that as many neighbourhoods are able to benefit. In order to do so it is suggested that a set of principles are developed to inform future submissions to the fund and the suggested principles are outlined below.
- 6.2 A core objective within the Greater Manchester Transport Strategy is to promote more sustainable travel choices for all journeys in Greater Manchester, through a considerable increase in walking, cycling and public transport use. Current walking and cycling levels have the potential to be increased significantly for shorter journeys while public transport is generally more appropriate for longer trips.
- 6.3 As shown in figure 1, there are a significant number of journeys of less than 5km that are made by modes other than walking or cycling. 28% of all Greater Manchester journeys of less than 1km, 59% of journeys between 1 and 2km and 75% of trips between 2 and 5 km are made by car either as a driver or a passenger. A proportion of the trips as a car passenger are made by children being given lifts to and from school. There is therefore potential to increase the use of walking and cycling for these shorter journeys, with a focus on walking for the shorter distances (up to 2km) and on cycling for journeys up to 5km. Therefore, the proposed strategic principles for investment to promote walking and cycling in Manchester focus on these journeys, on the basis that this approach is likely to secure the greatest impact for the level of investment.

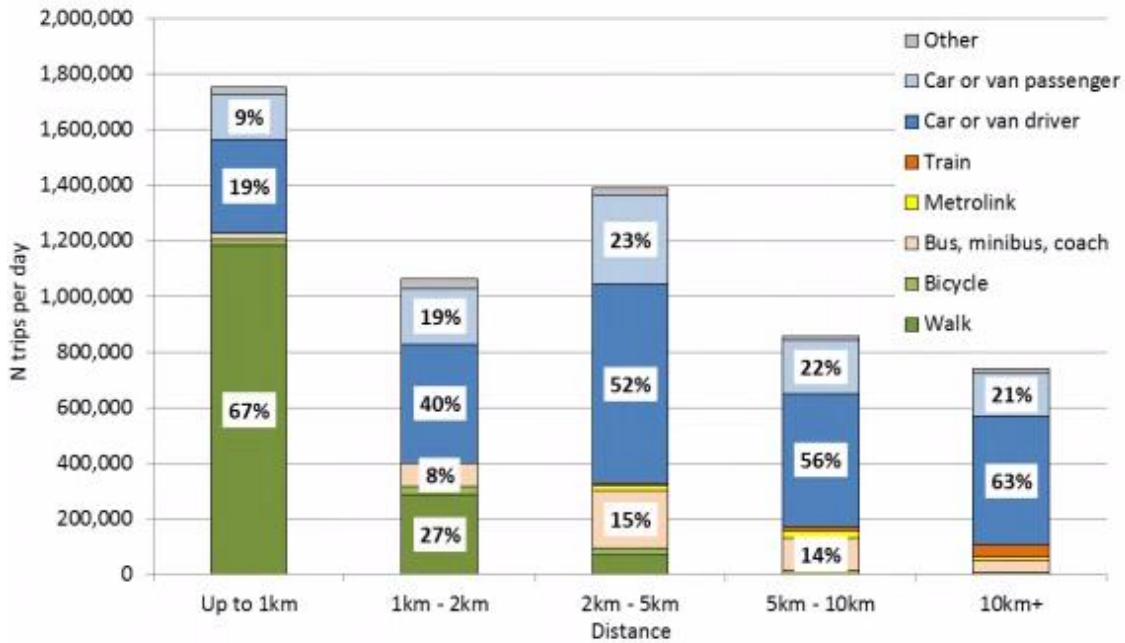


Figure 1 Journeys per day across GM split by distance and mode

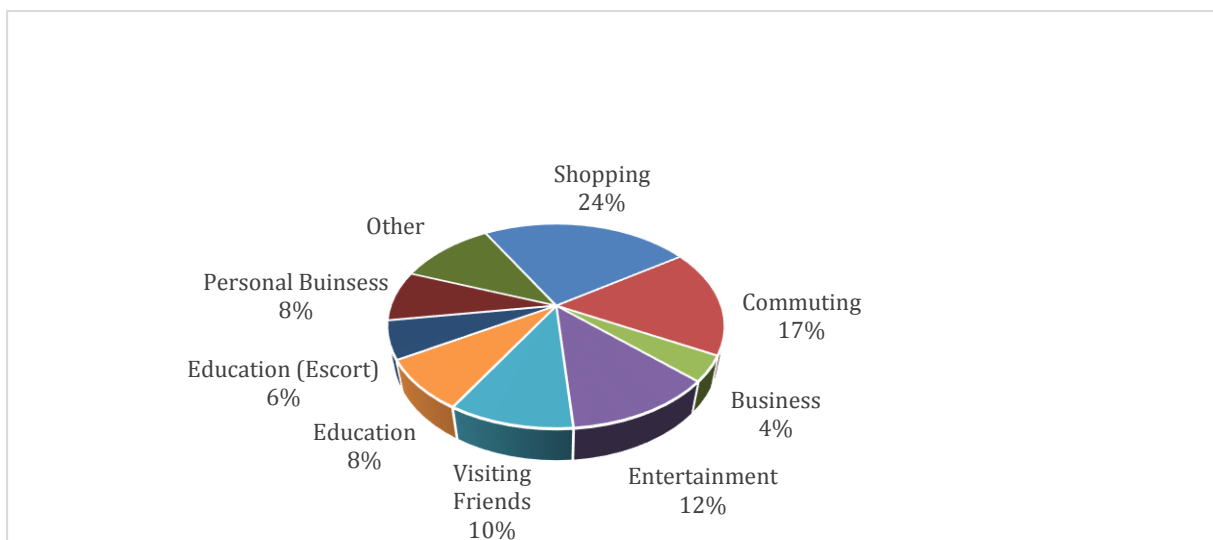


Figure 2 The reasons why people travel

Draft Principles to Guide Future Investment Decisions

Improving Connectivity Across the City

Priority should be given to schemes that spread cycling investment across the city.

6.4 Whilst there will be a need to consider a more detailed rationale for prioritising schemes developed through these principles, investment to date has been focused on southern parts of Manchester. Therefore, it is suggested that the first schemes in a future pipeline should be in parts of Manchester yet to

receive significant investment with a particular initial focus on the north of the city.

Connected Neighbourhoods

Creating a network (and culture) of walking and cycling for local journeys, particularly for school children

- 6.5 Across the city it is proposed that a focus of investment to support cycling and walking should seek to create strong neighbourhood connectivity in line with the Cycling Commissioner's Beelines approach, again promoting cycling and walking as the natural option for shorter journeys. The development of a comprehensive network would also provide good cycle links to the larger scale segregated infrastructure for cyclists comfortable with longer journeys described below.
- 6.6 It is suggested that scheme development for neighbourhood connectivity should be focused on journeys to specific destinations. It is proposed that an approach that focuses first on school journeys could effectively encourage a culture of cycling and walking for children, which could be maintained throughout their lives. The Mayor's 'Made to Move' strategy suggests that cycle routes should be suitable for use by a competent 12-year-old. On that basis it is proposed that cycle links should focus on secondary schools, seeking to achieve a network of 2km cycle routes that link a neighbourhood to the city's secondary schools. Recognising that younger children are less likely to cycle, walking links should focus on primary schools, creating a safe walking network within 1km of primary schools.
- 6.7 Subject to the availability of funding, or the outcomes prioritised by funding programmes, this approach could also be applied to other key destinations, such as district centres, transport hubs, hospitals and other health facilities. The intention would be to encourage local communities to also come forward with proposals for improved neighbourhood connectivity as part of this approach.

Larger Scale Cycling Infrastructure

Maximising cycle connectivity (up to 5km) to the City Centre

- 6.8 It is suggested that investment in higher capacity segregated cycling infrastructure needs to focus on opportunities to generate the greatest number of cycling journeys. It is therefore suggested that this investment should focus on journeys to popular destinations. The City Centre is a location that accommodates the most intense concentration of trip destinations in Greater Manchester, accounting for a large number of journeys for employment, shopping, leisure and education. The proposed approach highlights opportunities to provide larger scale cycle infrastructure connections to the City Centre, whilst also recognising the need for improved cycle routes within the City Centre itself so that people can cycle confidently to all City Centre locations. Within the City Centre, it is suggested that opportunities within the Deansgate and Whitworth Street corridors, alongside the proposed Northern Quarter route, could create a coherent core network.

- 6.9 Because the journeys most likely to be turned into cycling trips are those up to 5km, the radial 'big ticket' schemes should focus on this approximate length from the City Centre. For North and East Manchester, this would take segregated routes to Queens Road and Alan Turing Way, respectively. Not only would these routes provide a more attractive cycle option, the areas covered often contain wider roads with more flexibility to introduce segregated cycling routes and would ideally have lower general traffic flow (fewer cars, in particular). This part of the city is a key focus for new development (such as the Northern Gateway proposal), which will provide a significant supply of additional homes, as well as already accommodating large numbers of residents. Both existing and new residents which would benefit from infrastructure investment and a potential to create an environment which is designed to promote sustainable travel. The intention would be to be selective as to what routes should be chosen, taking account of a long term plan which considers the most appropriate routes based on all forms of movement, including public transport and general traffic.
- 6.10 A key feature of this approach would be to link these inner sections of routes to neighbourhoods further from the city centre through safer routes along quieter routes permeating a wide range of neighbourhoods.

Retaining Flexibility in Scheme Development

- 6.11 It is likely that some 'big ticket' schemes identified through the first principle set out above will not be able to be delivered immediately, particularly where there is a need for delivery to take account of wider development proposals. To ensure that there is no delay to the improvement of infrastructure in Manchester, the council should also identify schemes that could be delivered in the short term and also achieve considerable benefits.

7.0 Conclusion

- 7.1 This report has reviewed progress to date in delivering improvements in cycling infrastructure across the city. To date funding constraints have meant that improvements have responded to specific, often isolated funding opportunities. The advent of the Mayor's Challenge Fund means that it is possible to develop a more strategic approach to investment with the aim of ensuring that all parts of the city can benefit. The principles set out in section six of this report seek to provide a framework for such future investment.
- 7.2 It is the intention to use the feedback from members to refine these principles further and to invite members to be involved in the development of the future programme by suggesting schemes for consideration in their wards. Discussions will also be held with the Mayor's Cycling Commissioner's team to refine the programme by the end of January and then to put more detailed proposals back to members for approval. Members are therefore asked to note the progress that has been made to date in developing the cycle network and comment on the suggested principles for the development of the future schemes.

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**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee - 5 December 2018

Subject: Planning and Delivery of Pavement and Footway Maintenance and the Management of Traffic Flow

Report of: Deputy Chief Executive

Summary

This item seeks to address issues that the Committee has asked officers to report on, namely the communications associated with highway works, the planning and delivery of pavement and footway maintenance and the management of traffic flow across the city.

This written report focuses on the first two of these issues. It explains how planned maintenance work on pavements and footways is communicated to local residents and businesses and how the programme of footpath and pavement maintenance is developed and agreed.

A separate presentation will be given at the meeting by officers from both Transport for Greater Manchester and the City Council on the management of traffic flow. This will include an explanation of how roadworks are planned and what measures are taken to respond to events and incidents to try to ensure that traffic flow is effectively managed.

Recommendations

The committee is asked to note and comment on:

- The arrangements for measuring and assessing pavement and footpath conditions;
 - The methods for communicating about planned maintenance work with local residents and businesses; and
 - The arrangements that are in place to manage traffic flow and respond to incidents and events.
-

Wards Affected: All

Alignment to the Our Manchester Strategy Outcomes (if applicable)

Manchester Strategy outcomes	Summary of the contribution to the strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	A well managed and maintained highway infrastructure will encourage business growth, creating jobs and opportunities
A highly skilled city: world class and home grown talent sustaining the city's economic success	The Highways Investment Strategy will provide opportunities for the development of skills.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The improvements to the roads in the Community Network will contribute towards this strategy.
A liveable and low carbon city: a destination of choice to live, visit, work	Safe and improved highways will encourage people to visit, live and work within the City.
A connected city: world class infrastructure and connectivity to drive growth	The maintenance of highways is a major contribution to this strategy.

Full details are in the body of the report, along with any implications for

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

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Background documents (available for public inspection):

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

- Report to Executive 2nd December 2015 - Highways Asset Management Policy and Strategy.

1 Background

- 1.1 Manchester's highway network includes over 1,350 km of road length, 2,600 km of footway length and over 350 bridges and structures. Based on the latest valuations, the total highway asset has an indicative gross replacement value of over £2.7billion, making it the Council's most valuable asset.
- 1.2 The network is used daily by the majority of people who live or work in the city and by those who visit Manchester. It is therefore fundamental to the economic, social and environmental well-being of the community. It helps to shape the character and quality of the local areas that it serves and makes an important contribution to wider local authority priorities, including growth & regeneration, social inclusion, community safety, education and health.
- 1.3 This item reports on highways related address that the Committee has asked officers to report on; namely the communications associated with highway works, the planning and delivery of pavement and footway maintenance and the management of traffic flow across the city.

2 Communications

- 2.1 A Highways Communication Strategy has recently been developed which covers both the delivery of highway maintenance service and the asset information and decision making behind it. The strategy aims to ensure high quality communication between the Council and its stakeholders. The communications approach varies depending on the nature of the work being undertaken be it relatively small scale maintenance or more major highways investment.

Planned maintenance works:

- 2.2 Whilst the Council will make greater use of web based access to information and social media, there is still a demand for traditional methods of communication. For programmed highways schemes, it is the intention to use the most appropriate communication method for the audience and the message it aims to convey, these include:
 - Keeping local members up to date. As well as informing relevant members on specific schemes in their wards, since June monthly dashboard reports have been trialled in several wards which include reports on the number of gullies cleaned, completed resurfacing schemes and patching repairs carried out. Feedback from members has been sought on this and we are currently reviewing our overall approach of communicating highway works taking place across the city.
 - The Customer Contact Centre - is briefed to deal with and signpost any enquiries regarding the highway network to the most appropriate officers.
 - Neighbourhood teams – Developed work programmes are shared with neighbourhood teams in advance to check against other infrastructure developments in the ward and local priorities. Programme update meetings are then scheduled periodically to keep the teams informed of progress on highway schemes.

- Working directly with TfGM to help put out travel messaging, advising all road users of forthcoming works and potential disruption. (This issue will be covered in more detail during the presentation to the meeting).
 - Media releases – convey important notices and events to local and national media. Information is relayed via our communications team and includes dedicated highways communications weeks, where videos, social media posts and other infographics are used to inform residents of our work and invite feedback on our service.
Letter Drops – To properties directly affected by MCC road works.
 - Signs – are placed in advance of major works starting, to allow users of the network to change their travel plans, and for local residents and businesses to adjust their arrangements to accommodate the works, with minimum inconvenience and disruption.
- 2.3 Advance notice of the proposed works start are posted on the Greater Manchester Road Activities Permit Scheme (GMRAPS) system to inform other statutory undertakers of the proposals and check for clashes with other programmed infrastructure works.
- 2.4 All relevant key stakeholders are notified as appropriate – e.g. Major employers, bus operators, TfGM, Emergency Services, Housing Associations, Cycle forums etc.
- 2.5 Local members will also be informed of the proposed start dates and where requested, a walkabout / site visit will be arranged to discuss details of the proposed works.
- 2.6 Any required changes to the programme, such as where emergency utility works become necessary, will be discussed and agreed at Highways management board meetings, with any amendments to the schedule communicated to the appropriate locality teams so that local members and residents are kept informed of these changes.
- 2.7 The status and duration of works are updated on the GM roadworks website via GMRAPS - www.gmroadworks.co.uk
- 2.8 In advance of the works starting on site, the contractor will carry out a letter drop to all local residents and businesses on the street informing them of the intended start dates, nature and duration of the works and contact details for the site agent as well as the Council representative. A typical resident's letter is shown in Appendix 2.
- 2.9 When the works are on site, an information board is displayed giving works information and construction related contact details. Notices are also posted on lamp columns etc. giving details of the work duration and requesting residents to keep the road clear of vehicles during this time.

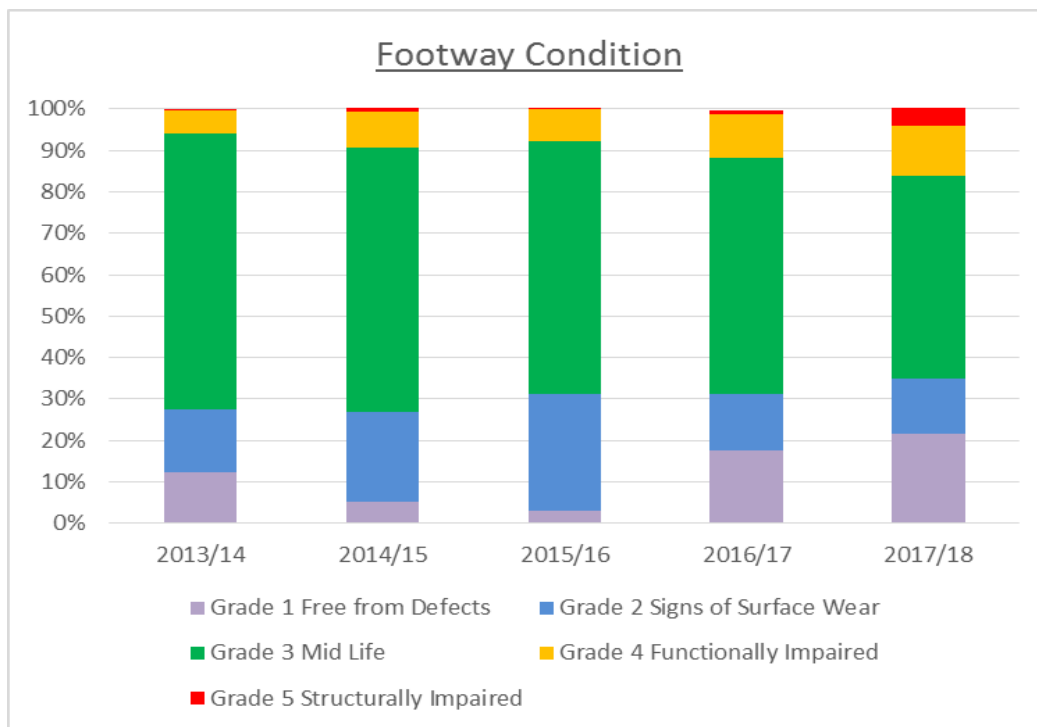
Large Highway Projects

- 2.10 For larger projects, such as the current Water Street / Regent Road scheme, in addition to the above, any significant employers in the vicinity of the works are also identified and mail drops and briefings are used at any applicable meetings/forums. All businesses will be visited and contact details obtained so that regular targeted email updates can be provided. For larger schemes additional publicity is provided through outdoor advertising in advance of the works and social media is used to further raise awareness of what is planned.
- 2.11 Local members are contacted at an early stage to be informed of the proposals and site visits are offered.
- 2.12 Advance warning on key commuter routes using VMS signs provided by the appointed contractor and other partners (TfGM and Highways England) will also be provided where necessary.
- 2.13 An example of a communication that has been sent to occupiers affected by the current Manchester Salford Inner Relief Road works is attached at Appendix 4. In the case of this scheme additional briefing and question and answer sessions have been organised attended by officers from Manchester and Salford City Councils and Transport for Greater Manchester these have included information on next steps and timelines.

3 Pavement and Footpath Conditions

- 3.1 It is important to recognise that National Government funding decisions and resulting under-investment since 2010 has led to significant deterioration of the highway network across the country. Once the condition has fallen into serious disrepair, it becomes much more expensive to rectify.
- 3.2 Each year, we carry out a condition survey of about half of our road and footway network. This means that we have a full network condition update every 2 years.
- 3.3 Our survey contractor collects high quality video images of the network, which are subsequently analysed to categorise road and footway condition into one of the following 5 bandings:
- | | |
|------------------|---|
| Grade 5 (Red): | Structurally impaired (no residual life) |
| Grade 4 (Amber): | Functionally impaired (approx. 1 to 3 years of residual life) |
| Grade 3 (Green): | Mid-life |
| Grade 2 (Blue): | Aesthetically impaired |
| Grade 1 (Lilac): | As new |
- 3.4 More detail on the condition bandings with example photographs is shown in Appendix 1.
- 3.5 The condition survey carried out in 2017 highlighted the overall deterioration of our highway network and the need for the current investment. The overall

percentage (by area) of our footways rated as condition Grade 4 or 5 (poor) rose from 11% in 2016 to 16% in 2017. Condition ratings for footways since 2013/14 are shown in the chart below:



- 3.6 The survey was carried out before the majority of the year 1 programme was carried out, so is a good indicator of condition prior to investment.
- 3.7 It should be noted that our footway network is in a better condition generally than our roads; the overall percentage (by area) of our roads rated as condition Grade 4 or 5 (poor) has risen from 19% in 2016 to 25% in 2017.
- 3.8 As well as the annual condition surveys, highway inspectors carry out walked and driven safety inspections across all of the adopted highway network at regular frequencies. Every road and footway is inspected at least once every 12 months and some are inspected monthly.
- 3.9 Officers also respond to reports of potholes from local residents and businesses – inspecting them to assess whether they need urgent repair and fixing them where they do - in fact over 20,000 potholes across Manchester have been repaired in the last year.
- 3.10 Our planned programmes of footway maintenance work are developed to prioritise the worst condition footways on the Key Route Network (KRN) and Community Network (CN) and tie in with the road resurfacing programme where possible. Works involve resurfacing or overlay of the existing footway, with kerb replacement where required.

- 3.11 Neighbourhood teams are consulted on the proposed programmes at an early stage to check that they include as many local priorities as possible and do not clash with any other known development works. Residents' views that came from 'Our Manchester' Highways week are also considered.
- 3.12 Feedback from local members is subsequently sought on the draft programmes, following which the lists of schemes were finalised. The programmes are then taken through to scrutiny committee for members to scrutinise and comment on, and then taken to executive for final approval. The Council website is being updated to allow the approved maintenance programmes to be visible online.
- 3.13 Investment programmes are subject to approval by Delegated Powers and agreement from the Executive Member for the Environment, Planning and Transport.
- 3.14 Once our maintenance team have allocated the work to our framework contractors, works are programmed taking into account available resources, traffic management restrictions and estimated duration. Appropriate diversion plans are drafted that can be agreed with the network resilience team to try and minimise any disruption.
- 3.15 The approve footway resurfacing and overlay programmes for 2018/19 and 2019/20 are attached at appendix 3. This programme was considered by Scrutiny Committee on 23 May 2018 and was approved at Executive on 30 May 2018.

4 Managing Traffic Flow

- 4.1 The management of traffic flow in Greater Manchester is a joint responsibility between the City Council, as the local highway authority and Transport for Greater Manchester (TfGM). TfGM have responsibility for the day to day management of the Urban Traffic Control system including the installation and maintenance of traffic signals. A presentation will be provided at the meeting to explain the roles, responsibilities and processes that are in place to manage traffic flow across the city, including how incidents are responded to and events are planned for.

5 Contributing to the Manchester Strategy

(a) A thriving and sustainable city

- 5.1 A well maintained highway infrastructure will encourage business growth, creating jobs and opportunities.

(b) A highly skilled city

- 5.2 The Highways Investment Strategy will provide opportunities for the development of a variety skills within the highways industry.

(c) A progressive and equitable city

- 5.3 The improvements to the roads on the Community Network will contribute towards unlocking the potential of our communities.

(d) A liveable and low carbon city

- 5.4 Safe and improved highways will encourage people to visit, live and work within the City.

(e) A connected city

- 5.5 A connected city needs a well maintained highway infrastructure and the Highways Asset Management Strategy is targeted to achieving this.

6 Key Policies and Considerations

(a) Equal Opportunities

- 6.1 A well maintained highway network will improve access for vehicles and enhance pedestrian and cycling facilities, contributing to the corporate objectives of making the environment accessible to all and creating neighbourhoods of choice. Where appropriate Equality Impact Statements will be undertaken

(b) Risk Management

- 6.2 Coordinated maintenance works will reduce the risk of traffic disruption and help to keep the highway network functioning.

(c) Legal Considerations

- 6.3 The Council has a duty under the Highways Act 1980 to carry out highway maintenance.

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Appendix 1 - Condition Grades

The survey uses a 1 to 5 conditional grading system on roads and footways – Grade 1 being best condition and Grade 5 being worst condition.

The purpose of this survey is to report the condition, including damage types, and to recommend treatments that would make the road or footway “As New”.

The different grades are shown by a different colour and the following images & descriptions are a guide for these 5 recorded condition grades:

Condition 1 “Free From defects” = Recently reconstructed or free from defects. – LILAC



Condition 2 “Signs of surface wear” = Good condition – may comprise modular construction with elements of different colour/age/material, Faded bituminous materials (especially coloured bituminous), Graffiti or Spray paint etc. – BLUE



Condition 3 “Mid-life” = Signs of defects i.e. cracking, fretting, potholes, subsidence etc – all defects below intervention levels. – **GREEN**



Condition 4 “Functionally impaired” = Signs of defects i.e. cracking, fretting, potholes, subsidence all defects above intervention levels – **AMBER**



Condition 5 “Structurally impaired” = As grade 4 together with major signs of defects to structural layers or compromised sub base visible – **RED**







Damage Types

The 5 main damage categories are:

1. Cracking
2. Fretting
3. Subsidence
4. Potholing
5. Reinstatements

If a section contains multiple types of damage such as cracking & fretting then all are recorded in the data file. The following images are a guide for the categories of damage to the carriageway.

<p>Damage Type = cracking</p>	<p>Damage type = fretting</p>
	
<p>Damage Type = subsidence</p>	<p>Damage type = potholing</p>
	
<p>Damage types = reinstatements</p>	



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Appendix 2 – Residents letter**Highways Directorate**

Telephone: +44 (0)161 234 1970

plannedmaintenance@manchester.gov.uk

PO Box 352, Town Hall,

Manchester. M60 2LA.

Dear Resident,

When we consulted on how to spend our budgets last year, Manchester people said: get roads and pavements up to standard – and keep them that way. We've listened. A massive £130 million investment is underway to improve our roads, pavements and street lighting in the next five years.

Improving Your Street

We're pleased to inform you that **NAME OF ROAD** is included in the improvement work. The works will commence on **DATE OF COMMENCEMENT** and will take a number of days depending on the conditions we find as the work progresses and adverse weather may also affect progress.

Resurfacing work

Your road is going to be resurfaced, which will consist of removing the existing surface, adjusting the carriageway ironwork, the laying of a new surface and then renewing the road markings. **CONTRACTOR** will be carrying out the works on behalf of Manchester City Council.

Further details

During this period, the road will be officially closed to traffic and you are requested not to leave parked vehicles on the road. However, we shall endeavour to allow access to properties where possible, although there will be periods when this will not be possible due to the presence of the machinery that will be used.

Work of this nature will cause some disruption, but we shall endeavour to keep the inconvenience and noise to a minimum. However, if you are experiencing any undue problems, please contact our Supervisor **NAME OF SUPERVISOR** on Tel No. **MOBILE TELEPHONE No.**

We apologise for any inconvenience that you encounter and seek your cooperation. Should you require any further information, please contact **NAME OF CONTRACTOR'S CONTACT** on Tel No. **CONTACT NUMBER (S)**

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Appendix 3 – Footway resurfacing / overlay programme 2018/19

Footway schemes prioritising worst condition footways on the KRN and community networks, targeting a cluster of wards each year and tying in with the road resurfacing programme where possible. Works will also include kerb repairs where necessary.

<u>New Ward (May '18)</u>	<u>Section</u>	<u>Treatment</u>
ARD	HYDE PLACE - Full Length	Footway resurfacing/overlay
BROOK	FAIRWOOD ROAD - Full Length	Footway resurfacing/overlay
BROOK	GOODWOOD AVENUE - Full Length	Footway resurfacing/overlay
BROOK	SANDILANDS ROAD - Full Length	Footway resurfacing/overlay
CHEET	CARNARVON STREET - Southall St to Pimblett St	Footway resurfacing/overlay
CHEET/CRUMP	WOODLANDS ROAD - Cheetham Hill Rd to Woodlands St	Footway resurfacing/overlay
CLAY-OP	ASHTON OLD ROAD - Capital Rd to Cornwall St	Footway resurfacing/overlay
CLAY-OP	CLAYTON LANE - Herne St to Cycle St	Footway resurfacing/overlay
CLAY-OP	MERSEY STREET - Full Length	Footway resurfacing/overlay
CLAY-OP	NORTH CRESCENT - Full Length	Footway resurfacing/overlay
CLAY-OP	SOUTH CRESCENT - Full Length	Footway resurfacing/overlay
HBLAK	BRIDGNORTH ROAD - Full Length	Footway resurfacing/overlay
HBLAK	CECIL ROAD - Victoria Ave to Mirfield Rd	Footway resurfacing/overlay
HBLAK	FLOYER ROAD - Full Length	Footway resurfacing/overlay
HBLAK	HEATHBANK ROAD - Cecil Rd to Plant Hill Rd	Footway resurfacing/overlay
HBLAK	HOPKINSON ROAD - Heathbank Rd to Mirfield Rd	Footway resurfacing/overlay
HBLAK	LONGTON ROAD - Tweedale Ave to Plant Hill Rd	Footway resurfacing/overlay
HBLAK	MANSFIELD AVENUE - Full Length	Footway resurfacing/overlay
HBLAK	MANSFIELD DRIVE - Full Length	Footway resurfacing/overlay
HBLAK	STOCKDALE ROAD - Full Length	Footway resurfacing/overlay
LONG	ALBERT GROVE - Parry Rd to CDS end	Footway resurfacing/overlay
LONG	EAST ROAD - Northmoor Rd to CDS end	Footway resurfacing/overlay
LONG	PINK BANK LANE - Totland Close to East Road (East side only)	Footway resurfacing/overlay
MOST	SULBY STREET - Full Length	Footway resurfacing/overlay
RUSH	HYTHE CLOSE - Full Length	Footway resurfacing/overlay
WHALR	CLARENDON ROAD - Park Drive to Withington Rd	Footway resurfacing/overlay

Appendix 3 – Footway resurfacing / overlay programme 2019/20

Footway schemes prioritising worst condition footways on the KRN and community networks, targeting a cluster of wards each year and tying in with the road resurfacing programme where possible. Works will also include kerb repairs where necessary.

<u>New Ward (May '18)</u>	<u>Section</u>	<u>Treatment</u>
CHORL	EDGE LANE - Manchester Rd to Trafford Boundary	Footway resurfacing/overlay
CHORL	WILBRAHAM ROAD - Egerton Rd North to St Werbergh's Rd (North side)	Footway resurfacing/overlay
CHORL/CHORP	HIGH LANE - Manchester Road to Barlow Moor Road	Footway resurfacing/overlay
CHORP	FORMBY AVENUE - Full length	Footway resurfacing/overlay
CHORP	REGAN AVENUE - Full Length	Footway resurfacing/overlay
CRUMP	BLANWOOD DRIVE - Full Length	Footway resurfacing/overlay
CRUMP	BOARDMAN ROAD - Ardern Rd to Wilton Rd	Footway resurfacing/overlay
CRUMP	HAVERSHAM ROAD - Rothesay Rd to Cedric Rd	Footway resurfacing/overlay
CRUMP	HIGHCLERE ROAD - Belhaven Rd to Boardman Rd	Footway resurfacing/overlay
CRUMP	HUNTLEY ROAD - Rothesay Rd to Cedric Rd	Footway resurfacing/overlay
CRUMP	MOORLAND AVENUE - Full Length	Footway resurfacing/overlay
FALL	HART ROAD - Lloyd St South to Yew Tree Rd	Footway resurfacing/overlay
FALL	NANTWICH ROAD - Full Length	Footway resurfacing/overlay
GORT-ABB	GARRETT WAY - Cambert La to Hampden Cres	Footway resurfacing/overlay
GORT-ABB	UNDERWOOD CLOSE - Full Length	Footway resurfacing/overlay
GORT-ABB/LONG	LEVENSHULME ROAD - Brookhurst Rd to Hemsworth Rd	Footway resurfacing/overlay
HARP	ALDERSIDE ROAD - Full Length	Footway resurfacing/overlay
HARP	ALFRED STREET - Full Length	Footway resurfacing/overlay
HARP	CHURCH LANE - Upper Conran St to Ravine Ave	Footway resurfacing/overlay
HARP	CONINGSBY DRIVE - Full Length	Footway resurfacing/overlay
HARP	GRANGEWOOD DRIVE - Full Length	Footway resurfacing/overlay
MILES	BRISCOE LANE - Hallam Road to Old Church Street	Footway resurfacing/overlay
MILES	OLDHAM ROAD - Butler St to Fir St	Footway resurfacing/overlay
MOSS	ASPINALL STREET - Full Length	Footway resurfacing/overlay

Appendix 4 - Example of Recent Communication Related to Manchester Salford Inner Relief Road Works

12 November 2018

The Occupier

Highways Improvement - Manchester Salford Inner Relief Road – Ordsall Lane Road Closure

I am writing to let you know that the current lane closure northbound from Ordsall Lane onto Regent Road will be lifted on 20th November 2018.

However, a further lane closure will be set up on the opposite side of Ordsall Lane, this will commence on 20 November 2018 to 21 December 2018, the closure will prohibit movements from Regent Road to Ordsall Lane southbound, access to all properties will be maintained at all times, this is part of the Manchester & Salford Inner Relief Route (MSIRR).

The work is being carried out as part of a scheme to improve traffic flow on the MSIRR, and to help ease the congestion of traffic heading towards the city centre using Regent Road from the M602 and other areas to the west.

Once completed the scheme will deliver improved junction capacity and help to reduce delays, disruption and congestion. Fully signalled pedestrian facilities and cycle routes will be maintained.

Please note that works are weather and resource dependent and may need to be changed at short notice.

If you require any further information please contact Paula Nesbitt either by email at paulanesbitt@dawnus.co.uk or telephone 07884 586962

Further information about the scheme is available at www.manchester.gov.uk/msirr
For travel planning advice visit www.tfgm.com/regent-road

Ms Paula Nesbitt
Public Liaison Officer
Tel: 07884 586962
paulanesbitt@dawnus.co.uk

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**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee - 5 December 2018

Subject: Compliance and Enforcement Service - Performance in 2017/18

Report of: Chief Operating Officer – Neighbourhoods

Summary

To provide members with an update on demand for and performance of the Compliance and Enforcement service during 2017/18. The report also provides information on the activities undertaken around enforcement in relation to double yellow line tickets; obstruction of the highways; hot food providers' waste contracts and how these are policed; enforcement activity undertaken by the Licensing and Out of Hours Compliance Team outside of the city centre area; tackling counterfeit goods, with particular reference to the Strangeways area; planning enforcement and legislation relating to the operation of Airbnb.

Recommendations

That Members note and comment on the report.

Alignment to the Our Manchester Strategy Outcomes (if applicable)

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	The Compliance and Enforcement Services contribute to a thriving and sustainable city through enforcing the law in a fair, equitable and consistent manner, assisting businesses to meet their legal obligations and taking firm action against those who flout the law or act irresponsibly and enable local businesses to thrive by achieving high regulatory standards through engagement, support and education.
A highly skilled city: world class and home grown talent sustaining the city's economic success	The support provided to businesses enables businesses to grow and thrive in Manchester.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The compliance and enforcement services work closely with both residents and businesses to support them in improving the neighbourhoods in which they live and work and socialise.

A liveable and low carbon city: a destination of choice to live, visit, work	The compliance and enforcement services work closely with both residents and businesses to support them in improving the areas in which they live work and socialise.
A connected city: world class infrastructure and connectivity to drive growth	The compliance and enforcement services support growth via the airport through provision of a Border Inspection Post that enables businesses to import goods through Manchester Airport that would otherwise have to pass through more Southerly airports.

Contact Officers:

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Name: Kevin Gillham
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Name: Julie Roscoe
 Position: Head of Planning, Building Control and Licensing
 Telephone: 0161 234 4552
 Email: j.roscoe@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.

1. Report to Neighbourhoods and Environment Scrutiny Committee 6 September 2017: Compliance and Enforcement Service – Overview of the role service and performance to date (Report of the Deputy Chief Executive – Growth and Neighbourhoods)

2. Report to Neighbourhoods Scrutiny Committee 6 September 2017: Strangeways - Tackling Counterfeit Activity and Environmental Issues (Report of Deputy Chief Executive -Growth and Neighbourhoods)

1.0 Introduction

- 1.1 This report has been produced collaboratively by officers from Compliance Enforcement and Community Safety, Highways (in respect of double yellow line enforcement and obstruction of the highway) and Planning, Building Control and Licensing (in respect of Planning enforcement and legislation relating to the operation of Airbnb).
- 1.2 The Compliance and Enforcement service brings together the services responsible for fulfilling the Council's statutory duties in respect of protecting the public and the environment and ensuring that businesses and residents comply with a range of legislation that helps to make our neighbourhoods places where people want to live, work and socialise.
- 1.3 The teams that make up the Compliance and Enforcement services are:
- **Neighbourhood Compliance Teams (NCT)** – based within the three neighbourhood areas of North, Central, & South, the teams are responsible for compliance & enforcement across these areas, ensuring that local communities have safe clean and attractive neighbourhoods to live in. Their particular focus is resident & business compliance with waste disposal & recycling; untidy private land; visual disamenity of private buildings & land; fly-tipping; littering; dog fouling; highway obstructions including skips; flyposting; empty properties and illegal encampments.
 - **Environmental Crimes Team (ECT)** - responsible for works carried out in default; contract management; enforcement support; prosecutions; animal welfare and public space protection orders.
 - **Neighbourhood Project Team (NPT)** - responsible for investigating incidents of flytipping in conjunction with Biffa and undertaking enforcement action against those who illegally dispose of their waste.
 - **Food, and Health & Safety Team (FHS)** - responsible for regulating food safety and food standards; health and safety in certain premises; dealing with complaints and requests for service; accident investigations; infectious disease control; port health and the importation of foodstuffs arriving at Manchester Airport.
 - **Environmental Protection Team (EP)** - responsible for dealing with the environmental aspects of planning applications; provide technical support to strategic regeneration schemes; oversee exhumations and noise control at large events. The team discharge the council's regulatory duties in relation to contaminated land; industrial processes; air quality and private water supplies.
 - **Licensing and Out Of Hours Teams City Centre and City Wide (LOOH)** - responsible for licensing enforcement and for addressing effectively a range of issues that that can arise both during and outside of normal working hours e.g. licensed premises enforcement; street trading; domestic and

commercial noise enforcement; busking; begging etc. These teams provide cover over 7 days providing a service during the day, evenings and at night. In the city centre the team also deals with resident & business compliance with waste disposal, untidy private land; fly-tipping; littering; dog fouling; highway obstructions including skips; flyposting; etc.

- **Trading Standards Team (TS)** - responsible for enforcing a wide range of criminal legislation aimed at protecting consumers and maintaining standards of fair trading e.g. counterfeiting; product safety; sale of age restricted products such as fireworks, alcohol, cigarettes, knives, solvents etc; rogue traders; doorstep scams and regulation of weights and measures.
 - **Housing Compliance & Enforcement Team (HST)** - responsible for ensuring that privately rented properties meet acceptable safety and management standards. The team manage the licensing of HMOs and selective licensing schemes and deal with complaints regarding private rented housing ranging from complaints about disrepair to preventing unlawful eviction and harassment.
 - **Compliance & Enforcement Support Team (CST)** - responsible for intelligence and evaluation of project based activities, producing management information and monitoring service performance. The team also undertake a wide range of desk based compliance activities in support of the specialist teams: e.g. creating programmed inspection plans; verifying waste management contracts; food business registration; verification surveys and checks and management of the debt recovery and enforced sales processes. The team is also responsible for producing service wide statutory returns.
- 1.4 This report sets out the key areas of demand and how the teams performed across the whole service in 2017/18. The workload of the service is a combination of planned regulatory work such as inspection programmes; regulatory compliance activities such as assessing planning and licensing applications; reactive work such as investigating complaints from customers and proactive and project work to pick up on issues that are causing problems but may not be being reported or are intractable issues that need a more focussed and targeted approach.
- 1.5 The service takes an Our Manchester approach to achieving compliance, working on the principle that the vast majority of citizens and businesses in Manchester want to do the right thing. Sometimes people are not sure what they need to do and our approach to achieving compliance includes working with people and giving them the chance to get it right.
- 1.6 The City Council's Corporate Enforcement Policy outlines the approach that officers should take when considering enforcement action. The policy is an overarching policy that applies to all the Council's Services with enforcement duties, although some services have specific Legislative Guidance and Regulations which set out the enforcement requirements in these services. The appropriate use of the full range of enforcement powers, including prosecution,

is important, both to secure compliance with the law and to ensure that those who have duties under it may be held to account for failures to safeguard health, safety and welfare or breach of regulations enforced by the Council. In deciding on the most appropriate course of action officers should have regard to the principles set out in the policy and the need to maintain a balance between enforcement and other activities, including inspection, advice and education.

1.7 The policy states that an open, fair and proportionate approach will be taken in dealing with breaches of legislation which are regulated and enforced by the Council. Raising awareness and promoting good practice in regulated areas is the first step in preventing breaches, and officers of the Council will signpost to guidance on aspects of the law where requested to do so. Best efforts will be used to resolve any issues where the law may have been broken without taking formal action, or referring the matter to the courts when the circumstances indicate that a minor offence may have been committed and the Council is confident that appropriate corrective action will be taken. However, there may be occasions when the breach is considered to be serious and/or where informal action is not appropriate. In such cases immediate enforcement action may be taken without prior notice and as noted above some services have specific Legislative Guidance and Regulations which set out the enforcement requirements in these services.

1.8 The report also addresses the following areas as requested by Members:

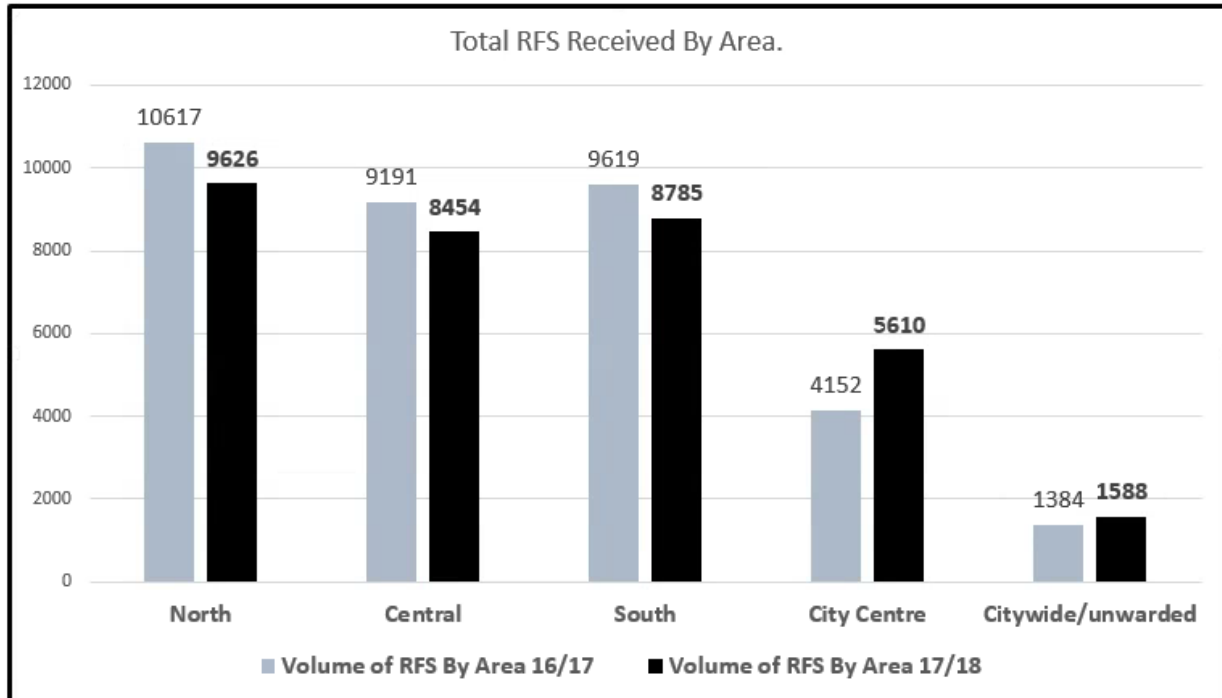
- enforcement in relation to double yellow lines;
- obstruction of the highway;
- hot food vendors
- waste contracts and how these are policed;
- activity undertaken by the Licensing and Out of Hours Compliance Team outside of the city centre area;
- tackling counterfeit goods, with particular reference to the Strangeways area;
- planning enforcement and legislation relating to the operation of Airbnb.

Case studies are included to illustrate the diverse nature of the issues that the service helps to resolve.

2.0 Overall Demand

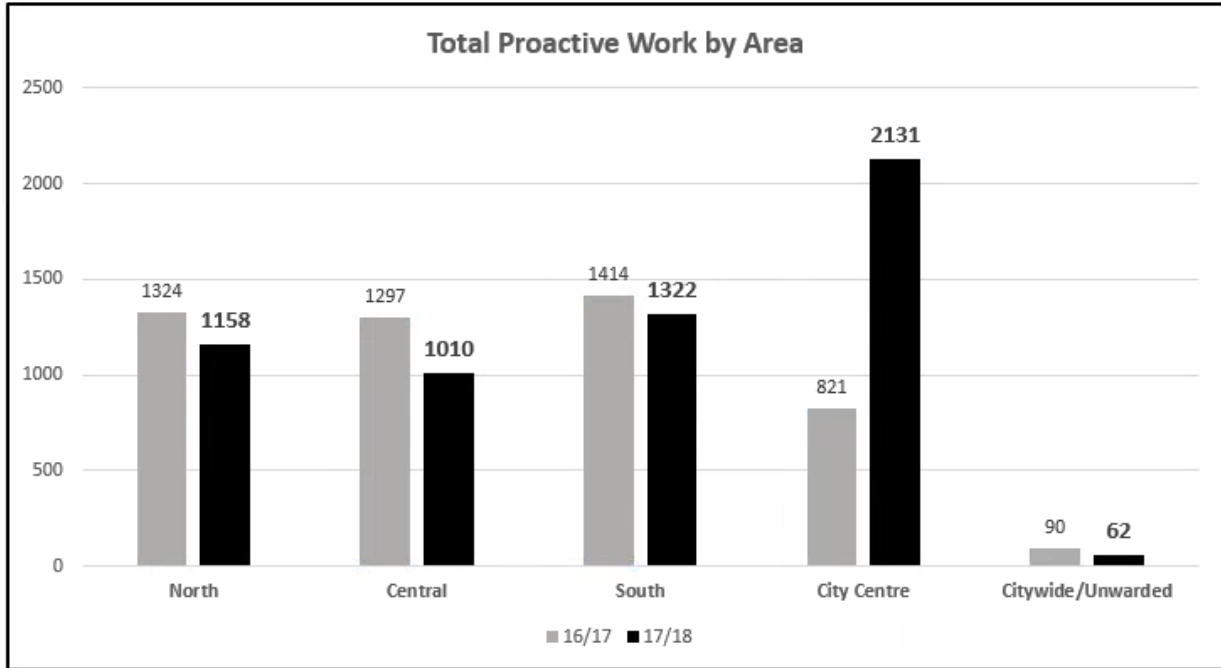
2.1 In 2017/18 the service received 34,063 requests for service (RFS) and completed 5,683 proactive activities. This compares to 34,963 requests for service and 4,946 proactive activities in 2016/17. This is a slight decrease of 2.6% in RFS and a 15% increase in proactive activity. Figures 1 and 2 compare the number of RFS and proactive activities received in both years by area.

Fig 1. Number of RFS received in 16/17 compared to 17/18 by area



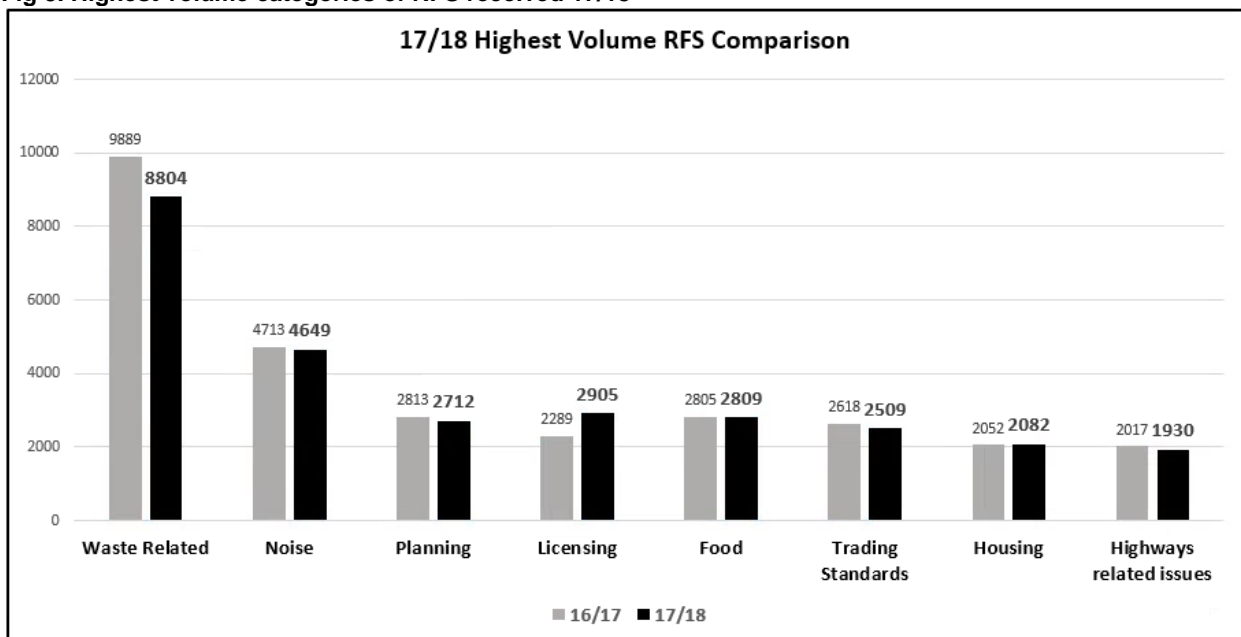
2.2 The overall number of requests for service is not significantly different, however, we have seen shifts in the type of demands being placed on the service and some geographical shifts in demand. There has been a slight decrease in the North, South and Central areas of the City and a pronounced increase in the City Centre area (Deansgate and Piccadilly wards) although figures are not directly comparable due to the ward boundary changes. The success of Manchester as a thriving regional centre, in terms of both commercial and residential growth- particularly the increase in city centre living is reflected in the work of the compliance and enforcement services. The key areas of increased demand in the City centre wards are licensing, noise, planning, food safety and waste.

Fig 2. Total number of proactive jobs/projects completed by area



2.3 Figure 2 shows the level of proactive and project work that is taking place across the city. The increased staff resources allocated to the city centre as part of the city centre review has contributed to the significant increase in proactive work. This work is extremely varied and includes proactive work challenging on street activity such as peddling and busking, inspection of licensed premises and multi agency projects tackling a range of non compliance. A total of 5683 proactive activities/projects were completed in 2017/18. Unsurprisingly given the amount of demand for waste related services almost half of these (2751) were related to waste. Case studies in section 6 of the report outline the type of activity undertaken proactively to address waste related issues.

Fig 3. Highest volume categories of RFS received 17/18



- 2.4 The areas of highest demand for the service are set out in figure 3. By far the greatest demand comes from waste related RFS which account for almost 26% of the total requests for service. This includes dealing with business and domestic waste related issues, flytipping, untidy private land and other littering offences. A total of 8804 waste related RFS were investigated with the breakdown being: North 3547 (40%), Central 3286 (37%), South 1556 (18%), City Centre area 412 (5%). The Neighbourhood Project Team (NPT) works closely with Biffa to investigate incidents of flytipping and pursue legal action where appropriate. The overall volume of waste related work has decreased when compared to 2016/17 and there has been a significant shift in the way this work is received with far fewer direct complaints from the public and much more of the work being proactively addressed by the joint Biffa/Council team. Of the total 8804 waste related RFS 3991 (45%) were cases proactively identified by Biffa and investigated by the NPT. Waste complaints from the public have reduced by 13% from 5548 (16/17) to 4813 (17/18).
- 2.5 Further analysis of the main complaint types, flytipping, domestic and commercial waste, littered gardens and untidy private land show that in 17/18 for these categories alone we received 15% fewer complaints (5347 compared to 4631). The extensive proactive work in identifying and addressing waste issues and the success of the Biffa partnership work has contributed to this significant shift.
- 2.6 Noise related requests for service include issues such as construction related noise, noise from licensed premises, noisy parties, barking dogs and general domestic noise. A total of 4649 RFS were received with the breakdown being North 1214 (26%), Central 1117 (24%), South 1506 (32%), City Centre 809 (17%), the remaining 3 (0.06%) are un-warded jobs. Un-warded jobs include where the complainant lives within Manchester but the source of the noise is outside the city boundary or where the source of the noise is not static such as noise from canal boats and ice cream vans.
- 2.7 Domestic noise accounts for 47% (2187) of all noise complaints across the city and within this there has been a significant rise in complaints about barking dogs which has increased by 86% (from 188 to 350), Construction related noise has increased by 31% across the city (from 295 to 387), Licensed premises noise shows a slight reduction across the board (from 490 to 421).

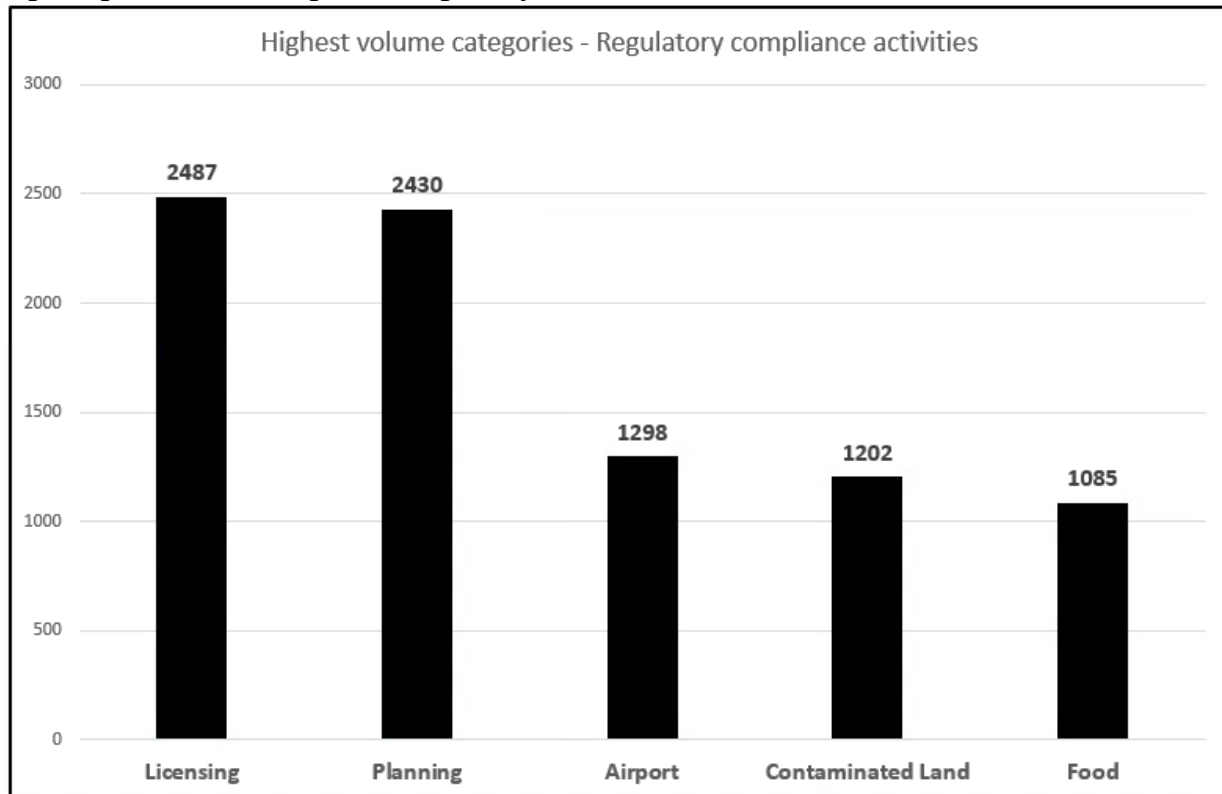
Ward level analysis shows the wards with the highest volumes of noise RFS are:

- Piccadilly (439) with construction noise accounting for 26% of the noise requests.
- Withington (369) with student noise making up 42% of the noise requests.
- Deansgate (370) with domestic noise making up 30% of the noise requests.
- and Hulme (259) with domestic noise making up 53% of the noise requests.

- 2.8 Licensing includes reviews of temporary event applications and requests related to premises licence conditions. The breakdown is North 410 (14%), Central 423 (15%), South 672 (23%), City Centre 1400 (48%) licensing activity overall has increased by 27%.
- 2.9 Planning includes, planning applications and consultations on potential sites and review of conditions. Planning work has slightly increased. The breakdown is North 691 (25%), Central 672 (25%), South 490 (18%), City Centre 845 (31%), Citywide general enquiries/consultations 14 (0.5%).
- 2.10 Food, H&S & Airport service requests cover food hygiene, food standards, health & safety in the workplace and airport related issues. Food hygiene complaints include complaints of poor cleanliness, pest infestations, food poisoning issues, structural defects and failure to comply with documented food safety requirements. Food standards complaints include labelling irregularities and failure to comply with allergen information and control systems. H&S includes accident investigations, gas safety inspections in food premises and risk assessments. Airport work includes consignments of non animal and animal products and pests on planes. A total of 4422 RFS were received: North 613 (14%), Central 637 (14%), South 2055 (includes Airport work 46%), City Centre 880 (20%), Citywide/Out of Manchester enquiries 237 (5%). The highest volume categories of work are consignments checked at the airport 932 (21%), food safety issues 726 (16%), food premises issues 627 (14%) and new food business registrations 508 (11%)
- 2.11 Trading standards complaints include issues with product safety, consumer scams, doorstep crime, under age sales, illicit tobacco, weights and measures, animal welfare and counterfeiting. A total of 2509 RFS were received in 17/18: North 498 (20%), Central 283 (11%), South 301(12%), City Centre 359 (14%). This is virtually the same as the previous year. There are also citywide enquiries and complaints in relation to businesses/organisations not located in but who operate in Manchester 1068 (43%). Almost 74% of all complaints received are in relation to complaints about questionable/ illegal commercial practices.
- 2.12 Housing complaints cover damp, drainage, fire precautions, heating and hot water, gas and electric, unlawful eviction and tenant and landlord disputes. A total of 2082 RFS were received: North 814 (39%), Central 687 (33%), South 455 (22%) and City Centre area 126 (6%). The number of RFS received in total has stayed virtually the same as the previous year. The biggest category is damp and leaks accounting for almost 34% of all RFS received.
- 2.13 Highways related issues cover areas such as skips, obstructions, muddied sites and cars for sale on the highway. A total of 1930 RFS were received by the service. 87% of these relate to obstruction to either the footway, verge or grassed areas.
- 2.14 The highest areas of demand in respect of regulatory compliance activity are shown in figure 4 which shows a 13% increase overall. As the city grows greater demand is placed on regulatory compliance services as the number of

planning and premises licence applications increase, the number of food businesses increase, more businesses are importing foods that need to be cleared at the airport Border Inspection Post and there is greater demand for new build both commercial and residential.

Fig 4. Highest volume categories of regulatory work received 17/18



- 2.15 As noted at para 2.8 and 2.9 planning and licensing work have both increased. Airport work includes assessments of consignments and imported food. Contaminated land includes consultations and advice on contaminated sites. Food regulatory activity includes applications from new businesses and food hygiene rescore requests.
- 2.16 As the airport continues to expand its activity and attract even more business, the number of imported food consignments requiring checks at the airport has increased significantly over the past 2 years. Manchester Airport has EU approval to operate as a Border Inspection Post (BIP). BIP status allows the airport to import food and food products of animal origin, i.e. meat, poultry, fish and products derived from them, from outside the EU. These products are subject to specific import controls before they can be released and given free movement to any EU country. Manchester Airport is the only airport in the UK outside the London area to have this status.
- 2.17 The operation of the BIP is tightly controlled by both DEFRA and the EU. The BIP is subject to quarterly audits by DEFRA and the import procedure is strictly controlled by DEFRA. As well as BIP status the airport also has Designated Point of Entry (DPE), and Designated Point of Import (DPI) status which allows products subject to specific EU regulations to enter the EU subject to clearance. These other products include fruit, vegetables, spices, and nuts as

well as food contact materials. Many of these products require sampling at rates specified in the regulations before they are allowed to enter the EU.

- 2.18 In 2016/17 annual returns to the FSA show there was a 157% increase in the number of consignments checked compared to the previous year (229 consignments increasing to 588) and in 2017/18 there was a 59% increase in the number checked (588 consignments increasing to 932). Products imported via airports tend to be perishable and of high value and need to be processed efficiently by officers to ensure fresh products can be transported to markets and premises around the UK. This makes work at the airport extremely pressurised as importers demand quick turnaround times for their clients.
- 2.19 The increase in current workload will need to be closely monitored to ensure an effective and efficient service is maintained post BREXIT to support economic growth and continue to ensure the safety of products entering the UK food chain.
- 2.20 As noted in paragraph 2.2 regulatory compliance activity has increased significantly in the City Centre. Licensing activities such as reviewing licence conditions and table and chair licence applications have increased from 900 in 16/17 to 1393 in 17/18 representing a 55% increase. The biggest areas of work are assessments of Temporary Event applications. These are applications to carry out licensable activities for a set period of time such as selling alcohol for an event, providing regulated entertainment or serving hot food or drink between 11pm and 5am. Businesses can apply to temporarily extend their working hours or to carry out specific licensable activities not included in their original licence and unlicensed venues such as community centres, school etc use them to enable them to carry out licensable activities at community and charity events, school fairs etc. As these applications have a statutory response time of 96 hours this places a time pressure on the team. Temporary Event applications made up 47% of all licensing regulatory compliance work received in the City Centre area for 17/18.
- 2.21 In addition to requests for service and proactive work there are 2 key areas of programmed work:
- (i) inspection of food premises to assess their compliance with food hygiene and safety standards and
 - (ii) inspections of Houses of Multiple Occupation (HMO) that require a licence under the Mandatory HMO Licensing scheme.
- 2.22 In 2017/18 2876 food premises were due an intervention over the course of the year. An intervention can be in the form of a full inspection, partial inspection, audit, sampling or verification visit.
- 2.23 On completion of an inspection a premises is allocated a risk category and this determines the frequency of inspection. The risk category is determined by how a premises performs against criteria such as the structure of the premises, food safety practices and confidence in management. Risk also increases where the

number of consumers is substantial (e.g. manufacturers). Figure.5 shows the risk profile of the required interventions in 2017/18.

Fig.5 Risk profile of interventions required 2017/18

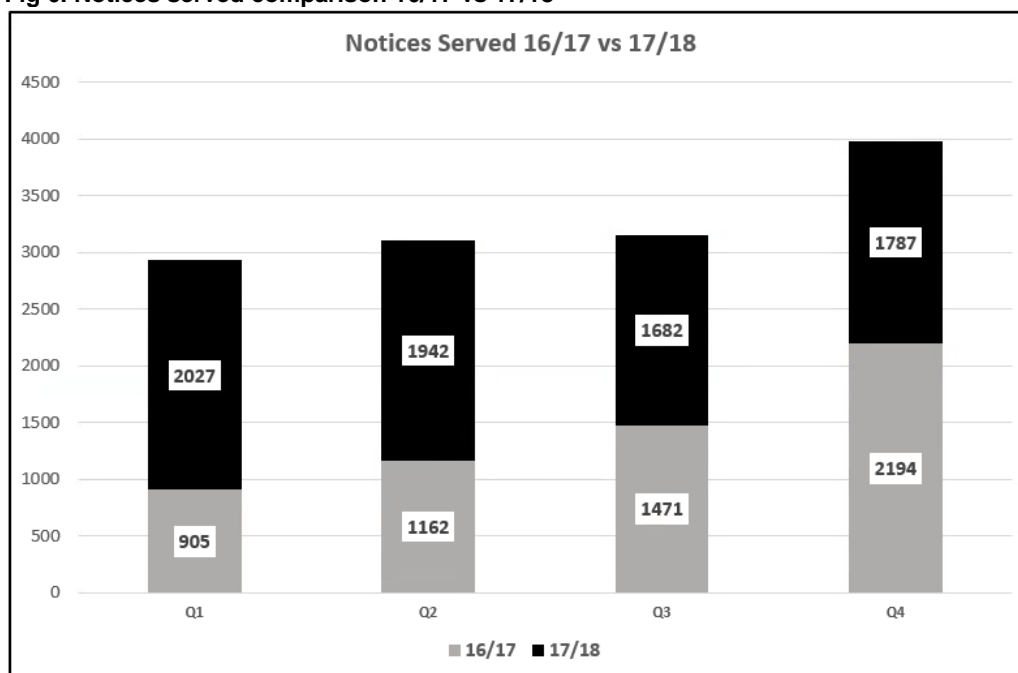
Category	Intervention Frequency	Number
A	Every 6 months	50
B	Every 12 months	360
C	Every 18 months	726
D	Every 2 years	865
E	Every 3 years	225
Unrated (new premises)	Not yet allocated	650

- 2.24 A premises is also awarded a score ranging from 0 (*urgent improvement necessary*) to 5 (*very good*) under the national Food Hygiene Rating Scheme (FHRS) commonly known as scores on the doors. These scores can be displayed by the premises and are available to the public on the Food Standards Agency website.
- 2.25 The FHRS score is derived from 3 elements of the inspection – food safety practices, structure of the premises and confidence in management. The majority of premises are in the acceptable range of 3 and above, but there is a broad spread of scores in premises across the city which helps us to understand which businesses need more support.
- 2.26 All programmed inspections for 17/18 were completed on time. In 18/19 2984 food businesses are due inspection, this includes an estimated average of approximately 600 new food businesses that register with MCC each year.
- 2.27 The team also deal with food standards which focuses on such things as allergens and food labelling. This is a growing and increasingly important area of public health work as it is clear that many businesses lack an awareness on their legal obligations in respect of providing accurate information in allergens in food they serve and the consequences of getting it wrong can be fatal.
- 2.28 The food team has responsibility for inspecting the standard of allergen information provided by businesses and checking procedures businesses have in place to protect customers. The team has introduced a robust inspection procedure and issues voluntary stop agreements where the businesses procedures are deemed to be inadequate which means the food business agrees not to serve customers with allergies until they have improved their procedures and are compliant with legislation.

2.29 In 2017/18 444 HMO licences required an inspection to ensure compliance with housing standards, all inspections were completed on time. HMOs that meet standards are granted a licence for a maximum of 5 years. As Committee will be aware from the reports to this Committee on 20 June 2018 and September 2018 on 1 October 2018 legislation changed to extend the mandatory licensable HMO criteria. This change will significantly increase the number of properties meeting the new licensing criteria and as a result we anticipate an additional 5000 HMOs will need to be inspected in addition to the 439 HMO licenses that are due to expire in 18/19.

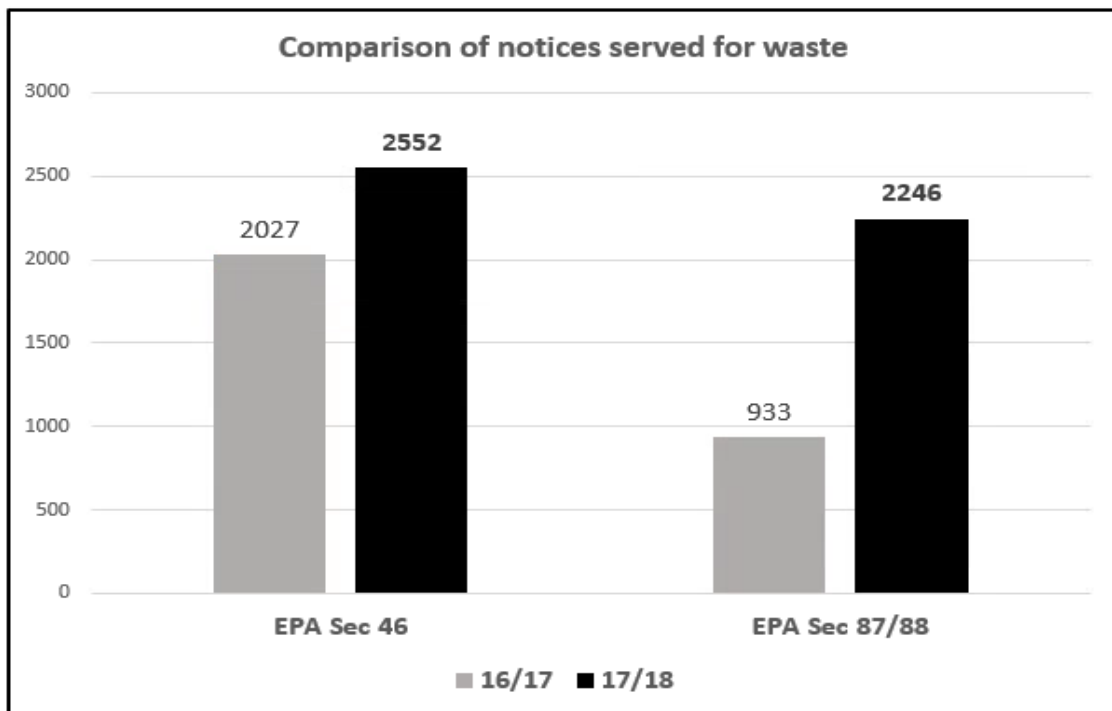
2.30 In line with the Corporate Enforcement policy and the Our Manchester approach in the vast majority of cases compliance is achieved through working with people and using informal means. However as noted in paragraph 2.33 where formal action is required to achieve compliance this will be taken. Figure 6 shows that there were almost 30% more notices served in 2017/8 than the previous year.

Fig 6. Notices served comparison 16/17 vs 17/18



2.31 As expected, the largest increases are notices served for waste offences. Environmental Protection Act (EPA) Sec. 46 notices are served to outline proper use of waste receptacles, these have increased by 26%. EPA Sec. 87/88 Fixed Penalty Notices (FPN) are fines issued for flytipping, these have increased by 141% in the main due to the Biffa partnership work.

Fig 7. Notices served in relation to waste - comparison 16/17 vs 17/18



- 2.32 Where legal notice is served, as long as the person or business complies with the requirements of the notice no further enforcement action will be taken. There is a high degree of compliance with legal notices making them a successful tool.
- 2.33 Where notices are contravened or where cases are of a more serious nature more formal enforcement action including prosecutions will be pursued. Figure 8 shows the number of successful prosecutions across all Compliance & Enforcement Teams. In 16/17 the service carried out 143 successful prosecutions. In 17/18 this figure has more than doubled to 379. This is a 165% increase in successful prosecutions overall.

Fig 8. Total prosecutions 17/18

Prosecutions 2017/2018	No. of Prosecutions	Total fines /charges /outcomes
Fly-posting	3	£2,458.00
Fly-tipping	280	£160,646.79 (1x 20 week suspended prison sentence, 1 x 1 day imprisonment, 1 x absolute discharge)
Commercial Duty of Care	16	£25,918.88 (2 x formal cautions)
Domestic Duty of Care - passing waste to an unauthorised person	8	£2,365.00 (1 x conditional discharge/1 x formal caution)
Transferring waste to an unauthorised person	1	£250.00
Non-compliance with waste removal notice	5	£7,009.30
Failure to comply with waste receptacles notice	2	£2,243.52
Breach of Licensing Act - After hours sales	1	£1,182.26
Breach of Public Spaces Protection Order (Dog Control)	1	£250.00
Food Safety & Hygiene - Pest infestation	4	£66,283.01
Food Safety & Hygiene - On sale food past use by date	1	£9,673.00
Illegal Pedlar	25	£11,344 (1 x 70 hrs unpaid work, 2 x Forfeiture of goods)
Illegal Street Trading	1	£1,900.00
Illegal Street Collection	1	£550.00
Smoking in a smoke free place	1	£2,806.00
Breach of Licensing Act - Operating without licence	2	£5,340.00
Breach of abatement notice - Noise	1	£2,055.00
Trade Marks Act 1994	6	£13,655.00 (3 x Forfeiture of goods)
Trade Marks Act 1994 + Toys (Safety) Regs 2011	2	£5,647.00
Toys (Safety) Regs 2011	1	£18,649.01
Cosmetic Products Enforcement Regs 2013	1	£2,440.00
Supply of Machinery (Safety) 2008	1	£6,979.36
Consumer Protection from Unfair Trading Regs 2008	1	£1,678.00
Cosmetic Products Enforcement Regs 2013	14	Forfeiture of goods
Grand Total	379	£351,323.13

2.34 In addition to formal enforcement action other methods are used to achieve compliance which include:

- Targeted monitoring in hotspot areas.
- Action days alongside partners, residents and businesses to encourage ownership of issues within communities and neighbourhoods.
- Advice education and information across a wide range of topics including responsible dog ownership, waste management, fire safety, food hygiene consumer awareness etc.
- Dissemination of information via Social Media

2.35 The following sections provide information on the issues requested by the Committee.

3.0 Enforcement in relation to double yellow lines

3.1 The Council's Parking Service has been enforcing parking restrictions throughout Manchester since 1999, when the Police and the Government devolved these powers to the Council. It should be noted that Parking Services are bound by legislation in the vast majority of cases when undertaking enforcement, which requires a Traffic Regulation Order to be in place before enforcement can be undertaken.

- 3.2 The overriding objective of the Service is the enforcement of dangerous, irresponsible and selfish parking, to ensure the free flow of traffic and to improve road safety for all road users, including cyclists and pedestrians. Yellow line parking restrictions apply from the centre of the carriageway up to the building line. Therefore, any vehicle parked illegally on the carriageway, footway or verge is liable to receive a £70.00 Penalty Charge Notice, with the ultimate sanction of having the vehicle removed if it meets specific criteria.
- 3.3 The Parking Service in conjunction with its enforcement contractors ensure that key 'pinch points' throughout Manchester receive enforcement, which includes arterial routes where dedicated Civil Enforcement Officers (CEO) are deployed to enforce Double and Single Yellow Lines where there is greatest need and the biggest impact, i.e. Arterial routes into and out of the City including Wilmslow Road, Rusholme, Stockport Road, Longsight and Cheetham Hill Road, Cheetham. This is reflected in the CEO hours deployed to these areas in the Ward data attached at appendix 1.
- 3.4 Other key priorities include the enforcement of yellow 'Zig Zag' No Stopping restrictions outside schools. These are enforced utilising vehicles equipped with Automatic Number Plate Recognition CCTV cameras, which record vehicles stopping on the restrictions, and which also provide a deterrent as well as enforcement capability, with the specific aim of improving road safety outside schools. It's unfortunate that Government legislation restricts the usage of the vehicles, which have the potential to significantly improve road safety at other locations, but which are restricted by legislation.
- 3.5 It will be noted that there are variations in the deployment/number of hours CEO are deployed in the Wards. This is a direct result of supply and demand, with some Wards having very few parking restrictions, and minimal parking contraventions, given that many parking offences occur in District Centres and in the City Centre, where there are considerably more parking restrictions/yellow lines. Where there are Resident Parking Zones i.e. Ancoats and Clayton, Ardwick etc this also affects the deployment of CEOs, as these schemes are considered a priority to ensure that the residents' schemes work effectively.
- 3.6 Deployment of CEOs is constantly reviewed, taking feedback from the CEOs deployed to the Wards, feedback from colleagues in other services namely Neighbourhood Services, and concerns and complaints raised by residents, businesses and Local Councillors. The vast majority of CEOs deployed outside of the City Centre are deployed either on mopeds or cycles and can easily be redirected to areas of greatest need when required.

4.0 Enforcement in relation to obstruction of the Highways

- 4.1 A number of issues fall into the category of obstruction of the highway which includes overhanging vegetation, A-boards, structures erected on the highway, overflowing or abandoned skips, obstructions caused by utility companies etc. Many of these cause significant inconvenience to residents and can also be unsightly. Parked vehicles, which are causing an obstruction can be dealt with

- by Parking Services only where a Traffic Regulation Order is in place. If a vehicle is causing a danger on the highway Greater Manchester Police have the powers to remove the vehicle.
- 4.2 The highways service deals with obstructions caused by utilities companies overstaying on the highway without the permission of the Council. Under section 74 of the New Roads and Streetworks Act 1991, overstay fines can be issued. Between 1 April 2017-31 March 2018, 156 overstay fines were issued which equates to £205,220 in fines.
 - 4.3 Fixed penalty notices can be issued for breaches of agreed permit conditions through GMRAPS - This is the Greater Manchester Road Activity Permit Scheme. Any Utility, Contractor or Highway Authority who wishes to work on the highway needs to apply for a permit through the scheme detailing the duration, type of works, traffic management and what permit conditions they are working to. Any breach of the permit conditions can result in a fine of either £80 or £120. Breaches include not adhering to the traffic management they have detailed on their permit application, absence of a permit notice board, incorrectly referenced permit on the notice board and incorrect overall administration of the permit on the GMRAPS system. During 2017/18, 606 fines were issued which equates to £79,000 in FPNs.
 - 4.4 Where utility companies have reinstated the highway to a substandard level the company can be charged and required to reinstate to the correct standard. Charges totalling £102,000 were levied in 17/18.
 - 4.5 A recent example of this is where United Utilities applied for a permit to work on Briscoe Lane to clean and repair the sewer near Riverpark Road. The works were scheduled to take place from the 13th to the 15th of November however the contractors were still onsite on Friday the 16th with no prior request made to the Highways team for an extension to the permit. This has resulted in a fine being issued to United Utilities for remaining on the highway for an additional day without permission. The level of fine issued is dependent on a number of factors including impact on network users and type of carriageway and whether it is traffic sensitive. In this case, Briscoe Lane is a type 1 category which equates to a fine of £5000 per day.
 - 4.6 The Highways Act 1980 provides the legal powers to address the type of obstructions dealt with by the Neighbourhood Compliance Teams.
 - 4.7 During 2017/18 The Neighbourhood Compliance Teams dealt with 1792 obstructions which were a combination of issues reported by members of the public and jobs picked up proactively while patrolling the city. The most common complaints about obstruction of the highway relate to A-boards, overhanging vegetation, skips and building rubble.
 - 4.8 As noted above the initial approach is to try to achieve compliance via informal means. This will generally be a phone call, visit or letter to the individual explaining what is wrong and how to put it right. Last year 92% of obstructions were resolved informally with 8% requiring formal enforcement action.

- 4.9 The following case studies illustrate the type of issues encountered and how they are resolved.

Case Study 1 - Haydn Avenue (Ardwick)

A complaint was received by the Central NCT about an overflowing skip which was preventing residents from parking and was an eyesore. The officer visited the site, contacted the skip company to request the removal of the skip which was done within 24 hours, removing the blight and enabling residents to park on their street again.

Case Study 2 - Pleasant Street (Harpurhey)

Complaints were received by the North NCT about a business storing tyres on the pavement. This was both unsightly and blocking the pavement. A Section 149 Highways Act 1980 warning letter was sent to the business owner requesting the removal of the tyres. The company complied with the warning letter and removed all the tyres enabling pedestrians to walk freely on the pavement without the need for further enforcement action.

Case Study 3 - Market Street (City Centre)

Officers from the City Centre Licensing and Out of Hours Team took action to address crowds causing an obstruction on Market Street in the city centre. The crowds were forming to watch street entertainers who had erected structures on Market Street. One of the structures had knives embedded in it and the other involved a 'Hang to Win' game. The owner of the knife structure was served a Section 149 notice requiring immediate removal of the structure. The structure being used by the Hang to Win operator was seized under the Manchester City Council Act 2010 as this was considered to be a street trading offence. A prosecution for illegal street trading is being taken forward in this case.

Case Study 4 – St Georges estate (Hulme)

A number of issues were being caused due to inconsiderate parking on the estate. These included bin collection vehicles unable to access all parts of the estate, residents unable to access their properties and difficulty finding safe points to cross the road and a high number of contractor vehicles parking up and working in Britannia Basin

To resolve this a multi- team coordinated action took place involving the Central Neighbourhood Team, Biffa engagement team, One Manchester, civil enforcement (NSL) and GMP. This included:

- Joint action days using a combination of civil enforcement and GMP powers to deal with any non-compliant vehicle parking
- Awareness raising through leafletting on vehicles the day before bin collection

days to request that drivers found another place to park so that residents' bins could be collected. This had a small but significant effect.

- Engagement with residents –who also helped to do the leafletting
- Biffa coned and taped off entrance roads to the estate early morning on collection days to deter commuters, Roads were amended following resident feedback.
- Ongoing monthly meetings with contractors working in the Britannia Basin area to explain how their operatives were impacting on the neighbouring estate which had limited impact, but important to keep repeating the message.
- One Manchester increased signage explaining areas dedicated for residents only to park in.
- Junctions which needed attention e.g. where pedestrians were struggling to cross the road or where Biffa vehicles needed more space were identified. This information has been used to propose a new Temporary TRO which is in the process of being implemented.
- Negotiations took place with One Manchester, Onward and Mosscafe St Vincent to contribute to the permanent resident parking scheme and help bridge the funding gap.

Case study 5 - Abandoned Vehicles (Cheetham Hill)

The Highways Service and North Neighbourhood Compliance Team along with partner agencies took action to remove a number of apparently abandoned vehicles including a Volvo articulated cab, three food vending trailers and two 40 foot articulated trailers from a street in Cheetham Hill. Ordinarily abandoned vehicles will be held for 7 days before they are scrapped but due to the size of these vehicles they wouldn't fit within the storage depot so the Highways Service liaised with the scrap merchant who agreed that they would if necessary store the trailers which would have saved thousands to the public purse. GMP managed to get the owners to remove a tractor unit and two trailers just before they were taken away, but the other vehicles were removed by the highways parking team and destroyed.

As this is a recurring problem in the area advice on possible changes to the road, including bollards, was given.

In another case, also in Cheetham Hill, Highways colleagues assisted the North Neighbourhood Compliance Team to remove a static caravan dumped on Collyhurst Road which was blocking the highway. Its windows had been broken, and someone had tried to set it alight, so removal was urgent to avoid a more serious arson attack. The static caravan was too big for any of the council's vehicles to tow so Parking Services hired a larger vehicle to take it away.

5.0 Hot Food Vendors

- 5.1 A number of different types of premises fall within the category of hot food vendors. An assumption has been made that most restaurants, takeaways and bars will sell hot food but it is not possible to distinguish those that sell hot food from those that don't other than for those who are licensed to provide late night

refreshment (after 11:00pm) There are 1531 such premises which fall into the categories below:

Cinema/Theatre – 10

Hotel – 69

Off Licence – 219

Open space venues (e.g. Great Northern, MIF, Castlefield Roman Fort etc) – 9

Other (e.g. churches, casinos, sport centres, museums etc.) – 105

Pub/Bar/Club - 506

Restaurant - 395

Takeaway - 218

- 5.2 The same enforcement protocols are followed for all food businesses in that they are subject to the inspection regime outlined in paragraphs 2.22 & 2.23. They are also required to have adequate arrangements in place for storing and managing their waste.
- 5.3 Those who sell hot food after 11pm are also required to have a premises licence which will set out any conditions specific to that premises. The sort of conditions that may be attached to late night hot food takeaways include prevention of litter and waste issues, including keeping the area around the takeaway free from litter when open or providing extra bins.

Case Study 1 - Village, City Centre (Piccadilly)

A complaint was received by the City Centre Licensing and Out of Hours Team from a club in the village that a nearby takeaway was leaving their waste in open containers. This was having an impact on the nightclub as rats had been seen in their beer garden and they felt this was the direct result of the open waste containers.

Compliance Officers visited and found that the takeaway was storing their waste in bags until it was collected. Other waste containers that belonged to neighbouring businesses were open and were over-spilling due to the level of waste that was being deposited within them. Notices were served on the takeaway instructing them to store their waste in appropriate containers and also on the neighbouring businesses stating that all containers needed to be locked and clearly identifiable to each business. The notices were complied with and no further issues were reported or identified in follow up visits.

A short time later the same takeaway applied for a licence variation for an extension to their late night refreshment provision. As the Licensing and Out of Hours Team were aware of the recent waste issues at the takeaway and had concerns about increased litter from later opening hours they were able to add a number of conditions to the licence that were specifically around the prevention of litter and waste issues, including keeping the area around the takeaway free from litter when it was open and the takeaway providing extra bins so the extra litter could be disposed of.

The takeaway agreed to the conditions and if it fails to follow these conditions then

action can be taken against the licence. The takeaway has been actively monitored since the licence variation was granted and it is complying with the conditions.

- 5.4 Mobile food traders form a growing section of the local and regional economy with an increased consumer demand for street food. All mobile food traders who are located in Manchester i.e. where they store equipment and food, must legally register their food business 28 days prior to trading. They will then receive an initial inspection and following this will be inspected regularly in accordance with the assessed risk.
- 5.5 Many mobile traders operate at organised event sites across the city and the event organiser will specify requirements before they are accepted to trade. There has been growth in the number of food events operating across the city in recent years. Environmental Health Officers will annually attend a number of event sites across the city to ensure food safety and health & safety standards are met. For example, the Manchester Food & Drink festival, Caribbean carnival Christmas Markets, Manchester Eats. There is also a large number of events not related to food but have food traders operating on site. Many of these traders will be registered with local authorities outside of Manchester and therefore spot checks are important. If significant concerns are found these will be reported back to the relevant local authority and the event organisers.
- 5.6 There are also 61 mobile food traders licensed by the council who are licensed to trade at a set location in the city. There may also be traders operating as pedlars rather than in a fixed location. These traders must also register their food activities and will be inspected on a regular basis in accordance with the assessed risk.
- 5.7 Food traders that are reported to be operating without a licence will be referred to the Licensing Service but Environmental Health Officers will deal with unacceptable standards in the interim.
- 5.8 Inspections of mobile food traders will focus on the same hygiene and standards issues as a fixed premises. However, issues that may be more likely to arise with mobile operators include a lack of or inadequate handwashing facilities, water quality provision, gas and electrical power sources (petrol generators are not allowed), damaged gas pipes, poor electrical connections, temperature control of stored food items, allergen management and food handling practices.
- 5.9 Officers will check if all food premises have a waste contract in place and assess the suitability of any bins or storage spaces provided. Complaints about Mobile food businesses are dealt with by the L&OOH team.

Case Study 2 - Operator outside an entertainment venue (Longsight)

A renewal application was received for an operator set up outside an entertainment venue. The L&OOH team had previously had complaints from members of the public about the noise from the generator used and the fact that the operator often moves from the allocated area, closer to a local school. Work was done with the operator to enclose the generator and reduce the noise.

Proactive checks were also carried out to ensure that the operator remained in the correct location. This work meant the noise was no longer an issue and the operator was fully aware of the consequences of not staying in the agreed location. The fact that the team works outside of standard working hours enables them to check on this business when it's operating and as the business owner knows this they are more likely to comply.

6.0 Waste Contracts

- 6.1 One of the roles of Neighbourhood Compliance Officers is managing waste related issues including domestic and commercial waste enforcement and dealing with fly tipping.
- 6.2 The Environmental Protection Act (EPA) 1990, imposes a 'duty of care' on businesses which produce or handle waste. This duty requires businesses to ensure their waste is properly stored, transported and disposed of. There are a number of commercial waste operators that provide this service to commercial premises across the City. The Environment Agency are responsible for ensuring these services are compliant with all relevant environmental legislation.
- 6.3 The majority of commercial premises are compliant. Unfortunately, however, there are parts of the City where commercial waste is not managed responsibly and this has a negative impact on the local environment and contributes to litter issues. In residential areas some commercial premises use domestic communal facilities – this leads to reduced capacity for households. In the City Centre and District Centres, issues arise where commercial containers are stored on the highway or are accessible to the public. Sack collections used by small producers of commercial waste or those with limited storage space also impact negatively on the quality of the local environment. The London Authorities have powers to require businesses to comply with strict time banded collections, which only allow the collection of commercial waste at defined times – these powers are not available outside of London.
- 6.4 Commercial premises are visited to check that they have adequate waste management provisions in place. Where this cannot be shown Environmental Protection Act Notices are served either to obtain documentary evidence of the contract the business claims to have in place or where no, or an inadequate, waste contract is in place a Notice is served specifying the measures they need to take to be compliant with the law. As set out in paragraph 2.32 there is a high degree of compliance with notices which means that further enforcement action

is often not required. Where businesses fail to comply with the notice they are issued with a fixed penalty notice.

- 6.5 A number of targeted enforcement initiatives have taken place around district centres across the city. These are planned based on a combination of intelligence from Members and resident complaints, feedback from colleagues in the Neighbourhood Teams our waste contractor Biffa and officer observations. In some areas, following investigation, it has become clear that there is also an issue with flats above shops having inadequate waste disposal arrangements. In such cases the residents have been depositing their refuse next to the commercial bins which has led to the perception that the businesses are not managing their waste. In these cases, Notices have been issued to the residents of the domestic properties.
- 6.6 Reports of fly-tipping related to commercial properties will come from a number of sources including members of the public, elected Members, Biffa operatives or from compliance officers patrolling areas of the City. As per our proactive approach a Notice will be served where a business claims to have a waste contract in place but is unable to provide documentary evidence upon initial request. If the business fails to comply with the Notice then they will be invited to attend an interview under caution and either a Fixed Penalty Notice (FPN) will be issued or where more appropriate a prosecution will be pursued. Where an FPN is not paid this would also result in a prosecution being pursued. Intelligence obtained from dealing with reactive requests will also help to determine where proactive work is undertaken in an area.

Case Study 1 – Commercial waste (Longsight)

This project was started in January 2018 following an officer proactively inspecting the area and noting that there were a large number of problems with commercial waste storage and disposal. Over 30 business premises were identified within this block, as well as a number of domestic properties set amongst them.

Checks were carried out to verify the occupancy of each business followed by visits to gather and record information about how each premises dealt with its commercial waste. This information was verified with the relevant commercial waste contractors and officers determined whether the arrangements in place were sufficient. It was also identified that domestic waste mismanagement was an issue. Council Tax checks confirmed that there were 6 flats above shops, and none of these appeared to have a means of disposing of their waste.

The Central NCT coordinated tackling the issue with assistance from:

- Biffa Fly tipping Investigation Team: who regularly checked the alleyway and search dumped waste for evidence Biffa also ensured the flats above the shops were provided with bins, and also that the alleyway was being properly cleaned.
- The Environmental Health Food Safety team: several premises were

identified where there were concerns about food hygiene / cleanliness and the premises not being properly registered for food preparation.

- **Business Rates:** a number of businesses were referred to this team to enable them to make further enquiries regarding the occupancy of the premises.

This project continued over a 6 month period and during this time 43 legal notices were served on both business and domestic properties in relation to waste management. This includes 22 notices requiring businesses to put adequate waste arrangements in place. There has been a high level of compliance with the notices with only one breach of a notice for which a fine of £110 was issued. 16 notices were issued to the occupiers of domestic premises in the block to ensure they are managing their waste properly.

The Biffa Fly tipping Team removed a large amount of rubbish from the alleyway and found evidence leading to 5 further legal actions including two £80 fines. The Biffa Fly tipping Team continue to visit the area regularly. The area has greatly improved thanks to the collaborative work undertaken and regular monitoring is continuing so that any breaches are dealt with quickly to prevent the area deteriorating back to its former condition.

Case Study 2 – Flytipping (Old Moat / Withington)

This area was identified as a priority by the Neighbourhood Compliance Team, in consultation with the Neighbourhood Team and Ward Councillors. The car park to the rear of Wilmslow Road and Gledhill Street had significant problems with fly tipping and it was clear that neither the businesses along Wilmslow Road, nor the flats above, were managing their waste properly, with many of the occupants to the flats not having access to a bin. A coordinated plan was agreed to improve the general environment throughout the District Centre & particularly to the Gledhill Street carpark.

Fifty-one businesses were visited and asked to supply a copy of their waste contract which were reviewed to ensure they had adequate provision in place. Nine businesses failed to provide a waste contract and were served with a legal notice under the Environmental Protection Act (s34 EPA). Seven of these were subsequently interviewed under caution and served with £300 fines for failure to comply with the regulations.

Despite having waste provision in place and supplying their contract a further seven businesses were found to be mismanaging their waste and were served with legal notices (s47 EPA), instructing them on how they should manage their waste. These businesses were monitored and in the 6 months after the notice was served 1 business breached the notice on 2 occasions and was served with £110 fines each time. Any further breaches will result in prosecution.

The majority of the flats did not have anywhere to store a wheelie bin which was leading to bins being left on the carpark, not being presented correctly for collection,

going missing, being used by passers-by and contributing to the general untidiness of the car park. It was agreed that a bag system would work better for the flats which is working well.

Since a large amount of the fly-tipping that had been taking place had been from the businesses and domestic premises, the work carried out has significantly reduced the level of fly tipping in this area.

Finally, Biffa did a thorough clean of the area where the businesses left their commercial bins to give them a fresh start. This area is continually monitored by the NCT to ensure it doesn't deteriorate again.

Case study 3 – vehicle seizure for fly-tipping (Withington)

In September 2017, the Environmental Crimes Team arranged for the destruction of a Ford Transit vehicle which had been linked to 8 separate fly-tipping incidents between December 2016 and July 2017, predominantly around the Whitby Road/Whitby Avenue area of Withington. Local residents had reported the incidents and had provided witness statements to support the City Council's investigations.

The vehicle was found to be registered with the DVLA but, the person named as the registered keeper could not be located at the address supplied. All attempts to contact the named registered keeper were unsuccessful but the vehicle was tracked down to a location in Manchester and arrangements were made to seize the vehicle to assist in the Council's investigations. The vehicle was removed on 8 August 2017, supported by colleagues from Parking Services, NSL and Greater Manchester Police.

Under the Environmental Protection Act 1990, the registered keeper has 15 working days to prove their identity and claim the vehicle, at which point they would face questioning regarding the fly-tipping allegations. If the vehicle remains unclaimed after this time, the Council can destroy the vehicle. In this case as no valid claim was received the vehicle was crushed on 15 September 2017, receiving widespread coverage in the local media. This sent a clear message to the community that fly-tipping will not be tolerated in Manchester and that reports from local residents will be acted upon wherever possible.

7.0 Activity undertaken by the Licensing and Out of Hours Compliance Team outside of the city centre area.

- 7.1 The Licensing and Out of Hours Service was established as part of the Neighbourhood Services Redesign which came into effect in January 2016. A key aim of the service is to provide a staffing resource that is available to address those issues that arise outside of standard Monday to Friday 9-5 working hours and to do so in such a way that enables continuity where issues that arise during the day also impact at night or weekends e.g. domestic and commercial noise; construction noise; street issues such as pedlars and street entertainers and the operation of licensed premises such as bars, restaurants and late night takeaways.

- 7.2 The team work flexibly across 7 days on a shift pattern that provides a good spread of daytime (8am - 4.30pm), evening (11.30 am - 8.00pm) and night (8.45pm - 4.30am) cover for the whole city.
- 7.3 Although the service was established as a city wide resource the demands of the city centre were such that, as part of the City Centre Review, a dedicated city centre team was established which has enabled the citywide team to focus on areas outside of the city centre.
- 7.4 Typical daytime demand across the city includes:
- Assessing street trading applications;
 - Assessing premises licence applications; undertaking inspections and attending licensing committee;
 - Dealing with initial contact from residents about domestic and commercial noise complaints;
 - Conducting interviews under caution with alleged perpetrators of offences; and
 - Completion of prosecution files.
- 7.5 Typical night time demand across the city includes:
- Effective management of licensed premises often undertaking joint visits/ enforcement action with GMP;
 - Domestic and commercial noise call outs where a visit is needed to assess potential nuisance from ongoing noise complaints;
 - Response to complaints about student parties;
 - Monitoring of the management of events e.g. pop concerts at the Etihad Stadium; Parklife or Caribbean carnival;
 - Dealing with breaches of the Health Act 2006 (smoking in smoke free places) which typically involves enforcement visits to Shisha cafes; and
 - Dealing with pedlars, particularly in Rusholme and at events.
- 7.6 In addition to the above the team also regularly undertakes activity on behalf of other teams that operate on traditional weekday, daytime hours. Examples of this include gathering evidence for other enforcement teams such as the ASB and Neighbourhood Compliance Teams and monitoring premises for activity on behalf of Planning Enforcement.
- 7.7 The City Wide team also undertakes project work at both a ward and City Wide level. Examples of this include hot food takeaways where all premises across the city who sell hot food after 11pm are being visited to ensure they have a late

night refreshment licence and are compliant with those conditions; weekly visits to student properties where there has been a complaint of noise (in addition to the out of hours calls the team receives); visits to Shisha cafes across the city to ensure they are compliant with smoke free legislation in conjunction with partners.

- 7.8 The following case studies demonstrate the wide ranging nature of the work being done by the team and the outcomes they are able to secure as a result of being available outside of standard working hours.

Case Study 1 - Domestic noise (Clayton and Openshaw)

The team received a call from a resident on Saturday 14 July 2018 complaining that a house party was excessively loud. Officers attended at 11.40pm and could hear extremely loud music as they approached the address. The partygoers were aggressive and uncooperative saying as it was a 40th birthday party the neighbours should just put up with it. Officers assessed that it was a statutory nuisance and contacted the complainants to advise them that they had visited and would be serving legal notices. A Noise Abatement Notice was served.

A few days later the owner of the property contacted the team apologising for the behaviour of some of the guests at the party. He was advised of the consequences of breaching the notice and there have been no subsequent incidents.

Case Study 2 - Unlicensed Premises (Chorlton)

The team investigated a complaint that an industrial unit was being used to sell alcohol on a delivery basis. A premises licence for an alcohol delivery service had been refused in 2016. There was also an allegation that Nitrous Oxide canisters (laughing gas) were being sold.

As the address was on an industrial estate and was operating in an enclosed unit the team had to gather evidence to demonstrate that licensable activity was taking place. An application for Regulation of Investigatory Powers Act (RIPA) authority was made in order to carry out covert surveillance to establish this. This involved making observation of the activity of staff and vehicles going in and out of the unit.

As the premises was not licensed it needed to be established that licensable activity was taking place before entry could be gained. The business only operated at the weekend between 10pm and 7am. After two weekend nights of observations the team were able to establish that there was a business distributing and selling alcohol without the correct permission. There was also evidence of nitrous oxide being distributed for sale. The goods were seized for evidential purposes. A prosecution is being pursued against the business owner.

Case Study 4 - Licensed Premises (Gorton)

A restaurant in Gorton was investigated for operating outside of their licensed hours. The complaint was that customers were being seen leaving the premises as late as 6am. The licensed hours for the restaurant were to close at 10pm and to stop serving alcohol at 9pm. LOOH officers monitored the premises and identified that customers were leaving beyond licensed hours so the premises was warned. Further complaints were received including complaints about loud noise from the premises in the early hours of the morning. This was witnessed by the L&OOH team who served a Noise Abatement Notice.

A full inspection of the premises was also carried out which identified further licence condition breaches which led to a review of the premises licence being submitted to the Licensing Committee who revoked the licence. Only by being available outside of standard hours were the officers able to gather the evidence needed to close this premises.

Case Study 5 - Loud Music HMO case study (Old Moat)

Loud music reported to the team from the neighbour of an HMO occupied by students in the Old Moat Ward. Officer arrived at the property at 2.30am but were informed by the complainant that the music had been turned down and was no longer as loud as it had been. On checking the property history it was found that there had been a noise complaint earlier in the year. The property was added to the student multi agency visits list and a visit was carried out with LOOH Officer, GMP and the Off Campus Student Liaison Officer. A warning was given to the 4 students who lived at the property that if there was further noise nuisance a legal notice would be served. This was followed up with a letter to the landlord advising them that the tenants had been warned for noise nuisance.

The following week a call was received by the Licensing and Out of Hours Team that there was loud music from the same address. Officer arrived at 2.30am but the music was not assessed as causing a statutory nuisance. The resident was advised of this and told to call back if the noise got any worse. At 2.55am a further call was received and officers were able to attend by 3.00am as they were still in the area. The noise that was witnessed from the complainant's property was assessed as being a statutory nuisance the occupants were told they would be served with a Noise Abatement Notice and further disciplinary action would be taken by the Universities. They were also told to turn the music off immediately, which they did.

Their landlord has been sent a letter requesting evidence of what they have in place to prevent noise nuisance from their tenants and the resident has confirmed there has been no further noise issues.

This case demonstrates the benefits of having a team that can respond directly to calls out of hours and that swift action can be taken when required.

Case Study 6 - Shisha Approach (Rusholme)

When the Licensing and Out of Hours Team was formed in January 2016, part of the remit was to address the issue of shisha cafes and the illegal activity of smoking inside a premises. A number of operations have been successfully carried out along with 17 prosecutions of these premises for allowing smoking in a smoke free place. The team worked alongside Planning Enforcement, Trading Standards, HMRC, Immigration, GMP and Greater Manchester Fire and Rescue Service to tackle the issues presented by the establishments.

Despite prosecutions, widespread unlawful activity was still evident. In summer 2018 a fresh approach to tackling the issues associated with smoking shisha indoors was tried. Rather than carrying out visits, warning the premises, issuing fixed penalty notices to customers and prosecuting the premises the team took a new approach which involves a written warning after witnessing smoking indoors that pipes would be seized with any pipes in use at time of the visit seized. This was followed with a written warning that further offences would result in seizure of all pipes and if on the follow up visit smoking indoors was taking place then all pipes are seized.

This is then followed up by a prosecution of the premises under the Health Act 2006, with an application to the court for forfeiture of the items seized. To date full seizures have taken place at two premises, where the team seized 95 pipes at one and 91 pipes at the other. Part seizures have also been carried at an additional 3 premises. Further detail on Shisha activity will be presented to the February meeting of the Committee.

8.0 Tackling counterfeit goods, with particular reference to the Strangeways area.

- 8.1 For some time, the Strangeways area has been well known for the supply of counterfeit goods. The area received national attention in 2016 in a ministerial report outlining the extent of the problem and the negative impact on the UK as a whole - *'Counting the Cost – the Trade in Counterfeit Goods in Manchester'*.
- 8.2 The Neighbourhoods and Environment Scrutiny Committee received a report on tackling counterfeit activity and environmental issues in the Strangeways area of Cheetham Hill in September 2017. This report outlined the work of the multi-agency Strangeways Operational Group which brought together a range of agencies and partners including MCC, GMP, Home Office Immigration, HMRC, TM Eye (Private Investigators employed by Brands) Brand Investigators and the Anti-Counterfeiting Group, and in particular work carried out to remove counterfeit traders from properties where MCC owns the freehold. This work is now complete, with more than 40 individual units trading in counterfeit goods removed. Some of these traders have left the area and Manchester completely, others have relocated to privately owned premises within the area.
- 8.3 Successful private prosecutions have also been undertaken by TM Eye which have included prison terms.

- 8.4 Since the report to this Committee, last September, the focus of the group has turned to those properties being used for the sale or manufacture of counterfeit goods which are privately owned. Complex investigations are now underway which are likely to result in action under the Proceeds of Crime Act. One additional Senior Investigating Officer resource has very recently been secured through the Ministry for Housing, Communities and Local Government, Controlling Migration Fund, to assist in this work.
- 8.5 The Group has recently secured the first Closure Order in Manchester for the sale of counterfeit goods and associated anti-social behaviour. A block of 4 units on Harris Street has been closed from 8th October 2018 for a period of 3 months. This new approach is an important step in securing long term change in the area, sending a message that the trade in counterfeit goods will not be tolerated.
- 8.6 Further Closure Order applications are likely to be made in the near future.
- 8.7 There is also work being done nationally to try to stop counterfeit and unsafe goods entering the country. National Trading Standards (NTS) allocates approximately £1.2 million each year to fund the Safety at Ports and Borders Teams. Manchester Trading Standards received £20,000 in 2017/18 to carry out work at Manchester Airport. The Safety at Ports and Borders Teams prevent unsafe and non-compliant goods coming into the country. This helps protect consumers by preventing injuries, deaths and fires, and safeguards reputable business. NTS commissioned an independent review into the Safety at Ports and Borders programme to identify the cost benefits and the wider challenges and opportunities facing the programme.
- 8.8 This review found that from the start of 2015 to mid-2017 the NTS Safety at Ports and Borders Teams prevented almost 1.9 million unsafe goods and more than 4.7 million non-compliant items from entering the country. The benefit to cost ratio of the NTS Safety at Ports and Borders Teams is very high, totalling 34:1 in 2016. This means that for every pound spent, the teams generated £34 of benefit. Items prevented from entering the country included children's toys, cosmetics and a range of electrical products.

9.0 Planning enforcement and legislation relating to the operation of Airbnb

- 9.1 Short term lets such as AirBnB is an area which is causing concern particularly in relation to issues associated with neighbourhood management but also impact on the housing market. There is though currently very little control through the planning regime as the legislation allows the use of a property for "temporary sleeping accommodation" to take place without, in the majority of cases, the need for a planning permission.
- 9.2 The restrictive nature of the legislation to control short term lets is not helpful and poses a significant challenge in how we can address these concerns. Even in Greater London, where there is some control, the rules were relaxed in 2015 to enable a 90-night limit on such accommodation before planning permission would be required.

9.3 The policy review document from the Department of Communities and Local Government was published at that time stated that (in its view) there are no planning issues in relation to temporary sleeping accommodation outside of London, the opening paragraph reads:

"While in all other parts of the country residents are able to let out their homes for short periods as a matter of course, in London short-term use is strictly regulated under legislation dating back to the 1970s. Short-term use as temporary sleeping accommodation is only permitted once planning permission is obtained from the local authority, which is a bureaucratic and disproportionate process for all concerned."

9.4 A recent Parliamentary briefing paper, whilst acknowledging concerns are being raised about the increasing numbers of short term lets, places great emphasis on the positive benefits of such accommodation; this includes benefits for consumers due to a choice of different types of accommodation in a range of locations; and for property owners the benefits from earning additional income from their house, flat or spare room when they are not using them or in periods when demand for accommodation is high. It further refers to the All Party Parliamentary Group (APPG) for Tourism, Leisure and the Hospitality Industry which has recognised that the sharing economy "provides enormous opportunities for tourism growth in the UK.

9.5 The Government has remained clear in that it has no plans to ban the use of residential properties for short-term letting. As already noted in relation to Greater London any change in planning legislation in this regard is likely to be viewed as overly bureaucratic and in its view could act as a barrier to households letting out their properties on a short-term basis.

9.6 It is understood the Government would prefer a non-regulatory approach by encouraging the Short Term Accommodation Association to improve standards and promote best practice in the industry. This view was further highlighted by the Parliamentary Under-Secretary (Housing, Communities and Local Government) in May of this year following a question to Government about what assessments had been made to follow action by Palma and Valencia to ban the use of apartments as short-term holiday lets.

9.7 In response to the issues around short term lets in Manchester and the challenging legislative framework, a small working group of Executive Members and ward members, which will be supported by officers, has been convened. The aims of the working group is to proactively respond to concerns and look at:

- In the short/medium term ways to get on top of neighbourhood management and enforcement matters, for example noise nuisance and disturbance etc.
- How the City can work more proactively with AirBnB and other hosts to raise the standards of short term lets' supporting more responsible management of such rental opportunities.

- 9.8 In the meantime complaints will continue to be investigated. Although there may be few occasions where we can intervene through the formal planning process working with colleagues and particularly through the Member working group opportunities to reduce impact will be sought.

10.0 Conclusion

- 10.1 The range of issues in Manchester requiring regulatory intervention continues to grow. Different approaches are needed depending on the issue but as can be seen from the work across the range of compliance and enforcement services a strong Our Manchester approach is taken particularly in respect of owning it both through working with businesses and residents to take responsibility for issues and working closely with colleague departments and partners to resolve issues.

Appendix 1.**Deployed Hours and PCN's Issued for DLY Contraventions**

Wards	Total 2017/18			Total to 30/09/18	
	Hours	PCNS		Hours	PCNS
An & Cl	5246	1366		2371	578
Ardwick	3629	1292		1613	364
Baguley	541	161		245	97
Bradford	532	1080		240	366
Brooklands	140	6		63	2
Burnage	656	127		296	57
Charlestown	139	11		63	0
Cheetham	5415	4492		1663	767
Chorlton	1900	623		857	285
Chorlton Pk	656	197		295	129
Crumpsall	133	124		586	55
Didsbury E	1836	205		829	137
Didsbury W	688	432		311	150
Fallowfield	638	210		288	44
Gorton N	256	56		117	22
Gorton S	255	139		115	18
Harpurhey	541	98		245	43
H Blackley	2440	51		2739	19
Hulme	10730	87		4832	311
Levenshulme	1781	653		802	234
Longsight	313	497		1401	157
Moss Side	641	84		289	65
Moston	607	33		273	10
N'Hth & MP	295	86		133	23
Norhtenden	412	40		186	29
Old Moat	641	115		289	42
Rusholme	5668	3428		2563	1646
Sharston	558	72		253	35
Whalley Rge	1768	307		168	39
Withington	1707	109		762	45
Woodhouse P	3188	136		3429	818

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**Manchester City Council
Report for Resolution**

Report to: Neighbourhoods and Environment Scrutiny Committee – 5
December 2018

Subject: Draft Terms of Reference and Work Programme for the
Behaviour Change and Waste Task and Finish Group

Report of: Governance and Scrutiny Support Unit

Summary

This report sets out the proposed terms of reference and work programme for the Behaviour Change and Waste Task and Finish group.

Recommendations

The Committee is invited to:

1. Agree the membership of the Task and Finish Group.
 2. Agree the terms of reference for the Task and Finish Group.
 3. Agree the work programme of the Task and Finish Group, which will be reviewed by the group at each of its meetings.
-

Wards Affected: All

Contact Officers:

Name: Lee Walker
Position: Scrutiny Support Officer
Telephone: 0161 234 3376
E-mail: 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.

Minutes of the Neighbourhoods and Environment Scrutiny Committee meeting held 10 October 2018, Reference NESC/18/42.

1.0 Introduction

- 1.1 At its meeting of 10 October 2018 the Neighbourhoods and Environment Scrutiny Committee agreed to establish a Task and Finish Group to undertake a detailed investigation into Behaviour Change and Waste (see minutes NESC/18/42).
- 1.2 The proposed name for the group is the 'Behaviour Change and Waste Task and Finish Group'. The term 'Task and Finish Group' is used to refer to subgroups which carry out an investigation and report their findings.
- 1.3 This report sets out a programme of work to investigate the areas identified by Committee members. The Committee is asked to discuss and make any necessary revisions to the Terms of Reference and Work Programme for the investigation.
- 1.4 The draft terms of reference and work programme for this Subgroup are attached as appendices 1 and 2.

2.0 Membership

- 2.1 The Committee is invited to nominate and approve the membership of the Task and Finish Group.

3.0 Recommendations

- 3.1 Recommendations to the Committee are listed on the first page of this report.

Title	Behaviour Change and Waste Task and Finish Group
Membership	To be agreed at the meeting of the Neighbourhoods and Environment Scrutiny Committee meeting of 5 December 2018.
Lead Executive Members	Councillor Akbar, Executive Member for Neighbourhoods
Strategic Directors	Fiona Worrall, Chief Operating Officer – Neighbourhoods
Lead Officers	Heather Coates, Strategic Lead: Waste, Recycling and Street Cleansing Services
Contact officer	Lee Walker, Scrutiny Support Officer
Objectives	To examine examples of good practice, the lessons learnt and how this experience can be used to support groups across the city and businesses to influence behaviour change.
Key Lines of Enquiry	<ol style="list-style-type: none"> 1. Hearing from Keep Britain Tidy on campaigns that have proven to have worked. 2. The group will hear from a number of invited community groups to hear of their experience. 3. Examples of how businesses can be influenced to reduce levels of waste.
Operation	This subgroup will report its findings to the Neighbourhoods and Environment Scrutiny Committee by submitting minutes to the Committee. The Committee will be asked to endorse any recommendations from the Subgroup.
Access to Information	<p>Meetings of the Subgroup will be open to members of the media and public except where information that is confidential or exempt from publication is being considered.</p> <p>Papers for the Subgroup will be made available to members of the media and public on the Council's website and the main entrance to the Town Hall except where information which is confidential or exempt from publication is being considered.</p>
Schedule of Meetings	To hold three substantive meetings with one additional meeting to agree the final report.
Commissioned	October 2018

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**Neighbourhoods and Environment Scrutiny Committee – Behaviour Change and Waste Task and Finish Group
Work Programme – 2018**

Meeting 1: Date / Time and Venue to be confirmed				
Deadline for reports:				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Understanding what works	The group will hear from Keep Britain Tidy on national and local campaigns and the lessons learnt to address the issue of waste and influence behaviour change.	Councillor Akbar	Fiona Worrall Heather Coates	Invitation to be sent to representatives of Keep Britain Tidy
Terms of Reference and Work Programme	To review and agree the Subgroup's terms of reference and work programme, and consider any changes or additions that are necessary.		Lee Walker	

Meeting 2: Date / Time and Venue to be confirmed				
Deadline for reports:				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Examples of good practice	The group will hear from a range of residents groups from across the city to learn of their experience in tackling waste in their community and neighbourhoods.	Councillor Akbar	Fiona Worrall Heather Coates	Invitations to be sent to a number of resident groups
Terms of Reference and Work Programme	To review and agree the Subgroup's terms of reference and work programme, and consider any changes or additions that are necessary.		Lee Walker	

Meeting 3: Date / Time and Venue to be confirmed				
Deadline for reports:				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Influencing Businesses	The group will review examples of good practice amongst businesses to manage their waste and ensure their activities do not negatively impact on the surrounding environment. Identify further opportunities to support businesses to help reduce waste and associated litter.	Councillor Akbar	Fiona Worrall Heather Coates	
Feedback from members on their findings	Members are invited to feed back on the findings of this investigation and make recommendations that will inform the final report of the Task and Finish Group.	-	Lee Walker	

Meeting 4: Date / Time and Venue to be confirmed				
Deadline for reports:				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Final Report and recommendations	To agree the final report and recommendations of the Task and Finish Group.	-	Lee Walker	

**Manchester City Council
Report for Resolution**

Report to: Neighbourhoods and Environment Scrutiny Committee – 5
December 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 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 Head of Policy, Partnerships and Procurement
7 November 2018	NESC/18/45 Highways Reactive Maintenance Programme	Recommend that the highways and gully maintenance schedules be shared with ward coordination.	A response to this recommendation has been requested and will be circulated once received.	Kevin Gilham Head of Citywide Highways
7 November 2018	NESC/18/45 Highways Reactive Maintenance Programme	Recommend that the schedule for pot hole repairs be shared with ward coordination.	A response to this recommendation has been requested and will be circulated once received.	Kevin Gilham Head of Citywide Highways
7 November 2018	NESC/18/46 Highways and the Flow of Traffic in the City Centre	That a report be submitted to the December meeting that provided information on how traffic flow is monitored, managed and facilitated across the city.	The Work Programme has been updated to include this item on the 5 December 2018 agenda.	Lee Walker Scrutiny Support Unit
7 November 2018	NESC/18/47 Improving Road Safety around Schools	The Committee recommend that the Chair raise the concerns expressed by the Committee with the Leader and the Chief Executive.	The Chair will update the Committee on how this is being progressed.	Cllr Igbon Chair of the Neighbourhoods and Environment Scrutiny Committee

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 **20 November 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 *

Decision title	What is the decision?	Decision maker	Planned date of decision	Documents to be considered	Contact officer details
Clean and Green Fund 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 0161 234 3590 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: Chorlton Cycleway 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 0161 219 6215 m.stevenson@manchester.gov.uk</p> <p>Nichola McHale 0161 219 6278 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 0161 219 6215 m.stevenson@manchester.gov.uk</p> <p>Val Edwards 0161 219 6522 v.edwards@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 0161 219 6521 e.white@manchester.gov.uk</p> <p>Kevin Gillham 0161 234 5148 k.gillham@manchester.gov.uk</p>
<p>Highways Investment Programme 2017-18 to 2021-22</p> <p>Ref: 2017/03/21B</p>	<p>The approval of the programmes of planned maintenance works for the purpose of improving the condition of the highways network within the City.</p>	<p>The Executive</p>	<p>March 2018 or later</p>	<p>Report and Recommendation</p>	<p>Paul Swann 0161 219 2220 p.swann@manchester.gov.uk</p>

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

Wednesday 5 December 2018, 10am (Report deadline Friday 23 November 2018)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Highways and the Flow of Traffic across the City	This report will provide Members with information on how traffic flow is monitored, managed and facilitated across the city.	Cllr Stogia	Richard Elliott	
Cycle City Ambition Grant	An update on work to increase safe cycling routes across the city. Report to include information on the Cycling Policy and the ambitions to deliver city wide cycle routes.	Cllr Stogia	Richard Elliott	
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"> • Enforcement in relation to double yellow line tickets, blocked highways, Hot Food providers and waste contracts and how these are policed; • Enforcement activity undertaken by the Licensing and Out of Hours Compliance Team outside of the city centre area; • Tackling counterfeit goods, with particular reference to the Strangeways area. • Planning enforcement and legislation relating to the operation of Airbnb. 	Cllr Akbar Cllr Stogia	Fiona Sharkey Julie Roscoe	
Budget 2019/20 Refresh Process:	The Committee will receive a report that sets out the timetable and proposed budget process for 2019/20	Councillor Ollerhead	Carol Culley	

Update for Scrutiny Committees	and include Directorate budget reports/business plans for consideration.	(Exec Member for Finance and HR)		
Draft Terms of Reference and Work Programme for the Behaviour Change and Waste Task and Finish Group	This report sets out the proposed terms of reference and work programme for the Behaviour Change and Waste Task and Finish group.	Cllr Akbar	Lee Walker	See minutes of Neighbourhoods and Environment Scrutiny Committee meeting October 2018.
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 9 January 2019, 10am (Report deadline Friday 28 December 2018)

**** DUE TO CHRISTMAS BREAK PLEASE CAN AS MANY REPORTS AS POSSIBLE BE SUBMITTED BY FRIDAY 21 DECEMBER ****

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. This report will include information on the Principles of Tree management. The report will also provide an update on the Britain in Bloom programme.	Cllr Stogia	Richard Elliott Chaz Farghaly	
Greater Manchester Clean Air Plan	The Committee will receive the full Business Case for consideration and consultation.	Cllr Stogia	Richard Elliott	Executive report

Manchester Move and the Housing Allocations Policy	To receive a report on Manchester Move and the Housing Allocations Policy.	Cllr Richards	Jon Sawyer	
Delivering the Our Manchester Strategy	This report provides an overview of work undertaken and progress towards the delivery of the Council's priorities as set out in the Our Manchester Strategy for those areas within the portfolio of the Executive Member for Neighbourhoods and the Executive Member for Environment, Planning and Transport.	Cllr Akbar Cllr Stogia Cllr Richards	-	
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 6 February 2019, 10am (Report deadline Friday 25 January 2019)

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	
Refreshed budget and business plans	The Committee will consider the refreshed budget and business plans for the Neighbourhoods Directorate, following consideration of original proposals at its December 2018 meeting.	Cllr Akbar Cllr Stogia Cllr Richards Cllr Ollerhead	Fiona Worrall	
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 6 March 2019, 10am (Report deadline Friday 22 February 2019)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Final Report of the Behaviour Change and Waste Task and Finish Group	To receive the findings and recommendations of the Behaviour Change and Waste Task and Finish Group.	Cllr Akbar	Lee Walker	
Playing Our Full Part on Climate Change – Updating Manchester’s Commitment – Draft Action Plan	The Committee will consider the citywide action plan/call to action drafted with all partners setting out what needs to be achieved and a draft action plan for staying within the carbon budget and reaching zero carbon by 2038.	Cllr Stogia	Richard Elliot Jonny Sadler	See minutes of 7 November 2018.
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	

Items to be scheduled				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
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. The report will include a section specifically on air pollution around schools.	Cllr Stogia Cllr Craig	Richard Elliott	See minutes of NESC November 2017. Ref: NESC/17/53 Invitation to Cllr Paul, Chair of the Air Quality Task and Finish Group

