



Communities and Equalities Scrutiny Committee

Date: Thursday, 3 December 2020
Time: 2.00 pm
Venue: Virtual meeting - Webcast at
<https://youtu.be/2KBWibSWaW8>

Advice to the Public

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

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

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

Membership of the Communities and Equalities Scrutiny Committee

Councillors - Hacking (Chair), Andrews, Battle, Chambers, Collins, M Dar, Doswell, Douglas, Evans, Grimshaw, Hitchen, Kirkpatrick, Moore, Rawlins, Rawson and Russell

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

5 - 14

To approve as a correct record the minutes of the meeting held on 5 November 2020.

5. Manchester's Age Friendly Recovery

15 - 42

Report of the Consultant in Public Health (Ageing Well Lead)

This report outlines how COVID-19 and the impacts of restrictions in place this year have disproportionately affected older people. It also outlines a set of proposals, developed by the Age Friendly Manchester Older People's Board, the Age Friendly Manchester Team and senior officers in the Council, that are designed to help address the barriers many of Manchester's mid to later life residents report that they face.

6. Driving Digital Inclusion and Bridging the Digital Divide in Manchester

43 - 62

Report of the Director of Inclusive Growth and Head of Libraries, Galleries and Culture

This report provides an update on the digital inclusion challenge within Manchester, the impact of COVID-19 on those who are excluded and the initiatives that are being developed to scale up efforts to tackle the challenges.

7. Update on COVID-19 Activity

63 - 80

Report of the Strategic Director (Neighbourhoods)

This report provides a further update summary of the current situation in the city in relation to COVID-19 and an update on the work progressing in Manchester in relation to areas within the remit of this Committee.

8. Overview Report

81 - 88

Report of the Governance and Scrutiny Support Unit

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

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 Communities and Equalities Scrutiny Committee examines the work of the Council and its partners relating to reducing levels of crime, community cohesion, older people and equality and inclusion.

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. Speaking at a meeting will require a video link to the virtual meeting.

Members of the public are requested to bear in mind the current guidance regarding Coronavirus (COVID19) and to consider submitting comments via email to the Committee Officer. The contact details of the Committee Officer for this meeting are listed below.

The Council is concerned to ensure that its meetings are as open as possible and confidential business is kept to a strict minimum. When confidential items are involved these are considered at the end of the meeting and the means of external access to the virtual meeting are suspended.

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

Further Information

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

Rachel McKeon
Tel: 0161 234 4497
Email: rachel.mckeon@manchester.gov.uk

This agenda was issued on **Wednesday, 25 November 2020** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 3, Town Hall Extension (Lloyd Street Elevation), Manchester M60 2LA

Communities and Equalities Scrutiny Committee

Minutes of the meeting held on 5 November 2020

This Scrutiny meeting was conducted via Zoom, in accordance with the provisions of the Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020.

Present:

Councillor Hacking - In the Chair

Councillors Andrews, Chambers, Collins, M Dar, Doswell, Evans, Grimshaw, Hitchen, Kirkpatrick, Moore, Rawlins, Rawson and Russell

Also present:

Councillor Murphy, Deputy Leader

Councillor Craig, Executive Member for Adult Health and Wellbeing

Councillor Rahman, Executive Member for Skills, Culture and Leisure

Councillor Stogia, Executive Member for Environment, Planning and Transport

Barbara Guest, Independent Choices

Apologies:

Councillor Douglas

CESC/20/41 Minutes

A Member highlighted that the information requested at the last meeting, in relation to the review of symbols across the city, had not been circulated to Members. The Executive Member for Skills, Culture and Leisure stated that he would provide this to Committee Members after the meeting.

The Executive Member for Environment, Planning and Transport provided a brief update following the item at the previous meeting on the Voluntary Community and Social Enterprise (VCSE) sector. She informed Members that the organisations which were currently being funded through the Our Manchester VCS Fund, whose funding had been due to finish at the end of March 2021, would have their funding extended by three months. She advised that the future of the fund would be considered as part of the wider budget proposals and that the Council was waiting for news of the financial settlement from the national Government. The Chair welcomed that the existing funding arrangements had been extended.

Decision

To approve the minutes of the meeting held on 8 October 2020 as a correct record.

CESC/20/42 Peterloo Memorial

The Committee received a report of the Director of City Centre Growth and Infrastructure which provided details of the arrangements for a public meeting on the 18 November 2020. The report stated that the construction of the Peterloo Memorial

was undertaken in the context of Manchester achieving its zero-carbon target for the city and that the location of the Memorial was easily accessible using sustainable modes of transport.

The Executive Member for Skills, Culture and Leisure introduced the report. The main points included:

- The context of and background to the development of the Memorial;
- The options considered to make the monument fully accessible and why these had not been workable;
- Proposals for a temporary ramp around the anniversary of the Peterloo Massacre;
- That lessons had been learnt from the mistakes made; and
- The purpose of the virtual public meeting on 18 November 2020.

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

- That some Committee Members had not received their invitation to the meeting on 18 November 2020;
- Concern that the meeting had been arranged at short notice and that it was important to carry this out in the right way, including ensuring that it was accessible;
- A lack of clarity regarding who the meeting was for and could the meeting be open to all interested parties;
- That it had not been made clear to everyone why the ramp option proposed in February was not considered suitable;
- That the lessons learnt and the changes to processes should be a formal document or framework;
- Could the temporary ramp be available at other times if groups requested it;
- Could the costings for all the options be made available at the public meeting; and
- Would the costs of putting in place the temporary ramp every year be sustainable in future years, given the Council's financial situation.

The Executive Member for Skills, Culture and Leisure agreed to put in place a formal policy or strategy to formalise the lessons learnt from this. He committed to making the virtual public meeting accessible to disabled participants and stated that people with an interest in this issue would be able to participate and that he would be willing to postpone the meeting for a couple of weeks to ensure it was carried out in the right way. He advised Members that the Council was willing to consider installing a temporary ramp for events at other times of the year, although the costs would need to be taken into account. He reported that costings had not been worked out for the permanent options as none of them had proved workable. He informed the Committee that the Council was committed to providing a temporary ramp each year for the anniversary, despite the costs, due to the errors it had made in relation to the Memorial. The Development Manager reported that he did not have costings for either the permanent options or the temporary ramp but that the cost of the temporary ramp was likely to be lower.

Decision

To ask officers and the Executive Member for Skills, Culture and Leisure to change the date of the public meeting in order to give more time to ensuring that it is carried out in the correct way and that the meeting be an open, accessible forum for the consideration of a limited number of options, including the most recent proposal from the campaign groups and the Council's proposal for a temporary ramp.

CESC/20/43 Domestic Violence and Abuse - Update

The Committee received a report of the Strategic Director (Neighbourhoods) which provided a response to Members' questions about specific aspects of domestic violence and abuse response as well as a general update on progress across the agenda, including COVID-19 response and recovery work.

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

- COVID-19 response and recovery;
- Domestic abuse and accommodation;
- Priority Move On Project;
- Domestic Abuse Sanctuary Scheme;
- Operation Encompass;
- LGBT IDVA service provision;
- Workplace domestic abuse policies;
- Review of Domestic Abuse Strategy and commissioning arrangements; and
- Conduct of Domestic Homicide Reviews.

Barbara Guest from Independent Choices informed the Committee about the history of her organisation and about the services it currently provided, including the Greater Manchester Domestic Abuse helpline, which included support in community languages, and a service which provided casework and support to Lesbian, Gay, Bisexual and Transgender (LGBT) victims of domestic abuse who were at moderate or high risk of harm. She outlined some of the challenges that the pandemic had created for domestic abuse support services and for victims of domestic abuse. She reported that Independent Choices had needed to find a way to deliver its service via home-working, which had involved buying additional equipment and diverting its helpline to a mobile phone system. She also reported that face-to-face support and meetings had been replaced with telephone, email and messaging contact and online meetings. She advised, that in some cases, such as Multi Agency Risk Assessment Conferences, holding meetings online had worked well and that this might be something that could continue to be used. She also outlined the impact on staffing capacity, as the service had been unable to use its trained volunteers and this had placed increase pressure on its paid staff, although she reported that the service had been able to obtain a limited amount of extra funding to increase capacity. She reported that, because the sector was stretched at the moment, this had affected its ability to do other work, such as strategic work and fundraising. She reported that, during lockdown, domestic abuse victims had been confined to their home with the perpetrator and been less able to access support. She reported that the sector had responded to this by using a range of methods to publicise the support available to victims and to enable them to make contact, including increased social media

campaigns and changing the non-urgent email service to an urgent support email service, which victims could access at any time. She also informed Members of the impact of lockdown on the service's LGBT clients, as other sources of support for them were unavailable, and reported that her service had provided additional support.

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

- Request for information on the availability of refuge beds;
- What lessons had been learnt from the Domestic Homicide Reviews;
- Installations of additional security measures in homes and the timescale for completing this;
- How many people were attending hospitals or GP surgeries in relation to domestic abuse;
- Operation Encompass and schools' take-up of training on domestic abuse;
- Support for older victims of domestic abuse; and
- The number of people who were reporting domestic abuse to Greater Manchester Police (GMP) and how repeated incidents were dealt with.

The Community Safety Lead informed Members that her service was regularly collecting data to identify pressure points for domestic abuse services and where additional resources were needed. She reported that the domestic abuse support organisations had responded flexibly to changing circumstances during the pandemic. She also offered to share with Members the briefings which had come out of the Domestic Homicide Reviews.

The Domestic Abuse Reduction Manager reported that since 8 June 2020, following a period where staff had been furloughed due to COVID-19, the Safe Partnership's installers had fitted additional security measures in 10 homes. She advised that the timescale for carrying this out was generally 24 to 48 hours. She reported that these figures did not represent the total number of security installations carried out as some of the bigger housing providers arranged this themselves. She informed Members that, while she did not have data for hospitals, all GP surgeries across the city had been trained in identifying domestic abuse through the Iris Project and that in quarter 1 of 2020 160 people, mainly women, had been directly referred to the Iris Project and in Quarter 2 189 people had been referred. She advised that this was a slight reduction on the previous year which was likely to be due to fewer people attending their GP surgery during the pandemic. She reported that regular briefings and information were being sent to Designated Safeguarding Leads in schools through the Council's Quality Assurance Team and she advised that e-learning training on domestic abuse had recently been offered to schools and that the take-up so far had been positive.

Councillor Doswell reported that she and a group of female backbench Councillors had been doing some work in relation to this issue and she asked whether this group could input into the review of the Domestic Abuse Strategy and whether they could receive an update on the timeline for the review. The Community Safety Lead agreed to this and advised that she would ask the team undertaking the review to get in touch.

The Community Safety Lead acknowledged that access to domestic abuse support services for older people was an area of concern, for example, whether online services were less accessible to some older people, and that this was being looked at and would also be considered as part of the review of domestic abuse services. Barbara Guest reported that her service received calls from older people who were victims of domestic abuse and from friends or family who were concerned about them; however, she advised that nationally evidence suggested that a lot of domestic abuse involving older people was hidden and reported as elder abuse, which could then go through a different process involving Adult Social Care, rather than domestic abuse services.

The Domestic Abuse Reduction Manager explained how disclosures of domestic abuse to GMP were dealt with, with cases being risk assessed and the approach taken and agencies involved being dependent on whether the risk was deemed to be standard, medium or high.

Barbara Guest informed the Committee about the media campaign that Independent Choices would be running during the 16 days of activism against gender-based violence and asked whether Members could share the videos, to which the Chair agreed.

The Deputy Leader thanked officers and external partners working in this area for their hard work during this challenging time. The Chair echoed these thanks. He thanked Barbara Guest and the officers for attending the meeting and invited them to contact him if there was any other support the Committee could provide.

Decisions

1. To ask for a note on the availability of refuge beds to be circulated to Committee Members.
2. To note that the Community Safety Lead will share with Members the briefings which have come out of the Domestic Homicide Reviews.
3. To note that Barbara Guest will provide Members with Independent Choices' social media details so that Members can share the videos they put out during the 16 days of activism against gender-based violence.

CESC/20/44 Update on COVID-19 Activity

The Committee received a report of the Strategic Director (Neighbourhoods) which provided a further update summary of the current situation in the city in relation to COVID-19 and an update on the work progressing in Manchester in relation to areas within the remit of this Committee.

The main points and themes within the report included:

- The impact and challenges relating to residents at risk, community resilience and equality and inclusion; and
- Key planning and recovery activity being undertaken in relation to these areas.

The Head of Neighbourhoods provided the Committee with a further update, as England had entered a new lockdown period since the report was published. She outlined the support that was being made available to people who were clinically extremely vulnerable, while stating that shielding would not be in place in the way it had been during the first lockdown. The Chair commented that a briefing for Members was taking place that evening,

In response to a Member's question, the Head of Neighbourhoods advised Members that the letter being sent from the national Government to people classed as clinically extremely vulnerable informed them that they should contact their local authority if they needed help while the letter from the Council provided them with local information, including details of the Council's helpline. She reported that conversations were taking place with local disabled people's organisations in Manchester about providing information and support to people who did not fall within the clinically extremely vulnerable category but who might still need support.

In response to a Member's question on payments for people who were instructed to self-isolate by the Test and Trace Service, the Executive Member for Adult Health and Wellbeing reported that these were being processed as quickly as possible, although there might be a lag in the recording of the payments.

Decision

To note the report.

[Councillor Rawlins declared a personal interest as a trustee of a foodbank.]

CESC/20/45 Council's Medium Term Financial Plan and Strategy for 2021/22

CESC/20/46 Neighbourhoods Directorate Budget Options for 2021/22

The Committee considered a report of the Deputy Chief Executive and City Treasurer that set out the impact of COVID-19 and other pressures and changes on the Council's budget for the period 2021-2025. The report also set out the impact of COVID-19 on the capital programme and the implications for the budget. The report stated that the budget reflected the fact that the Council had declared a climate emergency by making carbon reduction a key consideration in the Council's planning and budget proposals.

The main points and themes within the report included: -

- The Medium Term Financial Plan remained challenged by uncertainty, which included the outcome of the Spending Review and post 2021/22 the potential changes to how local government funding was distributed;
- Prior to COVID-19 there was an underlying budget gap of c£20m for 2021/22 rising to c£80m by 2024/25;
- Dealing with the impact of COVID-19 had resulted in major spending pressures, particularly in social care, but also across all Directorates;

- The forecasted budget shortfall relating to COVID-19 pressures and the Budget Position 2021/22 to 2024/25;
- Initial proposals across all Directorates to start addressing the budget gap in advance of the Spending Review and Local Government Financial Settlement;
- The need to undertake an Equality Impact Assessment on the options put forward, particularly those that involve impacts on services for residents and reductions in the Council's workforce;
- Proposed consultation on budget options and timescales; and
- Next steps.

The Committee also considered a report of the Strategic Director (Neighbourhoods) which estimated that the Council would have a budget gap of £105m in 2021/22 increasing to c £159m in 2022/23 and stated that all Directorates had been seeking to identify savings options for consideration by Members. The report set out the details of the initial savings options proposed by officers for the Neighbourhoods Directorate.

The main points and themes within the report included: -

- Background and context;
- The Directorate's current budget position and in-year forecast;
- Savings options for 2021/22 onwards;
- Further considerations;
- Workforce implications; and
- Equalities.

The Committee was invited to comment on the reports prior to their submission to the Executive on 11 November 2020.

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

- That the Council was in a very difficult financial position and that more funding was needed from the national Government but that, in the absence of this, difficult decisions had to be made to set a balanced budget;
- Whether the savings set out in the report in relation to parks were achievable and how they would be made;
- Concern about the costs of maintaining leisure centres and providing funding to Greenwich Leisure Limited (GLL) during the pandemic, possible ongoing subsidies to GLL and whether any of this money could be recouped from the Government;
- That the Council should only be supporting private companies such as GLL as much as was necessary, for example, to prevent them going out of business where that would be more costly to the Council, as this had to be considered against other priorities such as preventing homelessness, and that, in the current climate, the Council needed to prepare for the possibility that a company the Council had outsourced services to could go out of business;
- Concern about the potential impact on the income budget of ongoing restrictions related to COVID-19 and what steps were being taken in relation

to that, including quantifying the amounts and identifying possible further savings;

- That Equality Impact Assessments (EIAs) should be carried out at the earliest appropriate time and used to inform decision-making and that this should be more clearly set out in reports;
- To ask that the next report on the budget proposals include information on what the Council's statutory obligations were, to enable Members to see where cuts could be made without breaching those obligations; and
- That the Executive should take into account the possible unintended consequences of the Council's budget decisions on partners, including the Voluntary Community and Social Enterprise (VCSE) sector.

The Head of Parks, Leisure, Youth and Events reported that £12 million capital investment had previously been allocated to invest in parks to help generate income streams from parks and to reduce their operating costs. He advised that income from parks had been increased by about 40% over the past four years and he stated that his service was confident that the income targets were achievable, although he acknowledged that any restrictions on trading which lasted into next spring and summer represented a risk to this. He reported that previously the intention had been to re-invest this additional income to improve parks but now it was proposed that this money would be used to balance the Council's budget and maintain parks at their current standard. A Member requested that details of the proposed investment programme for parks be included in a future report to the Committee on the Parks Strategy.

The Head of Parks, Leisure, Youth and Events informed Members that the Council had made representations to the Government about the need to provide funding to the leisure sector during the pandemic. He informed Members that a funding package had been provided to councils with in-house leisure services but councils which had outsourced their leisure services were not eligible for this; however, he reported that the Government had in the previous week announced a £100 million fund which local authorities could bid for and the Council would be submitting a bid to that fund to try to secure the maximum amount possible to try to ameliorate the additional costs. He advised the Committee that further funding announcements were expected.

The Strategic Director (Neighbourhoods) drew Members' attention to section 4.3 of the Budget Options report which detailed the impact of COVID-19 on the Directorate's income. She advised the Committee that this had been taken into account in the in-year budget management, that mitigation was in place for £1.7 million and a number of further options were being looked at, including securing more money from the national Government.

In response to a Member's question about Manchester Fayre, the Strategic Director (Neighbourhoods) advised that this had been discussed at the most recent meeting of the Resources and Governance Scrutiny Committee, whose remit it fell within, and that the Executive would be taking a decision about this at its December meeting.

Decisions

1. To note that the Committee's comments will be provided to the Executive in advance of its meeting on 11 November 2020.
2. To request that details of the proposed investment programme for parks be included in a future report to the Committee on the Parks Strategy.
3. To ask that the next report on the budget proposals include information on the Council's statutory obligations in relation to the areas where cuts are being proposed.

[Councillor Rawlins declared a personal interest as a Director of the Forum Trust.]

CESC/20/47 Overview Report

A report of the Governance and Scrutiny Support Unit was submitted. The overview report contained a list of key decisions yet to be taken within the Committee's remit, responses to previous recommendations and the Committee's work programme, which the Committee was asked to approve.

Decision

To note the report and agree the work programme.

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Manchester City Council Report for Information

Report to: Communities and Equalities Scrutiny Committee – 3 December 2020

Subject: Manchester's Age Friendly Recovery

Report of: Consultant in Public Health (Ageing Well Lead)

Summary

The Age Friendly Manchester Older People's Board (the Board) has been articulating the experiences of many of Manchester older residents since the beginning of the Covid-19 pandemic. The report that follows draws on a report produced by an editorial group of the Board with the support of key officers within Manchester City Council. The views expressed are that of the Board and in turn the views of the many older people that Board members are in touch with.

COVID-19 and impacts of restrictions in place this year have disproportionately affected older people. Older people report that due to generic age based shielding instructions for example, they have at times felt marginalised, silenced and not heard.

The Board and its wider networks of older people is keen to play a part in Manchester's recovery from the pandemic, to be able to fully benefit from opportunities when things reopen and to be part of the process of finding solutions to a range of key issues that are adversely affecting residents in mid to later life from the age 50.

The Board and the Age Friendly Manchester Team has worked with a range of senior officers in the council to develop a set of proposals across five key areas that are designed to help address the barriers many of Manchester's mid to later life residents report that they face.

Recommendations

The Committee are invited to -

1. Note the report;
 2. Comment on and approve the recommendations outlined throughout the report; and
 3. Support the establishment of the Age Friendly Executive to work alongside the Age-Friendly Manchester Older People's Board to drive this agenda forward.
-

Wards Affected: All

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

The Age Friendly Manchester Older People's Board – and more broadly the Age Friendly Assembly is a strategic partner in the delivery of the Manchester Climate Change Framework 2020-2025

A key principle within the framework is that older people as residents of Manchester have a role to place in reducing the contributors to and impacts of climate change. It is expected that this will contribute to Manchester's zero carbon target.

Our Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	A key ambition of the city's ageing strategy is to see an increase in the number of age-friendly employers and age-friendly employment practices. This in turn will improve greater retention rates and stability throughout a greater number Manchester's employers
A highly skilled city: world class and home grown talent sustaining the city's economic success	With a greater number of age-aware services and employers the strategy will support improved skills and employment support offered to Manchester's over 50s, both in terms of with in work progression and when returning to work
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	<p>An age-friendly approach starts with hearing the voice of older people and using older people's lived experience to shape what we do</p> <p>A major component of the Age-Friendly Manchester programme is a long-term commitment to tackling ageism, promoting age equality and placing older people's voices at the centre of its work.</p>
A liveable and low carbon city: a destination of choice to live, visit, work	Incorporating the principles of the age-friendly neighbourhood model and practice of the Ageing in Place Programme into the integrated neighbourhood model will help support older people to live well in their own home for longer
A connected city: world class infrastructure and connectivity to drive growth	

Contact Officers:

Name: Philip Bradley
 Position: Programme Lead
 Telephone: 07908 669 868
 E-mail: philip.bradley@manchester.gov.uk

Name: Dave Thorley
 Position: Programme Lead
 Telephone: 07798858925
 E-mail: david.thorley@manchester.gov.uk

Name: James Binks
 Position: Director of Policy, Performance and Reform
 Telephone: 07940497328
 E-mail: james.binks@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.

Manchester: A Great Place to Grow Older 2017 - 2021

Age Friendly Manchester - *Communities and Equalities Scrutiny 1st February 2018*

Economic Impact of the City's Age-friendly Manchester Strategy – *Economy Scrutiny 5th September 2018*

Overview of the economic characteristics of Manchester's population aged 50-64 and the implications for their economic participation – *Economy Scrutiny 20th June 2019*

Age-friendly approaches across Manchester Health and Care Commissioning and Manchester Local Care Organisation- *Health Scrutiny 16th July 2019*

Letter from the Age Friendly Manchester Older People's Board to the Leader of Manchester City Council and Chief Executive of Manchester City Council – June 2020

1.0 Introduction

Many older people have reported to Age Friendly Manchester their experiences during this year, since the start of the COVID-19 pandemic and the restrictions that have been in places for most of the year. The most commonly shared experiences reported are of being ignored, silenced and not always heard. Older people have told us that they accept that this is not unique to Manchester yet hold a belief that Manchester will want to be different and work with older people to address this. The views and insights reported in this report have been gathered via the Board, broader neighbourhood networks and through individual Board members' wider social networks.

- 1.1 The main content of this report has been written by an editorial board of the Board supported by officers from the AFM team within Population Health. It draws on significant input and contribution towards its content and the development of the proposals contained within from other officers across Manchester City Council.
- 1.2 Older people have told us that they are upset to observe a shift towards increased use of ageist language and attitudes in general society during the Covid-19 period, and in particular how they are framed as vulnerable and in need. Older people tell us that they consider the term 'the elderly' as offensive and dismissive. Older people report that they consider that being depicted as frail is undermining and constantly being portrayed in images as just a set of wrinkly hands is insulting.
- 1.3 Evidence shows that if we live in neighbourhoods that support us to age well, have good work, maintaining good social connections and if we have a positive attitude to ageing; we are likely to live on average seven and a half years longer - and with most of these extra years in good health.
- 1.4 We also know that problems faced earlier in life may increase with age due to pressures associated with poverty and poor health. The impact of physical changes, such as disabilities, or cognitive changes, such as dementia, may leave people insecure and isolated within their communities. People in their 50s and beyond actually get more rather than less diverse (e.g. in terms of income, health and social relationships). Older people report that they feel others often regard all older people as the same with the same needs, where this is not the case or the lived experience of Manchester's older people.
- 1.5 Older people's experience reveals that unfortunately many of the services which should be able to assist them do not always meet their needs because they are not age-friendly or even age aware in their approach. As a result, many older people report that they experience inequality. This is detailed more in Manchester's Age Friendly Strategy where it is made clear that this is not about an absence of new or specialist services, rather than existing services need to have a better understanding and focus on the changing needs of people as they age, from mid- through to later-life.

- 1.6 The Board agreed a set of priorities as part of a reset of the age-friendly programme as a result of the Covid-19 pandemic and have identified five key issues that they feel need to be addressed if Manchester's older people are to be able to contribute to, and benefit from, Manchester's post COVID-19 recovery.
- 1.7 Ageism
- 1.8 Older people tell us that they have been framed as vulnerable and in need throughout the pandemic – and that this has a significant impact on their sense of wellbeing. They tell us that this increases fear, a sense of isolation, and a sense of being 'locked away and out of sight' as well as often feeling disposable.
- 1.9 Age is a protected characteristic under the 2010 Equality Act. The impact ageism has on individuals is immense in terms of the negative impact on their own wellbeing, while the ageism of institutions can lead to individuals failing to gain access to the services, employment opportunities and support they need.
- 1.10 67% of older people believe that experiencing ageism has a negative impact on their health. Attitudes towards ageing and older people more generally can have an impact on how services are configured, influence the behaviours of the workforce and affect how older people access the services they need. Language needs to be tackled and greater understanding and awareness of ageism needs developing organisationally with a commitment similar to that made following the Council's Race Equality review, or that adopted via the Our Manchester approach outlined further on. Tackling ageism will require greater focus on applying an age friendly lens to how services are commissioned and delivered. Placing the experience of older people at the heart of this will go some way to removing the barriers many older people report they experience.
- 1.11 Care Homes
- 1.12 Care homes and their residents can often be seen by other older people as being disconnected from the neighbourhoods they are based in. Older people tell us that they see residents in care homes as members of their local community and they want organisations to see them as that too. Closer working between the Care Board and the Board will help identify ways to address this.
- 1.13 Neighbourhoods
- 1.14 Many neighbourhood-based groups responded well to the pandemic but there is an unequal spread of these groups across the city. The OPeNS fund has gone some way to addressing this but there remain gaps in terms of geography and capacity. An investment strategy needs developing to help address this for the longer term.

1.15 Employment

- 1.16 Manchester already had a lower than average 50+ employment rate: 32% of Manchester's 50 to 64 population is economically inactive. Long term conditions and long-term insecure work, or no work, means that many unemployed older workers may never work again. The Resolution Foundation found that the biggest impact of the economic consequences of the pandemic will be focussed on the under 25s and the involuntarily retired over 60s. Between the end of March 2020 to July 2020, the number of people in the city who are unemployed and claiming benefits rose by 91%, while the number of advertised vacancies halved. There appears to be a significant reduction in entry level jobs and while it is rightly important that there is a focus on young people, there also needs to be an equal focus on older workers.

1.17 Our Manchester Reset

- 1.18 Involvement of Manchester's older people in this is welcome, however the Board want to make sure that this is not a one-off, and that an ongoing and enduring dialogue is developed with the Board and other strategic networks directly.
- 1.19 Although Manchester faces many budget pressures dealing with the impact of COVID-19, the belief is that if neighbourhoods are resourced in a way that supports older people to live well at home for longer this will relieve some of the pressures on over stretched Council and NHS services. It is accepted that to achieve the aspirations set out in this report and to make progress against the recommendations will require work across a range of other organisations as well as Manchester City Council (MCC), including but not exclusively the following - Manchester Health and Care Commissioning (MHCC) and Manchester Local Care organisation (MLCO)

2.0 Background - Ageing in Manchester

- 2.1 Older people's experience of ageing is shaped by social and economic circumstances, which can lead to inequalities persisting into later life. These can reduce life expectancy, lead to earlier ill health and poorer quality of work or worklessness. Older people may experience fewer social connections, leading to loneliness and social isolation.
- 2.2 About 22% of Manchester's population is aged 50 or over with a life expectancy for men of 75.6 years (UK average 79.1) and a life expectancy for women of 79.1 years (UK average 82.8). However healthy life expectancy (years lived without one or more life limiting medical conditions) for men and women in Manchester is 56 years, whereas the UK average is 63 years for men and 64 years for women. This varies across the city with males in Didsbury East at 65.8 years while males in Miles Platting & Newton Heath at 49.6 years. Healthy life expectancy inequality in Manchester is 16.2 years.

- 2.3 A disproportionately higher number of people over 50 are on out of work benefits, with 20% of these due to ill health. Fewer over 50s have skills at level 4+, while 30% of over 50s have no formal qualifications at all.
- 2.4 For older people, living in an age-friendly Manchester means having the right to be treated with dignity and respect, live independently, receive information advice & guidance in appropriate forms, lead a healthy life, influence decisions that affect their lives, be safe and secure, and feel engaged.
- 2.5 Older people tell us that they want to be treated equally in all aspects of life, including being considered for jobs without an assumption that older people are filling time until retirement. They want good social care for those that need it. They want to stay physically and mentally active, have access to cultural opportunities, so that they can stay in their own homes for longer and they want to be involved in meaningful conversations as part of decision making.
- 2.6 Manchester's Ageing Strategy - Manchester: A Great Place to Grow Older 2017 – 2021 focuses on the key priorities for the city and its partners, offering a framework to deliver real improvements to the lives of older people, putting them centre stage.
- 2.7 Taking the eight key features of an age-friendly city, as defined by the World Health Organisation as the starting point, through many conversations these have been converted into three key priorities:
- Develop age-friendly neighbourhoods - places where people can age well in neighbourhoods of their choice with access to the right services, housing, info etc.
 - Develop age-friendly services - where commissioning includes age-friendliness in its specification and services are delivered in an age-friendly way
 - Promote age equality - by addressing negative images and changing the narrative to one that celebrates the valuable role and contribution of older people.
- 2.8 Progress over the past year includes:
- Work to establish and embed Manchester's age-friendly neighbourhood working model across Manchester. This has included working closely with colleagues in the Our Manchester team to deliver the Older People's Neighbourhood Support Fund (OPENS) worth £1.061 million and working with the Local Care Organisation to identify opportunities to incorporate age-friendly practices into their integrated neighbourhood health and social care services.
 - Age-friendly practice being built into projects and programmes across the city, notably the Northern Gateway Regeneration project, together with the installation of twelve age-friendly benches being placed in Whalley Range.

- On age-friendly services, a group led by the Age Friendly Manchester Team consisting of academics, healthcare professionals, the charitable sector and older Mancunians to improve the awareness of and support available for sexual health in older people. Achievements to date include communications campaigns which have reached over 100,000 people, gaining national support from Age UK and the Centre for Ageing Better, and the backing of city-wide practice nurse forum and MLCO Medical Director. Contributed to early work to reframe Manchester's wellbeing services and reshaped the community falls service.
- Promoted age equality through the production of two tabloid-sized age friendly newspapers; 15,000 copies of our Spring into Summer edition and 20,000 copies of our Winter Warmer edition were distributed around Manchester's libraries, leisure centres, parks, housing providers, cultural organisations, key community groups and large supermarkets. The newspapers demonstrate the high value and importance of printed information in ensuring older people receive the right information in the right place. We have continued to support and fund the Pride in Ageing Programme, run by the LGBT Foundation, which has already made huge strides in helping to ensure that Manchester becomes one of the best places for LGBT people to grow older.

2.9 A new report by Ipsos MORI and the Centre for Ageing Better shines a light on the impact lockdown has had on those aged 50 to 70, revealing dramatic changes to people's lives and their plans for the future. It reveals:

- One in five feel their physical health has worsened since lockdown.
- 32% have been drinking more.
- Over half have had a medical or dental appointment cancelled.
- 68% of those who are currently workless do not feel confident they will be employed in the future.
- 30% have been volunteering informally.

<https://www.ageing-better.org.uk/news/home-life-work-and-money-impact-lockdown-50-70s-revealed>

2.10 The Board has been meeting virtually since June 2020. As signs of the lockdown being lifted began to emerge the Board looked again at the age-friendly programme priorities and agreed ten reset priorities.

2.11 Tackling health and other inequalities in later life

2.12 Age-Friendly Services - an older people's focus on whole population services will need to be reapplied. Across design, delivery and commissioning stages. Recognising that many older people's needs have changed and how we deliver services in the post COVID-19 era will need to be rethought.

2.13 Age-Friendly Places - Ageing in Place Programme (AiPP) - relaunch and expand this across all 13 neighbourhoods, underpinned by the Age Friendly Neighbourhood model, creating lifetime neighbourhoods with a range of age friendly housing.

- 2.14 Develop an additional focus on our most vulnerable and isolated over 70s as restrictions begin to be lifted for most of us.
- 2.15 Extra effort in offering social and emotional support for Manchester's 'non vulnerable' older people.
- 2.16 Adopt a system wide approach about how we talk to and about older people, including a Comms campaign, to counter the ageist narrative about older people which reached new lows during the first stage of COVID-19.
- 2.17 Respond to the economic impact on older workers and a social inclusion offer for those who may never be able to work again.
- 2.18 Digital inclusion - enabling those that have no access to, or experience of using, IT to gain the means and skills to connect digitally to services and social networks.
- 2.19 Financial inclusion, including benefits maximisation e.g. pension credit and support to move to a more cashless economy.
- 2.20 Re-launching AFM governance, partnership and engagement structures virtually.

In order to make progress on these, the Board agreed 5 key areas it felt it important to address.

3.0 Five key Issues

- 3.1 The five key issues identified by the Board, and outlined in the Introduction above, are described in greater detail below providing some basic context; what older people are telling us about these issues; details of work already underway; identifying some key opportunities and making recommendations. The aim is to sketch out a route map that will remove barriers to older people being able to play their part in Manchester's recovery, be able to live at home for longer and to have their voice heard on things that matter most. Key officers from across MCC have contributed to this section and helped shape the recommendations that follow. The intention being that a wider range of officers will own and be responsible for making progress on these recommendations.

4.0 Ageism

- 4.1 Age UK describes ageism as the unfair treatment of someone because of their age, which includes but is not limited to, the way that older people are represented in the media, which affects the wider perceptions and public attitudes towards older people. Age UK further goes on to note the damaging effects of ageism on older people's confidence, self-esteem, job prospects, financial situation and quality of life and health.

4.2 The City of Manchester and Manchester City Council have a proud recent history of tackling ageism and promoting the rights, strengths and contributions of older people in the area, largely through the work of the Age Friendly Manchester Programme. However, broader societal portrayals of older people, and the terminology used to describe them, have continued to create damaging and / or limiting perceptions during that time. More recently, this has been compounded by stereotypical portrayals of older people in relation to the COVID-19 pandemic. Older people have reported this an issue in both national and local communications. Some examples of this have been in Council-produced information and communications, for example the recent You Tube video 'To Everyone Keeping Us All Safe' where 4 seconds in older people are portrayed as a set of wrinkly hands.

4.3 The Equality Act 2010 says that you must not be discriminated against because:

- you are (or are not) a certain age or in a certain age group
- someone thinks you are (or are not) a specific age or age group, this is known as discrimination by perception
- you are connected to someone of a specific age or age group, this is known as discrimination by association

The Act defines age as one the 'protected characteristics', meaning that people are protected by the Act against a range of adverse impacts related to their age (including but not limited to older age). The Act protects older people from four main types of age discrimination:

- **Direct Discrimination:** when someone treats you worse than another person in a similar situation because of your age.
- **Indirect discrimination:** when a particular policy, rule, system, process or norm that applies to everyone puts people older people at a disadvantage.
- **Harassment:** when someone makes you feel humiliated, offended or degraded because of your age.
- **Victimisation:** when you are treated badly because you have made a complaint of age discrimination under the Equality Act. It can also occur if you are supporting someone who has made a complaint of age discrimination.

4.4 Age discrimination is a complex area which is not fully detailed in this report, but Members are invited to consider the further guidance available from the Equality and Human Rights Commission.

4.5 Section 149 of the Equality Act 2010, the Public Sector Equality Duty which is applicable to Manchester City Council, goes further and states in its General Duty that public bodies must, in the exercise of their functions, have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act;
- Advance equality of opportunity between people who share a protected characteristic and those who do not;

- Foster good relations between people who share a protected characteristic and those who do not

Having due regard involves:

- Removing or minimising disadvantages suffered by people due to their protected characteristics;
- Taking steps to meet the needs of people from protected groups where these are different from the needs of other people;
- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low

This means simply seeking to avoid age discrimination is not sufficient for Manchester City Council, and a more proactive, positive and inclusive approach is required not only to fulfil the requirements of the Public Sector Equality Duty, but to ensure that the Council does not regress on its considerable recent achievements in this area.

4.6 Learning from Older People's Experiences

The Board has recently shared its insight and collective frustration at what it describes as 'a retreat to ageist language and attitudes that have pervaded all corners of society' nationally. In particular, the Board has noted an increased use of the collective term 'the elderly', which it regards as offensive and dismissive. The Board has pointed out that the Council has, at times, used images of older people that have reinforced ageist stereotypes, i.e. images of wrinkly hands or images inferring dependence or vulnerability as the norm. The images initially used to represent Manchester's people for Our Manchester depicted older people in terms of frailty – for example using a Zimmer frame. An Our Manchester Experience for the Board drew attention to this and to the team's credit these images were removed and updated. The challenge is to establish a deep understand so as to avoid similar occurrences in the future.

- 4.7 The Board has approached the Council with a very clear ask of it to lead by example in tackling ageism, not just through the work of the Age Friendly Manchester Programme but running across and embedded within all its functions. In particular, the Board has asked to see the term 'the elderly' banned in Manchester, starting with the Council's own information and communications. The Board has also asked that the Council shares this commitment with all its stakeholders and partners.

- 4.8 The Board is very clear that the aim here is to achieve fairness, equality and equity for older people; however they do recognise that the issues and impacts related to ageism are very specific and may require equally specific responses that differ to 'standard' measures, to address them. The Board feels there is a case for some form of positive discrimination similar to the range advocated as part of the Council's race review recommendations.

- 4.9 The Board's concerns reflect the Council's broader commitment and approach to achieving equality for the City, which recognises that one size does not fit all. The work on tackling ageism and promoting positive images of ageing should be viewed in that context.

4.10 **Opportunities and Work Underway**

There is an opportunity for the Council's Communications team to adopt a set of guiding age friendly principles and standards in partnership with the Age Friendly Manchester team, the Board and national experts in ageing. These age friendly communications standards will offer guidance and underpin all future Council communications, providing both a counter to ageist language and imagery and offering an exemplar to other organisations.

- 4.11 Communications about major campaigns and activities around ageing (e.g. the UN's International Day of Older Persons, celebrated across Manchester, or the Leader's signing a national letter committing the Council to tackling ageist language) should be given equal prominence in the city's calendar of equalities events alongside Black History Month, International Women's Day, etc.
- 4.12 Manchester's outstanding commitment to deliver an annual positive images of ageing comms campaign needs to be acted upon, in conjunction with current initiatives at a GM and national level. This is an even more pressing countermeasure to tackle negative attitudes to ageing in light of the impact of COVID-19 on older people's lives as described in this report.
- 4.13 There is much research and work already in place to support these approaches, particularly via the Age Friendly Manchester programme's partnership with the Centre for Ageing Better and Manchester's place on the steering group of the UK Network of Age Friendly Cities and Communities. Pre-COVID-19 AFM had supported a piece of national work looking into Attitudes to Ageing which took Manchester as one of its reference sites.
- 4.14 At Health Scrutiny in July 2019 a report was tabled that outlined the age friendly approach across MHCC and MLCO. In the report there are a number of examples already in place that show progress is being made that align to the ageing strategy and age friendly priorities to the work of MHCC and MLCO and in particular how this impacts on service delivery. Both organisations have a commitment to work closely with older people across Manchester to help better inform and shape service development and delivery.
- 4.15 The report recognised that more can be done, more needs to be done to apply an age-friendly lens across a greater range of services and it will start with more conversations with Manchester's older people.
- 4.16 This approach needs to be extended further across the system in Manchester and include Manchester City Council commissioned and delivered services too.

4.17 **Maximising Impact**

The measures described above move the Council on considerably in addressing age equality in line with the requirements of the Public Sector Equality Duty. They will be supported and supplemented by a wide range of other priorities and projects as described elsewhere in this report, which again support the aims of the Duty. However, the Duty also requires the Council to analyse the impact on (age) equality of these priorities and projects, to maximise their potential and to protect against any unforeseen adverse impacts.

4.18 **Recommendations**

- 4.18.1 Activities and projects taken forward to advance age equality in the Council are underpinned by robust Equality Impact Assessments (EIAs). The completion of an EIA will not only ensure that the activities maximise the outcomes for older people generally but will also allow the Council to have regard for intersectionality, recognising that people of all identity groups share ageing as a common characteristic. EIAs against the ageing well activities will allow consideration of the differing experiences of, for example, older Black, Asian and Minority Ethnic people compared with older white people, older women compared with older men, etc.
- 4.18.2 Update the age friendly communication strategy and commit to a set of age-friendly communication standards.
- 4.18.3 Commit to giving prominence to a series of age friendly communication campaigns including positive images and the UN International Day of Older People.
- 4.18.4 Consider how the approaches outlined in the report on age friendly practice to service delivery to Health Scrutiny in July 2019 can be better incorporated across the range of services commissioned and delivered by Manchester City Council.

5.0 **Care Homes**

- 5.1 Board members recognise and value the importance of being seen as part of their communities - be that their local neighbourhoods, the communities of interest they are connected to, their friends and their families. They also see that other older people living in care homes or other residential care settings in their neighbourhoods are not always afforded the same opportunities. Far too often older people in these kinds of settings are disconnected even from the immediate neighbourhood around them.
- 5.2 The work of the Care Homes Board is commended, and the Board is keen to work more closely with them to help achieve their shared aspiration of seeing every care home as part of its immediate neighbourhood. Having the voice of older people living in the range of care home settings and other residential care settings articulated alongside the voice of their neighbours, the other

older local people in their neighbourhoods is something the Board wants to work together with the Care Homes Board on. The Board believes that every older person should be able to benefit from what's on offer locally - our parks, the library, the local community centre, etc.

- 5.3 It is accepted that the care home market is complex and, alongside other residential settings such as extra care, variable in range and offer across Manchester's 13 neighbourhoods. It is understood that not every person in need of a care home is able to be placed in the neighbourhood they come from. However, helping connect to other older people in that neighbourhood and where possible remaining connected to friends from their original neighbourhood can have a significant positive impact on a person's general health and wellbeing.
- 5.4 Recommendations
- 5.5 Facilitate a joint session of the Board and Care Homes Board to help establish common ground and further understanding on the key issues.
- 5.6 Develop a plan of action that seeks to support a better articulation of the voice of older people in residential settings.
- 5.7 Explore options for opening up opportunities of all older people living in a neighbourhood, irrespective of the tenure, to be able to connect, to experience 'accidental acquaintance' and be given the choice to be able to access the same range of social opportunities.
- 5.8 Provide opportunities for members of the Board to contribute to work underway to develop a new care home model.

6.0 Neighbourhoods

- 6.1 Place; the neighbourhoods where we grow up, live, work, play and make social connections throughout our lives is a key influence on how we age. Neighbourhoods can impact on whether we age well, or instead live long periods from mid to later life experiencing ill health, social isolation and poverty.
- 6.2 We already know from research carried out by the University of Manchester that at least 80% of the time of those aged 70 and over is spent in the home and the surrounding area. With the advent of COVID-19 and lockdown, and fear among older people about resuming normal activities as lockdown eases, it's highly likely that this number has increased. As a consequence, the importance of neighbourhoods has taken on an even greater relevance in a COVID-19 world.
- 6.3 Older people report how much they value the neighbourhoods in which they live and since the lockdown they have appreciated how their local communities have rallied round. As restrictions begin to be lifted, they are

keen to be seen out and about again, even though many remain worried and scared.

- 6.4 Older people feel that making their neighbourhoods safe and easy to navigate will be vital in helping many older people to overcome their fears. This involves creating permanent safe walking routes, for example connecting to local centres, services and transport. Installing Age Friendly benches, as in Whalley Range, has proven to benefit older people, enabling them to leave their homes with confidence and to reconnect with their communities. Older people want to see similar initiatives across all of Manchester's neighbourhoods.
- 6.5 Local neighbourhood groups, for example the Good Neighbours Groups, have been vital in keeping many older people connected, offering practical support and advice and linking into the excellent community response that Manchester set up. Many older people will choose to remain shielded even after the government has said it's safe to stop. These older people will remain vulnerable and isolated for some time, requiring the continued support of local community-based groups.
- 6.6 Manchester's Age Friendly Neighbourhood Model was developed with the Board in conjunction with the Age Friendly Assembly, and key stakeholders including MLCO and Manchester's voluntary sector. It was guided by the World Health Organisation and informed by research at Manchester University. It proposes three key components:
 - Age Friendly Neighbourhood Services - good neighbour type projects delivered by a range of voluntary sector organisations offering a core range of activities, advice and information in one place
 - Age Friendly Networking - collaborative partnerships of local place-based services and agencies, which ensure that age friendliness and the voice of older people is built into local strategic plans and partnerships.
 - 1-2-1 and Specialist Services - understanding the specific needs and uptake of services by older people and ensuring that an age friendly lens is applied to services such as smoking/lifestyle; wellbeing; physical activity; mental health; sexual health and wellbeing.

When Manchester moves to re-open and to recover from this pandemic, this model provides a route map out of lockdown for many older people.

- 6.7 The Greater Manchester Ageing in Place Programme has a focus on improving residents' quality of life and health and offering better opportunities to benefit from all the city has to offer. It also sets out to create new or additional opportunities to define local priorities and inform decision making, resulting in better targeting of whole population services and support to different groups of older people, especially the most marginalised.
- 6.8 Initially being piloted in Gorton and Old Moat & Withington, the proposal now is that this needs to be rolled out across all 13 neighbourhoods, alongside the Team Around The Neighbourhood. Creating a broad alliance of key services and organisations at a neighbourhood level, using the foundations of local

older people's lived experiences, will provide the bedrock for the increased wellbeing and resilience of older people as the city moves through its COVID-19 recovery stage. It also aids preparation for any future waves of infection.

- 6.9 Manchester's voluntary and community sector delivers essential services to many older residents and provides people with a wealth of opportunities to contribute to their local neighbourhood. In order to support, enable and increase their activity, we established the Our Manchester Older People's Targeted Fund (OPENS) to increase the health and wellbeing of older people in every one of the 12 neighbourhoods of Manchester. The overall amount of the fund is £1.061million over two years, being allocated to projects which enable older people to be more socially connected, increase their skills and abilities to help themselves and others, and make more use of local organisations and amenities. Older BAME communities, and those who are lonely or isolated, are priority groups. It is hoped OPENS will establish long-term infrastructures (partnerships, networks, support and activity) in the VCSE sector in each neighbourhood of the city, with a view to securing future investment.
- 6.10 In the resident and communities work stream of Manchester's recovery plan there are a number of outcomes relevant to this. When Manchester begins to open up its neighbourhoods and services including libraries, parks and leisure centres, there is the opportunity to consider the unique and specific needs of Manchester's older people. Age Friendly Manchester contributes to the 'resilient communities' workflow in this workstream, providing insight and articulating the voice of older people. For example, when libraries open up dedicated hours will be made available to those feeling vulnerable, many of whom are older people. When Manchester's leisure facilities open there is the challenge to consider how Manchester's active ageing programme, in places such as Debdale Park, can be restarted. The work that has already taken place to develop age-friendly standards for both libraries and parks will go some way in helping to reopen more of these spaces and places with older people in mind.
- 6.11 As Manchester's community hub response adapts and evolves there is the need to consider how to support older people during this next phase of the pandemic. Many older people will choose to remain shielded; others will continue to feel vulnerable or isolated and many more will feel worried and scared. The community response, working with local hubs and local groups, needs to evolve in a way that these individual groups can be supported; both in terms of their practical needs as well as their emotional and social needs.
- 6.12 There is a need for a more coordinated cross organisational community development approach, with greater flexibility in funding and a targeted investment in neighbourhoods which are poorly served by local groups. This can be achieved by a better coordination of effort from various neighbourhood-based roles, while simultaneously ensuring the voice of older people is at the heart of drawing up the one plan for that neighbourhood.

- 6.13 As many new volunteers returned to work from furlough there is the opportunity to 'backfill' these posts across Manchester neighbourhood-based groups via places such as MCRVIP – the Manchester Volunteer Inspire Programme or MACC's volunteer portal.
- 6.14 **Recommendations for action**
- 6.15 Agree a set of age friendly standards (similar to those in place for libraries and parks) to ensure older people receive the same high levels of service as other groups. This applies not only to Manchester City Council's neighbourhood based and facing services but all commissioned and delivered services across the Council and its partners. Age friendliness needs to be included in new specifications as and when services are redesigned or recommissioned, thus ensuring services are age aware and understand how people's needs and experiences change as they get older and they become more diverse.
- 6.16 Provide the right information, in the right format, in the right place, and make sure older people's voices are heard, including those across all residential settings, for example extra care.
- 6.17 Create neighbourhoods which keep older people connected and they can navigate in order to access services, social opportunities, transport and shops; supported by the inclusion of age friendly benches, walking routes and crossings.
- 6.18 Develop an investment strategy that seeks to safeguard levels of investment in existing neighbourhood groups, extending the freedom and flexibilities attached to this so that groups can better respond to their local neighbourhood needs. Also seek to provide additional investment to directly address the gap across neighbourhoods - in terms of spread and capacity so that each neighbourhood is served by a neighbourhood group that is led and informed by the needs of older people.
- 6.19 Shape how Manchester's community response hub evolves to consider the specific needs of Manchester's older people. In particular, those that choose to remain shielded and those that are vulnerable and isolated. Working with local hubs target the support and base the response on local older people's needs.
- 6.20 Develop an integrated approach across services, organisations and sectors that results in a one place-one plan-one team model. Where priorities and plans are based on the voice and articulated needs of older people. Practically this means for example that the ward plan, the Integrated Neighbourhood Team neighbourhood plan and the BUZZ wellbeing plans are fully aligned. Alternatively, the Team Around the Place priorities should reflect these priorities. Also, the teams in place to support this will work together as one, for the place. Their respective community development functions are targeted at direct capacity building of local neighbourhood groups.

7.0 Employment

7.1 Residents over the age of 50 in Manchester are more likely to be economically inactive; less likely to be highly skilled; and more likely to suffer from poor health. Evidence suggests that for someone over 50 who is out of work and with poor health, as they get older, they will become more socially isolated, increasingly unhealthy and more dependent on services than if they had worked. Getting more of the City's residents who are over 50 economically active, and keeping those who are working in work as they age, will have a very positive impact on their health and wellbeing, help reduce health and social care costs, as well as generate a significant contribution to the local economy.

7.2 **Stepping up to the Age Friendly Employment Challenge: Analysis and Activity**

Analysis conducted in 2019 revealed that there are significant underlying and long-term health conditions affecting more than half of Manchester's 50-64-year olds and their ability to maintain good work. In addition to many living in deprivation, a large proportion of these are on Employment Support Allowance (ESA), with only 15% of Manchester's out of work 50-64-year olds on Job Seekers Allowance or Universal Credit.

7.3 Recent years have seen a rise in the skill requirement for jobs in Manchester – half of all jobs in the city today are management, professional and associate professional roles. While this has helped Manchester's economy grow, few employers expect to see growth in entry level jobs over the long term. This has the potential to further narrow job entry opportunities for those with low skills, placing a premium on activity that enables staff in low paid jobs to upskill and progress in their careers. This creates a challenge for older workers as they are less likely to receive in-work training than younger workers.

7.4 Further research illustrates a lack of confidence from older job seekers in their own ability and in their perceived employability. Unsuitable training, changes to the ways that jobseekers are expected to find and apply for jobs, and underdeveloped digital skills add to this group's difficulties. In addition, many have caring responsibilities or health concerns and there is a lack of opportunities for flexible working to accommodate these needs. To add to this, more work needs to be done with employers to tackle the perceived or actual ageism of their recruitment practices.

7.5 There is a broad consensus that this group requires intensive tailored employment support, with digital skills and retraining, along with age-aware advice and support within programmes. The Age Friendly Manchester team has been working closely with the Work & Skills team over the last 18 months to develop new approaches aligned under three themes:

- Employment - develop stronger evidence of what works; better engagement with employers via existing networks; positively promote all-age apprenticeships; increase the number of employers with age-friendly practice in place.

- Health - improve access to information at GP practices of support programmes and social activities available; promote the uptake of midlife career reviews.
- Social inclusion - develop targeted approaches with a range of partners but particularly those in the culture sector to reach the most marginalised out of work people; support those who are ready to move forward and enter into volunteering and social activity; explore potential for 'social appraisals' to help provide meaning and a sense of community to those most distant from work.

- 7.6 While this research and thinking was carried out pre-COVID-19, its impact means that lessons learnt are now more important than ever in ensuring over 50s jobseekers and those in employment have access to the most suitable and successful models of support.
- 7.7 In 2017 Manchester's ageing strategy made a commitment for the Council to become an age friendly employer. An initial assessment has been carried out by HROD to determine the extent to which the Council's workplace systems, policies and practices are age friendly. In the absence of an Age Friendly Employer charter mark, the Council has used the measures of age friendliness in employment issued by the Centre for Ageing Better (who are currently working with Greater Manchester Combined Authority to develop such a charter mark), to self-assess its current measures and outline areas for improvement. The development of the Future Ways of Working Programme will bring opportunities to embed age friendly employment practices, in the journey to becoming an age friendly employer, and further consideration of this will be had as part of the developing workforce equality strategy being developed by HROD.
- 7.8 The Council has a framework to support equality staff networks but there is currently no network in place for older workers. It recognises the potential basis for older workers to have a voice and inform policy and strategy that relates to them. In the second half of the year we will reach out with a communication across the organisation to assess the interest in forming such a group.
- 7.9 **Impact of COVID-19 on employment**
- Between March and May 2020 when COVID-19 and the lockdown took hold, the number of people aged 50 and over in the UK claiming benefits more than doubled (ONS 2020).
- 7.10 During the same time period in Manchester, the claimant count for those aged over 50 increased by 73%. This crisis in the labour market is forecast to increase unemployment by 9-11% in 2020 but could be much higher if ending furlough produces significant redundancies.
- 7.11 The pandemic and lockdown have further impacted Manchester's labour market at an unprecedented scale. Between the end of March to July, the number of people in the city who are unemployed and claiming benefits rose by 91%, while the number of advertised vacancies halved.

- 7.12 Analysis by Business in the Community of the sectors where most jobs have been furloughed suggests that the largest group affected is the youngest employees, followed by older workers. This reflects the concentration of these age groups in sectors closed during lock-down: non-food retail, restaurants and hotels, passenger transport, personal services and arts and leisure services.
- 7.13 Baby boomers have suffered a larger drop in earnings because of coronavirus pay cuts than younger workers, and are just as likely to have been furloughed, a study has found.
- 7.14 Research by the Financial Conduct Authority (FCA), the UK's financial watchdog, found baby boomers – defined as those born between 1946 and 1965 – saw on average a 23 per cent decrease in earnings because of the coronavirus crisis.
- 7.15 This compared to a 19 per cent drop in earnings among millennials – born between 1981 and 2000 – and a 17 per cent reduction for generation X, defined as being born between 1966 and 1980.
- 7.16 With the State Pension Age rising to 66 this year, a more tailored approach is needed to support longer working lives. Prior to the COVID-19 crisis, people aged 50-64 already had the lowest re-employment rates following redundancy. If over 50s who lose their jobs or are made redundant in this crisis aren't helped back into work, they are likely to struggle financially for the rest of their lives, spending down any savings they had built up and having to rely on benefits, while facing the increased risk of falling into long-term ill health (thus increasing demand on health and social care services). Furthermore, the potential productivity loss from a spike in early retirements is one that our struggling economy cannot afford.
- 7.17 Despite this, the Centre for Ageing Better describes how the COVID-19 crisis has been framed with a "false [generational] binary: between those who face a risk to their health, and those who will be affected economically". Nationally, the COVID ageist narrative has not acknowledged older people as a group who can actively contribute to society. Evidence can be seen in the Government announcement of a Kickstart Job Scheme for those aged 16-24, signifying a national re-pivoting of focus to younger job seekers. It further risks a cohort of people in their 50s and 60s being shuffled out of work before their (increasing) pension age, leaving them struggling both now and in their later life.

7.18 **Opportunities**

The AFM and Work & Skills teams jointly facilitate an Over 50s Employment & Skills Support group which launched in 2018. The group brings together organisations working to support Manchester people into employment, to develop and co-ordinate the approach to employment support for older workers - those pushed out of employment through redundancy, ill health or

early retirement and to explore how we can work better together to tackle inequalities across the city.

7.19 Pre-COVID-19 we had begun to test a few new approaches to specific interventions. As a result of lockdown, most are not currently functioning in the same way (some have been paused or repurposed), further compounding the impact on the support we are able to offer. However, the learning from these projects is still relevant. These include:

- Work Clubs - There is a network of around 40 work clubs across the city, delivered by voluntary and community sector groups, housing providers and skills partners. The Work & Skills team have re-commissioned work club activity for 2020/21 with the over 50's group specified as a priority group for this funding stream.
- Sonder Radio - A one-week radio making programme was delivered in central Manchester at the end of 2019, to help participants gain new creative, employability and digital skills, social connectivity and volunteering opportunities. During COVID the Sonder team have continued to support older residents to get online.
- North Manchester Age Well in Employment Pilot - A test and learn project was commissioned at the end of 2019 to support over 50's residents to move closer to the labour market or into employment, with a specific focus on Miles Platting and Newton Heath. Despite the lockdown we have already seen the added value of the pilot - more personalised approach, integration with other services and time to effect behaviour change.
- GM Over 50's into Employment Pilot - Manchester has been selected as a pilot area for this project, led by the Department for Work and Pensions, GMCA and the Centre for Ageing Better. It will look to develop and test new approaches to supporting over 50s back into work.
- Employment & Skills and Culture - Pre-COVID we had begun conversations with cultural organisations as to how we can create closer links between employment and cultural agencies to better coordinate opportunities such as volunteering.
- Digital Inclusion - A Manchester Digital Inclusion working group has been established to oversee and promote the delivery of the wider digital inclusion agenda and to support voluntary sector organisations to embed enhanced digital support offers across their provision. GM digital skills funding has been used to employ a Digital Inclusion Officer spanning the Libraries Service and Work & Skills.
- Employer Engagement - ensuring opportunities in key sectors such as digital, health and care remain strong in Manchester are open to people of all ages is crucial to overcoming both the external ageism of some employers and the internalised ageism of jobseekers. We will continue to work with employer networks and employers to develop age-friendly employment practice. Manchester City Council is becoming a Timewise Council which will promote flexible hiring and working across the Council.

7.20 Recommendations

Manchester is facing its worst labour market crisis for a century. Age-friendly employment will be key to the City's plans for economic recovery. In response to the array of challenges and opportunities now facing local people and employers, we recommend the following:

- 7.20.1 Support MCC to become an Age Friendly employer and accelerate the work to support this that is already underway in HROD. This work needs to be used to help and inform MHCC's and MLCO's commitments to become age friendly employers too.
- 7.20.2 Review the retraining offer available to older working people to support job security and career progression. Work with MACC and other VCS groups to explore development of volunteering programmes for unemployed residents of all ages as part of an individual's pathway to employment.
- 7.20.3 Support unemployed Manchester residents, especially those over 50 to re-enter work as quickly as possible. Intensify focus of employment and skills support providers on over 50s.
- 7.20.4 Identify and target age sensitive career and development support for the over 50s such as the inclusion of basic digital skills and other relevant support programmes.
- 7.20.5 Maximise employment opportunities for the over 50s that will arise from key investment sites including the North Manchester General site.
- 7.20.6 Support all age apprenticeships and other training opportunities to better equip employers with the skills to survive and grow, while helping more residents to upskill and progress in their careers.
- 7.20.7 Work with GMCA to consider how over 50s can be better reflected in programme design, delivery and contract management.

8.0 Our Manchester reset

8.1 Background to the Our Manchester Strategy Reset

On 6 May 2020, Manchester City Council's Executive agreed for a reset of the Our Manchester Strategy 2016 - 2025 to be undertaken as part of the Council's COVID-19 recovery planning. The reset will reframe the existing Strategy, with it continuing to provide the overarching ambition of the city of Manchester. The overarching principles of equality, inclusivity and sustainability will be at the heart of the reset and the final Strategy document. The Our Manchester Forum will oversee the reset and approve the adoption of the final version in February 2021.

- 8.2 Using the learning from other recent strategy development, a three-pronged mixed methods approach will be taken with the OMS reset. This will include

conversation-style engagement with residents, workers, businesses and organisations across all the city's neighbourhoods, as well as speaking to our strategic partnership boards, to develop a qualitative evidence base:

- **Engaging Key Groups (targeted)** - engagement with key groups of residents to ensure a diverse range of experiences are reflected, including working to capture those voices who often aren't captured in traditional engagement, as well as those who have been particularly impacted by COVID-19. Addressing the intersectionality across key groups will help to diversify engagement. Bespoke engagement activity will provide the opportunity to hear from older people within a variety of contexts, ensuring that the diverse experiences and voices of older people are captured.
- **Citywide Consultation (universal)** - a universal, standard city-wide consultation aimed at engaging with a range of residents and communities. This will be promoted via numerous channels, including the wide variety of existing channels used by MCC, partners and organisations which are known to reach older people. As well as being accessible online, the printed survey for the consultation will be available in a variety of formats, including versions produced for those with visual impairment and translated to a variety of languages.
- **Neighbourhood Engagement (targeted)** - a neighbourhood-led, place-based approach ensuring tailored and geographically diverse engagement. Engagement will capitalise on the existing connections, activities and programmes of work that engage with older people within neighbourhoods. The COVID-19 response activities have also provided the opportunity to identify gaps of engagement activity, including where older people may be socially isolated and vulnerable, as well as offering the opportunity to build on where existing links and relationships have been strengthened during this period.

8.3 Age Friendly Manchester Older People Board - Involvement in Reset

The Board has a permanent representative on the Our Manchester Forum. As such, the board will be able to make representations into the Strategy reset throughout its entire process. This will include five in-depth workshops with the Our Manchester Forum over the summer, and a workshop on the draft reset in winter.

- 8.4 Council staff from City Policy and Reform & Innovation attended the Board meeting on 14 July to highlight the proposed forward strategy for engagement through the Community Engagement Framework. Following on from this, the Board were asked to feedback on engaging older people. Initial commentary highlighted several key themes that should be considered in the development of the engagement activity. These are in line with proposed plans for wider engagement, and engagement in relation to the OMS reset. Key themes included:

- The far-reaching impacts of COVID-19, including permanent changes to the lives of individuals and communities, as well as the presentation of new opportunities and connections
 - The necessity for appropriate and inclusive use of language and terminology to convey clear messages
 - The importance of hearing unfiltered voices from disadvantaged and excluded communities
 - Engaging through bespoke conversations to reach people in the most meaningful way possible
 - Recognising the role and importance of local level action
- 8.5 The conversation with the board also determined key areas of learning for the Council's engagement practice, including the need to embrace and act on challenge, and to develop a more inclusive approach. Recognising the variety of impacts of COVID-19 will also be key to making sure diversity of perspectives are considered moving forward.
- 8.6 Initial conversations with the board have also identified several areas of action for the OMS reset engagement to reach Manchester's older people in both the universal and targeted resident engagement for the OMS resets:
- The potential for a wider 'conversations' campaign which focuses on promoting discussion around the Strategy and holds potential for communities to take ownership of this process themselves, as well as promoting ownership of the actions and legacy of the Strategy.
 - Inclusion of the OMS reset activity within the Age Friendly newspaper, which has a significant distribution of 18,000 people and reaches many of the groups not engaged with services and who may not be reached through traditional consultation methods.
 - Inclusion within Age Friendly e-bulletin - distributed monthly to 10,000 people
 - Engagement activity with the Age Friendly Assembly to ensure representation across diverse groups. Officers are in conversation with Age Friendly Manchester colleagues to ensure this is taken forwards.
 - Strengthen links with the Council's digital exclusion activity.
- 8.7 Of key importance is the development of sustainable links via the conversations that arise from this engagement. Whilst the engagement around the OMS reset may be very clearly defined, it is expected that this will operate as a catalyst for ongoing conversations - developing understanding, building relationships and realising action across communities, organisations and sectors.
- 8.8 Representatives from City Policy and Reform & Innovation returned to the Board meeting on 12 August to capture the Board's views on the progress that has been made towards the Our Manchester Strategy 2025 vision, and where the reset must prioritise. The Board's views will be added to those gathered elsewhere. This is a commitment to return to the Board early 2021 in order to inform and update the Board on the Our Manchester reset. In between now and then representation for the Board will remain on the Our Manchester

Forum and opportunities to collaborate with the Board on engaging a wider group of older People via the Age Friendly Assembly will be explored.

8.9 Wider Engagement Practice

At a broader level, the work with the Board will inform wider activity for developing engagement practice across the organisation.

- 8.10 The Community Engagement Framework comprises three workstreams, all of which offer the opportunity to develop the quality of engagement with older people within the city. Processes of engagement across the organisation are being reviewed to develop consistent models and resources that support staff, partners and communities to be able to engage most effectively. In order to undertake this, there is a need to build on existing structures and processes of engagement to support creative engagement practice, with a focus on meaningful conversations, building and developing relationships and creating sustainable action. The voices of older people are key to this process and will be considered throughout both the development and realisation of new resources and approaches.

- 8.11 Some key examples of how this will take place are provided below:

Workstream 1 - Inspire action and build capacity in our communities

The strand to develop the role of community leaders will ensure the necessary guidance and links to engage with older people is available in order to guarantee the representation of older people within this programme of activity.

Workstream 2- Increase trust, building reputation and improving relationships between MCC and residents.

'Developing a strong community of identity engagement' is a key strand of this workstream, which will support the objective to engage more effectively with older people. Working with the MCC Equalities Team and the trusted partners and organisations who work with older people will ensure that guidelines of engagement are inclusive to engaging older people.

Workstream 3 - Ensure our workforce have the skills to take an Our Manchester Engagement approach to working with people

The provision of resources and training will provide staff with the skills and confidence to engage outside of existing structures. For example, in developing 'citizen voice across engagement' embedding principles of co-production may be appropriate in some instances to develop solutions and ensure implementation brings about desired change. Within this context, the inclusion of Age Friendly representation within a co-production network would ensure activity could be developed in line with the perspectives of older people.

8.12 Recommendations

- 8.12.1 Ensure that the Board continues to input into the Our Manchester Strategy reset via their permanent representative on the Our Manchester Forum, and

via officers' attendance at Board's meetings to capture members' views on the Strategy.

8.12.2 Ensure that the voices of older residents are captured in the engagement activity that will underpin the Our Manchester Strategy reset

8.12.3 Continue to work with the Board to ensure that wider engagement is more inclusive of our older communities and leads to a continued sustainable dialogue with Manchester's older people.

9.0 Next steps

9.1 The Age Friendly Manchester Team will work to support lead officers across these five key areas on taking forward the recommendations contained within this report

9.2 The Age Friendly Executive will be established. It will work alongside the Board and provide senior leadership across the system in Manchester. It will take responsibility to oversee the delivery of work to support the recommendations in this report. The Executive will be chaired by the Executive Director or Adult Social Services and will call on other senior leaders across Manchester.

10.0 Recommendations

10.1 The recommendations listed throughout this report are summarised below.

10.2 Activities and projects taken forward to advance age equality in the Council are underpinned by robust Equality Impact Assessments (EIAs). The completion of an EIA will not only ensure that the activities maximise the outcomes for older people generally but will also allow the Council to have regard for intersectionality, recognising that people of all identity groups share ageing as a common characteristic. EIAs against the ageing well activities will allow consideration of the differing experiences of, for example, older Black, Asian and Minority Ethnic people compared with older white people, older women compared with older men, etc.

10.3 Update the age friendly communication strategy and commit to a set of age-friendly communication standards.

10.4 Commit to giving prominence to a series of age friendly communication campaigns including positive images and the UN International Day of Older People.

10.5 Consider how the approaches outlined in the report on age friendly practice to service delivery to Health Scrutiny in July 2019 can be better incorporated across the range of services commissioned and delivered by Manchester City Council.

- 10.6 Facilitate a joint session of the Board and Care Homes Board to help establish common ground and further understanding on the key issues.
- 10.7 Develop a plan of action that seeks to support a better articulation of the voice of older people in residential settings.
- 10.8 Explore options for opening up opportunities of all older people living in a neighbourhood, irrespective of the tenure, to be able to connect, to experience 'accidental acquaintance' and be given the choice to be able to access the same range of social opportunities.
- 10.9 Provide opportunities for members of the Board to contribute to work underway to develop a new care home model.
- 10.10 Agree a set of age friendly standards (similar to those in place for libraries and parks) to ensure older people receive the same high levels of service as other groups. This applies to not only to Manchester City Council's neighbourhood based and facing services but all commissioned and delivered services across the Council and its partners. Age friendliness needs to be included in new specifications as and when service are redesigned or recommissioned, thus ensuring services are age aware and understand how people's needs and experiences change as they get older and they become more diverse.
- 10.11 Provide the right information, in the right format, in the right place, and make sure older people's voices are heard, including those across all residential settings, for example extra care.
- 10.12 Create neighbourhoods which keep older people connected and they can navigate in order to access services, social opportunities, transport and shops; supported by the inclusion of age friendly benches, walking routes and crossings.
- 10.13 Develop an investment strategy that seeks to safeguard levels of investment in existing neighbourhood groups, extending the freedom and flexibilities attached to this so that groups can better respond to their local neighbourhood needs. Also seek to provide additional investment to directly address the gap across neighbourhoods - in terms of spread and capacity so that each neighbourhood is served by a neighbourhood group that is led and informed by the needs of older people.
- 10.14 Shape how Manchester's community response hub evolves to take into account the specific needs of Manchester's older people. In particular, those that choose to remain shielded and those that are vulnerable and isolated. Working with local hubs target the support and base the response on local older people's needs.
- 10.15 Develop an integrated approach across services, organisations and sectors that results in a one place-one plan-one team model. Where priorities and plans are based on the voice and articulated needs of older people. Practically this means for example that the ward plan, the Integrated Neighbourhood Team neighbourhood plan and the BUZZ wellbeing plans are fully aligned.

Alternatively, the Team Around the Place priorities should reflect these priorities. Also, the teams in place to support this will work together as one, for the place. Their respective community development functions are targeted at direct capacity building of local neighbourhood groups.

- 10.16 Support MCC to become an Age Friendly employer and accelerate the work to support this that is already underway in HROD. This work needs to be used to help and inform MHCC's and MLCO's commitments to become age friendly employers too.
- 10.17 Review the retraining offer available to older working people to support job security and career progression. Work with MACC and other VCS groups to explore development of volunteering programmes for unemployed residents of all ages as part of an individual's pathway to employment.
- 10.18 Support unemployed Manchester residents, especially those over 50 to re-enter work as quickly as possible. Intensify focus of employment and skills support providers on over 50s.
- 10.19 Identify and target age sensitive career and development support for the over 50s such as the inclusion of basic digital skills and other relevant support programmes.
- 10.20 Support all age apprenticeships and other training opportunities to better equip employers with the skills to survive and grow, while helping more residents to upskill and progress in their careers.
- 10.21 Work with GMCA to consider how over 50s can be better reflected in programme design, delivery and contract management.
- 10.22 Ensure that the Board continues to input into the Our Manchester Strategy reset via their permanent representative on the Our Manchester Forum, and via officers' attendance at Board's meetings to capture members' views on the Strategy.
- 10.23 Ensure that the voices of older residents are captured in the engagement activity that will underpin the Our Manchester Strategy reset.
- 10.24 Continue to work with the Board to ensure that wider engagement is more inclusive of our older communities and leads to a continued sustainable dialogue with Manchester's older people, including those across all residential settings, for example extra care.

Manchester City Council Report for Information

Report to: Communities and Equalities Scrutiny Committee – 3 December 2020

Subject: Driving digital inclusion and bridging the digital divide in Manchester

Report of: Director of Inclusive Growth and Head of Libraries, Galleries and Culture

Summary

The purpose of this paper is to provide an update on the digital inclusion challenge within Manchester, the impact of covid on those who are excluded and the initiatives that are being developed in aim to scale up efforts to tackle the challenges.

Recommendations

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

Wards Affected: All

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

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	
A highly skilled city: world class and home grown talent sustaining the city's economic success	It highlights the importance of supporting residents to learn and continue to further develop the digital skills they need for both everyday life and work.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	It shares what action has been taken to ensure we are taking steps towards becoming a fair and more inclusive society.
A liveable and low carbon city: a	

destination of choice to live, visit, work	
A connected city: world class infrastructure and connectivity to drive growth	It starts to explore the challenge of a lack of connectivity on our communities playing a full part in society.

Contact Officers:

Name: Angela Harrington
 Position: Director of Inclusive Growth
 Telephone: 0161 234 1501
 E-mail: angela.harrington@manchester.gov.uk

Name: Neil MacInnes
 Position: Head of Libraries, Galleries & Culture
 Telephone: 0161 234 1902
 E-mail: n.macinnes@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.

- Good Things Foundation – Digital Nation 2020
- Lloyds Bank UK Consumer Digital Index 2020

1.0 Introduction

In 2019 the 'Evidencing the Challenge of Digital Inclusion in the City of Manchester' report estimated 27,000 adults in Manchester as digitally excluded. In reality we know this number is in fact much higher and is continuing to increase at a fast pace due to the impact of lockdown and the sustained impacts of covid-19. In-fact GMCA have the headline figure for those digitally excluded post Covid-19 across GM as 1.2 million people.

Over the last 20 years Manchester City Council and our partners have done much to reduce this digital divide and support those that are digitally excluded. The City Council offer includes providing free Internet access, free Wi-Fi and IT support in all our libraries, a wide range of digital courses being delivered by Manchester Adult Education Service (MAES), as well as working closely with many of our third sector organisations to support them to continue to support more of our neighbourhoods to access and utilise the internet.

Work and Skills and Library team have over the past 18 months worked together with key stakeholders to develop a collaborative programme to assess the scale of the digital divide, improve the existing support infrastructure, develop joint projects and develop new initiatives to support digitally excluded residents. There has been a diverse range of key stakeholders involved so far including: adult learning providers, third sector community organisations, registered providers, healthcare partners and also private sector businesses.

2.0 What is digital exclusion and how does it affect our communities?

Digital exclusion exists where a person lacks one or more of the following: access to the Internet, skills/confidence to use the Internet or motivation to go online. In 2019 we estimated around 27,000 digitally excluded Manchester residents.

In line with national trends, our report identified those who are over 65s, disabled, with low incomes, or whose first language is not English highly likely to be digitally excluded. The report also evidenced the correlation between those living in areas of deprivation and digital exclusion. The areas of the city where digital exclusion is most prevalent have been identified as North Manchester, East Manchester, Hulme and Moss Side and a number of neighbourhoods in Wythenshawe.

Being digitally excluded can result in residents having; to pay more for life essentials, difficulty accessing health and wellbeing services, increased feelings of loneliness or social exclusion, a lack of voice and visibility, less access to employment and learning opportunities as well as an increased risk of falling into poverty - resulting in further widening of the social inequality gap.

There has been an increase in the number of Government and private sector funded initiatives to support our children and young people through schools and colleges to access the internet but very few to support our adults. This is despite our education and skills providers identifying a huge demand for their current and future learners. MAES for example, have identified ESOL learners as most affected. Whilst only 3% do not have smartphones, 63% of their 4396 ESOL learners do not have a laptop or

tablet (2769 individuals), which is needed to access online or blended learning. MAES have now invested in 350 Google Chromebooks and 100 dongles for a loan scheme.

It is also crucial to recognise the huge impact the pandemic (specifically social distancing) is having on all providers supporting residents with Internet access, training and support. Changes to physical learning spaces means there will be an increase in the number of partners offering more flexible learning models, such as blended learning. This may result in a number of residents not being able to engage in learning based on having non or limited access to the internet. Digital devices and/or the skills to use them is now a necessity for the adult education and skills sector.

3.0 Digital inclusion and strategic alignment

The Manchester Adult Education and Skills Plan, the Our Manchester Industrial strategy and the planning for recovery all highlight the importance of supporting residents to become digitally included, in order for us to reach the cities ambition of becoming a fairer and more inclusive society.

The digital inclusion agenda also plays a huge part in the delivery of the COVID-19 Recovery Coordination Groups plans. The purpose of the residents and communities workstream is to enable residents and communities affected by COVID-19 to live independent and fulfilling lives. Achieving this ambition is impossible, without more residents able to access the internet and supported to engage confidently with the internet. The Economic Recovery Plan offers local interventions to support the recovery and rebuilding of the economy. In order to deliver the plan affectively, more residents will need to have access to the internet and the skills to use it to be able to take the initial steps towards and to re-engage with learning and employment opportunities.

Tackling the digital divide will also enable us to make better use of the new technologies that we are embracing as a Council. For example, in the Customer Service, the ability to support and upskill residents digitally through the use of new technologies such as video conferencing is being explored as we speak.

Digital Inclusion is also key to maximising census returns in March 2021. The level of funding the City Council receives in the next 10 years is dependent of the population figures provided by the census. As this is a 'digital first' census, where submissions will be made online, the more adults that are confident online users, the higher the level of returns and the more Central Government funding the Council will receive.

It is essential we deliver a digital inclusion programme at scale, to develop a better understanding of the numbers of those digitally excluded and their motivations balanced with those who for a number of reasons will never engage with digital and may need to interact with services non digitally.

3.1 The Council's role in tackling the digital divide so far

The Council has supported digital inclusion for over 20 years. Libraries are the primary council venue that support digital inclusion. Each library offers free Internet

access, free Wi-fi, printing and IT training and support. IT training is provided by partner organisations such as MAES digital drop-ins and Citizens Advice's digital support. More than 600 PCs are in place in libraries and all are heavily used. Since July 2020 when libraries reopened, over 20% of visits have been for Internet access and in some cases this is between 30-40%. Many of these customers have said that they did not use the Internet at all since March when libraries closed. The guidance relating to the second lockdown beginning in November classed libraries as an essential service, because of their crucial role in providing Internet access, particularly to those without access at home. Whilst other cultural venues and similar organisations were closed, libraries stayed open to provide essential computer use. This further shows the recognition for the importance of digital inclusion and libraries role in it.

The Work and Team have also developed a number of initiatives in aim to tackle the digital divide, particularly activity that supports our third sector organisations to sustain the delivery of digital skills support in our communities. In 2019, Work and Skills established a cross-sectoral Digital Inclusion Working Group, which now has over 50 members who meet bimonthly to share resource, their learning, to identify resident's barriers to learning and to plan action.

The Work and Skills Team has also been working in partnership with Barclays and MMU on the Barclays Digital Eagles programme. This programme not only provides students with access to digital industry led training but they also gain the foundational skills needed for employment by 'buddying' with our third sector organisations to support residents with their digital skills, who therefore also benefit from the programme. So far (including during lockdown), the initiative has supported 29 students and 10 Community organisations including Shelter, North Manchester Community Partnership, North Manchester Black Health Forum, Barlow Moor Community Centre, Chrysalis Family Centre and Wythenshawe Good Neighbours. Work and Skills are working with MMU to further develop a more bespoke training model for the new year.

Despite there being a number of digital inclusion initiatives delivered by both internal departments and external partners across the city, there is a need for a more joined up approach, since the majority of those who are digitally excluded or have low digital skills are also socially excluded experiencing a number of interrelated barriers. Many of our third sector organisations who are at the heart of reaching and positively engaging residents to be online are hyper local and have been heavily impacted by the pandemic, many of them having to close their physical community venues and offer support digitally.

There is a stronger need for a multi-agency approach towards gathering more up-to-date and local intelligence that helps to identify the reasons behind low-uptake of current digital learning initiatives across the city and build a better understanding of the support needs of residents becoming and staying engaged with digital. Using these findings to better coordinate initiatives should enhance the current offer ensuring all residents are supported to have access, skills, motivation and trust to go online and stay online, bridging the digital divide.

3.2 Manchester Digital Inclusion working Group

The creation of the working group came from listening to our front facing services and third sector organisations who shared with us their concerns about the growing digital divide and the need for better connected efforts to tackle the problem. The aims of the working group which have been informed and agreed by members include; Connecting services and provision across the city and strengthening partnership working and target provision for those groups that are hardest to reach.

Most recently a number of subgroups have been established to focus and better drive forward actions. Subgroups include; residents for whom English is not their first language and ethnic minorities residents led by libraries; and Health, Care and wellbeing - led by MHCC.

The working group very early on, identified motivation as being a key and challenging barrier to engaging residents with digital. To start to tackle this, the working group commissioned a piece of work that promoted a diverse range of positive stories of how becoming digital had enhanced the lives of local people.

Manchester artist and storyteller Len Grant, who has for over a number of years worked in partnership with the Council - listening to and documenting local people's experiences of regeneration, has created a small booklet showcasing sketches of eight residents that have over time engaged with members of the working group to digitally upskill. The sketches tell their stories and share their experiences through their own words. Themes such as money saving, accessing healthcare, socialising and employment are featured. Booklets have now been cascaded across community spaces including, pharmacists and local shops. An example can be found in Appendix ...and the booklet is also accessible online - <https://www.lengrant.co.uk/work/digital-inclusion-booklet-2020/>

The Manchester Digital Inclusion Working Group has been crucial in supporting the council to know how best to support the digital inclusion agenda, identifying the areas of the city in most need and the groups that support digitally excluded residents in those areas.

3.3 Get GM Digital Programme

The Work and Skills Team received £50k funding from GMCA's get 'Get GM Digital' programme. They used the funds to work more closely with libraries and to recruit to the role of a Digital Inclusion Officer, in aim to increase both teams resource and capacity to scale up and better focus the activity reducing the digital divide.

Together the Work and skills and Libraries teams set a number of objectives; have more conversations with those residents who have been identified as the most digitally excluded, to gain a better understanding of their challenges and motivations and to work closely with community organisations to find better ways of reaching those communities that remain digitally excluded. Evidence the challenge of digital inclusion faced by residents across the city. Support VCSE sector organisations to upskill their workforce. Enhance existing digital provision and embedding new digital

provision across their offers. Create a communications campaign that promotes the benefits of engaging with digital and remaining online.

Due to the impact of Covid-19 many of these objectives have been put into action much quicker than expected and a further developed Digital Inclusion Action Plan has also been developed in aim to better coordinate efforts and drive further change.

4.0 Manchester Digital Inclusion Action Plan - supporting the Council's COVID response and recovery

Efforts to help stop the spread of the coronavirus are disrupting every aspect of our lives and technology is being used as a solution to supporting people through this new way of living. This means that those of our residents who are already digitally excluded or have low levels of digital skills are at risk of becoming even more vulnerable as they find themselves unable to; access vital services, stay informed and keep in contact with friends or family - becoming completely socially isolated.

Now more than ever it is essential that we ensure all residents, particularly some of our more vulnerable and socially excluded residents, can engage with an offer that enables them to become equipped with or further develop the skills needed to access and benefit from being online.

The Manchester Digital Inclusion Action Plan is going to enable more residents to not only cope through the uncertainty of the pandemic but also to become more independent and self-serving. More independent and self-serving communities will provide the opportunity for public sector resources to be focussed on those most in need and will help to deliver recovery plans by proactively enabling more residents to later recover from the impact of this global emergency. Encouraging people to upskill and retrain now could play a huge part in reducing the digital divide for the future.

4.1 Support for residents with home Internet access, but without the skills and/ or the confidence to use it effectively

As lockdown approached it soon became clear that there were many residents who had home Internet access but didn't have the skills and/ or the confidence to use it effectively. The Council's COVID Response hub promoted digital support as one of its services, so Work and Skills and Libraries launched an initiative to provide that support to those which made contact. Managed by libraries, members of the Digital Inclusion Working Group, have come together to resource a digital support service.

The service involves residents receiving digital support over the phone from a digital champion on things such as how to turn on a device, setting up an email account, making video calls, doing online supermarket shopping and accessing health information. The list of digital champions includes members of staff from the Libraries Team, the Work and Skills Team MAES, Citizens Advice and YES Manchester. We have also recruited approximately 50 volunteers so far, from a combination of MCRVIP and Macc.

Residents accessed the service through the Community Hub, set up during COVID and through being referred by other Council services and external partner organisations. Residents can now also access the service through the Council's contact centre and by self-referring themselves or friends and family through the digital inclusion inbox or for those completely offline by texting 07860064128.

Diversity is at the heart of this service and an Equalities Impact Assessment (EIA) was conducted when establishing this service. We have been mindful to ensure that our volunteers come from a range of backgrounds and we can so far offer support in up to 16 languages.

Nearly 500 residents have been supported through this initiative since May and will continue to be supported post COVID. The model that has been developed is sustainable, as libraries (for whom digital inclusion is a key priority), continue to manage the service and provide staff to support it. Members of the working group also continue to staff the service and additional volunteers are continuing to be recruited.

Through early analysis of the data coming through this service, we have been able to identify a number of trends. For example - the largest number of referrals have come from those contacting the Council for food support, as well as from residents who the Council was moving from food support to online supermarket shopping. In addition, referrals are most common from areas of the city where digital exclusion is most prevalent - the more deprived areas of the city. The majority of residents now access the service directly through the text number.

4.2 Support for residents with no home Internet access

Many residents across the city have been disadvantaged through lockdown without having any home access to the Internet. Making significant change and reductions to the numbers of people affected is a long-term task. In the short term, we have looked to increase the number of residents with home access to the Internet through donating Internet devices to priority residents.

In April we donated tablets, with Internet to residents as part of the national DevicesDotNow scheme. 20 tablets were donated, and were used by people facing the early phases of lockdown, and we partnered with Citizens Advice Manchester to distribute 10 more. These people were able to connect to friends and family and access information, improving their quality of life.

Building on our learning from that scheme, we secured 110k investment to purchase 400, Wi-Fi enabled Chromebooks for donation to residents without Internet access. The Council has provided 100k of Hardship Fund and One Manchester has provided 10k.

Starting from Mid-October, during national 'Get Online Week' all 400 chromebooks have been delivered to residents. The recipients were identified as having no access by the Council's COVID hub and through referrals by partner organisations. The Chromebooks were given to people who most closely match the criteria that was been developed by a small steering group.

To be eligible for a device, residents had to be 19+, a resident of Manchester and have no fit for purpose Internet access at home. They also had to meet one or more of the following: be disabled, have a long-term health condition, be over 65 or have low income. Each resident has been given support by one of our digital champions, who are acting as a one to one buddy to the resident.

A large majority of residents that were referred for a device were Black and Asian residents. Over half of the residents receiving a device have reported they have a disability or long-term health condition.

Early feedback has been hugely positive with residents already being able to contact family and friends, access courses and access information online. This has been particularly timely with the second lockdown. Early feedback that has been provided to the buddies already shows the impact upon residents. Several have reported that residents who have never used the Internet now use it multiple times a day. The range of uses of the Chromebooks demonstrates the importance of this projects. These include booking online shopping, contacting friends, accessing courses, maintaining universal credit, applying for jobs and booking GP appointments. Several residents who were reporting they were 'not at all confident' at using the Internet are already 'fairly confident' after only a couple of weeks use, and 2 phone calls from their buddy.

Approximately 80 of the residents who received chromebooks already have Wi-Fi installed in their home, but no device to access the Internet. This has released 80 Sims with Internet access until March 2021 which are being distributed to additional residents via the community groups represented at the Digital Inclusion Working Group.

This is a pilot project, which will demonstrate significant outcomes, possibly leading to further funding. Healthcare partners are already applying for internal funding opportunities in aim to collaborate on tackling the access challenge with us. To assess the digital capabilities of recipients and the success of the initiative the Work and Skills Team has commissioned Manchester Metropolitan University (MMU) to conduct an evaluation which will analyse the progress made by the recipients of the devices, and the difference made to their lives.

In addition to the schemes mentioned above. The Work and Skills Team has also supported the community initiative My Outsourced IT. The device gifting initiative is delivered by IT entrepreneur Andy Young. During lockdown he wanted to use his skills and fortune to refurbish and donate devices to families and young people wanted to access the internet to engage with learning. This initiative very quickly went viral via communities and neighbourhoods from both those wanting to donate old devices or benefit from a refurbished one.

Through developing a relationship with the Council, this GM eco-friendly initiative had a huge increase in both donations and referrals for Manchester residents. To support this initiative and enable more Manchester residents to get access to a device, the Work and Skills Team liaised with the Sharp Project who offered to host Andy in their new Arbata building on a 3-month lease.

Work and Skills have recently facilitated the 'Access to the internet for our children and young people' webinar through the Manchester Digital Skills Network. There were 60 attendees including representatives from third sector, schools, colleges, skills providers, DWP and healthcare. As a result of this conversation a number of sub groups have been arranged for members of the network and attendees of the wider webinar can collaborate on action reducing the digital divide.

5.0 Adult education Providers role with tackling the digital divide

Our Adult Education providers have rapidly and successfully adapted to the needs of their current learners but for those residents who are potential learners and already digitally excluded, or have recently become so as a result of the crisis, use of the internet is not an option, leaving many unable to engage with learning opportunities.

Adult education providers are well placed to enable residents to develop their digital skills. This has now been recognised at a national policy level and a new Essential Digital Skills qualification has been launched for the 20/21 academic year. The new qualification is regarded as a 'legal entitlement' which means it is fully funded for 19+ learners and that digital skills are now given the same status as English and maths.

The new qualifications are underpinned by a framework which contains four elements, problem solving; communicating, transacting and handling information and content. They are much broader than previous equivalent qualifications and help to define what is meant by a digital skills course as opposed to an IT course.

MAES has updated its Digital Skills offer for this academic year to include three types of course; the new Essential Digital Skills course; a non-accredited beginners' course and Skills Up (an informal workshop which is specifically planned around the motivations and interests of participants).

In response to the pandemic, adult learning providers developed different models of blended and distance learning. This has enabled them to reduce the group sizes that meet in physical classrooms and therefore maintain social distancing whilst also being financially viable. However, in the case of digital inclusion provision, it can be difficult to deliver courses using these approaches because learners do not yet have the skills to work independently in this way. This necessitates class groups being kept small and makes it more challenging to meet demand. However, providers have been very resourceful since the start of the pandemic and utilised a wide range of approaches to keep digitally excluded learners learning.

6.0 Adult education Budget (AEB) Grant Funded Programme

GMCA are awarding each of the 10 Authorities £150k through the Local Authority Grant Programme. Funded through AEB the programme aims to give Local Authorities (LA's) in GM the opportunity to carry out projects and/or initiatives that support adult skills within their locality, to further support the placed based approach set out by GMCA.

For both strands Work and Skills have in partnership with the City's key adult learning providers decided to recruit in additional resource through two roles – Digital

Inclusion officer and a Manchester Adult Education and Skills Plan Coordinator. Over the next 12 months this extra resource will enable us to at pace, effectively deliver more of the Digital Inclusion Action Plan as well as the Manchester Adult Education and Skills Plan.

The Digital Inclusion Officer will sit under the Libraries Team structure and will focus on strengthening links and communications between third sector organisations and adult education providers delivering the digital entitlement offer in Manchester, to improve referrals between grassroots organisations and AEB providers, help us to better understand the digital inclusion challenge and bridge the digital divide. The Coordinator will sit under the Work and Skills Team structure and will work collaboratively to break down barriers to learning including; communication between providers, promotion of provision, accessibility outreach to residents, digital skills pathways between informal community provision and the digital entitlement offer, Information Advice and Guidance (IAG) and labour market intelligence.

GMCA have also awarded each of the 10 Authorities £50k funding to purchase digital kit/ connectivity to help challenge the huge access barrier. The Work and Skills Team have proposed this funding specifically supports our residents who have been identified as likely to be digitally excluded and most impacted from COVID (through both the 'Evidencing the challenge of digital exclusion in the city of Manchester' report and the Economy Recovery 'THINK' report) - over 65, disabled or belonging to an ethnic minority groups, who may no longer be able to interact with a service offer due to the increase of digital transformation.

Through conversations with some of our key community organisations offering learning and employment training, we have identified that although organisations have great links into our communities, many are having to offer their service in a very different and very digital way. For those residents who would usually interact through face to face this is no longer the norm. Many of the residents who were doing so for a number of reasons including affordability - are digitally excluded and so kit being provided for those linked to an organisation will mean they can still engage with a service and continue any learning, wellbeing or employment opportunities they were being supported to complete.

For this project to be successful it needs to be well informed by our community partners and so some consultation needs to be facilitated before delivery. We are having conversations with other authorities who have successfully delivered very similar schemes within their own localities.

We are also currently consulting in detail with partners and groups who support residents with disabilities to ensure that our full range of initiatives can be accessed by people with different types of disability. Similarly, we have also consulted with the Age Friendly Manchester's Older Peoples Board, who are helping to promote the initiatives to support more of our older residents with their digital capabilities.

7.0 Conclusion

To summarise - the impact of COVID has meant that the scale of the digital divide and the importance of tackling the challenge to grow a fair and more inclusive

society has had national recognition. In Manchester we have in a very small space of time made great steps towards making a real difference and reducing the numbers of those who are unable to access the internet at such a crucial time.

It is clear that we still have a long way to go and to make real change the City needs to commit to listening more to its communities, to understand the complexity of the challenge, gather more intelligence on where engagement is needed and on what's working well, to upscale projects around connectivity and access and, to share positive stories and experience of residents digital learning journey's and the impact being digital enabled has made for them and their life's.

Tapping into resident's motivations through a range of skills provision, as well as ensuring pathways into learning opportunities are strengthened for those most in need is also what we as a City need to focus on.

New services and strong delivery models have been developed in an 'Our Manchester' approach. These services, collaborative models and ways of working will continue for the foreseeable future, both during and moving on from the pandemic and its impact, to make a real difference to people's life's and communities.

APPENDIX 1 - Telephone support sticker and posters



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APPENDIX 2 – Digital Inclusion booklet example

"I needed to brush up my computer skills for work."



Coming back to work after ill health, I was getting knocked back at interviews for not having up-to-date IT skills.

The JobCentre suggested a course at my local Adult Ed centre so I enrolled. Before I'd even completed the course I got another interview. I felt confident enough to ask them about their IT system and this time my new skills matched their requirements and I got the job.

Anna

"My smartphone is my lifeline."



I had no idea how to use it at first but my son has taught me.

Now I use WhatsApp to ring the people who are important to me for free. I don't see my brothers and sisters – they live all over the country – but I can keep in contact with my smartphone.

When I'm at my lowest I video chat my sister and we talk for hours about everything.

Now I do my banking on the app, it's so much easier than before.

Rinjindar and Leeland

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APPENDIX 3 – The 500 residents receiving telephone support broken down by ward

Number of Telephone support in each Ward	Percentage
Ancoats & Beswick	2.472%
Ardwick	3.820%
Baguley	3.371%
Brooklands	1.798%
Burnage	2.921%
Charlestown	2.247%
Cheetham	3.371%
Chorlton	1.348%
Chorlton Park	0.674%
Clayton & Openshaw	6.292%
Crumpsall	4.045%
Deansgate	0.000%
Didsbury East	2.247%
Didsbury West	0.674%
Fallowfield	2.472%
Gorton & Abbey Hey	5.618%
Harpurhey	6.067%
Higher Blackley	1.798%
Hulme	4.045%
Levenshulme	3.820%
Longsight	4.045%
Miles Platting & Newton Heath	4.045%
Moss Side	3.146%
Moston	2.921%
Northenden	4.270%
Old Moat	1.798%
Piccadilly	1.573%
Rusholme	3.371%
Sharston	0.899%
Whalley Range	3.371%
Withington	1.124%
Woodhouse Park	1.573%

Unknown	4.494%
Outside of Manchester	4.270%

APPENDIX 4 – Digital Inclusion Action Plan

DIGITAL INCLUSION ACTION PLAN OVERVIEW

Purpose: All Manchester residents are motivated to engage with an offer that enables them to become equipped with and further develop the skills needed to access and benefit from being online.

SRO: Angela Harrington - Feeding into the Work and Skills Board

Leads: Sherelle Fairweather (Work and Skills), Philip Cooke (Libraries)

Objectives					Expected Outcomes			
<ul style="list-style-type: none"> To evidence the challenge of digital inclusion faced by residents across the city. Listen to more residents who have been identified as the most digitally excluded, to gain a better understanding of their challenges and motivations. Work closely with VCSE to create more ways of reaching communities that remain digitally excluded and support sector to develop their workforce digital skills. Ensure more residents can access the internet through a range of initiatives. Better promote the benefits of engaging with digital and remaining online. 					<ul style="list-style-type: none"> Strong local knowledge base to influence the Manchester Digital Strategy, including a clearer understanding of what motivates residents to 'go online'. More residents can access the internet and are supported to build their confidence and digital capabilities. VCSE supported to reach and positively engage residents to be online. More residents understand the benefits of going online and engage in digital in a way which benefits them most. 			
Digital Inclusion Working Group	Manchester Device Scheme	Connecting external initiatives	English not first language and Black, Asian, Ethnic Minority groups	Access to Digital Health, Wellbeing and Care	Neighbourhood level targeted activity	Young people and digital inclusion	Digital entitlement and adult education	MCC priorities i.e. Digital transformation, Census, OM Strategy refresh

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**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny Committee – 3 December 2020

Subject: Update on COVID-19 Activity

Report of: Strategic Director (Neighbourhoods)

Summary

This report provides Committee Members with a further update summary of the current situation in the city in relation to COVID-19 and an update on the work progressing in Manchester in relation to areas within the remit of this Committee. Further detail on specific issues will be available as required.

Recommendation

The Committee is requested to note the update.

Wards Affected: All

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

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

A liveable and low carbon city: a destination of choice to live, visit, work	
A connected city: world class infrastructure and connectivity to drive growth	

Contact Officer:

Name: Fiona Worrall
Position: Strategic Director (Neighbourhoods)
Telephone: 0161 234 3926
E-mail: f.worrall@manchester.gov.uk

Background documents (available for public inspection):

Not Applicable

Covid-19 Sitrep Summary

Residents and Communities Workstream

Date: 20 Nov 2020

Workstream		Impact / challenges experienced	Key planning and recovery activity being undertaken**
Residents at risk			
	Shielded Residents and the Food Response	<p>Whilst shielding hasn't been re-introduced, guidance has been sent via a national letter to all those that are defined as Clinically Extremely Vulnerable. This is being followed up by a local letter sent via GPs with more detail about how to access support locally via the Covid Helpline.</p> <p>There is a move away nationally from direct food provision to supporting self sufficiency. Those who are CEV will be able to register on line to obtain a preferential supermarket slot and request to be linked in to a local support offer. We are very mindful that there will be a number of residents that are digitally excluded and will not be able to access this offer. The helpline will be available to offer support needed</p> <p>Small increase in demand due to National / Local Clinically Extremely Vulnerable instruction letters.</p>	<ul style="list-style-type: none"> Numbers coming through to the food response are slowly increasing, but for now we are confident in the capacity within the system to meet need The food response will continue to support people with either a clinical or financial vulnerability The focus for the food response will remain on providing access to a holistic support offer which looks at issues beyond food support needs / root causes. Key referral pathways established with CAB, Be Well Service, Early Help, Digital Volunteers and other provision Demand is being monitored daily and appropriate measures put in place to scale up as required, there is the potential for this to have implications on resources. Call Handlers have been pro-actively contacting identified CEV residents / households to provide food support if needed (based on intelligence from PRI). 26 residents have been contacted so far,

			<p>with 4 requiring immediate food response support</p> <ul style="list-style-type: none"> • Work is underway to ensure that digital support is integrated so that more residents can benefit from online options • The New Smithfield Market function is on standby subject to demand increasing – a project and finance plan has been drafted and can be stood up quite quickly. However, ongoing discussions with providers has suggested that capacity can be met through additional volunteer and (les significant) financial support • The new Food Response Team is now largely in place – the final role (Volunteer Manager) will be filled 25/11 • The Our Manchester Food Partnership has launched, and 3 themed webinars have taken place. The objective of this is to increase skills and knowledge of food providers, and to help make food providers make connections with other support services. • Planning for Christmas period has begun, and we are mapping provision and referral pathways to services (some providers have a cut-off point for Christmas referrals). Call Handlers will where appropriate signpost to additional Christmas VCS provision as well as general brokerage and allocation
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			<ul style="list-style-type: none"> As well as calls to CEV residents re food, calls are also being made to those who have registered on the National Shielding website and asked to be connected into a local support offer.
	Domestic Violence & Abuse	<p>Domestic abuse community services are working at and in some cases over capacity. Previous lockdown saw a steady increase in referrals to DA services apart from the IRIS services which links GPs directly to the DA advocate.</p> <p>Staff resilience continues to be a risk given the length of previous and new restrictions. Consideration to be made as to what support providers may need to maintain staff wellbeing in order to continue with service delivery</p> <p>At a meeting with providers, they report there has not been an immediate increase in demand since the new lockdown measures, however most DA providers are now seeing higher than pre-covid referral levels.</p>	<p>MWA to continue to support high risk referrals from MARAC until 31 March 21.</p> <p>Additional covid funding provided to the MCC IDVA service to provide a further temporary manager post and a temporary IDVA post to manage demand and support the staff team.</p> <p>Comms have been reviewed to reinforce message that services are still open and victims can leave the home to escape an abusive relationship. This includes messaging in relation to the IRIS service</p>
	Welfare Provision	Half-Term Free School Meals	The WPS Team administered the Council's Free School Meals replacement scheme for the half-term week. The scheme was open from 23/10/20 to 13/11/20. We made payments for 6,616 children at a total cost of £99,240. There may be

		Test and Trace Support Payments	<p>some final adjustment to the reported numbers following a data cleansing exercise.</p> <p>At 16 November we have:</p> <ul style="list-style-type: none"> • Received 2,616 eligible applications • Paid £356,500 to 713 main scheme applications • Paid £105,500 to 211 discretionary cases • Declined 1,433 applications (615 main scheme and 818 discretionary)* • Pended 261 cases while awaiting further information • Allocated all applications received <p>*The main reasons for refusals are where the income is above the threshold based on the agreed AGMA model</p> <p>The government estimated that the scheme would generate 12 applications per day for an authority the size of Manchester. We are receiving an average of 53 per day.</p> <p>Consideration is being given at a senior level to contacting the DWP to request an increase in the discretionary budget (£227k) provided within the scheme and the amount provided to administer the scheme. Based upon the DWP position there is limited confidence that the discretionary budget would be increased.</p>
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		Covid Winter Grant Scheme	<p>The DWP are providing a budget of up to £2.6m to Manchester to deliver a Covid Winter Grant Scheme up to 31/3/21. The details of the scheme are being worked through at strategic and operational levels. The primary focus is to provide food support for families with children during the Christmas and February 2021 half-term holidays. Flexibility is also offered to allow support for families without children and single people. DWP require authorities to provide data returns to show how the fund is being directed and the total grant received is dependent on the assurance provided by these returns. Current thinking / activity to deliver the scheme includes:</p> <ul style="list-style-type: none"> • Vouchers to a value of £15 per week provided to schools to allocate • Up to 34,000 vouchers available per holiday period to meet estimated need • A rapid tender process to identify partner supermarkets with a view to achieving an element of uplift to the value of the voucher • SMT colleagues involved in identifying and implementing preferred options for providing support across other key groups that may include care leavers; homeless families; carers; college students: and may include food / utilities / other key needs support.
	Homelessness	Increase in presentations to pre-Covid levels has continued, presenting additional pressures as access to move-on and temporary accommodation	Working with partners to maximise access to move-on accommodation, including targeted interventions in the private rented sector. This will

		<p>remains limited. Re-start of s21 evictions not being seen as a major factor yet, but this process has only recently re-started and pent-up demand will be seen in the system again soon. Increases in domestic abuse presentations has been sustained. Currently in the process of identifying arrangements for winter provision for people who sleep rough. Numbers have shown a slow but consistent trend of increase. Commitment to not use night shelters wherever possible, but concern as to the availability of self-contained accommodation, its cost and the availability of adequate staffing and support services, including a food offer.</p> <p>Concerns with finding sufficient suitable accommodation for people who are positive, and a testing process for people who sleep rough</p> <p>Challenges with more staff testing positive, or needing to self isolate</p>	<p>remain a significant challenge, particularly in light of national lock down.</p> <p>Regular meetings with partners are considering the options for the city for winter. There is a strong view that shelters should not be used though an absolute commitment to this cannot be made, it is a shared aspiration. The scale of provision required and the additional cost will be continuing challenges, as will the availability of adequate staffing should a prolonged period of provision be required.</p> <p>Working with contract tracing steering group to agree processes. Public Health have agreed for homelessness to have access to testing kits. Working with Salford City Council to identify an accommodation site for people who are covid positive.</p> <p>Contingency plans are in place to ensure sufficient staffing across the portfolio, this may include increase in overtime or agency.</p>
Resilient communities			
	Resilient Communities		<p>Calls into the helpline have not seen an overall increase since the lockdown period began on 5th</p>

			<p>November. Lots of calls are about general queries eg covid guidance, how to access test and trace isolation payment.</p> <p>The partnership approach at a neighbourhood level continues to work well, with the Team around the Neighbourhood working collectively to engage with residents re Covid in hotspot areas as well as supporting those most at risk.</p> <p>MCRVIP continues to promote opportunities for volunteers to support with the covid response.</p>
	Libraries, Galleries and Culture	<p>National lockdown has resulted in Museums, Galleries and Cultural venues being closed across the city including Manchester Art Gallery. Currently planning for reopening 3rd December in line with future government guidance and restrictions.</p> <p>We have temporarily closed the following libraries:</p> <ul style="list-style-type: none"> • Arcadia Library (Levenshulme) • Barlow Moor Community Library • Burnage Library • Central library (City Library on the lower ground floor is open) • Fallowfield Community Library 	<p>Following government guidance, the range of services at our libraries has been temporarily reduced. The following libraries remain open:</p> <ul style="list-style-type: none"> • City Library (part of Central Library) • Abraham Moss Library • Avenue Library • Beswick Library • Brooklands Library • Chorlton Library • Didsbury Library • Gorton Library • Longsight Library • Newton Heath Library • North City Library • Withington Library • Wythenshawe Forum Library

		<ul style="list-style-type: none"> • Hulme High Street Library • Miles Platting Community Library • Moss Side Powerhouse Library • New Moston Community Library • Northernden Community Library <p>Expected Impact of New national lockdown measures. All cultural venues closed to the public and those with reopening plans have been suspended. It is understood venues as places of work can remain open allowing for the rehearsal of work and performance for broadcast.</p> <p>Financial impacts on cultural organisations will include loss of income from audience based and participatory activities that were planned. Costs in terms of cancellation fees and loss of income from hospitably services.</p>	<p>Libraries can remain open to provide access to IT and digital services - for example for people who do not have it at home - and for click-and-collect services.</p> <p>Some organisations have benefited from Cultural Recovery Fund Grants which for may would have included income assumptions based on being open and delivering a reduced, but emerging, public facing programme. We expect ACE to apply flexibilities to the grant management process, but losses of projected income will impact on financial forecasts.</p>
	Parks, Leisure & Events	Significant closures of sports and leisure centres and cancelling of events in line with covid restrictions currently in place.	<p>Sport & Leisure</p> <p>The following permitted activities are currently operating:</p> <ol style="list-style-type: none"> 1. Elite Training Centre sites are open for elite athletes only – this includes sites such as the National Cycling Centre, the National Taekwondo Centre and the Manchester Aquatics Centre.

			<ol style="list-style-type: none"> 2. Some facilities are open or are being mobilised for the provision of NHS activities such as COVID testing, vaccination and general support – This includes sites such as Denmark Road, Abraham Moss, Wythenshawe Forum and the Tennis Centre. 3. Dual use leisure/ education sites are open for use by the Schools for curriculum PE – This includes sites such as Abraham Moss (temporary sports hall), Whalley Range and Belle Vue. 4. Northcity Family & Fitness Centre is open for access to formal child care provision only. 5. Swimming Pools are open for Primary School Education Swimming only. <p>Parks</p> <p>Services that remain operational are as follows:</p> <ul style="list-style-type: none"> · Play areas · Cafes (as a takeaway service only) · Ice cream vendors (as a takeaway service only) · Toilets · The Garden Centre at Heaton Park · Allotments (access to outdoor areas only, with limitations on individuals meeting in line with guidance)
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			<p>Services that remain closed are:</p> <ul style="list-style-type: none"> • Athletics tracks • Formal baseball, cricket, football and rugby pitches. • Heaton Park boat hire. • Heaton Park Tree Top Trek. • Wythenshawe Park Horticultural Centre • Flat and crown green bowling greens • Golf courses • Stables (livery services and animal care can still continue) • Outdoor gyms • Multi use games areas, tennis courts, BMX and skate parks • Voluntary activity that is not essential (i.e. linked to health and safety of visitors or providing care to animals). <p>Events</p> <p>Event companies are permitted to progress construction and planning activities. Events such as Lightopia at Heaton Park are continuing to progress lighting installations with the expectation that restrictions will lift and their activity will be permitted over the Christmas period.</p>
	Youth	<p>1.Following the Government announcement on 31/10/2020 – all youth provision operating inside buildings will have to close.</p> <p>2.Reports of increased numbers of young people</p>	<p>1.We are working closely with the 4 hubs to understand what 1:1 & support provision they will be providing; supporting with risk assessments and interpretation of the guidance. Monthly meetings planned with the sector to ensure they</p>

		<p>congregating on the streets due to the closure of youth, leisure and sports facilities.</p> <p>3. Challenge of providing support to young people following incidents in the area – effective youth work versus management of restrictions.</p> <p>4. Closure of provision could increase the financial risk for youth and play partners – furloughing of staff members, reduction in donations and income.</p>	<p>have the support needed to continue providing provision for young people.</p> <p>2. We will support partners to increase their detached / street work provision. Support provided around risk assessments and virtual training.</p> <p>3. We are working closely, particularly in the North, with Police, Youth, CSP, and community to leaders to ensure young people have the support they need following a fatal incident, but also to ensure providers can still be covid compliant.</p> <p>4. We will meet regularly with partners to understand and support with the furlough process, as well as, understanding the financial impact on organisations. Our funding to partners will continue as planned. Mapping process will continue to understand the 'state of the sector' during and post lockdown.</p>
	Children's Services	<ul style="list-style-type: none"> • Referrals to both early help and children's services have seen incremental increases in the past month and the past two weeks • Performance has slightly dipped in terms of visits set against national performance indicators • Marginal increase in respect of residents requesting immediate financial assistance • In this lockdown period we have re-established our family time services 	<p>Requirement to flex the early help offer to address increasing requests for parenting support. These are generally still high – child protection 91% Looked after children 96% - there is significant performance management activity to track the gap and remedial action identified</p> <p>Ongoing maximisation of the third sector offer in this regard</p> <p>Adherence to public health messages, limitations on offer due to restricted availability</p>

		<ul style="list-style-type: none"> Impact of track and trace on workforce availability 	Although not a major concern less staff available impacting on morale within the service
	Schools and settings	<p>Half term 1 attendance data shows that excluding children who are required to be at home self isolating attendance was 94% for this period which is much higher than anticipated.</p> <p>Requests for elective home education are continuing to rise with 30 new requests last week.</p> <p>W/b 16th November process for tracking and tracing with schools and Early years settings was reviewed and brought in house – this has been successful in week and positive feedback from schools.</p> <p>1 secondary school closed last week due to high staff absence and high numbers of positive cases for pupils – children accessing remote learning.</p> <p>Starting to see increases in perm exclusion from secondary schools since half term – mostly persistent disruptive behaviour.</p> <p>Schools concerned about impact of last week of school term on Christmas leave.</p>	<p>Planning for FSM support over Christmas holidays using COVID Winter grant.</p> <p>Working with schools leaders and TUs re end of term arrangements. Asking DFE for clarity on what they are planning./allowing schools to do.</p> <p>Monitoring impact of new T and T processes and what the data is telling us. Ensuring schools/settings access advice when requests to support decision making and have ouybreak meetings in response to closures.</p> <p>Monitoring school exclusions and roll out of training on wellbeing and Manchester Thrive model.</p> <p>Discussions about testing in schools.</p>
VCSE		Ongoing communication and engagement with the VCSE sector around Covid response and recovery plans, particularly around current lockdown restrictions and guidance.	Following on from a session held on 04.11.2020 with VCSE venue groups around the latest lockdown guidance, Macc released a bulletin across their mailing list and channels on the 06.11.2020 containing further information and

	<p>Impact of Covid 19 on the VCSE sector (and those that they serve) – Winter lockdown / Tier restrictions</p> <p>VCSE future funding (both MCC and external) - Good range of emergency Covid response funds made available during first wave but concerns around longer term funding of the sector e.g. MCC OMVCS grant</p> <p>Covid Health Equity - communication and engagement and key messages to communities of identity</p> <p>Overall strategic leadership of the work with the VCSE - work takes place across a number of officers, teams and departments. This can create communication issues, duplication of effort and lack of clarity around priorities, accountability and progress and what is being expected of Macc and other VCSE partners.</p>	<p>guidance for groups and latest MCC and NHS comms material.</p> <p>The high-level plan around next steps for the OMVCS grant fund is underway and will include the undertaking of an Equality Impact Assessment. This is being aligned to the VCSE funding (across the Council) mapping work currently being conducted to help support future budget discussions and decisions.</p> <p>Further scoping work taking place at pace around the development of VCSE Covid Winter Fund focussed supporting mental health and wellbeing and reducing isolation. A targeted engagement and grant approach is being considered to ensure that these funds are able to be released quickly using thematic areas and forums for Disability, Mental Health and Older People. A summary of this proposal is being shaped by the Head of Neighbourhoods and OM Funds Programme Lead to request a funding allocation to support this work. This will form part of the wider request to SMT Gold covering the 4 key areas identified for the Tier 3 funding allocation from central government.</p> <p>Covid Health Equity Manchester (CHEM) group-partners (including the VCSE sector) across the city working together to improve experiences of</p>
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		<p>and outcomes for communities that suffer disproportionate adverse impacts from Covid-19. Local sounding boards involving VCSE organisations, local people, Health Development Coordinators and MHCC comms and engagement have been set up for Black African and Black Caribbean and Pakistani communities. This has been supported by the release of engagement grants (£500 – £2000) aiming to strengthen the Covid messaging and challenge some of the myths/information being shared in communities, utilising local people and leaders. This work is being progressed and will continue to be monitored via the Covid Health Equity workstreams (new normal)</p> <p>Strategic conversation with the VCSE sector meeting scheduled to take place at the end of the month with senior officers across departments and VCSE leaders in the city. This will be managed by BAU arrangements with Policy, Performance and Reform.</p>
Equalities and Inclusion	<p>Equality impacts related to the response to lockdown and the winter effects of Covid need to be managed through BAU processes (i.e. EIAs and actions in response). These will interplay with the Council's budget decision making (also subject to EIAs) and will need to be considered in the round.</p>	<p>Need refreshed commitment for any new activity related to response to be equality impact assessed on the Covid-19 EIA template, across workstream areas.</p> <p>Budget options EIAs are being championed by SMT . Revised budget-specific Equality Relevance Assessment and EIA templates have been produced and shared with SMT, uploaded</p>

		<p>to the intranet and promoted through internal comms. These require a further push before the end of Nov.</p> <p>It has been agreed that the equality analysis process will run concurrently with assessments of poverty impact: these are associated pieces but do not lend themselves to coming together as one combined one. In January, the two processes will be brought together to provide a cumulative assessment of poverty and equality impact.</p>
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** There is clear evidence that COVID-19 does not affect all population groups equally. Many analyses have shown that older age, ethnicity, male sex and geographical area, for example, are associated with the risk of getting the infection, experiencing more severe symptoms and higher rates of death (*Beyond the Data: Understanding the Impact of COVID-19 on BAME Communities*, PHE, 2020). It remains vital that those who are frequently the most disadvantaged in society do not then take a 'double hit' from decisions taken to mitigate the impacts of COVID-19. Please include detail of the activity you are planning to undertake to ensure recovery activity considers the impact of COVID-19 on different population groups. For example, undertaking an Equality Impact Assessment to support the planning for longer term changes to service delivery.

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**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny Committee – 3 December 2020

Subject: Overview Report

Report of: Governance and Scrutiny Support Unit

Summary

This report provides the following information:

- Recommendations Monitor
- Key Decisions
- 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 Officer:

Name: Rachel McKeon
Position: Scrutiny Support Officer
Telephone: 0161 234 4997
Email: rachel.mckeon@manchester.gov.uk

Background documents (available for public inspection):

None

1. Monitoring Previous Recommendations

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

Date	Item	Recommendation	Action	Contact Officer
7 December 2017	CESC/17/48 Volunteering – Timebanks	To ask Equality Lead Members to consider what role they could play in enabling timebanking to reach different communities, including consideration of specific timebanks around protected characteristics.	A response to this recommendation has been requested and will be reported back to the Committee via the Overview Report.	Keiran Barnes, Equality Team Leader
11 October 2018	CESC/18/39 Widening Access and Participation, Leisure, Libraries, Galleries and Culture – Update	To request that data on which wards the users of individual leisure facilities lived in be circulated to Members.	A response to this recommendation has been requested and will be circulated to Members.	Lee Preston, Sport and Leisure Lead
6 December 2018	CESC/18/54 Update on Revenue Financial Strategy and Business Plan Process 2019/20	To ask the Chief Operating Officer (Neighbourhoods) to confirm the implications of the change of management for staff employed at the Powerleague in Whalley Range.	A response to this recommendation has been requested and will be reported back to the Committee via the Overview Report.	Fiona Worrall, Strategic Director (Neighbourhoods)
8 October 2020	CESC/20/38 Update on Work with the Voluntary, Community and Social Enterprise (VCSE) Sector During COVID-19	To request information on the financial support that has been given during the pandemic by the Council and external funders, broken down by equality strands, as well as information on any gaps in provision. To request that the report on social value in the highways contract	A response to this recommendation will be circulated to Members. This was circulated to Members by email on 25 November 2020.	Michael Salmon, Programme Lead (Our Manchester Funds) Rachel McKeon, Scrutiny Support

		requested by the Neighbourhoods and Environment Scrutiny Committee be provided to Members of this Committee for information.		Officer
8 October 2020	CESC/20/39 Equalities Update	To request that a response from the Executive Member for Skills, Culture and Leisure on the review of symbols across the city be circulated to all Members of the Committee.	A response to this recommendation has been requested and will be circulated to Members.	Neil MacInnes, Head of Libraries, Galleries and Culture
5 November 2020	CESC/20/42 Peterloo Memorial	To ask officers and the Executive Member for Skills, Culture and Leisure to change the date of the public meeting in order to give more time to ensuring that it is carried out in the correct way and that the meeting be an open, accessible forum for the consideration of a limited number of options, including the most recent proposal from the campaign groups and the Council's proposal for a temporary ramp.	A response to this recommendation will be circulated to Members.	Dave Carty, Development Manager
5 November 2020	CESC/20/43 Domestic Violence and Abuse - Update	<p>To ask for a note on the availability of refuge beds to be circulated to Committee Members.</p> <p>To note that the Community Safety Lead will share with Members the briefings which have come out of the Domestic Homicide Reviews.</p> <p>To note that Barbara Guest will provide Members with Independent</p>	<p>This information was circulated to Members by email on 23 November 2020.</p> <p>This information was circulated to Members by email on 23 November 2020.</p> <p>This information was circulated to Members by email on 23 November</p>	Sam Stabler, Community Safety Lead

		Choices' social media details so that Members can share the videos they put out during the 16 days of activism against gender-based violence.	2020.	
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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 2020** containing details of the decisions under the Committee's remit is included below. This is to keep members informed of what decisions are being taken and, where appropriate, include in the work programme of the Committee.

Register of Key Decisions:

Subject / Decision	Decision Maker	Decision Due Date	Consultation	Background documents	Officer Contact
National Taekwondo Centre 2018/10/19A	Chief Executive	Not before 1st Nov		Briefing Note and Heads of Terms	Richard Cohen r.cohen@manchester.gov.uk

Enter into a 39 year lease with Sport Taekwondo UK Ltd for areas within the building.		2018			
Leisure Services - External Ref: 2016/02/01C The approval of capital expenditure on external Leisure Services land and buildings.	City Treasurer (Deputy Chief Executive)	Not before 1st Mar 2019		Business Case	Lee Preston l.preston2@manchester.gov.uk
Financial approval of MCR Active Contract 2020/21(2020/02/04A) To seek financial approval of 2nd year of MCR Active Contract for period 1st April 2020 to 31st March 2021.	Executive	11 Mar 2020		Executive report	Yvonne O'Malley, Lord Mayor Charity y.omalley@manchester.gov.uk
Extra Care - Russell Road LGBT Project 2019/03/01H The approval of capital expenditure on the City's Extra Care Programme to develop new build extra care units which will be in the ownership of MCC.	City Treasurer (Deputy Chief Executive)	Not before 1st Mar 2019		Checkpoint 4 Business Case	Steve Sheen s.sheen@manchester.gov.uk

**Communities and Equalities Scrutiny Committee
Work Programme – December 2020**

Thursday 3 December 2020, 2.00 pm (Report deadline Monday 23 November 2020)				
Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Age Friendly Manchester	To receive a report around the following themes: <ul style="list-style-type: none"> • Ageism • Care homes • Neighbourhoods • Employment • Our Manchester Strategy reset 	Councillor Akbar Councillor Craig	James Binks/ Philip Bradley	Invite Lead Member for Age Friendly Manchester
Digital Inclusion	To receive a report on the draft Digital Strategy, focusing on the equalities and inclusion aspects of the strategy. To include information on digital inclusion across different parts of the city.	Councillor Craig Councillor Rahman	Angela Harrington/Neil MacInnes	See July and September 2020 minutes Invite Chair of Economy Scrutiny Committee
Update on COVID-19	To receive an update of the city's response and recovery work focusing on areas within the Committee's remit.	Councillor Craig	Fiona Worrall	
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.	-	Rachel McKeon	

Thursday 14 January 2021, 2.00 pm (Report deadline Monday 4 January 2021)				
Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Budget proposals 2021/22 – update	The Committee will consider refreshed budget proposals following consideration of the original officer proposals at its November 2020 meeting and the consideration of these proposals and comments by Scrutiny by the Executive at its meeting in November 2020. To include information on the Council's statutory obligations in relation to the areas where cuts are being proposed		Fiona Worrall	See November 2020 minutes
Update on COVID-19	To receive an update of the city's response and recovery work focusing on areas within the Committee's remit.	Councillor Craig	Fiona Worrall	
Overview Report		-	Rachel McKeon	

Items To Be Scheduled				
Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Equalities Update	To receive a report in the new year, in particular focusing on the work of the Race Equality Working Group.	Councillor Akbar	Fiona Ledden/ James Binks/ Keiran Barnes	See October 2020 minutes
Parks Investment Programme	To receive details of the proposed investment programme for parks.	Councillor Rahman	Fiona Worrall/Neil Fairlamb	See November 2020 minutes

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