



## **Neighbourhoods and Environment Scrutiny Committee**

Date: Wednesday, 2 December 2020  
Time: 2.00 pm  
Venue: Virtual Meeting - Webcast at -  
<https://youtu.be/P3sQyC3m5l4>

**There will be a private meeting for Members only at 11am Monday 30 November 2020 via Zoom. A separate invite will be sent to members with joining details.**

### **Advice to the Public**

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

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

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

## **Membership of the Neighbourhoods and Environment Scrutiny Committee**

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

## Agenda

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**1. Urgent Business**

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

**2. Appeals**

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

**3. Interests**

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

**4. Minutes**

To approve as a correct record the minutes of the meeting held on 4 November 2020.

5 - 12

**5. Update on Homelessness in the City of Manchester**

Report of the Director of Homelessness

13 - 28

The report provides the Committee with an update on the work that is taking place to tackle homelessness and rough sleeping in the city.

**6. Compliance and Enforcement Service - Performance in 2019/20**

Report of the Strategic Director (Neighbourhoods)

29 - 68

This report provides Members with an update on demand for and performance of the Compliance and Enforcement service during 2019/20.

**7. Overview Report**

Report of the Governance and Scrutiny Support Unit

69 - 98

This report includes details of the key decisions due to be taken that are relevant to the Committee's remit as well as an update on actions resulting from the Committee's recommendations. The report also includes the Committee's work programme, which the Committee is asked to agree.

## Information about the Committee

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

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

The Council wants to consult people as fully as possible before making decisions that affect them. Members of the public do not have a right to speak at meetings but may do so if invited by the Chair. 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,  
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## Further Information

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

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This agenda was issued on **Tuesday, 24 November 2020** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 3, Town Hall Extension, Manchester M60 2LA

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## Neighbourhoods and Environment Scrutiny Committee

Minutes of the meeting held on 4 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 Igbon – in the Chair  
Councillors Appleby, Flanagan, Hassan, Hughes, Jeavons, Kilpatrick, Lyons, Razaq, White and Wright

**Apologies:** Councillors Azra Ali, Butt, Lynch and Whiston

**Also present:**

Councillor Akbar, Executive Member for Neighbourhoods  
Councillor Rahman, Executive Member for Skills, Culture and Leisure  
Councillor Stogia, Executive Member for Environment, Planning and Transport  
Councillor Shilton Godwin, Lead Member for Active Travel

**NESC/20/43                      Urgent Business: Household Waste and Recycling Centres during COVID-19 lockdown**

The Chair introduced an item of urgent business by inviting the Executive Member for Neighbourhoods to provide the Committee with an update as to the operation of Household Waste and Recycling Centres following the recent announcement by the Prime Minister of national lockdown to commence 5 November 2020.

The Executive Member for Neighbourhoods stated that all the Household Waste and Recycling Centres across Manchester operated by Suez would remain open during the period of lockdown.

**Decision**

To note the update.

**NESC/20/44                      Minutes**

The Chair informed the Committee that she would be referring the issue of Social Value and Highways to the Chair of the Resources and Governance Scrutiny Committee (see ref NESC/20/41). She further advised that to address the specific questions raised by Members of the Committee in relation to the information that had been provided, a meeting would be convened with the Director of Highways and the Executive Member for Environment, Planning and Transport.

A Member stated that following the previous meeting he has sought further information regarding the budget arrangements and the waste levy. He stated that it was his opinion that the information reported to the previous meeting had been incorrect. He requested that the Chair take this matter up with the Executive Member for Neighbourhoods following this meeting.

### **Decision**

To approve the minutes of the meeting held on 7 October 2020 as a correct record, noting the above comments.

### **NESC/20/45 Council's Medium Term Financial Plan and Strategy for 2021/22**

The Committee considered a report of the Deputy Chief Executive and City Treasurer that set out the impact of COVID19 and other pressures and changes on the Council's budget for the period 2021-2025. The report also set out the impact of COVID19 on the capital programme and the implications for the budget.

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 COVID19 there was an underlying budget gap of c£20m for 2021/22 rising to c£80m by 2024/25;
- Dealing with the impact of COVID19 had resulted in major spending pressures, particularly in social care, but also across all Directorates;
- The forecasted budget shortfall relating to COVID19 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 involved impacts on services for residents and reductions in the Council's workforce;
- Proposed consultation on budget options and timescales; and
- Next Steps.

### **Decision**

The Committee notes the report.

### **NESC/20/46 Neighbourhoods Directorate Budget Options 2021/22**

The Committee considered the report of the Strategic Director (Neighbourhoods) that described that as part of the planning for the 2021/22 budget, the Council was estimating a budget gap of £105m in 2021/22 increasing to c £159m in 2022/23, and

all Directorates have been seeking to identify savings options for consideration by Members.

This report set out the details on the initial savings options proposed by officers. The savings options would be considered by all six Scrutiny Committees for those areas within their remit. The Committee was invited to comment on the report prior to its submission to the Executive on 11 November 2020.

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

- Noting that the budget options were being considered in the context of the imposition of a decade of austerity and continued cuts to public services;
- Reducing any staff posts that generated income for the Council would be counterproductive and should be rejected;
- There should be no reduction in staff undertaken enforcement activity;
- Rejecting any proposal to charge residents for the replacement of recycling bins, noting that this could lead to increased rates of flytipping; and
- Rejecting any proposal to reduce the Neighbourhood Investment Fund, noting the positive contribution these made in wards, adding that in the event this had to be considered a cost benefit analysis should be undertaken prior to any final decision being taken.

The Strategic Director (Neighbourhoods) responded to questions from Members by clarifying that the report did not set out firm proposals but options that might require further consideration by the Committee following the announcement of the Spending Review and Finance Settlement.

## **Decision**

The Committee recommended that when the Executive are asked to consider the officer cuts and savings options that they take into account the feedback from this scrutiny committee.

[Councillor Appleby declared a personal and non-prejudicial interest as her partner is employed by Biffa.]

## **NESC/20/47                      Homelessness Directorate Budget and Savings Options 2021/22**

The Committee considered the report of the Director of Homelessness that provided the high level budget context and priorities for Homelessness across 2021/22 and the feedback from the budget conversation, which had been used for the development of savings options 2021/22 and investment requirements to fund population driven and other budget pressures. The Committee was invited to comment on the report prior to its submission to the Executive on 11 November 2020.

The main points and themes within the report included: -

- Providing an introduction and context of the report;

- An overview of the budget strategy for Homelessness;
- A summary of the directorate budget;
- Describing the savings options and proposals;
- An overview of additional options to be considered;
- Analysis of overall impacts; and
- Workforce impact.

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

- Noting that the budget options were being considered in the context of the imposition of a decade of austerity and cuts to public services;
- Despite the cuts Manchester had sought to defend the most vulnerable residents in the city, and in doing so the Committee paid tribute to all of the staff working in the homelessness service, particularly during the COVID19 pandemic;
- Unanimously reject the officer proposals, commenting that any cuts in this service would have implications on other service budgets ;
- Noting that the cost in providing accommodation for those previously sleeping rough in response to COVID19 and Everyone In was £7m, the Committee called upon the government to meet this cost;
- Noting the positive feedback received on the Everyone In scheme;
- Recommending the establishment of a task force comprised of the Revenue and Benefits Unit, local charities, faith groups and VCSE partners to consider homelessness prevention;
- The GMCA (Greater Manchester Combined Authority) should increase their financial contribution to Manchester to support the work to address homelessness;
- Working in partnership with local registered housing providers, the Capital budget should be used to purchase properties to house homeless families;
- Noting the significant funds paid to private Bed and Breakfast (B&B) providers the Council should commission and manage its own B&B provision;
- Noting the importance of the need to prevent homelessness, the Section 21 team and the Private Rented Sector Team needed to be maintained; and
- Recognising the important work of staff working in the homelessness service the Committee rejected any proposal to reduce staffing.

The Director of Homelessness welcomed the comments from the Members. He stated that it was recognised that the use of B&B accommodation was not always appropriate, particularly for families. He stated that the Service Transformation Programme would form the core of the approach to tackling and reducing homelessness over the next three years. It would be the framework in which reductions in temporary accommodation and rough sleeping would be achieved through a radical reorganisation of the Homelessness Service and its activities. The programme would focus on five key areas; the strategic vision, redesigning the journey through the system, prevention, accommodation and communication and development.

The Director of Homelessness stated that the Section 21 Team had been funded through an uplift in the service budget as part of the previous year's budget



considerations and commented that it was anticipated that evictions might increase as a result of COVID19.

The Director of Homelessness responded to the suggestion of establishing a task force by describing that the multi agency Manchester Homeless Partnership was already established. In response to the positive comments received regarding the Everyone In service he stated that this had achieved many positive outcomes for the individuals they had assisted, noting that this had been achieved by working collaboratively with VCSE partners.

The Executive Member for Skills, Culture and Leisure stated that despite the promises made to Manchester and all other local authorities that financial assistance would be made available to support councils to accommodate homeless people during the pandemic this had not been provided. He described this as a failure of government, however despite this Manchester had responded to the situation and sought to support the most vulnerable residents in the city and he now called upon the government to fund Manchester appropriately and fairly.

## **Decisions**

The Committee recommended that when the Executive are asked to consider the officer cuts and savings options that they take into account the feedback and recommendations from this scrutiny committee.

1. The Committee reject the homelessness options as described within the report.
2. The Committee recommend that Executive Member for Skills, Culture and Leisure write to the government and ask for the additional £7 million for the continued provision of accommodation during the COVID19 pandemic for those who previously slept rough.
3. The Committee recommend that that Executive Member for Skills, Culture and Leisure establish a task force comprised of the Revenue and Benefits Unit, local charities, faith groups and VCSE partners to consider homelessness prevention work.
4. The Committee recommend that the Council, in partnership with local registered housing providers should purchase properties funded via the capital budget to house homeless families.
5. The Committee recommend that the Greater Manchester Combined Authority should reimburse Manchester the £0.5m to fund the A Bed Every Night provision.

## **NESC/20/48          Active Travel**

The Committee considered a report of the Strategic Director (Neighbourhoods) that provided an overview of the activities undertaken to promote active travel and connectivity across the city.

The main points and themes within the report included: -

- Activities undertaken with both schools and neighbourhoods;
- Physical infrastructure to support active travel and future plans;
- How active travel linked into the climate change emergency to reduce carbon and improve clean air;
- An update on Government Funding for active travel and what other avenues were being accessed;
- Options for further pop up cycle lanes and other measures in the city; and
- How the Council measured the objectives of Active travel.

The Chair invited the Neighbourhood Officer for Hulme to address the Committee on the Junior PCSO scheme that had been established in the ward. The Officer described the background to the scheme, the work and engagement undertaken with local schools, children and their parents. She described the benefits and positive outcomes of the scheme and how this contributed to the wider climate change ambitions of the Council.

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

- Noting the inspiring and positive contribution that the Junior PCSO scheme had delivered and recommending that this good practice and learning should be shared across all wards;
- Noting that the positive activities and initiatives with schools and local communities seemed to be concentrated in certain areas and there was a distinct lack of these delivered in the north of the city and in Wythenshawe;
- Investment in infrastructure to support active travel and improve connectivity was required in North Manchester; and
- An update was sought on the government funding to support active travel.

The Executive Member for Environment, Planning and Transport informed the Committee that all provisions, such as Play Streets were advertised and available across all areas of the city and not restricted to certain areas. She stated that schools were contacted and offered support to deliver local schemes however it was the decision of the individual schools to take up this offer. She noted that she recognised the significant challenge schools had faced this year as a result of COVID19 however the options and support of local Neighbourhood Teams still remained. The Director of Education confirmed that information was regularly shared with schools and this would be raised again via Virtual Head Teacher Meetings, with consideration given to a targeted approach.

The Executive Member for Neighbourhoods stated that all Ward Plans should include Climate Change and the Head of Neighbourhoods confirmed that the local team did engage with schools in the Wythenshawe area and this work and dialogue with schools would continue.

A Member of the Committee commented on the work undertaken by local Councillors and schools in North Manchester and she offered to share this experience and lessons learnt with other Neighbourhood Teams across the city. The Executive Member for Environment, Planning and Transport welcomed this and commented

upon the important roles local Members had in supporting and promoting active travel initiatives.

The Executive Member for Environment, Planning and Transport addressed the issue of government funding by stating that despite repeated promises and public statements regarding the importance of active travel the government had failed to respond to the funding bids submitted. She described this as a failure of government and challenged the Chancellor to address this. She described the current situation as very frustrating as Manchester had many initiatives and schemes planned and were keen to progress this important area of work as quickly as possible.

The Executive Member for Environment, Planning and Transport stated that conversations continued with both Transport for Greater Manchester and the Walking and Cycling Commissioner to explore all funding options.

The Committee then heard from Councillor Shilton Godwin, Lead Member for Active Travel who stated that the need for active travel was very important particularly at this time, commenting that this activity could improve people's resilience to the pandemic and significantly contribute to clean air. She supported the comments of the Executive Member for Environment, Planning and Transport and repeated the call on government to adequately fund this important area of work and help Manchester realise its climate change ambitions.

### **Decision**

The Committee recommend that the Executive Member for Environment, Planning and Transport promote with all schools the Junior PCSO School Scheme, working collaboratively with local Neighbourhood Teams, Education and the Highways Service.

[Councillor Hughes declared a personal and non-prejudicial interest as he is employed as a bus driver in Manchester.]

### **NESC/20/49                      Monitoring and Compliance - Construction Sites**

The Chair announced that due to the time constraints upon the Committee having given due consideration to the the budget reports she recommended that this item of business be deferred to the next meeting of the Committee.

### **Decision**

To defer consideration of this report to the next meeting of the Committee.

### **NESC/20/50                      Overview Report**

The report of the Governance and Scrutiny Support Unit which contained key decisions within the Committee's remit and responses to previous recommendations

was submitted for comment. Members were also invited to agree the Committee's future work programme.

**Decision**

To note the report and agree the work programme noting the decision to defer the previous agenda item.

**Manchester City Council  
Report for Information**

**Report to:** Neighbourhoods and Environment Scrutiny Committee - 2 December 2020

**Subject:** Update on Homelessness in the City of Manchester

**Report of:** The Director of Homelessness

### Summary

To receive a report on the work that is taking place to tackle homelessness and rough sleeping in the city.

### Recommendations

Members are invited to consider and comment on the information contained 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

Having high quality homes reduces the need to waste valuable resources on heating properties. This will help reduce the amount of carbon used.

<b>Manchester Strategy outcomes</b>	<b>Summary of how this report aligns to the OMS</b>
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Having good quality accommodation will help people to thrive. Reducing the number of people who are homeless or, placing them in appropriate accommodation with help to access employment and learning opportunities, will contribute to Manchester becoming a thriving and sustainable city.
A highly skilled city: world class and home grown talent sustaining the city's economic success	Having accommodation that people can access, in areas where they have a support network to help them, and their children, into education or employment will help grow talent in the city.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Having good quality accommodation in our communities improves the environment people live in and helps them to make a positive contribution.

A liveable and low carbon city: a destination of choice to live, visit, work	Ensuring properties are a good quality and high standard will reduce the need to heat properties and therefore reduce energy waste.
A connected city: world class infrastructure and connectivity to drive growth	N/A

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

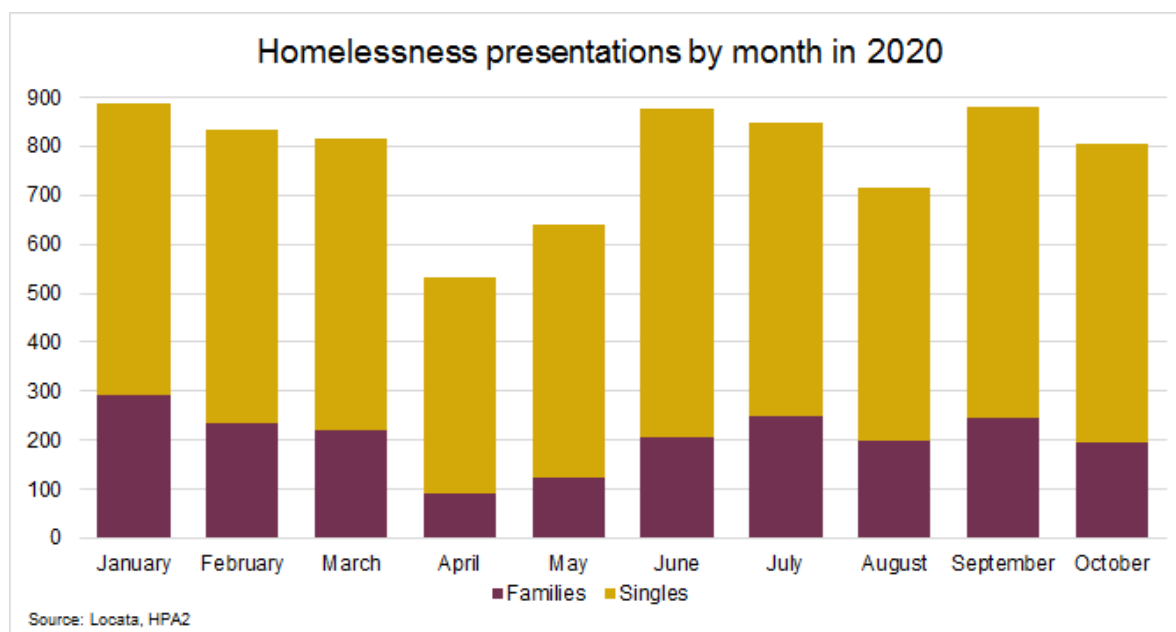
Not applicable.

## 1.0 Introduction

This report is to provide an update on the work the Homeless Directorate is undertaking in order to tackle homelessness and rough sleeping in the city.

## 2.0 Background

Although the numbers of people presenting as homeless dropped in April and May, since then, the numbers presenting have returned to average and have remained consistently high. Officers have worked hard throughout the pandemic to deal with the demand and try and ensure as many people are adequately accommodated and remain safe as possible.



Number of homelessness presentations by recorded area of where the applicant presented from:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
<b>Manchester</b>	552	495	429	242	300	435	505	405	540	437
<b>Other Greater Manchester authorities</b>	92	67	68	38	41	68	55	65	67	49
<b>Outside Greater Manchester</b>	50	69	35	25	18	36	42	32	42	31
<b>Not known*</b>	195	202	284	229	282	339	246	212	230	290
<b>Total</b>	889	833	816	534	641	878	848	714	879	807

\*This figure is made up of addresses recorded as 'Not known', 'No fixed abode' and where the address field was left blank

## 3.0 Section 21 and Evictions

Since March 2020 private sector landlords have continued to issue Section 21 notices. From the start of the moratorium, the initial presentation numbers from April

decreased significantly, however they are now approximately at the same levels as last year, see table below. As is usual, a proportion of Section 21 notices are invalid, and these applicants are advised to return home.

	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19
<b>No. of cases</b>	<b>35</b>	<b>84</b>	<b>94</b>	<b>62</b>	<b>72</b>	<b>64</b>	<b>85</b>	<b>53</b>
	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20
<b>No. of cases</b>	<b>56</b>	<b>71</b>	<b>83</b>	<b>10</b>	<b>24</b>	<b>36</b>	<b>69</b>	<b>56</b>

The Housing Solutions Service is working closely with homeless applicants and landlords, looking at short term measures to ensure affordability, negotiating with Landlords to extend or provide new assured short hold tenancy agreements (ASTs), making DHP (Discretionary Housing Payments) applications, Repossession Prevention Fund (RPF) payments whilst evictions are on hold.

The service is also assisting with property searches and making referrals for private rented sector (PRS), once an applicant has found a suitable property to rent. This is similar to normal practice, business as usual. The caseload of the officers is increasing because the notice period for evictions has increased.

Landlords have not been able to enforce warrants since March 2020 and would only be able to if Manchester was to move to Tier 1 on the local system. The national lockdown until 2 December 2020 means that no evictions can be listed in England until after this date. Manchester could in theory move into Tier 1 on 3 December. However, it was announced in the summer that there would be a 'Winter Truce' on evictions from 11 December until 11 January 2021. Consequently, it is more than likely that any eviction dates would be after 11 January. The courts capacity to process evictions has been greatly reduced, which will impact on the number of possession orders granted.

The Council is working closely with our advice partners to encourage people to get advice and help as early as possible if they are struggling with paying their rent. Many people who would not normally view themselves as potentially homeless, may now be struggling with rent and bills as they lose employment or struggle on furlough. A 'get help early' campaign has started because it is easier to help people at the beginning of any concerns, rather than people ignoring their difficulties until it is too late to help them with prevention work. An information campaign has been agreed, and press releases and interviews given encouraging people to 'get help early'.

#### **4.0 Facilities to support and accommodate Homeless People**

As well as providing a statutory service, the council commissions a range of housing related support (HRS) services. In 2019 these services were commissioned as a new pathway model, underpinned by the vision from Manchester's new Homelessness Strategy. There are currently four pathways:

- Adults Pathway - services for people with a range of needs who are homelessness, rough sleeping, or at risk of rough sleeping.



- Specialist Support Pathway – services for people with a history of rough sleeping and high support needs.
- Drug and Alcohol Pathway – services delivering specialist drug and alcohol support.
- Young People’s Pathway - services for young people aged 16-25, including young people who are homeless or sleeping rough, or who are at risk of homelessness or sleeping rough.

These pathways offer both accommodation and resettlement based support with the aim of helping individuals to develop resilience and recovery; practical life skills; relationships and community connections; and personal interests and talents. The length of time that individuals are supported is based on individual need and progress. However, there is an expectation that services work closely with individuals to facilitate move-on by using Personalised Move-On Plans and encouraging a wide range of tenancy options.

The housing related support services ensure that large numbers of people do not end up presenting as homeless, thereby performing a valuable and needed prevention service.

### **5.0 Voluntary sector providers who support homeless people with accommodation and other services**

A range of voluntary sector providers continue to provide support to homeless people across the city, including during lockdown. This support includes accommodation, takeaway food and welfare parcels, support and advocacy, medical care, and outreach services. This is not just limited to organisations funded by the city council but also includes a wider group of partners.

COVID-19 has meant that many organisations have had to adapt their ways of working. Where possible face to face interaction and support has continued, with appointment systems put in place to manage numbers. In instances where face to face delivery is not currently possible, online and telephone services have been established.

Details of these organisations and the support offered are listed in Appendix 1.

### **6.0 A Bed Every Night**

Phase 3 of the A Bed for every Night (ABEN) scheme mobilised for 1st July 2020 and is currently funded until March 31st, 2021 with GMCA funding £1,322.069 and an additional £297,000 for No Recourse to Public Funds (NRPF) with the latter being funded by the Mayors Charity.

Officers have started detailed conversations with GMCA around the scope of Phase 4 ABEN with a focus on the potential funding envelop available to Manchester. Mobilising the provision in early July presented some real challenges due the significant pressures and impacts around COVID –19 for all stakeholders. It also presented some opportunities as we were able to transition two large accommodation schemes from “*Everyone In*” to ABEN assisting greatly with our

wider Hotel exit strategies ensuring residents had a continued offer of accommodation.

In a continuous cycle of analysing and improving each iteration of ABEN, key improvements from Phase 1 to 3 include:

- A collaborative partner approach to the design and delivery of the service including a long-established partner steering group, user engagement and themed meeting with key support providers.
- A referral process that gives equal referral opportunities for a large but designated number of partner agencies.
- Additional focus and aligning of key agencies and partners to facilitate NRPF client move on. Additional GMCA funding of Greater Manchester Aid Immigration Unit and the Booth Centre in addition to existing MCC funding helps provide the requisite support and advice.
- A move from 60% shelter provision to 100% single room provision which assists in COVID –19 infection control practices. This has resulted in more of the accommodation being supported by housing benefit entitlements, however this has presented challenges around HB subsidy regulations that officers are working through to reduce impact for ABEN Phase 4
- Year on year increase in high needs accommodation and the introduction of a dedicated female only and LGBT offer to better meet distinct needs of the wider cohort.
- More integrated support from health, harm reduction services, justice and probation and inhouse homeless assessment services.
- Better insight, reporting and contract management to maximise provision to ensure it's meeting the City's strategic aim to reduce the number of people sleeping rough on our streets.

#### Overview of current provision

<b>Provider</b>	<b>Bedspaces and Needs</b>
Revolving doors	44 High Needs
Sanctuary Supported Living	11 High Needs
Riverside Housing	18 Female High Needs
Withington Rd	6 LGBT+
Stop, Start, Go (SSG)	47 Low Needs
Sanctuary Supported Living	9 Low Needs
Supporting People in Need	20 NRPF, European Union
The Boaz Trust	5 NRPF, Asylum, Refugee
Stepping Stones	5 NRPF, Asylum, Refugee

Provision is now stable, and focus is on the design and funding of ABEN phase 4, maximising wider move on pathways so there is as much flow through the provision as possible. Here officers are taking a “*one system*” approach acknowledging the importance of services and support up and downstream from ABEN provision.

## **7.0 2020/2021 Cold Weather Plans**

Like all Authorities, Manchester delivers a Cold Weather offer to provide shelter during periods of severe weather. Often this is activated when temperatures fall on or below zero but is also activated when other severe weather conditions are encountered. For example, last year the Council activated for storm Dennis even though the temperature remained above zero. In Manchester there is an enhanced offer where we activate for 1 day of severe weather and provide accommodation for at least three nights. Guidance states that activation is required after three subsequent days of severe weather if these conditions continue, in effect this could be just for one night.

This year the Council's plans have been influenced by the COVID – 19 pandemic. A collective decision has been made with key partners not to use shelters this year due to increased infection control concerns and the need to provide COVID – 19 safe accommodation. Equally our referral processes will be “street based” to reduce instances of people congregating in buildings.

The Council's accommodation offer will consist of hotel rooms, vacancy capacity within both ABEN and Next Steps hotel provision. Officers have planned for approximately 70 spaces per night.

This year officers are planning to extend the stays in Hotels past the minimum three days until a more permanent accommodation offer is found. To facilitate this all ABEN and Next Steps bedspaces will be prioritised for those in cold weather accommodation.

Although it is difficult to predict when, and for how long, the cold weather offer will be mobilised, based on past analysis, the average over the last three years has been 16 days provision over 4 cold spells.

Homeless partners and voluntary sector agencies are key to both designing and delivering the offer to people sleeping rough. A significant amount of the referral process, staffing, and outreach activity is provided by partners, as is the food offer.

## **8.0 MHCLG Funding and accommodating people during the Covid Crisis**

### **'Everyone In' - accommodation during the Covid Crisis**

At the start of the pandemic, in March, the Council implemented Everyone In. This was a MHCLG initiative, and the programme of work included opening hotel accommodation, staffing the accommodation and ensuring that everyone who was sleeping rough was given an individual room to stay in. Outreach work was undertaken to encourage as many people as possible to access the accommodation, food and clothing were also provided. The hotels had a number of services going in to provide additional support, for example, drug and alcohol support, mental health support, St John Ambulance for physical health support, public health officers to provide smoking cessation support and electronic cigarettes, wellbeing activities to encourage people to stay in the accommodation and not return to the city centre, as well as voluntary sector and support worker support, which included registering

people with a GP, getting identification, opening bank accounts, getting people on benefits etc.

During the summer, MHCLG asked that the hotels be closed and people moved on from the accommodation. A programme of work commenced in ensuring that everyone in the hotel accommodation had a homeless assessment and were moved onto the most appropriate alternative accommodation. This was a mixture of statutory temporary accommodation, ABEN accommodation, private rented sector properties or Next Steps accommodation. Next Steps accommodation is explained more fully below, but consists of two hotels from the 'Everyone In' hotels that the Council has kept open to provide additional covid safe accommodation and support over the winter period. Everyone who was in hotel accommodation has now been successfully moved on.

### **Next Steps Accommodation Programme (NSAP)**

In July, MHCLG opened a bid round for the Next Steps Accommodation Programme. This consisted of revenue funding until March 2021, to provide short term accommodation for people sleeping rough, and capital monies, which is now known as the Rough Sleeping Accommodation Programme (see below).

Manchester was successful at receiving £2million from the NSAP bid. This has provided:

- Funding towards ongoing supported accommodation at two hotel sites from the 'Everyone In' hotel cohort until March 2021;
- The short-term continuation of an additional 'Everyone In' hotel to ensure that there was sufficient time to move all individuals to alternative accommodation;
- Funding towards a subsidy shortfall in the GMCA funding for the ABEN provision;
- Funding towards private rented sector initiatives and insurance products to encourage landlords to rent accommodation to people who are homeless.

All people accessing the Next Steps accommodation are put on the 'Manchester Access and Support' (MAS) Gateway. This is the process by which people are moved into the most appropriate housing related support accommodation for them.

### **Rough Sleeping Accommodation Programme (RSAP)**

The RSAP is the capital funding part of the NSAP bid. Manchester City Council partnered with a number of Registered Providers to put in a bid to Homes England and the MHCLG for capital investment into the city. The bid is for the financial year 2020-21; but there will be future phases of the programme over the financial years 2021-22; 2022-23 and 2023-24.

The vision is that the longer-term capital options in the bid will create 1 bed accommodation for people who are currently residing in supported accommodation, and who are therefore more tenancy ready. This will subsequently make space in supported accommodation to move people from the Next Step hotels and from the streets into this supportive environment. Although this phase of RSAP will not meet the full demand, consisting of 75 units, the units will start to address the need for

more accommodation for homeless people, and especially people who sleep rough, in Manchester.

The capital accommodation is provided by a mixture of registered providers to ensure there is enough capacity in the system so that the provision is delivered before March 2021. The accommodation is a mixture of acquisitions and refurbishment to provide additionality, and accommodation that would have otherwise not been available to bring into use for people who are homeless. The accommodation will be ringfenced for people coming from supported accommodation to create the required vacancies for people who sleep rough.

The long-term plans for future MHCLG RSAP phases of this programme will address the shortage of a range of affordable accommodation for single people in Manchester either in the social housing sector or private sector. Manchester Housing Provider Partnership members have committed direct capital funding over the lifetime of this programme to deliver newbuild and refurbished accommodation and supported housing as a long-term asset available for single people to 'move on' from supported housing. Development programmes will reflect this strategic priority and future bids will look to deliver 100-150 homes per annum.

GMCA also put in a bid for capital funding for 54 units of accommodation for people who sleep rough. It is unknown as yet how many of those units will be for people from Manchester, but officers are working with Greater Manchester Local Authorities and the Combined Authority to agree provision.

### **'Protect Programme' - accommodation**

The 'Protect Programme' is a new scheme to help protect some of the most vulnerable people in our communities from COVID-19. £15 million will be allocated across 20 local authorities to support the ongoing efforts to provide accommodation for people who sleep rough during the pandemic, Manchester has been identified as one of these authorities. The funding will be until March 2021.

Officers are working with MHCLG and the Homeless Partnership to agree the best way to target this funding. Current plans are to focus the funding on people who have struggled to remain in accommodation options for a myriad of reasons, providing intensive mental health and drug and alcohol support as well as general support to help them sustain their accommodation.

### **Shared Outcomes Fund**

Public Health England is in discussions with Greater Manchester Local Authorities, and the Combined Authority to understand the need for a hospital discharge and covid positive accommodation offer. Local Authorities are hoping for the funding to open a suitable site for this to ensure there is an offer available.

### **Other Work**

Whilst significant work has been undertaken to ensure that people are accommodated safely during the covid crisis, some people have been unable to

sustain the accommodation despite the support given. The Council has therefore worked hard to ensure that there continues to be a support offer on the streets as some day-centres have had to change their working practices to be covid safe. The support offer has included ensuring there is a food offer for people; working with public health to increase the number of toilet facilities and covid safe shower facilities; ensuring there continues to be a face-to-face mental health offer and access to substance misuse services. As footfall decreased, and begging opportunities decreased, officers saw a rise in the number of people who were willing to access substance misuse services, and stabilise their addictions.

Officers have been working with a dedicated NHS team who are part of the national Hepatitis C elimination programme who have identified the rough sleeper and homeless cohort as a group to focus resources on. Officers have set up a programme of awareness and testing across ABEN, Temporary Accommodation and in-house accommodation schemes. Recent sessions at schemes are showing significant positive outcomes. As an example, there were 33 tests carried out in one of the large high needs ABEN schemes with 9 positive cases identified. This has reduced the work of the small testing team and provided a more efficient and effective way of identifying and treating individuals who have hep C.

Officers have also worked hard to ensure that as many people as possible have accessed their flu vaccination. It is important to ensure that people are immunised against flu so that they do not catch both respiratory diseases at the same time, putting additional pressure on the NHS.

## **9.0 Inspections of Temporary Accommodation**

The Inspection Team started operating in late July 2019, it has 4 property inspectors who arrange and carry out inspection of the dispersed properties.

The landlord of the dispersed properties has the responsibility of keeping the property to a standard that meets with their contractual obligations with Manchester City Council. The purpose of this is to ensure that the accommodation the Council provides is safe, well maintained and meets the required HHSRS (Housing health and safety rating system) standards. A visit is made to each property and an internal and external visual inspection of each property is made by the Council's property inspection team. Any issues/repairs are identified, and a report completed, which is then sent to the landlord with an expectation that the issues/repairs identified are completed within a given timeframe. This also includes the following:

- Having up to date gas safety certificates - including maintaining records of the expiry of same and following up these as and when they expire, including renewal.
- Electricity wiring condition report certificates - including maintaining records of the expiry of same and following up these as and when they expire, including renewal.
- EPC gas safety certificates that meet at least a rating of E - including maintaining records of the expiry of same and following up these as and when they expire, including renewal.

- PAT (portable appliance testing) certificates - including maintaining records of the expiry of same and following up these as and when they expire, including renewal.

In respect of these visits, the main issues encountered by staff are/were tenants not making appointments and not letting the Officer know, even though the team arrange the appointment with the tenant, telephone them the day before and an hour before the appointment. These missed appointments currently represent a minimum of 25% in lost time. Unfortunately, this is something that cannot be controlled by Officers.

During the initial Covid lockdown, tenants were very uneasy and reluctant to allow staff into their properties. Contact was maintained via a telephony offer. Inspections of empty properties in readiness for re-letting has been undertaken during the period of Covid19. The inspections process for occupied properties has recently been risk assessed to ensure the service can be stepped back up now for occupied properties.

### **10.0 The length of time people stay in temporary accommodation**

Most homeless families who present to the service are initially placed in emergency B&B accommodation. The current average length of stay for a homeless family in this type of accommodation is 18 days. From B&B accommodation those to whom a duty is owed are placed in dispersed temporary accommodation which is located across the city and wider Greater Manchester area. Support is delivered by the Homelessness Floating Support Service, taking a holistic approach to address the support needs of households, focussing on three key elements of support which ensures:

- safeguarding needs are met;
- rents are in payment/arrears are addressed; and
- preparation of the household to become tenancy ready in order to move on to their own property.

The local authority's duty to end homelessness under the Housing Act is discharged via our '*one offer policy*' which can be either a private rented sector or social housing property. Depending on the circumstances and needs of a household, it can take years before a suitable social housing property becomes available. Due to the ongoing limited supply of social housing, the focus of the service is to support people to move on into the private rented sector which guarantees a faster opportunity to be rehoused and a greater degree of choice over where a household can live.

There is a dedicated team of Move On workers who work with households in dispersed temporary accommodation to source and secure the right types of home to meet their needs within the private rental market. Utilising bond schemes and landlord insurance products in addition to securing welfare packages the team works to establish a strong start to a family's new tenancy. The work of this element of the service did slow down during the initial 'lockdown' period, yet despite this the team has rehoused some 132 households into the private rented sector so far this year.

For many households there can be a reluctance to accept a PRS tenancy. The reality is that due to the level of demand on social housing the length of time prior to

securing a registered provider property in Manchester can be years. The service works with households to ensure that they are placed on the correct band on Manchester Move. As per Manchester's Allocation and One Offer Policy, homeless applicants are subject to the automated bidding process. Automatic bids will be placed on any properties that are listed for bidding, and which meet the criteria of the social housing application. The automated bidding system has been set up so that bids will be made on properties that the household stands the best chance of being offered. This also ensure bids are relevant to the housing need according to size of the household.

As of the 31<sup>st</sup> October, there were 1630 families and 215 single people living in dispersed temporary accommodation. Of these households the length of time in temporary accommodation is currently as follows:

Less than 1 year – 40%  
 1 to 2 years – 36%  
 2 to 3 years - 17%  
 3 to 4 years - 5%  
 More than 4 years – 2%

Of these 70% of households are live and bidding on Manchester Move. There can be several reasons why a household is not 'live' on Manchester Move. It could be because of a failure to provide missing detail in relation to an application such as a change in circumstances, or current or historical rent arrears, previous antisocial behaviour issues, which will need to be addressed before the application can be made live. In some instances, despite frequent contact arranged, some households fail to engage with the support service.

The service works through individual issues with a household, such as setting up rent arrears repayment plans to bring amounts down to a point where the household can be made live on Manchester Move. In addition, the service works with a multiagency approach with Revenues and Benefits to put in place any backdated housing benefit payments or Discretionary Housing Payment's to reduce and address arrears wherever possible. Regarding a small number of Universal Credit 'legacy cases' the service is working with DWP to secure outstanding housing element payments for some households effected by this to address arrears from a time when householder's housing element was paid by DWP.

Working with colleagues at Northwards Housing the top 200 longest staying households in dispersed TA are currently being addressed. Households are being made live on Manchester Move through addressing individual issues, reviewing historic arrears and Rehousing Review List entries. This multiagency detailed approach has led to considerable success. Between August and October 2020 of the 81 families who have been in our dispersed TA since 2017, 38 families have been rehoused through this process into social housing properties.

A shortage of larger properties presents a challenge for move on from dispersed TA for larger families. For, example of the households of the 81 cited above 17 have a 4 bed+ need. In conjunction with partner Registered Provider's, purchase of larger properties for this cohort has been underway for some time. To date 29 properties



have been purchased and 25 of these are now let. The remaining 4 are being refurbished and a further 23 properties are in the pipeline at varying stages of the conveyancing process.

The directorate have been working with Manchester Move, extra care homes and older people services to 'rightsized' accommodation and assist people to move from larger properties to smaller, more manageable homes. 43 people have been assisted to move this year, with all accommodation going to people in temporary accommodation.

The current average length of stay for homeless single people that the service is required to accommodate in emergency B&B accommodation is 82 days. There are currently 214 single people in B&B's.

The average length of time in in-house temporary accommodation for single people is between 6 to 9 months on average. The current number of live and bidding homeless single people on Manchester Move from homelessness temporary accommodation is 349.

There are minimal direct lets from the RP's of one bed properties for single people, due to limited number of properties of this type becoming available in RP stock. The private rented sector is a route the service promotes to move single people out of temporary accommodation. For those under 35, shared accommodation in the Private Rented Sector is the primary route due to Universal Credit constraints. Length of stay in in-house temporary accommodation for people with more complex needs/tri-morbidity is longer than the above average in some cases up to 18 months. This is due to the lack of permanent supported accommodation that can support the longer term needs of this cohort.

### **11.0 Homeless Partnership and Prevention Work**

Manchester has a very strong Homeless Partnership that consists of public, private, charity, faith sector, education and voluntary sector organisations as well as people with lived experience of homelessness. The Partnership meets on a regular basis and has a number of action and task and finish groups within it. Each group addresses a specific issue to do with homelessness, for example cold weather; employment; mental health; wider aspects of health; day centre and rough sleeping provision; employment etc.

One of these groups focuses upon prevention and what the Council, and partners across the city, can do to reduce the number of people who become homeless. This includes the wider prevention work looking at what our advice services can do to help reduce debt, and our campaigning to encourage people to access advice at an early stage, therefore stopping people from becoming homeless, as well as the more immediate prevention work of helping people access timely advice when they first become homeless, including access to discretionary housing payments, and negotiations with landlords.

## **Recommendations**

That Members consider and comment on the information in the report.

**Appendix 1: Voluntary sector providers who support homeless people with accommodation and other services**

<b>Organisation</b>	<b>Service</b>
<b>Audacious Church</b>	Takeaway food Monday and Wednesday (1-3) during lockdown
<b>Barnabus</b>	Beacon centre Mon. – Thur. 9-12 Office Fri 9 – 4pm 61 Bloom St.
<b>Booth Centre</b>	The Advice and Support Hub is available Mon-Fri by appointment , offering people the chance to talk to trained staff and volunteers about the practical difficulties they may be facing. They're able to offer a wide range of support, including help finding accommodation, getting registered with a doctor, accessing benefits and legal advice, providing support to attend appointments, as well as offering support to tackle mental health, drug and alcohol issues.
<b>Centrepont</b>	Support for young people, including statutory homelessness assessments for 18-25 year olds. Mon to Fri – 1.30 to 4pm – North parade office is open 9-5pm – helpline 0808 800 0661
<b>Coffee for Craig</b>	This service provides: Hot meals; Showers; Computer and phone access; One-to-one advice, signposting, and referrals; Emergency clothing; Emergency food parcels (by arrangement); Medical support; Specialist Centre Point, young persons (16-25) support; Emergency provisions and CWP support (Cold Weather Provision)
<b>Cornerstone</b>	Mon. - Fri 12-1.30pm Hot meal & packed lunch. Showers & clothes to rough sleepers. Advice 9am - 4pm by appointment only.
<b>Justlife</b>	Support for people living in temporary unsupported accommodation and at risk of rough sleeping
<b>Lifeshare</b>	0161 235 0744 for support under 25's. Also serving Breakfast Sat. & Sun. 7-9 am Piccadilly Gardens
<b>MASH - Manchester Action on Street Health</b>	Charity providing support for women who are sex working in Manchester. Drop-in, health clinics, counselling. Mon, Tue, Wed, Thur on Fairfield St –

	3pm – 6pm Friday - Fairfield St –12:30 – 3.30pm Plus outreach
<b>Men's Room</b>	Support and Advocacy service Tues. – Fri. 10 am – 4 pm remotely and with face to face by prior appointment + Outreach
<b>Mustard Tree</b>	Mon. – Sat. 10am - 2pm Food pantry + shop 15 minutes time limit per person in the building due to high numbers
<b>MVAP</b>	MVAP offer advice and information for people presenting as homeless at MCC's Customer Service Centre. The service is currently operated via telephone appointment.
<b>Reach out to the Community</b>	Mon – Fri 10am- 12pm Support Worker Service
<b>Shelter</b>	Office is currently closed. Providing telephone assistance Mon. – Fri. 9.00 am - 5.00 pm. Call Reception on 0344 515 1640.
<b>Urban Village Medical Practice</b>	Service available initially via telephone

**Manchester City Council  
Report for Information**

**Report to:** Neighbourhoods and Environment Scrutiny Committee - 2  
December 2020

**Subject:** Compliance and Enforcement Service - Performance in 2019/20

**Report of:** The Strategic Director (Neighbourhoods)

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**Summary**

To provide members with an update on demand for and performance of the Compliance and Enforcement service during 2019/20. As requested by the Committee the report also provides a breakdown by ward of the number of fly-tipping cases by month with comparisons against the previous year's figures; information on where the additional investment to tackle fly-tipping has been spent and data by ward on the number and nature of calls to the Out of Hours service during the first Covid-19 lockdown period.

**Recommendations**

That Members note and comment on the report.

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**Wards Affected:** All

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

<b>Manchester Strategy outcomes</b>	<b>Summary of how this report aligns to the OMS</b>
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	By enforcing the law in a fair, equitable and consistent manner, assisting businesses to meet their legal obligations and taking firm action against those who flout the law or act irresponsibly.
A highly skilled city: world class and home grown talent sustaining the city's economic success	Providing advice and assistance to businesses to help them understand and comply with regulations contributes to thriving businesses which support the city's economy. Taking action against those businesses who are not compliant allows law abiding businesses to thrive.

Working with both residents and businesses to support them in improving the neighbourhoods in which they live and work and socialise	Working with both residents and businesses to support them in improving the neighbourhoods in which they live, work and socialise.
A liveable and low carbon city: a destination of choice to live, visit, work	Addressing nuisance issues to support individuals to live in successful neighbourhoods. Ensuring a safe and compliant night-time economy to sustain the city as a destination of choice. Supporting work to improve air quality and address contaminated land. Creating places where people want to live and stay.
A connected city: world class infrastructure and connectivity to drive growth	

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

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

Report to Neighbourhoods Scrutiny Committee 4th December 2019: Compliance and Enforcement Service – Overview of the role of the service and performance to date.  
 Report of Chief Operating Officer (Neighbourhoods)  
 Report to Neighbourhoods Scrutiny Committee 2<sup>nd</sup> September 2020: Housing Compliance and Enforcement Performance in 2019/20  
 Report of director of Neighbourhoods

## 1. Introduction

1.1 The Compliance and Enforcement service brings together the services responsible for fulfilling the Council's statutory duties in respect of protecting the public and the environment and ensuring that businesses and residents comply with a range of legislation that helps to make our neighbourhoods places where people want to live, work and socialise.

1.2 The teams that make up the Compliance and Enforcement services are:

- **Neighbourhood Compliance Teams (NCT)** – based within the three neighbourhood areas of North, Central & South, the teams are responsible for compliance & enforcement across these areas, ensuring that local communities have safe, clean and attractive neighbourhoods to live in. Their particular focus is resident & business compliance with waste disposal & recycling; untidy private land; visual disamenity of private buildings & land; fly-tipping; littering; dog fouling; highway obstructions including skips; flyposting; empty properties and unauthorised encampments.
- **Environmental Crimes Team (ECT)** – responsible for works carried out in default; contract management; enforcement support; prosecutions; animal welfare and relevant public space protection orders.
- **Neighbourhood Project Team (NPT)** - responsible for investigating incidents of fly-tipping in conjunction with Biffa, taking enforcement action against those who illegally dispose of their waste and delivering the Commercial Waste Project.
- **Food, Health & Safety & Airport Team (FHS)** – responsible for regulating food safety and food standards; health and safety in certain premises; dealing with complaints and requests for service; accident investigations; infectious disease control; port health and the importation of foodstuffs arriving at Manchester Airport.
- **Environmental Protection Team (EP)** – responsible for dealing with the environmental aspects of planning applications; provide technical support to strategic regeneration schemes; noise control at large events and exhumations. The team discharge the council's regulatory duties in relation to contaminated land; industrial processes; air quality and private water supplies.
- **Licensing and Out of Hours Teams City Centre and City Wide (LOOH)**- responsible for licensing enforcement and for addressing effectively a range of issues that can arise both during and outside of normal working hours e.g., licensed premises enforcement; street trading; domestic and commercial noise enforcement; busking; begging etc. These teams provide cover over 7 days providing a service during the day, evenings and at night. In the city centre the team also deals with resident & business compliance with waste disposal, untidy private land; fly-tipping; littering; dog fouling; highway obstructions including skips; flyposting; etc.
- **Trading Standards Team (TS)** - responsible for enforcing a wide range of criminal legislation aimed at protecting consumers and maintaining standards of fair trading e.g. counterfeiting; product safety; sale of age restricted products such as fireworks, alcohol, cigarettes, knives, solvents etc.; rogue traders; doorstep scams and regulation of weights and measures.

- **Housing Compliance & Enforcement Team (HCT)** - responsible for ensuring that privately rented properties meet acceptable safety and management standards. The team manage the licensing of HMOs and selective licensing schemes and deal with complaints regarding private rented housing ranging from complaints about disrepair to preventing unlawful eviction and harassment.
  - **Compliance & Enforcement Support Team (CST)** – responsible for intelligence and evaluation of project-based activities, producing management information and monitoring service performance. The team also undertake a wide range of desk based compliance activities in support of the specialist teams: e.g. creating programmed inspection plans; verifying waste management contracts; food business registration; verification surveys and checks and management of the debt recovery and enforced sales processes. The team is also responsible for producing service wide statutory returns.
- 1.3 This report sets out the key areas of demand and how the teams performed across the whole service in 2019/20. The workload of the service is a combination of planned regulatory work such as inspection programmes; regulatory compliance activities such as assessing planning and licensing applications; reactive work such as investigating complaints from customers and proactive and project work to pick up on issues that are causing problems but may not be being reported or are intractable issues that need a more focussed and targeted approach.
- 1.4 The service takes an Our Manchester approach to achieving compliance, working on the principle that the vast majority of citizens and businesses in Manchester want to do the right thing. Sometimes people are not sure what they need to do and our approach to achieving compliance includes working with people and giving them the chance to get it right.
- 1.5 The City Council's Corporate Enforcement Policy outlines the approach that officers should take when considering enforcement action. The policy is an overarching policy that applies to all the Council's Services with enforcement duties, although some services have specific Legislative Guidance and Regulations which set out the enforcement requirements in these services. The appropriate use of the full range of enforcement powers, including prosecution, is important, both to secure compliance with the law and to ensure that those who have duties under it may be held to account for failures to safeguard health, safety and welfare or breach of regulations enforced by the Council. In deciding on the most appropriate course of action officers should have regard to the principles set out in the policy and the need to maintain a balance between enforcement and other activities, including inspection, advice and education.
- 1.6 The policy states that an open, fair and proportionate approach will be taken in dealing with breaches of legislation which are regulated and enforced by the Council. Raising awareness and promoting good practice in regulated areas is the first step in preventing breaches, and officers of the Council will signpost to guidance on aspects of the law where requested to do so. Best efforts will be used to resolve any issues where the law may have been broken without taking formal action when the circumstances indicate that a minor offence may have been committed and the Council is confident that appropriate corrective action



will be taken. However, there may be occasions when the breach is considered to be serious and/or where informal action is not appropriate. In such cases immediate enforcement action may be taken without prior notice and as noted above some services have specific Legislative Guidance and Regulations which set out the enforcement requirements in these services.

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

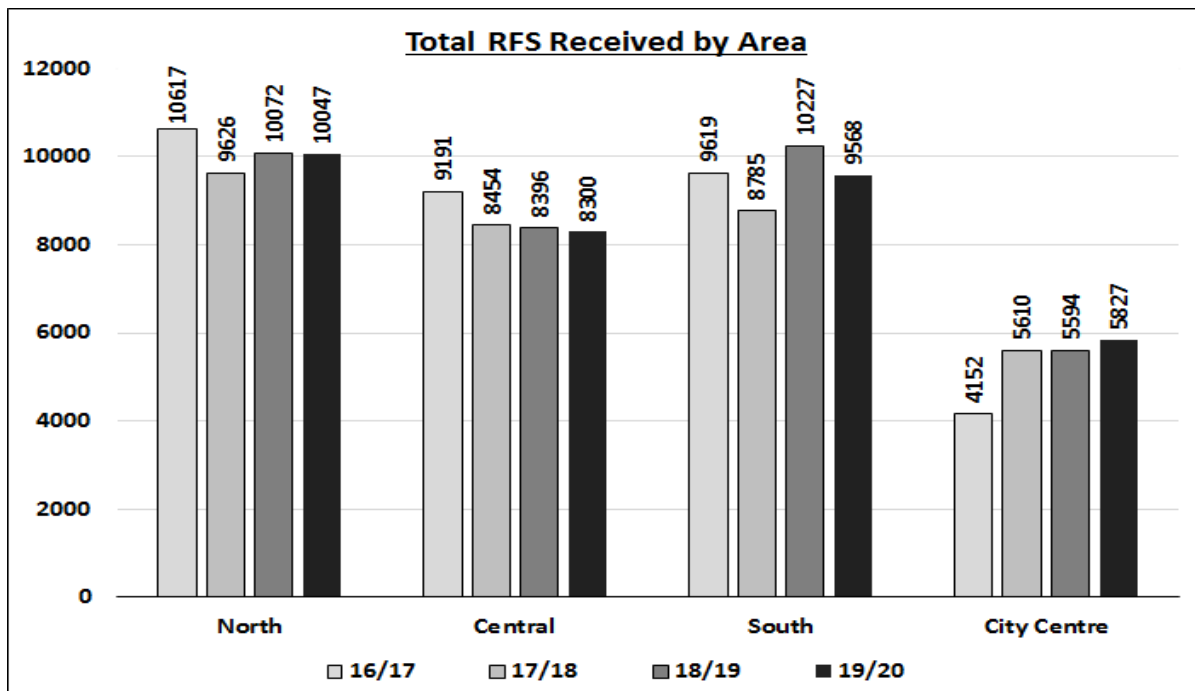
- A breakdown by ward of the number of fly-tipping cases by month with comparisons against the previous year's figures.
- Information on where the additional investment to tackle fly-tipping has been spent; and
- Data by ward on the number and nature of calls to the Out of Hours service during the first Covid-19 lockdown period. (23 March 2020 – 04 July 2020)

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

**2.0 Overall Demand**

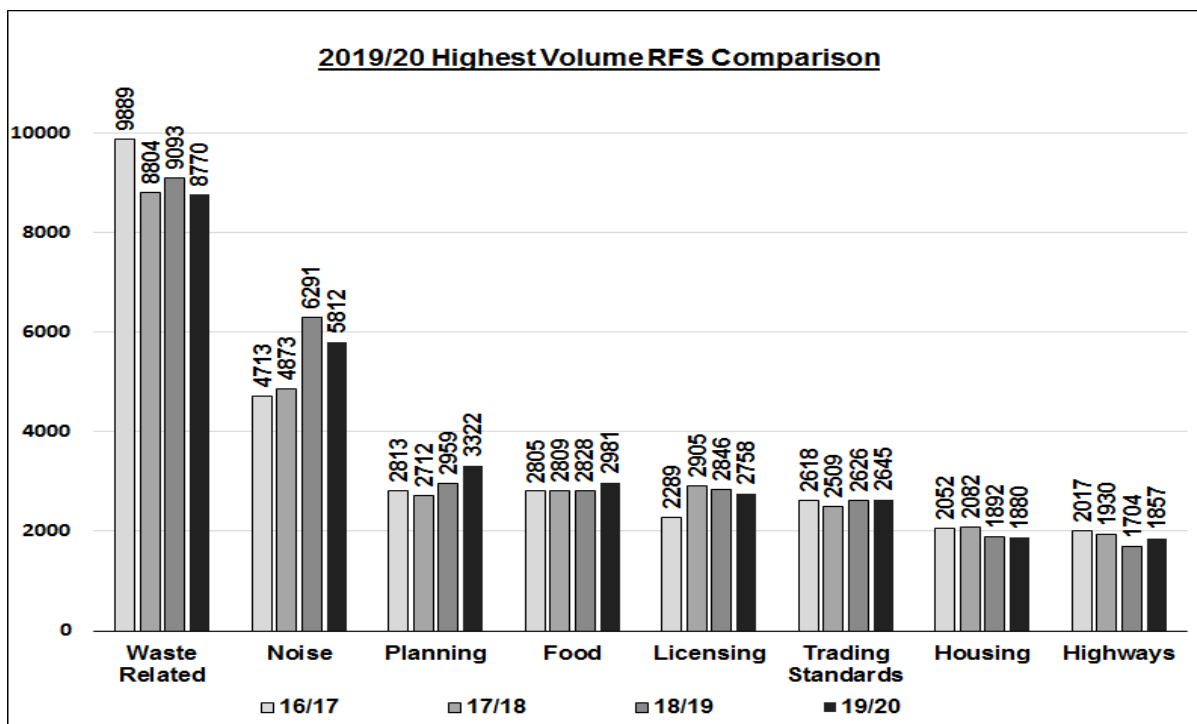
2.1 Figure 1 compares the overall volume of RFS received by area over the last 4 years. The table excludes RFS that have no specific ward assigned (2,116). These are mostly related to Trading Standards issues such as notifications of unfair commercial practices where businesses located outside of Manchester operate across the city.

**Figure 1. RFS Volume comparison by year**



- 2.2 The overall number of RFS when compared over the last 2 years has not changed significantly. The number of RFS by area has also remained relatively stable when compared to the previous year with the most notable change being in the South which saw a 6% reduction in RFS received. The City Centre is the only area showing an increase (4%).
- 2.3 As noted above demand in the South has reduced by 6%. Noise, waste and airport work, remain the highest volume areas of demand. Noise 18%, Waste 17% and Airport work (inspection and processing of consignments received at the Border Inspection Post) 13%. All have decreased compared to last year, Noise by 24% (2308 to 1759), Waste by 6% (1732 to 1626) and Airport work by 17% (1444 to 1196). Other significant areas of reduction in the South are Housing - 17% (484 to 400), Alleygate repair requests 27% (118 to 86) and Trading Standards RFS 32% (256 to 174). Also, of note are the areas of work in the South that have seen the most pronounced increases, these are: Illegal encampments 86% (22 to 41), H&S in the workplace 53% (30 to 46) and Highways related RFS 11% (644 to 714).
- 2.4 Across the city the work areas of highest demand are set out in Fig.2. As is the case in previous years the greatest demand comes from waste related RFS which has consistently remained around 25% of all RFS received by the service.

**Figure 2. Highest volume of RFS category comparison by year**



- 2.5 A total of 8770 waste related RFS were dealt with, this is compared to 9093 in 18/19. The breakdown by area being: North 4074 (46%), Central 2768 (32%), South 1626 (19%), City Centre 263 (3%). 37 jobs were not assigned to a ward. These are cases where the source of fly-tipping originated outside of

Manchester or on the border of MCC boundary. Overall waste related RFS have reduced by almost 4% when compared to 18/19. Comparing the first year of reporting 16/17 to 19/20, waste related RFS have reduced overall by 11%. This is an average reduction of just under 3% per year. Proportionally the greatest decrease is the South of the city by 9%. The increased investment to tackle flytipping set out in section 6 of the report will likely have contributed to this decrease.

- 2.6 Of the 8770 waste related RFS dealt with by the service, 3520 (40%) were proactively identified and investigated mainly by our Neighbourhood Project team (NPT) who work closely with Biffa to address incidents of fly-tipping and pursue legal action where appropriate. Please note, these are flytipping cases referred for investigation and does not include those incidents that are removed by Biffa. This is consistent with the previous year where 40% of all waste jobs were proactively investigated by the NPT in 18/19. The remaining waste RFS are from the public and jobs logged by MCC officers. These increased by almost 14% from 4813 to 5466 in 18/19 but have reduced by 4% to 5250 in 19/20.

#### **Case Study 1 - Fly-tipping investigation**

On 26 June 2019, a business was prosecuted and fined over £2,000 after sofas belonging to the company were found dumped at various locations within the Rusholme ward.

A member of the public spotted the sofas and had taken photos, which they forwarded on to the City Council for investigation. The witness also provided a signed statement. Quick-thinking Neighbourhood Compliance Officers were able to link the sofas to a cafe on Wilmslow Road and referred the case to the Environmental Crimes Team for investigation. Under questioning, the company admitted to passing their commercial waste to a third party for disposal without checking they were authorised or obtaining a waste transfer notice. Officers were unable to follow up or verify any of the details provided by the company and proceedings were therefore instigated against the business.

The company failed to send a representative to the hearing at the Magistrates' Court and were found guilty of duty of care offences under section 34 of the Environmental Protection Act 1990. They were fined £1,500 and made to pay costs of £479 and a victim surcharge of £50 - a total of £2,029.

- 2.7 Of the top 8 RFS demand categories noise has had the most significant shift in volume. For 19/20 noise RFS have reduced by 8% after a sharp rise of 29% in the previous year. 5812 noise RFS were received in 19/20 compared to 6291 in the previous year. Noise RFS include domestic noise, licensed premises and construction noise. The overall figure also includes applications for noisy working on construction sites.

- 2.8 The breakdown for noise RFS is as follows: North 1366 (24%), Central 1332 (23%), South 1986 (34%), City Centre 1099 (19%), there are an additional 13 jobs not linked to a specific ward, these are RFS where the source of the noise is outside Manchester e.g. where a Manchester resident who lives on the border of a neighbouring Local Authority has complained about noise and 16 jobs that are general enquiries in relation to noise. Within this category, the highest areas of demand are domestic noise which includes noise from student accommodation, barking dogs, people making noise such as slamming doors, shouting etc. and noise making equipment such as DIY tools, music, TVs, PA systems and radios. 3,429 (59%), Licensed Premises noise 515 (9%) and construction noise 500 (9%). All 3 areas of highest demand have reduced by 7%, 22% and 10% respectively compared to the previous year.

### Case Study 2 - Student engagement, multi-agency work

Manchester Student Homes contacted LOOH regarding a student who had contacted them stating they were going to hold a charity/fundraising party at their property. The organisers had also contacted all nearby residents.

Officers visited the property and spoke to all those who lived there and the lead party organiser. She was studying events management and appeared well prepared; however, officers explained their concerns and that the team would be monitoring this event. The officers were frank with the student and explained that even with the best management the event they were planning to run, in its current format/numbers, would more than likely lead to abatement notices being served.

Although disappointed, the student realised the implications if the event was to go ahead and informed the officers that it would not. The officers used their links with the Housing Compliance team and made sure the landlord and letting agent were informed of the planned event and this resulted in occupiers receiving formal warnings in relation to their tenancies prior to the event.

The property was also put on the team night shift patrol for monitoring that weekend. No noise nuisance was witnessed, and no complaints/callouts were received from any of the surrounding neighbours.

By taking proactive action the team was able to prevent a party that would likely have caused considerable disturbance to local residents. The links with partner agencies (Manchester Student Homes) and internal departments (Housing Compliance) enabled a timely and proportionate response that made it clear that this type of activity was not acceptable.

- 2.9 In 19/20 most areas have had a slight reduction in RFS for noise. These were: North by 7%, South by 14% and the City Centre by 9%. Central is the only area to increase by 3%. In 19/20 the South has had the largest decrease of 14% (2310 to 1986). Specific work areas that have reduced in the South are: Student noise 24% (406 to 310), Barking dogs 31 % (218 to 151), Construction noise 32% (98 to 67) and licensed premises noise 29% (221 to 157). The introduction of the Fallowfield Pubwatch scheme has contributed to the reduction in noise

jobs related to licensed premises in the South of the City. Due to recurring issues in the South, particularly in student areas, the LOOH team led on establishing the scheme which involves proactively engaging with licensed venues to discuss any licensing issues and providing advice before the issues necessitate formal intervention. In keeping with the Our Manchester behaviours, the LOOH team's objective is to work with pub landlords to raise standards ensuring licensed establishments are compliant and well managed without the need for enforcement action. Schemes such as this help to secure longer lasting compliance as its aim is to inform and empower pub management to successfully comply with regulations.

### **Case Study 3 - Fallowfield Pub Watch**

The Fallowfield and Withington Pubwatch group was set up over a year ago and includes 20 licensed premises. These premises include, pubs, bars, cafes, food led premises and off licenses. The scheme has been very successful in helping LOOH to work together with licensed businesses in tackling local issues, build relationships and achieve a safer social drinking environment. There is an active WhatsApp group which gets regular updates from the Designated Premises Supervisor (DPS) with any real time issues.

An example of this is a male was being very aggressive in a pub in Withington, threatening staff. This male was subsequently asked to leave the premises. The DPS for that pub then messaged the group with a description of the male and the direction the male was heading. All other DPS for the area viewed the message and were alerted to the issue. This male was refused entry to all the pubs in the vicinity. With a real time, messaging service, this greatly reduced the risks of assaults at the premises, on staff and customers.

- 2.10 Planning includes planning application and consultations on potential sites and review of conditions. This has increased by 6% overall with 3130 RFS received in 19/20 as compared to 2959 in 18/19. The breakdown is North 765 (24%), Central 722 (23%), South 643 (20%) and City Centre 989 (32%). Citywide general enquiries/consultations 11 (0.1%).
- 2.11 Licensing has remained relatively consistent with 2758 RFS compared to 2846 in the previous year. Licensing work includes responding to new applications, the consideration of applications for temporary events and requests related to premises licence conditions. The breakdown is North 376 (14%), Central 395 (14%), South 604 (22%) and City Centre 1383 (50%).

### **Case Study 4 – Licence revocation**

A violent incident occurred at a city centre nightclub resulting in 3 individuals being hospitalised, investigations revealed unacceptable levels of violence, licensing breaches and ineffective management practices.

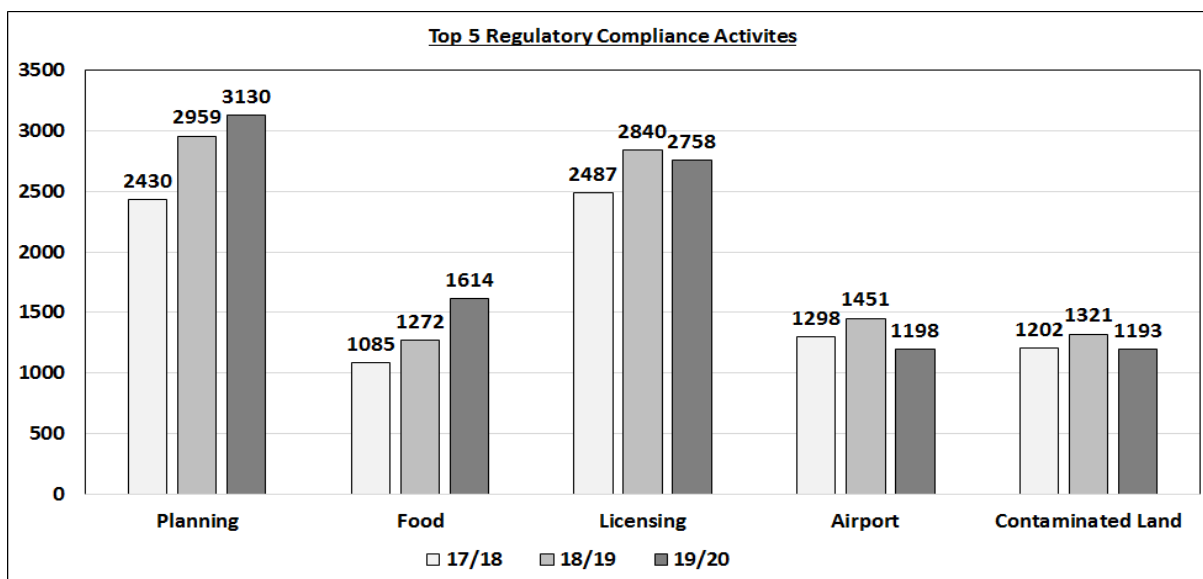
Joint working with GMP enabled the required evidence to be presented at Licensing sub-committee resulting in revocation of the premises licence. LOOH were already involved in addressing concerns with the way in which the premises was run and failings by the management team to comply with the action plan that officers had recently issued. Using evidence gathered by the LOOH team, and acknowledging our preventative efforts, in summing up the committee stated:

“there had been a systemic failure to comply with those conditions and in the eyes of committee this showed clear failure to manage the premises effectively - despite advice and guidance from the licensing team.”

- 2.12 Food RFS make up the biggest percentage (67%) of the Food, H&S and Airport team’s total RFS workload and has been gradually increasing at a similar level for the last 3 years, 3173 compared to 2828 in 18/19 which is a 12% increase. Food RFS includes food hygiene complaints such as poor cleanliness, pest infestations and food poisoning issues. Food standards complaints include labelling irregularities and failure to comply with allergen information and control systems. The breakdown for food RFS is as follows: North 667 (21%), Central 641 (20%), South 785 (25%), and City Centre 858 (27%) there are also 222 (7%) citywide RFS cases for such things as requests for advice on setting up a food business in Manchester. The team also deal with H&S and Airport work. Total RFS for all 3 areas covered by the team have shown a gradual increase from 4718 RFS received in 19/20 compared to 4567 the previous year. Health and Safety service requests include accident and complaint investigations. Airport work includes clearing consignments of non-animal and animal products and pests on planes.
- 2.13 Trading standards complaints include issues with product safety, consumer scams, doorstep crime, underage sales, illicit tobacco, weights and measures, animal welfare and counterfeiting. A total of 2645 RFS were received in 19/20 which is a similar level to the previous year. The breakdown is North 323 (12%), Central 225 (9%), South 174 (7%), City Centre 218 (8%) The majority of RFS relate to businesses/organisations not located in but who operate in Manchester 1705 (64%). This is a 12% increase from the previous year attributed to an increase in online business and businesses located outside of Manchester. The South of the City has seen the most significant shift with a 32% reduction in 19/20 compared to 18/19 (256 to 174). There is no obvious reason for the reduction in the South so this will be monitored more closely.
- 2.14 Housing RFS cover damp, drainage, fire precautions, heating and hot water, gas and electric, unlawful eviction and tenant and landlord disputes. The service received 1880 RFS compared to 1892 the previous year so demand has remained stable. The RFS breakdown is North 674 (36%), Central 717 (38%), South 426 (23%) and City Centre 63 (3%). The 3 main categories of complaints received are: dampness and leaks 41% (772), heating and hot water issues 10% (185) and unlawful eviction 11% (214) Members received a detailed report on Housing demand and performance during 2019/20, to the 2 September 2020 meeting of this committee so the detail is not repeated here. The report is, however, included as a background document.

- 2.15 Highways related RFS cover issues such as obstructions, skips, muddied sites and cars for sale on the highway. A total of 1857 jobs were received, a 9% increase from the 1,704 received the previous year.
- 2.16 As noted in previous reports, the successful growth of the city places greater demand on regulatory compliance services as the number of planning and premises licence applications and food businesses increase. Figure 3. shows the volume of the top 5 regulatory compliance activities received in 2019/20.

**Figure 3. Top 5 Regulatory Compliance Activities RFS received**



- 2.17 In the previous year all areas saw an increase in regulatory compliance activities with the biggest increases in the South and the City Centre cumulatively accounting for 64% of the total increase. For 19/20 Planning and Food work has increased whereas Licensing, Contaminated Land and Airport work have decreased. The breakdown by areas is as follows: North 18%, Central 16%, City Centre 28%, South 36%. 2% of jobs were logged as Citywide enquires.
- 2.18 Our Planning work has increased by 6% from 2959 to 3130. Although this increase is not as pronounced as 18/19, planning work has continued to increase year on year.
- 2.19 Food related work has increased by almost 27%. The main increases are in new food premises registrations 613 to 834 (includes registration applications and new business referrals 36%), processing of information for the Food Hygiene Rating Scheme 177 to 261 (47%) and dealing with inspection requests for new businesses that have begun trading 169 to 224 (33%). Requests for food hygiene rating re-scores have also increased 52 to 91 (75%) in 2019/20.
- 2.20 The increase in new food registrations is due to the rise in popularity of online aggregator websites like Just Eat, Uber Eats and Deliveroo. The websites now require food businesses to register with the Local Authority before they can

trade on their sites and more food business operators than ever before are seeking to trade digitally. The Food Standards Agency continue to work with aggregator websites to ensure they have suitable controls in place to monitor food safety standards in businesses using the platforms. An increase in hot food take-away services from residential premises has also been noted via social media platforms. We work with these businesses to ensure the highest standards are in place and the Food Standards Agency is currently working with social media operators to ensure they have controls in place. Although overall new food registrations are down during the COVID pandemic period the service expects the rise in residential businesses to continue.

- 2.21 The Food Hygiene Rating Scheme (FHRS) is a register of inspection results given to a food business by the relevant Local Authority in relation to their food hygiene standards. The Food Standards Agency (FSA) states that the purpose of the FHRS is to allow consumers to make informed decisions about places where they eat out or shop for food and, through these decisions, encourage businesses to improve their hygiene standards. There are 6 different food hygiene ratings (0 up to 5) - the top rating represents a 'very good' level of compliance with legal requirements and all businesses irrespective of the nature or size of their operation should be able to achieve this.
- 2.22 In Manchester the majority of food businesses are rated very good or good. Food hygiene ratings are published online at [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings), and businesses are encouraged to publicly display their ratings on premises. A national mandatory scheme, requiring food businesses to publicly display their scores on premises is still expected, however we still have no indication from the FSA when this is likely to happen as it requires the government to introduce new primary legislation.
- 2.23 The increase in food businesses means that customers have more choice, so businesses that score a low FHRS score on inspection can request a re-score once they have put in place the measures required to address the issues identified. Another contributor to the increase of re-score requests is the fact food business operators need a food hygiene rating score or a 'business awaiting inspection' record to show on the Food Standards Agency ratings website for them to trade with the online platforms. Several online platforms have also taken the stance that any food business that is unrated (Unrated as awaiting an inspection) or scores anything less than 2 for FHRS, will not be allowed to advertise on their sites. This decision by the on-line platforms is also a factor in the increased rescore requests. We have received far more enquiries recently than ever before, again due to the way businesses now trade.
- 2.24 Licensing work has decreased slightly by 3% but makes up 28% of the total top 5 regulatory compliance activities.
- 2.25 Airport work has reduced most significantly with a 17% reduction in jobs received. This is due to a reduction in Certificate Entry Document (CEDs) where the Authority is required to inspect certain food products as directed by EU. Because the countries/foodstuffs on the EU list can change the volume of request for service will also fluctuate.



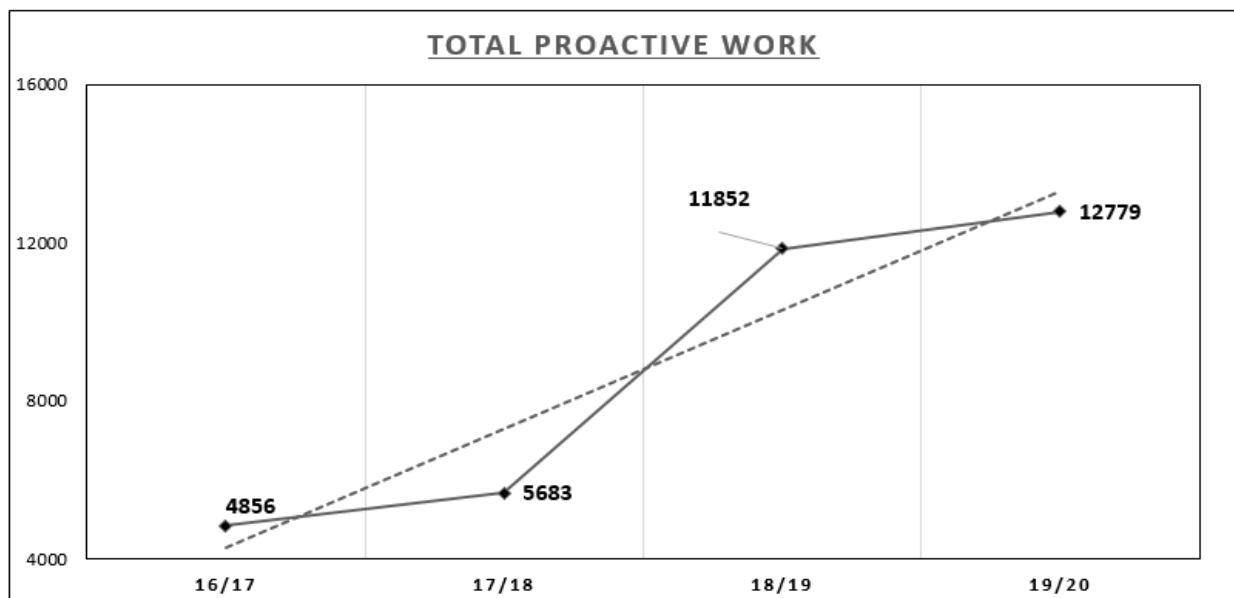
2.26 The Food H&S and Airport team is working closely with the Government Department for Environment, Food & Rural Affairs (DEFRA) on the UK's transition from the EU and the implications for port health authorities. As the port health authority for Manchester Airport Border Control Post, the team's input is vital for the effective planning of EU exit and the end of the transition period on 31st December 2020.

2.27 The Border Control Post expects to receive additional consignments from 1st Jan 2021, relating to EU foodstuffs which currently move between EU countries unchecked. We expect to see an increased workload as a result of transitioning to the EU due to procedural changes, development and transition from an EU to a UK database and changes to certification requirements, but we are not yet able to accurately quantify the extent of the increase due to uncertainty across a range of areas.

**3.0 Proactive Activity**

3.1 Fig. 4 shows total proactive work across the city compared to the previous three years. Although overall proactive work continued to increase year on year, we are seeing a levelling off now that the changes to how actions are recorded have been fully implemented. These changes, as detailed in last year's report, include the recording of street-based activities, such as pedlars, buskers, begging, that was introduced in late 2017, as well as changes in the way interactions with Licensed Premises are recorded to ensure a better reflection of the work carried out. 12,779 proactive activities took place compared to 11,852 in the previous year which is an 8% increase.

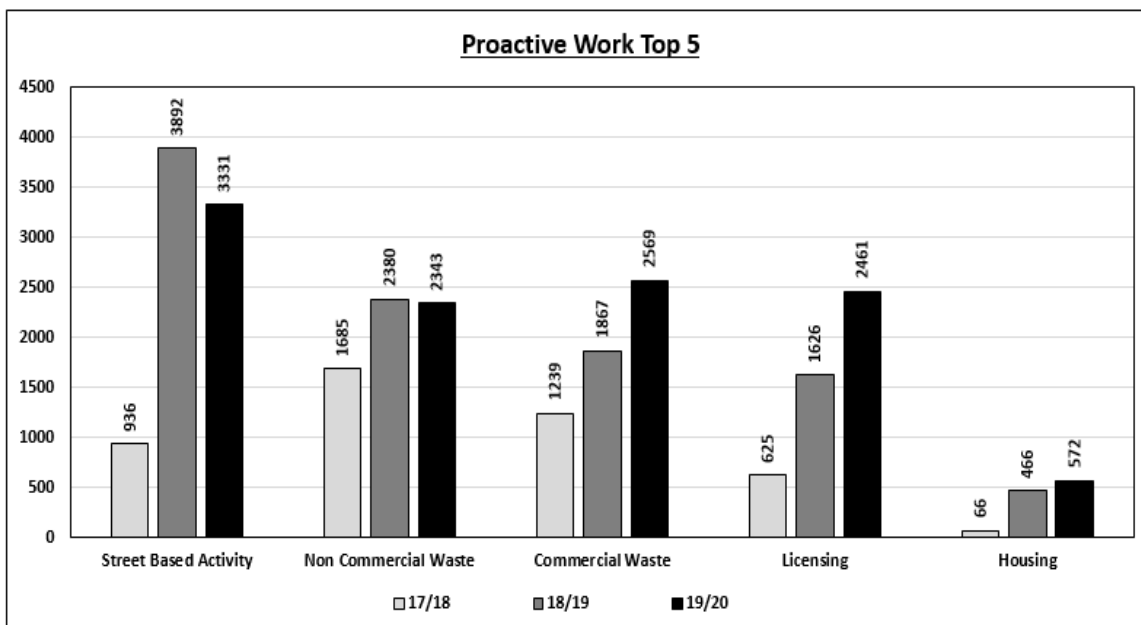
**Figure 4. Total proactive work across the City compared by year**



3.2 Fig. 5 shows the top 5 categories for proactive work. Combined these make up 88% of all proactive work done. The breakdown is commercial waste 2569 (20%), non-commercial waste related 2343 (18%) licensing work 2461 (19%), street-based activities such as peddling, busking and charity collections 3331

(26%) and housing 572 (4%). Waste jobs together account for almost 4 in 10 of all proactive jobs completed across the city.

**Figure 5. Top 5 proactive work categories comparison by year**



- 3.3 Street Based Activity has decreased by 561 (14%), however this area of work had shown a massive leap from the figure recorded in 17/18 which as mentioned earlier was due to improved recording. Non-Commercial Waste jobs have slightly decreased by 37 (1.5%). However, Commercial Waste increased by 702 (38%) meaning that overall, all waste jobs combined have increased by 665 (16%). Licensing work has increased for the second year running, an increase of 835 (51%) section 3.6 provides further details on the increase. Housing jobs have also increased again, by 106 (23%). This is in connection with a greater focus on rogue landlords, as evidenced in previous years figures.
- 3.4 Overall, the number of proactive jobs remains at a similar level to last year although the spread of jobs across the main areas of work has changed, with higher volume proactive work in relation to licensing and commercial waste.
- 3.5 The reduction in street-based activities is due to a reduction in interventions required for illegal peddling and trading activity as a result of consistent enforcement. LOOH Officers maintain the same level of visibility in high traffic areas of the City Centre, however traders are now more aware of what is required to be compliant, so less intervention is required.
- 3.6 The figures show that proactive Licensing work has increased significantly, this is mainly due to improved recording of visits to licensed premises to better reflect the work carried out. A new procedure was introduced in late 2018 so 2019 is the first full year of recording in this way and we believe provides a more accurate baseline.

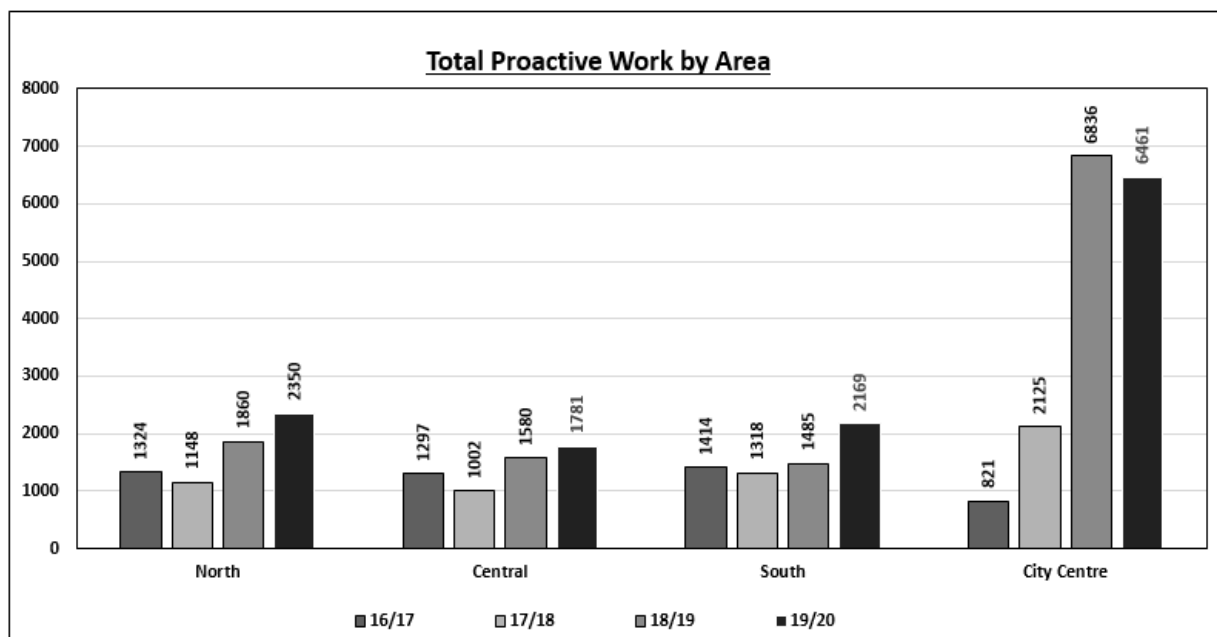
### Case Study 5 - Breach of Licence

Officers received intelligence of off-sales of alcohol at a convenience store on High Street, Shudehill. The premises was not licensed to sell alcohol due to the premises licence having lapsed in June 2019 as the company was dissolved at this time. On arrival officers witnessed alcohol displayed for sale in fridges and behind the counter with staff confirming alcohol was sold from the premises. Officers advised that there was no licence in place and therefore they could not sell alcohol and if they continued to do so they faced prosecution.

A test purchase was immediately instigated, which the premises failed. LOOH Officers returned with GMP support and conducted a full seizure of all the alcohol from the premises. All estimated to cost in excess of £1,000. Prosecution is being pursued

- 3.7 The increase in commercial waste activities is in the main due to the extra funding the Neighbourhood Compliance Teams received which has enabled more targeted projects across the City. This is explained in more detail in section 6.0 of this report.
- 3.8 Proactive work, with the exception of the city centre, for the reasons noted in para 3.1, has continued to increase across the city Figure 6 shows City Centre has had a slight decrease of 375 (5%) but had shown the greatest increase last year; whilst all the other areas increased for the second year running, North by 490 (26%), Central by 201 (13%) and South by 684 (46%). The biggest increase in the South is waste related proactive activity which increased by 63% when compared to the previous year. The value of proactive work is immense as it provides the opportunity to give advice and support to businesses to enable them to become compliant before greater problems arise, as well as holding to account businesses who don't follow the advice given. Establishing positive relationships with businesses also supports compliance in times of great change, as we are currently experiencing, where businesses are having to quickly adapt to changes in legislation and advice.

**Figure 6. Proactive volume comparison by year**  
**NB Chart does not include jobs logged as Citywide or out of Manchester**



- 3.9 In addition to requests for service and proactive work there are 2 key areas of programmed work in Housing and Food.
- 3.10 There are currently 2,123 Mandatory Licensed HMO premises in Manchester. All new applications for a Mandatory HMO Licence receive a pre-licensing inspection prior to a licence being issued, whereas existing licensed premises receive a compliance inspection within the licence period prior to a renewal licence being issued. In 2019/20 196 HMO properties were due a compliance inspection. All inspections were completed within the year. 73 pre-licensing inspections were outstanding at the time of lockdown, the team have inspected 23 of these properties. Virtual inspections have been piloted and are useful in certain circumstances, however, a physical inspection is more appropriate for pre-licensing inspections, as on most occasions, it is the very first time an officer has visited the property. The team has also made use of photographic and video evidence to confirm repairs have been carried out effectively. To date 50 pre-licensing inspections are being worked through.
- 3.11 The annual programmed inspection of food businesses is one of the largest demands on the team. In 19/20 there were 5119 food premises on the City Council's database. For 19/20 just over 4,000 premises were due an intervention which included approximately 834 newly registered food businesses. Levels of compliance among food businesses remain high with 93% of food businesses rated in Manchester within the broadly compliant category.
- 3.12 This aspect of the food team's work is vitally important as Manchester establishes itself as one of the UK's most exciting culinary destinations. The team's priority is to ensure good quality compliant food premises that contribute to the City's reputational success and economic growth.

- 3.13 The team continues to work to protect people with food allergies and ensure these individuals can purchase food safely. Voluntary Stop Agreements (VSA) are used when businesses cannot sufficiently demonstrate they can produce food safely. A VSA is a signed agreement that the food business will not serve customers who have a food allergy until they can demonstrate that the correct procedures are in place to enable them to do so safely. The introduction of increased resource to the team, was in part, to increase the level of formal enforcement in relation to non-compliance with allergen regulations, however the COVID pandemic has, for the time being, re-directed these resources as outlined in Sec. 8.0 of the report.

**Figure 7. Enforcement actions 18/19 and 19/20**

<b>Enforcement Actions</b>	<b>2018/19</b>	<b>2019/20</b>
Stop Agreements	571	526
Voluntary Closure	34	62
Seizure, detention & surrender of food	0	1
Prohibition Orders & Emergency prohibition Notices	2	3
Improvement Notices	3	3
Written warnings	1575	1472
Prosecutions concluded	2	1
Totals	1616	1542

#### **Case Study 6 - Pest Infestation enforcement action**

On 31 January 2020 the owner of a takeaway in Baguley was sentenced to two months imprisonment, suspended for 12 months.

He pleaded guilty to seven offences including a major cockroach infestation based on an initial inspection which took place on 1 August 2018. Food Team officers visited the property, following an anonymous complaint, and carried out a food safety inspection. The inspection revealed an extensive cockroach infestation throughout the premises. There was also evidence of serious cross contamination issues with ready to eat foods at risk of contamination from raw chicken and a container of mayonnaise stored in a pool of raw chicken juices.

Officers found live cockroaches crawling on the serving counter, around the pizza delivery bags, on the floor around cans of drinks and on cooking equipment, such as the pizza oven. There were numerous dead cockroaches littering the floor all through the food storage rooms. Other serious food safety concerns were found including dirty equipment, such as the ice cream machine, the deep fat fryer and the fridges.

In addition to the successful prosecution, the Council was awarded full costs of £3,126.12.

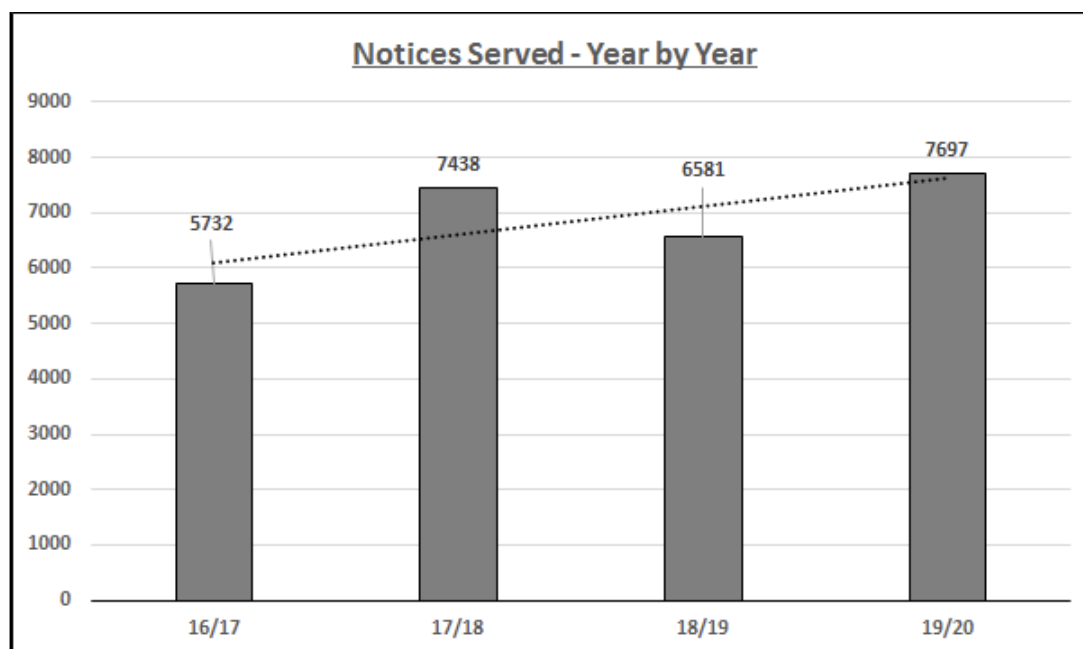
- 3.14 Due to the pandemic the Food, H&S and Airport team have had to re-assign resources to focus on infection control in the management of complex Covid-19

outbreaks affecting various business sectors around the City. Working with the Council's Public Health Team, Health & Safety Executive (HSE) and Public Health England (PHE) the team has provided advice in a number of complex and varied settings, including outbreaks in warehouses, large distribution centres and University Halls. This work has been extremely resource intensive with 6 Environmental Health Officers working full time on Covid-19 related referrals. This unprecedented period has called for a robust and prompt response from the Food team which will have an impact on programmed workload this year. Section 8. provides further information on the service's response to Covid-19.

#### 4.0 Formal Enforcement Action

- 4.1 In line with the Corporate Enforcement policy and the Our Manchester approach in the vast majority of cases compliance is achieved through working with people and using informal means. However, where formal action is required to achieve compliance it will be taken. In 2019/20 7697 legal notices were served compared to 6581 in the previous year which is a 17% increase.

**Figure 8. Notices served yearly comparison**



- 4.2 Where a legal notice is served, as long as the person or business complies with the requirements of the notice, which may include discharging liability by paying a fixed penalty notice, no further enforcement action will be taken. There is a high degree of compliance with legal notices making them a successful tool. Due to the increased focus on commercial waste more businesses have been inspected and asked for proof of waste contracts. Where Compliance Officers have found businesses cannot provide evidence of a contract a section 34 EPA notice is served and the correct type off waste provision is put in place. Where a waste contract is in place, but the bin provision or frequency of collections is incorrect officers have been able to correct the situation without serving a

Section 47 EPA, which has meant a reduction in the number of these notices being served.

**Fig 9. Top 5 Notice types served yearly comparison**

Notice Type	18/19	19/20	%
EPA 1990 Sec.46 (Domestic waste)	2305	2269	-2%
Prevention of Damage by Pests Act 1949 Section 4 (Remove accumulation of waste that can attract pests)	540	1470	172%
FPN: EPA Sec. 87/88 - (Litter/ Fly-tipping)	1081	1181	9%
EPA 1990 Sec. 34 (Commercial waste – waste contract request)	408	542	33%
EPA 1990 Sec. 47 (Commercial waste – prescribing waste contract)	470	313	-33%
EPA 1990 Sec 80 (Noise)	302	308	-6%

4.3 In 2019/20 there is a marked increase of PDPA notices served compared to the previous year. This sharp increase is due to the increased proactive work the Neighbourhood Compliance Teams has carried out where they have found accumulation of waste that can attract pests (particularly if the waste consists of materials used by pests for bedding or provides them with a food supply). Of the 1470 PDPA notices served in 2019/20 1391 were complied with, 71 completed in default and costs charged to the perpetrator. 8 cases were referred to the Environmental Crimes Team to be taken forward for prosecution. As noted in 4.2 there is a high degree of compliance.

4.4 The Prevention of Damage by Pests Act 1949 is a good tool for dealing with accumulation and harbourage of waste on private land. It gives officers legal access to land and flexibility when serving, due to the varying compliance timelines that can be applied, i.e., 7, 14- or 28-day compliance periods can be stipulated on the notice for clearance by the landowner appropriate to the type and scale of the waste found. The table below shows the breakdown of PDPA notices served across the city compared to the previous year. North increased by 247%, Central by 19%, City Centre by 25% and South by 271% which is in keeping with the increased proactive activities in these areas. PDPA is used more extensively on private untidy land which is more common in the North and South areas. Central RFS for waste tend to be more concentrated on Domestic and Commercial waste dealt with by alternative legislation.

**Fig 10. PDPA notice comparison by area**

	North	Central	City Centre	South	Total
18/19	184	191	4	161	540
19/20	639	228	5	598	1470

### Case Study 7 – PDPA

In August 2019 the North Neighbourhood Compliance Team received complaints regarding large amounts of waste in the rear yard of a private property in Moston.

Officers carried out a site visit and found the rear yard to be full of waste and miscellaneous items that if left could provide attraction or harbourage to rats or mice. A 7-day legal notice was served under the Prevention of Damage by Pests Act 1949 requesting that the owner cleared all the items from their property.

The serving officer was contacted by the property owner 2 days after service of the notice stating that they had cleared the rear yard of all items and complied with the notice. The serving officer returned to the premises the next day to ensure all work stipulated within the notice had been complied with by the owner, this was confirmed, and the case closed.

- 4.5 Where notices are contravened or where cases are of a more serious nature more formal enforcement action including prosecutions will be pursued. Figure 9 shows the number of successful prosecutions across all Compliance & Enforcement Teams. In 18/19 1061 prosecutions were carried out. In 19/20 a total of 1612 prosecutions were concluded by the service. The main increases were prosecutions for littering which increased from 717 to 1187 (66%), Fly-tipping prosecution which increased from 225 to 325 (44%) and prosecutions in relation to microchipping of dogs, 4 to 12 (200%). Figure 11 shows the number of successful prosecutions and results achieved in the year.

**Fig 11. Number of successful prosecutions 2019/20**

<b>Prosecutions types 2019/2020</b>	<b>No. of Prosecutions</b>	<b>Total fines /charges /outcomes</b>
Fly-tipping	325	<b>£182,692.00</b>
Commercial Waste Duty of Care – (Waste transfer/ escape of waste) EPA 1990 Sec. 33 /34	12	<b>£34,650.00 and 1 x Community punishment order</b>
Commercial Waste Duty of Care (Control of waste from the premises) EPA 1990 Sec 47	1	<b>£1,140.00</b>
Flyposting – Highways Act 1980 Sec. 132	2	<b>£780.00</b>
Littering prosecutions EPA 1990 Sec 87/88	1187	<b>£327,079.00</b>
Microchipping of dogs Regs 2015	12	<b>£3,552.00</b>
Breach of Public Spaces Protection Order (Dog Control)	1	<b>£100.00</b>
Food Safety & Hygiene Regs 2013 – (Pest infestation)	1	<b>£3,126.12 and 2-month imprisonment suspended for 12 months</b>
Local Gov. (MP) Act 1982	10	<b>£2,544.00 and</b>



		<b>6 forfeiture of goods 1 x 18month conditional discharge</b>
Local Gov. (MP) Act 1974	1	<b>£1,000.00</b>
Health Act 2006 Sec. 8 - Smoking	2	<b>£3,442.00</b>
Trademarks Act 1994	13	<b>£26,005.00 and 7x forfeiture of counterfeit goods 3 x Suspended sentence 1 x Curfew</b>
Tobacco and related products Regs 2016	4	<b>£2,508.00 and 2 x forfeiture of goods</b>
Criminal Justice Act 1988	4	<b>£8,570.00</b>
Criminal Behaviour Order	1	<b>£346.00 1 x forfeiture</b>
Toy Safety Regs 2011	3	<b>£5,820.00 and 3 x forfeiture of goods</b>
Civil Penalty - Breach of HMO Management Regulations	4	<b>£65,000.00</b>
Civil Penalty – Non-compliance with Improvement Notice	4	<b>£47,350.00</b>
Civil Penalty – Breach of HMO Licensing	4	<b>£45,500.00</b>
Civil Penalty – Operating a HMO without a licence	8	<b>£61,850.00</b>
Civil Penalty – Failure to obtain a Selective Licence	6	<b>£22,500.00</b>
Illegal Street Trading	7	<b>£5,414.00</b>
<b>Grand Total</b>	<b>1,612</b>	<b>£850,968.12</b>

## 5.0 Waste – Fly-tipping Demand

- 5.1 The Committee requested a breakdown by ward of the number of fly-tipping cases received by month with comparisons against the previous year's figures. This is contained in appendix 1 (Fly-tipping related RFS categories include untidy private land, fly-tipping, domestic waste offences and Biffa jobs). Please note, these are flytipping cases referred for investigation and does not include those incidents that are removed by Biffa.
- 5.2 A total of 8277 fly-tipping related cases were resolved by the service in 2019/20 compared to 8502 in the previous year. The chart below shows the number of flytipping related RFS the service received compared to previous years. Each year follows a relatively similar trend with a decline from July towards December and sharp increase in January, declining sharply again into February and March. Traditionally there has always been a spike in fly-tipping over Christmas and New Year linked to the increased waste created during these holiday periods.

Figure 12. Fly-tipping yearly comparison by month

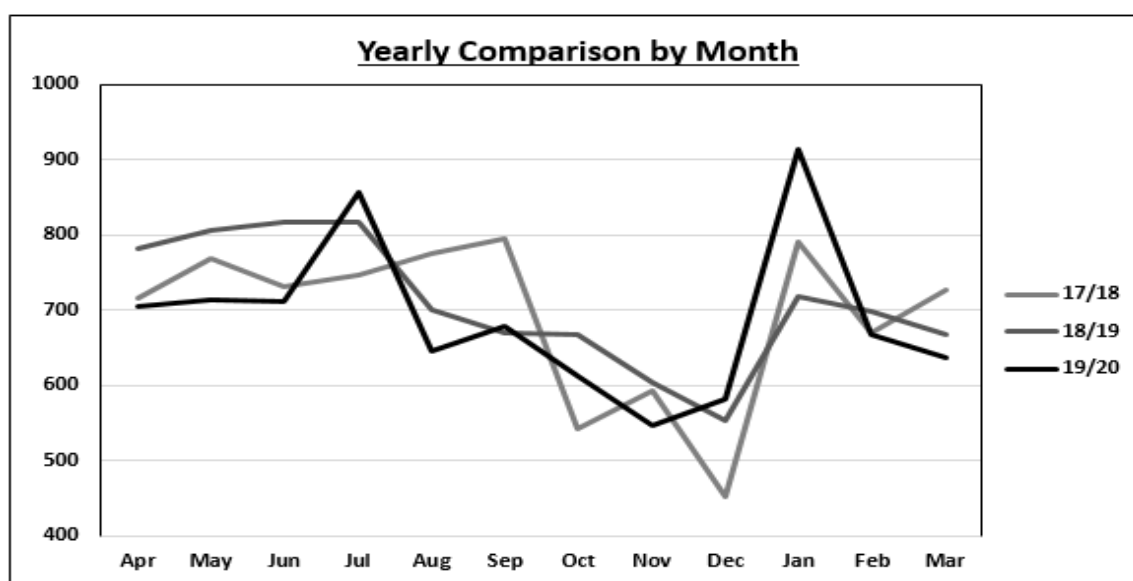


Fig. 13 Fly-tipping RFS received by area

The table below excludes jobs which are not linked to a specific ward across all years (17/18 - 3, 18/19 - 1, 19/20- 38). These are cases where the source of fly-tipping originated outside of Manchester or on the border of MCC boundary

	17/18	18/19	19/20
<b>North</b>	3333	3855	3906
<b>Central</b>	3145	2898	2641
<b>South</b>	1564	1584	1524
<b>City Centre</b>	271	164	168

## 6.0 Waste - additional investment

- 6.1 The Committee has also requested information on how the additional investment to tackle fly-tipping has been spent.
- 6.2 As part of the 2019/20 budget setting process additional investment of £500k was agreed to help towards tackling fly-tipping. The investment was spent in the following areas:
- CCTV **£30k** (Neighbourhood Compliance)
  - Neighbourhood Compliance Officers **£110k** (Neighbourhood Compliance)
  - Biffa Investigation Team - **£60k** (Waste & Recycling Team)
  - Street Washing, Chewing Gum Removal, Beautification Projects and Additional Bin Washing, Target Hardening **£300K** (Waste & Recycling Team)
- 6.3 This update provides information on compliance activities, a detailed update on the other areas was presented to the Neighbourhoods & Environment Scrutiny Committee on 7th October 2020 as part of the Waste report (Section 6, para 6.8 and appendix 9)

## CCTV

- 6.4 Part of this additional budget was used to fund a 2-year pilot scheme in July 2019 for the introduction of 8 overt mobile CCTV cameras and 6 concealed cameras to be deployed across the city. Concealed CCTV cameras can be placed in more remote locations where fly-tipping is taking place. These additional cameras have proved to be of great benefit in helping to tackle fly-tipping both as a deterrent and capturing the perpetrators.
- 6.5 Since the pilot started a total of 96 cases have been passed to the Neighbourhood Project Team and Environmental Crimes Team to investigate and wherever possible taken forward for prosecution. Not all cases can be progressed due to a lack of evidence i.e., illegal cloned number plates in use or the vehicle being unregistered with DVLA.
- 6.6 No prosecutions have taken place since March as the Magistrates Courts were closed during lockdown and now have a large backlog of cases. The courts have had to prioritise their workload, but dates are now being set and there are 4 pending cases going to trial.

### Case Study 8 – Fly-tipping (Harpurhey)

Kingsbridge Road leads down to a small industrial estate hidden from public view and has, over a prolonged period, suffered from prolific fly-tipping incidents. Burning has also taken place and both GMFRS and GMP have been called out on a regular basis. A decision was made to place concealed cameras at this location.

Within the first 2 months, 5 separate incidents of fly-tipping and one case of littering were recorded, and evidence gained. The type of fly-tipping ranged from domestic waste from the rear of a car boot to large scale builder's waste.

3 Cases have sufficient evidence to pursue further action - one perpetrator who had been caught fly-tipping approximately 13 bags of household waste from his vehicle was questioned under PACE and admitted the offence, this case is with legal services for prosecution at Magistrates Court.

Another incident involved a van disposing of builders' waste, further investigations are taking place with the owner of the vehicle who is denying committing the offence, a case is now being compiled to take this case forward for prosecution.

The third case involved, a car owner and his passengers who were witnessed littering, throwing their takeaway waste from the vehicle at this location, a £120 fine was issued to the registered owner of the vehicle

The area Neighbourhood Compliance Team has liaised with owners of this industrial estate on improvements, they could make to deter flytipping and an electronic closing gate has now been fitted. To date no further reports of fly-tipping have taken place at this location.

### Commercial Waste Compliance Officers

- 6.7 2 Neighbourhood Compliance Officers have been funded from this additional resource since July 2019, to conduct programmed inspections of businesses to ensure appropriate and sufficient arrangements are in place to dispose of commercial waste.
- 6.8 This additional resource supports the Citywide Neighbourhood Compliance Teams to concentrate on problematic areas throughout Manchester. The team of two works closely with partners, Neighbourhood Teams and the Environmental Crimes Team to take action where businesses are operating illegally without commercial waste contracts, also known as a Duty of Care.
- 6.9 Figure 14 shows the work undertaken by this team. A total of 30 projects were carried out across the City between July 19 – March 20 with 562 premises visited for inspection, 225 legal notices served and a total £24,000 received in FPN fines during the 9-month period. 8 cases in total were referred to legal services. These cases take some time to get to court and have further been impacted by the closure of court as a result of the Covid-19 pandemic.

**Figure 14. Overview of compliance and enforcement actions taken in relation to commercial waste projects**

	(a) No. 14 day Demand Notices Sent	No. of Properties visited - initial inspection	No. Properties found non-compliant	(b) No of S34 Notices served	(c) No of businesses sent S34 offer letters	(d) No. of S34 Fixed Penalty Notices Served by NPT	(e) ECT referral from NPT (further action)	(f) No. of S34 Fixed Penalty Notices Served by ECT	(g) No. of S34 case referred to Legal Services by ECT
<b>Q2</b>	150	210	86	89	19	12	12	3	2
<b>Q3</b>	175	229	74	75	47	24	41	10	3
<b>Q4</b>	284	123	25	61	28	8	17	6	3
<b>Tot.</b>	<b>609</b>	<b>562</b>	<b>185</b>	<b>225</b>	<b>94</b>	<b>44</b>	<b>70</b>	<b>19</b>	<b>8</b>

**Key:**

**(a)** DEMAND NOTICES - Formal request to submit waste contract

**(b)** S34 NOTICES: Legal notice under the Environmental Protection Act imposes a duty of care on anyone who produces or handles waste to take reasonable steps to ensure that waste is managed properly.

**(c)** S34 FIXED PENALTY NOTICE OFFER: Sent when a business has not replied or no contract in place

**(d)** S34 FIXED PENALTY NOTICE: Issued when a S34 Notice is breached. The S34 FPN carries a £300 Fine SERVED BYNPT

**(e)** REFERRAL TO ENVIRONMENTAL CRIMES TEAM for non-compliance

- 6.10 As a result of this work there have been significant improvements to the overall waste management along key arterial routes and other key thoroughfares including Cheetham Hill Road, Levenshulme Road, Dickenson Road, Stamford Road, Princess Road, Stockport Road and Sale Road. The majority of businesses have been very responsive and welcomed the activities carried out by officers. It is key for the Council to work with stakeholders providing help and advice whilst carrying out enforcement against those who act in an irresponsible manner.
- 6.11 It is vital to build upon the work we have carried out so far. The initial stages of establishing the project have been time consuming but all the processes and procedures are now in place. This type of work has improved communication between the council and local businesses. Investing in working relationships with stakeholders is key to improving our communities.
- 6.12 The following case studies are examples of the type of work undertaken and the positive outcomes that can be achieved.

#### **Case Study 9 - Commercial Waste Project (Cheetham)**

Cheetham Hill Road is a main route into the city and had a range of waste related issues blighting it including commercial fly-tipping, abuse of public and domestic bins by businesses as well as inadequate storage of cardboard and waste.

The programme of work focused on commercial businesses including mixed retail, banking, accountancy, takeaways, hair and beauty, leisure, shisha shops, places of worship, storage units, car washes and vehicle hire.

Prior to visiting the Compliance Officers ensured every business had a valid waste contract in place and could provide documentation, for a minimum of 6 months, If documentation could not be provided on the visit a s.34 EPA notice was served. For businesses which already had a valid waste contract in place, officers would ensure that the volume of container(s) were suitable, the amount of collections adequate and the storage of the container was appropriate with no build-up of side or overflowing waste. If the business was non-compliant a referral was made to the area Neighbourhood Compliance Team to serve a s.47 EPA notice on business owner(s) to ensure compliance and monitor the ongoing situation. Officers would also look at, rear yards/land of business to ensure no build-up of waste or inappropriate storage of goods. Officers also reported any other issues found relating to the business e.g., Planning breaches, Trading Standards, Food hygiene issues witnessed. Relevant information and intelligence is shared amongst compliance officers to avoid duplication and progress the project efficiently.

A total of 210 commercial businesses were visited of which 67 resulted in service of legal notice to produce their commercial waste contracts, also known as 'Duty of Care'. Each business found to be non-compliant had further action taken for non-compliance including FPNs or referral for possible prosecution. Our contractors Biffa have also been providing evidence and information in relation to businesses not managing their waste correctly.

The project has ensured that the businesses have an appropriate waste contract in place and that there is no escape of waste. The programme of visits has helped achieve a cleaner environment to live and work in, with significant changed behaviours of business owners and their staff, which will include taking greater responsibility in keeping the area clean and litter free, reporting directly any issues and improved recycling.

Similar projects with equally positive outcomes have taken place across the city.

### **Case Study 10 - Commercial Waste Project (Didsbury West)**

#### **Background**

The block of shops with flats above at 124-142 Burton Road, was identified as a priority/significant hotspot by the South Neighbourhood Team, in consultation with Ward Councillors and the South Neighbourhood Compliance Team.

It was suspected that some of the businesses may have been trading without adequate waste contracts in place as commercial waste was found in the alleyway. There were numerous complaints about commercial and domestic bins left out on Cavendish Road causing an obstruction for pedestrians. It also appeared that the residential flats above the shops were not managing their waste as domestic bins were left overflowing and recycling bins contaminated. These issues led to significant problems with waste mismanagement in the alleyway.

Compliance Officers carried out waste contract checks on the commercial businesses and served enforcement notices where the businesses were not acting appropriately around their waste disposal, this included businesses who were leaving their bins out on Cavendish Road.

The Neighbourhood Team worked jointly with the Compliance Officers to carry out the necessary checks on the flats, checking waste disposal provision was in place and ensuring occupiers were aware of their responsibilities. Both teams reported abandoned or contaminated domestic bins to Biffa which were removed. The main aim was to ensure that the general environment around the alleyway was improved for residents, with reduced fly-tipping & promote better waste management.

#### **Outcomes:**

- 22 commercial premises visited in total
- 16 commercial premises have produced valid waste contracts
- 6 Section 34 Notices served and now complied with
- Neighbourhood Team have visited all the residential properties above the commercial premises and carried out education work with the residents

Since the project has ended, there have been significant improvements to the overall waste management from the businesses and residents in the flats. The alleyway is now less cluttered as each business now has one general waste container. Officers

have seen a visual improvement to the alleyway as there are no overflowing bins, no oil debris around drains, no kegs being stored in the alleyway and bins are not being left at the end of the alleyway for numerous days at a time.

### **Target hardening**

- 6.13 'Target hardening' means installing physical deterrents that make a fly-tipping location harder to access or less desirable (such as bollards, barriers and beautification). A framework has been developed to determine how this element of the funding is used and the Neighbourhood Compliance Officers have been heavily involved in the consultation and recommendation of suitable sites across the City (City Council land or highway). All schemes receive senior manager approval. The following case study illustrates the type of scheme being undertaken:

#### **Case Study 11 – Fly-tipping, Bilbrook Street, Piccadilly**

Following a number of large fly tipping incidents in this location, Section 33 fixed penalty notices were issued in September and October for cases where evidence had been found. There were a number of incidents where large amounts of waste from Cannabis growers were deposited at this location as well as approx. 30 full containers of medical sharps, none of which contained any evidence that would enable the perpetrator to be identified.

With the help of Redgate and Biffa, City Centre LOOH Compliance Officers cleared this area on a number of occasions and because of the frequency of these issues a request for CCTV was approved and fitted along with bollards and barriers which have significantly reduced the number of fly-tipping incidents in this location

## **7.0 LOOH Demand during lockdown**

- 7.1 The Committee requested information on the number and nature of requests to the Out of Hours service during the Covid-19 lockdown period. The date range used to extract data is from the 23rd March 2020 to the 4th July 2020. Data by ward is provided in appendix 2.
- 7.2 The LOOH service City wide and City Centre Teams received a total of 2,255 RFS in the lockdown period (Fig.15). The breakdown of the categories is as follows: Noise including commercial and domestic noise, licensed premises, street and construction noise 1788 (79%). Licensing includes assessments of temporary event notices, licence renewals, table and chair licences, variations of licences and licence suspension 174 (8%). Environmental issues include flyposting and Light pollution and any visual disamenity. In the main these are predominantly flyposting complaints in the City Centre 87 (4%). Covid-19 is a new code category which covers requests for service in relation to businesses' adherence to Covid-19 regulations 94 (4%). Jobs include, social distancing concerns lack of PPE, and advice to businesses. This code was newly

introduced during lockdown so does not accurately reflect all the work carried out since the beginning of lockdown. Waste includes commercial waste offences, fly-tipping and untidy private land within the City Centre 48 (2%). Street based activity includes street-based trading activities 36 (1.5%). Highways includes obstructions to the footpaths, verges or road within the City Centre 19 (1%). Air quality includes odour, idling emissions, dust grit and smoke and smoking complaints 6 and Illegal encampments within the City Centre 3.

**Figure 15. volume of RFS received by LOOH team during lockdown period**

RFS Category	Central	City Centre	North	South	Grand Total
Noise	366	215	543	664	1788
Licensing	14	99	18	43	174
Covid-19	20	10	23	41	94
Environmental Issues	2	85			87
Waste Related	1	43	4		48
Street Based Activity	10	11	5	10	36
Highways		19			19
Air Quality		6			6
Illegal Encampments		3			3
<b>Grand Total</b>	<b>413</b>	<b>491</b>	<b>593</b>	<b>758</b>	<b>2255</b>

- 7.3 As expected, the largest proportion of jobs received during the period were in relation to noise. Fig.16 compares the number of noise jobs received as compared to the same period last year. In 2019, 1498 noise jobs were received compared to 1788 jobs received in the same period of 2020. That is an increase of 19%. The table below is a breakdown of noise types received from the 23rd March 2020 – 4th July 2020 as lock down began to ease for certain premises. Figures are compared to the same period in the previous year.

**Figure 16. Noise jobs breakdown received during lockdown compared to same period previous year**

Noise Type	2019	2020
Alarms	8	27
Barking Dogs	108	133
Commercial	156	74
Construction	156	157
<b>Domestic</b>	<b>805</b>	<b>1307</b>
<b>Licensed Premises</b>	<b>172</b>	<b>12</b>
Other	37	34
Street Noise	5	4
Street Works	0	1
Student Noise	51	39
<b>Grand Total</b>	<b>1498</b>	<b>1788</b>



- 7.4 The most notable observations are the 62% increase in domestic noise and significant 93% reduction in licensed premises noise. These results are not surprising as they are a direct result of residents spending considerably more time in their homes leading to a significant increase in noise complaints and many licensed premises were forced to close resulting in a significant reduction in the number of complaints during this period.
- 7.5 Fig.17 shows the North and South of the city had the biggest increases in noise RFS and by far the category of noise with the biggest increase was domestic noise. North increased from 201 to 402 (100%) the South from 338 - 512 (51%). Central 208 to 296 (42%) and City Centre 58 to 97(67%)

**Figure 17. Noise jobs received during lock down period by area as compared to same period previous year**

	Central		City Centre		North		South	
	2019	2020	2019	2020	2019	2020	2019	2020
Noise	318	366	306	215	341	543	533	664

- 7.6 Fig.18 and Fig.19 shows a ward-by-ward breakdown of noise jobs received for the highest volume areas - The North and South of the City.

**Figure 18. Noise jobs received in the North during lockdown by ward, compared to previous year.**

<b>NORTH</b>	<b>18/19</b>	<b>19/20</b>
Ancoats & Beswick	78	107
Miles Platting & Newton Heath	41	102
Higher Blackley	26	61
Cheetham	32	54
Moston	39	54
Harpurhey	32	52
Clayton & Openshaw	49	52
Crumpsall	17	40
Charlestown	27	21
<b>Grand Total</b>	<b>341</b>	<b>543</b>

**Figure 19. Noise jobs received in the South during lockdown by ward, compared to previous year.**

<b>SOUTH</b>	<b>18/19</b>	<b>19/20</b>
Withington	99	111
Old Moat	62	81
Fallowfield	62	41
Whalley Range	40	59
Didsbury West	37	53
Baguley	35	44

Chorlton	33	31
Woodhouse Park	31	34
Brooklands	28	33
Burnage	28	42
Chorlton Park	27	36
Northenden	21	36
Sharston	16	31
Didsbury East	14	32
<b>Grand Total</b>	<b>533</b>	<b>664</b>

7.7 In addition to the demand received during the lockdown period as outlined above, the LOOH team supported the City Councils Covid-19 response by carrying out proactive compliance inspections on licensed premises alongside Environmental Health Officers within the Food, Health & Safety and Airport teams and supported the wider council humanitarian response to covid. This will be discussed in more detail in Section 8.0 Covid-19 Response.

## 8.0 Covid-19 Response

- 8.1 LOOH Team - During lockdown the LOOH Team continued to operate proactively during the amended hours of 8am to 6pm, 7 days per week. Activities covered waste and environmental crime alongside the Licensing Officer remit including noise and compliance with Covid-19 Secure Regulations including ensuring non-essential shops were not operating and that those who continued to operate were doing so within the regulatory framework.
- 8.2 As lockdown was eased hours were increased to better manage the night-time economy sector that had begun to reopen. During this time restrictions remained in place for several types of Licensed premises, in particular night clubs. The LOOH team actively monitored these premises and identified 5 licensed premises operating as a nightclub whilst nightclubs were prohibited from operating. All five were served Coronavirus Restrictions Prohibition notices and 4 premises complied with these. One premises did not and a review of this premises' licence was submitted which resulted in the Committee revoking the licence
- 8.3 Between the 23<sup>rd</sup> March 2020 – 4<sup>th</sup> July 2020, 1,234 separate LOOH visits and observations were conducted to monitor closures and check compliance with social distancing measures in premises allowed to open
- 8.4 Food, H&S and Airport Team and Trading Standards - During the first lockdown both teams enforced the business closure restrictions alongside LOOH, with Neighbourhood Compliance Teams helping to triage cases. The Food, Health & Safety, Airport Team also led on providing health and safety advice in relation to those premises allowed to stay open. During the first lockdown Trading Standards were involved in preventing import of unsafe PPE, responding to complaints in relation to unsafe sanitiser and price hikes of such products. The teams dealt with:
- 355 complaints relating to business closures not being complied with

- 263 complaints relating to social distancing within premises allowed to open, 46 requests for advice from businesses
- 286 complaints to trading standards including safety of PPE, hand sanitiser and price hikes
- 419 businesses provided with advice on closure requirements and social distancing measures
- 35 prohibitions served in relation to premises opening when they should be closed (vast majority related to Strangeways area)

8.5 Resource in the Food, Health & Safety Team quickly became involved in managing outbreaks, clusters and cases of Covid-19 in business premises and workplaces. This work is aligned with the public health response to Covid-19 and six officers and one team lead continue to be dedicated to this full time. Four officers within the team are now dedicated to Covid-19 secure work in business premises, providing advice, carrying out visits and taking enforcement action where necessary. Five agency staff have been brought in to bolster resource within the team.

#### **Case Study 12 – Covid-19 outbreak control**

Environmental Health Officers from the Food Team were involved in a Covid-19 outbreak at a mail sorting office with a workforce of over 800 staff. The workforce live across GM and beyond.

After becoming aware of 20 positive cases amongst staff at the site, mass testing was agreed at an Outbreak Control meeting, arranged to establish potential asymptomatic staff who could be spreading infection on site. A mobile testing unit was set up to be on site over 3 days.

Outbreak Control meetings were arranged chaired by Environmental Health to include, MCC Public Health, Public Health England, the business and MCC comms. Officers also carried out site visits and gave advice to the business to improve Covid-19 controls.

Following mass testing, a total of 39 cases were established across a variety of roles and shifts between 28th July and 13th August. At least 77 Contacts were identified and told to self-isolate.

Advice and mass testing undoubtedly helped to stop the outbreak. Many staff who tested positive following mass testing were asymptomatic and as such could have spread the infection further completely unaware.

#### **Case Study 13 – Covid-19 outbreak control**

Environmental Health Officers were involved in responding to a Covid-19 outbreak amongst students in privately owned student accommodation.

The accommodation can accommodate around 5000 students from various universities/colleges. The potential for any outbreak to reach far into the student

population and into the local community from such accommodation blocks is significant.

Site visits were carried out by officers to certain accommodation blocks and advice given to improve Covid-19 controls. Advice was also given to the accommodation provider on how to improve their student self-isolation notification app and also how to better liaise with Universities/Colleges to ensure that students were suitably supported to self-isolate.

Outbreak Control Meetings were held involving Environmental Health, MCC Public Health, PHE, the business, Comms, Universities/Colleges.

A mobile testing unit was arranged to be on site for students to easily access testing. This helped to ensure that asymptomatic students who could be spreading infection self-isolated. 193 students conducted a test. 31 students tested positive.

The outbreak control meetings helped to ensure that accommodation providers/universities/colleges/students were aware of requirements and that suitable support networks were in place for students to enable them to properly self-isolate.

#### **Case Study 14 – Seizure of non-compliant PPE**

Trading Standards were notified by UK Border Force at Manchester airport of a consignment of 50,000 surgical face mask which had been imported by a limited company with an address in Manchester. Examination of the packaging revealed a spelling mistake. The masks were described as 'comfortagle'.

As they were surgical masks, it was important they did not mistakenly enter the NHS supplies and the consignment was referred to the Medicines and Healthcare products Regulatory Agency (MHRA) who seized the masks on the basis that there were no manufacturers details on the packaging, meaning that compliance could not be verified. In addition, a search on Companies House found that there was no such limited company listed.

- 8.6 During lockdown, food hygiene visits were restricted to those essential to protect public health. Work to complete the food programme is starting to increase, with inspections allocated to internal officers and external contractors. Due to pressures on resource and the inability to access many businesses for several months of the year, as they were closed during lockdown, it is unlikely that the full food programme will be completed this year, however resources are being directed to completing inspections in higher risk businesses to safeguard the public as far as possible.
- 8.7 Neighbourhood Compliance Teams – During the early part of the lockdown period the work of the Neighbourhood Project Team was temporally suspended, and the staff were redirected to work on triaging business compliance complaints and carried out initial visits to premises to assist Environmental Health colleagues in the Food and Trading Standards Teams.

- 8.8 Once the suspension was lifted, Neighbourhood Compliance Teams were able to fully operate dealing with requests for service and proactive visits to sites. Activities covered waste, environmental crimes and compliance with Covid-19 secure Regulations including ensuring non-essential shops were not operating and that those who continued to operate were doing so within the regulatory framework, in total 261 RFS were received. Officers also worked in partnership with GMP in patrolling the city's parks and leisure areas ensuring people were adhering to the social distancing measures
- 8.9 Compliance Support Officers from the Compliance Support Team and the Housing Compliance Team are currently involved in the Level 2 Locally Supported Contact Tracing programme (LSCT). This is an additional intervention to the national mass contact tracing programme. Covid-19 positive cases that are not contactable within 24hrs through the National system are referred to LSCT.
- 8.10 The Compliance Support Officers work in an "Explorer" role which entails carrying out detailed checks against Council systems to verify/identify additional contact details for residents who have tested positive for Covid-19 and need to be contacted to be told to self-isolate. Cases which are checked by the Compliance Support Officer are referred daily, 7 days a week, to NHS Colleague's in the Covid-19 Acute Response Team who will make further attempts to contact residents using the updated contact information.
- 8.11 18 Compliance Support Officers have been trained in the explorer role. And are providing this additional service on an overtime basis 7 days a week from the 4<sup>th</sup> September 2020 -15<sup>th</sup> October 2020 officers processed over 1983 jobs at an average of 50 jobs a day. This has been an extremely valuable addition to our local contact tracing role enabling hard to reach people to be contacted.
- 8.12 In addition to above, CST ensure complaints in relation to businesses not adhering to Covid-19 regulations are directed to the correct team to enable them to be dealt with quickly. Complaints range from lack of social distancing on the premises to lack of PPE and businesses opening when they should be closed. To date 1186 Jobs have been received and allocated to the correct team for further action.

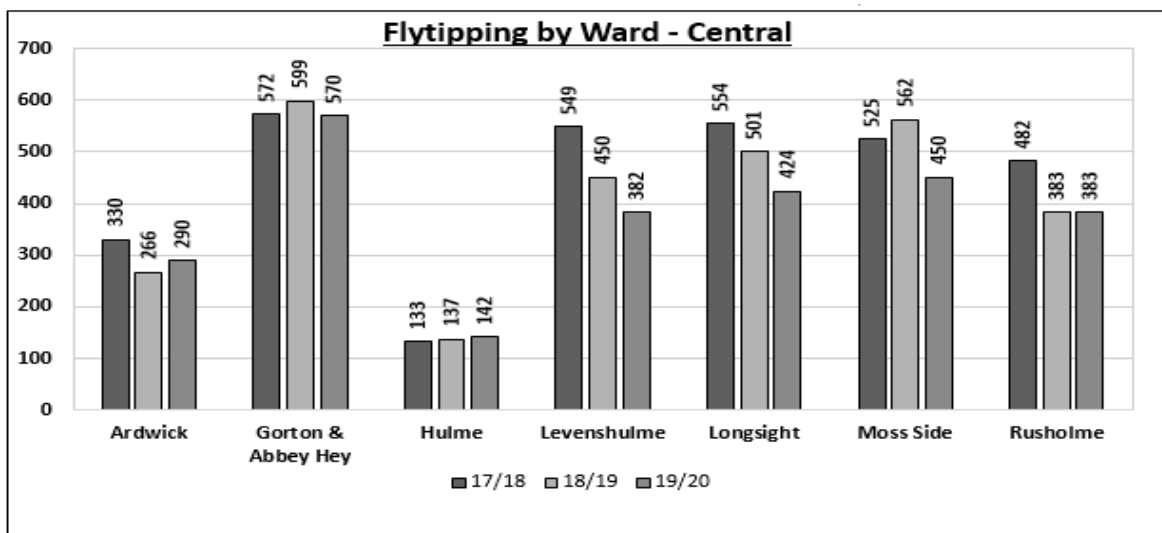
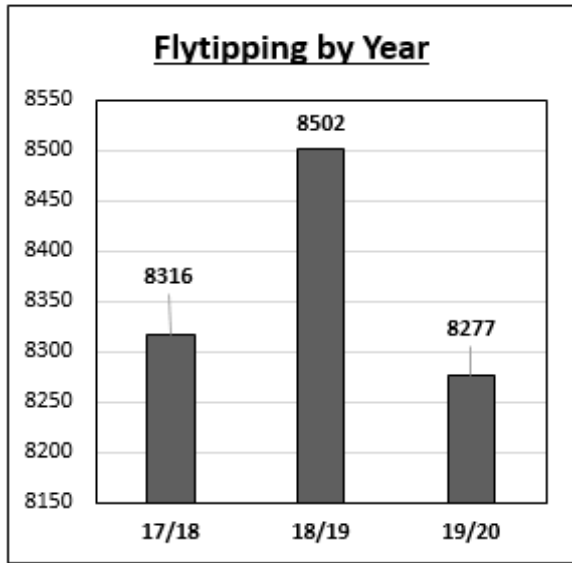
## **9.0 Conclusion**

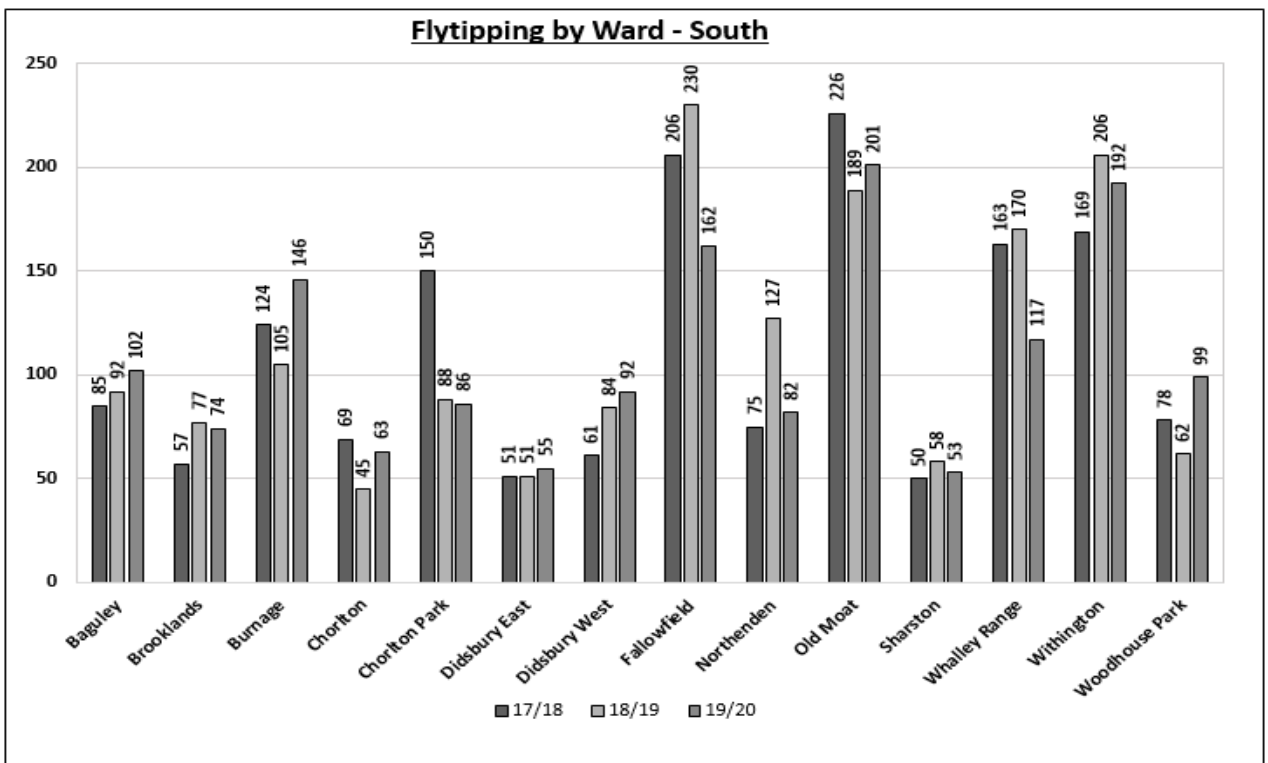
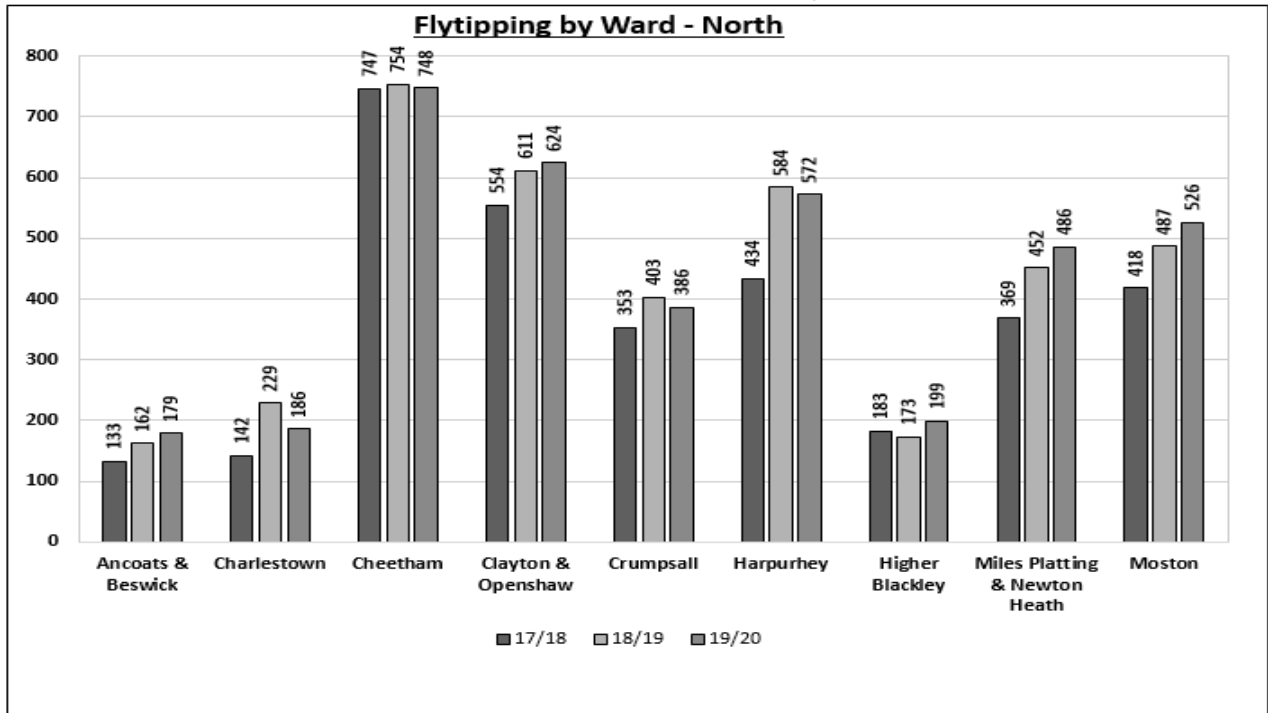
- 9.1 It can be seen from the report that during 2019/20 the Compliance and Enforcement service undertook a wide range of work, some of which has built on existing functions such as commercial waste, and others such as preparations for transition from the EU and latterly the Covid related work. The teams have shown that their greatest strength has been their ability and agility to adapt to changing circumstances and priorities, and to always ensure that the greatest risk to public health is addressed, whether that be from waste; noise; product safety; imported food or infectious disease. This has meant changes in the nature of work, hours of work and focus, particularly in relation to the ever-changing regulatory and epidemiological landscape in which we currently operate. Where priorities have had to change, teams have continued to monitor

and assess the impact on these areas of work. The value of proactive work and the relationships established through this has been really beneficial in enabling widespread compliance to be achieved, across a range of sectors, which has been invaluable in these times of great change, we are currently experiencing, where businesses are having to quickly adapt to changes in legislation and advice.

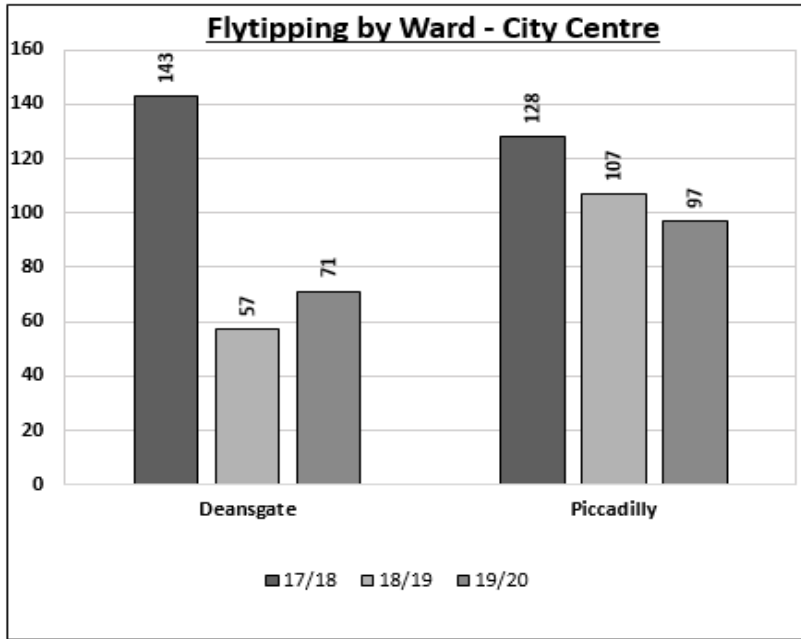
- 9.2 There is no doubt that the impact of COVID-19 will change throughout the coming year and the service will further adapt and develop to meet these challenges as well as ensuring that we are able to provide services to the public that we always have.

**Appendix 1 document - Fly-tipping by ward stats (Not including commercial waste)**









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**Appendix 2 document – Jobs received by LOOH during Lockdown  
(23/03/20 - 04/07/20)**

	Air Quality	Covid 19	Environment Issues	Highways	Illegal Encampments	Licensing	Noise	Street Based Activity	Waste Related	Grand Total
Piccadilly	1	6	52	11	2	57	129	4	23	285
Deansgate	5	4	33	8	1	42	86	7	20	206
Withington		5				1	111	1		118
Ancoats & Beswick		5				4	107		1	117
Miles Platting & Newton Heath		2				6	102	3	1	114
Old Moat		3				2	81			86
Moss Side		4	1			1	72			78
Didsbury West		9				11	53			73
Gorton & Abbey Hey		4					64	1	1	70
Levenshulme		2				3	58	3		66
Moston		8				2	54			64
Higher Blackley		1					61			62
Whalley Range						1	59			60
Cheetham		1				4	54			59
Harpurhey		4				1	52		1	58
Clayton & Openshaw		2					52	1		55
Hulme		5				2	45	3		55
Ardwick		1	1			4	44	3		53
Longsight		1				3	49			53
Burnage		5				1	42	3		51

Baguley		5				1	44			50
Fallowfield		2				6	41			49
Chorlton Park		1				3	36	3		43
Crumpsall						1	40	1	1	43
Northenden		2				4	36	1		43
Chorlton		2				10	31			43
Woodhouse Park		5				2	34	1		42
Rusholme		3				1	34			38
Didsbury East						1	32	1		34
Sharston		2					31			33
Brooklands							33			33
Charlestown							21			21
<b>Grand Total</b>	<b>6</b>	<b>94</b>	<b>87</b>	<b>19</b>	<b>3</b>	<b>174</b>	<b>1788</b>	<b>36</b>	<b>48</b>	<b>2255</b>

**Manchester City Council  
Report for Information**

**Report to:** Neighbourhoods and Environment Scrutiny Committee  
– 2 December 2020

**Subject:** Overview Report

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

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### **Summary**

This report provides the following information:

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

### **Recommendation**

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

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### **Contact Officers:**

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Position: Scrutiny Support Officer  
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Email: l.walker@manchester.gov.uk

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

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

None

## 1. Monitoring Previous Recommendations

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

Date	Item	Recommendation	Response	Contact Officer
5 February 2020	NESC/20/13 Planning Conditions and Enforcement	The Committee recommend that the Executive Member for Neighbourhoods and the Executive Member for Environment, Planning and Transport work together to ensure that appropriate measures are in place to mitigate the disruption to residents and services delivered in neighbourhoods that result from building construction.	The Committee will be considering a report on Planning Conditions and Enforcement at the meeting of 4 November 2020.  Item deferred to the Jan 2021 meeting.	Cllr Akbar and Cllr Stogia
7 October 2020	NESC/20/40 Waste, Recycling and Street Cleansing Update	Recommend that the Executive Member for Neighbourhoods and relevant officers arrange a meeting with local Members so that the concerns of both Members and residents regarding the delivery of waste, recycling and street cleansing services be addressed.	A response to this recommendation was circulated via email to Members of the Committee 13 Nov 2020. The update is provided at section 3.1 of this report.	Cllr Akbar
7 October 2020	NESC/20/40 Waste, Recycling and Street Cleansing Update	Recommend that the Strategic Lead, Waste, Recycling and Street Cleansing circulate an update to Members of the Committee on the review of communications strategy at the appropriate time.	A response to this recommendation was circulated via email to Members of the Committee 13 Nov 2020. The update is provided at section 3.1 of this report.	Heather Coates

7 October 2020	NESC/20/40 Waste, Recycling and Street Cleansing Update	Recommend that the Strategic Lead, Waste, Recycling and Street Cleansing recirculate to Members the maps of all district centres, the schedule for cleansing work and the agreed service standards.	A response to this recommendation was circulated via email to Members of the Committee 13 Nov 2020. The update is provided at section 3.1 of this report.	Heather Coates
7 October 2020	NESC/20/40 Waste, Recycling and Street Cleansing Update	Recommend that the Strategic Lead, Waste, Recycling and Street Cleansing circulate the latest data relating to recycling rates in apartment blocks to Members.	A response to this recommendation was circulated via email to Members of the Committee 13 Nov 2020. The update is provided at section 3.1 of this report.	Heather Coates
7 October 2020	NESC/20/41 Highways Maintenance Programme	The Committee recommend that regular meetings are convened by the Executive Member for Environment, Planning and Transport with all Members of the Committee to discuss Members issues or concerns relating to the delivery of highways projects, and that a briefing note on the outcomes and identified actions arising from these meetings are circulated to Members at an appropriate time.	A response to this recommendation has been requested.	Cllr Stogia

## 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 overleaf. This is to keep members informed of what decisions are being taken and to agree, whether to include in the work programme of the Committee.

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

**There are no Key Decisions currently listed within the remit of this Committee.**



### 3. Item for Information: Scrutiny Covid Sitrep Updates - Residents and Communities Workstream

Date: 20 Nov 2020

Workstream		Impact / challenges experienced	Key planning and recovery activity being undertaken**
<b>Residents at risk</b>			
	Shielded Residents and the Food Response	Small increase in demand due to National / Local Clinically Extremely Vulnerable instruction letters.	<ul style="list-style-type: none"> <li>• 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</li> <li>• The food response will continue to support people with either a clinical or financial vulnerability</li> <li>• 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</li> <li>• 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.</li> <li>• 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</li> </ul>

			<p>contacted so far, with 4 requiring immediate food response support</p> <ul style="list-style-type: none"><li>• Work is underway to ensure that digital support is integrated so that more residents can benefit from online options</li><li>• 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</li><li>• The new Food Response Team is now largely in place – the final role (Volunteer Manager) will be filled 25/11</li><li>• 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.</li><li>• 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</li></ul>
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			<p>additional Christmas VCS provision as well as general brokerage and allocation</p> <ul style="list-style-type: none"> <li>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.</li> </ul>
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. 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		<p>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</p>

		<p>Test and Trace Support Payments</p>	<p>£99,240. There may be 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"> <li>• Received 2,616 eligible applications</li> <li>• Paid £356,500 to 713 main scheme applications</li> <li>• Paid £105,500 to 211 discretionary cases</li> <li>• Declined 1,433 applications (615 main scheme and 818 discretionary)*</li> <li>• Pended 261 cases while awaiting further information</li> <li>• Allocated all applications received</li> </ul> <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> <p>The DWP are providing a budget of up to £2.6m to Manchester to deliver a Covid</p>
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		Covid Winter Grant Scheme	<p>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"> <li>• Vouchers to a value of £15 per week provided to schools to allocate</li> <li>• Up to 34,000 vouchers available per holiday period to meet estimated need</li> <li>• A rapid tender process to identify partner supermarkets with a view to achieving an element of uplift to the value of the voucher</li> <li>• 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.</li> </ul>
	Homelessness	Increase in presentations to pre-Covid levels has continued, presenting additional pressures as access to move-on and temporary	Working with partners to maximise access to move-on accommodation, including targeted interventions in the private rented sector. This

		<p>accommodation 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>will 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>
	<b>Resilient communities</b>		
	Resilient Communities		<p>Calls into the helpline have not seen an overall increase since the lockdown period began on 5<sup>th</sup> November. Lots of calls are about general queries eg covid guidance,</p>

			<p>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>
	<p>Libraries, Galleries and Culture</p>	<p>National lockdown has resulted in Museums, Galleries and Cultural venues being closed across the city including Manchester Art Gallery. Currently planning for reopening 3<sup>rd</sup> 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"> <li>• Arcadia Library (Levenshulme)</li> <li>• Barlow Moor Community Library</li> <li>• Burnage Library</li> <li>• Central library (City Library on the lower ground floor is open)</li> <li>• Fallowfield Community Library</li> <li>• Hulme High Street Library</li> <li>• Miles Platting Community Library</li> <li>• Moss Side Powerhouse Library</li> <li>• New Moston Community Library</li> </ul>	<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"> <li>• City Library (part of Central Library)</li> <li>• Abraham Moss Library</li> <li>• Avenue Library</li> <li>• Beswick Library</li> <li>• Brooklands Library</li> <li>• Chorlton Library</li> <li>• Didsbury Library</li> <li>• Gorton Library</li> <li>• Longsight Library</li> <li>• Newton Heath Library</li> <li>• North City Library</li> <li>• Withington Library</li> <li>• Wythenshawe Forum Library</li> </ul>

		<ul style="list-style-type: none"> <li>Northernden Community Library</li> </ul> <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		<p>Significant closures of sports and leisure centres and cancelling of events in line with covid restrictions currently in place.</p>	<p><b>Sport &amp; Leisure</b></p> <p>The following permitted activities are currently operating:</p> <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>Dual use leisure/ education sites are</li> </ol>



			<p>open for use by the Schools for curriculum PE – This includes sites such as Abraham Moss (temporary sports hall), Whalley Range and Belle Vue.</p> <ol style="list-style-type: none"> <li>4. Northcity Family &amp; Fitness Centre is open for access to formal child care provision only.</li> <li>5. Swimming Pools are open for Primary School Education Swimming only.</li> </ol> <p><b>Parks</b>  Services that remain operational are as follows:</p> <ul style="list-style-type: none"> <li>· Play areas</li> <li>· Cafes (as a takeaway service only)</li> <li>· Ice cream vendors (as a takeaway service only)</li> <li>· Toilets</li> <li>· The Garden Centre at Heaton Park</li> <li>· Allotments (access to outdoor areas only, with limitations on individuals meeting in line with guidance)</li> </ul> <p>Services that remain closed are:</p> <ul style="list-style-type: none"> <li>• Athletics tracks</li> <li>• Formal baseball, cricket, football and rugby pitches.</li> <li>• Heaton Park boat hire.</li> <li>• Heaton Park Tree Top Trek.</li> <li>• Wythenshawe Park Horticultural Centre</li> </ul>
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			<ul style="list-style-type: none"> <li>• Flat and crown green bowling greens</li> <li>• Golf courses</li> <li>• Stables (livery services and animal care can still continue)</li> <li>• Outdoor gyms</li> <li>• Multi use games areas, tennis courts, BMX and skate parks</li> <li>• Voluntary activity that is not essential (i.e. linked to health and safety of visitors or providing care to animals).</li> </ul> <p><b>Events</b> 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		<ol style="list-style-type: none"> <li>1. Following the Government announcement on 31/10/2020 – all youth provision operating inside buildings will have to close.</li> <li>2. Reports of increased numbers of young people congregating on the streets due to the closure of youth, leisure and sports facilities.</li> <li>3. Challenge of providing support to young people following incidents in the area – effective youth work versus management of restrictions.</li> <li>4. Closure of provision could increase the financial risk for youth and play partners –</li> </ol>	<ol style="list-style-type: none"> <li>1. We are working closely with the 4 hubs to understand what 1:1 &amp; support provision they will be providing; supporting with risk assessments and interpretation of the guidance. Monthly meetings planned with the sector to ensure they have the support needed to continue providing provision for young people.</li> <li>2. We will support partners to increase their detached / street work provision. Support provided around risk assessments and virtual training.</li> </ol>

		furloughing of staff members, reduction in donations and income.	<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"> <li>• Referrals to both early help and children's services have seen incremental increases in the past month and the past two weeks</li> <li>• Performance has slightly dipped in terms of visits set against national performance indicators</li> <li>• Marginal increase in respect of residents requesting immediate financial assistance</li> <li>• In this lockdown period we have re-established our family time services</li> <li>• Impact of track and trace on workforce availability</li> </ul>	<p>Requirement to flex the early help offer to address increasing requests for parenting support</p> <p>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> <p>Although not a major concern less staff available impacting on morale within the service</p>

	<p>Schools and settings</p>	<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 16<sup>th</sup> 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 ouytbreak 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		<p>Ongoing communication and engagement with the VCSE sector around Covid response and recovery plans, particularly around current lockdown restrictions and guidance.</p>	<p>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</p>

	<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>further information and 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)</p>
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		<p>across the city working together to improve experiences of 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>
<b>Equalities and Inclusion</b>	<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</p>

		<p>Relevance Assessment and EIA templates have been produced and shared with SMT, uploaded 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>
<p><b>Transport and Infrastructure</b></p>	<p>Work with TfGM to agree a broad overall transport plan to support gradual opening up of the city with a focus on pedestrian movement and safe use of public transport linked to an agreed package of measures to support safe pedestrian access.</p>	<p><b><u>Recent Manchester Specific Transport Usage Data</u></b></p> <p><u>Bus</u> Patronage +1.6% (770,773) trips from the previous week (vs. +1.6% GM-wide). Network mileage -13.9% from the same month last year (vs. -17.2% GM-wide)</p> <p><u>Metrolink</u> Metrolink Network patronage had a week on week decrease of 1.3% GM-wide. East Didsbury line was -2.7% (848) trips</p> <p><u>Highway</u> In Manchester, the weekly average private vehicle trips was -16% from typical volumes during the same period last year. The Regional Centre figures are slightly lower -20% (The GM-wide figure is -16%)</p>

Rail

- Piccadilly footfall is now in excess of 50,000 per day (-50% from last year though)
- Victoria daily footfall around 5,000 per day (+30% from the start of month)

New national figures from train operators show 3 million fewer passengers on Tuesday 1st September than a year ago, with only a slight increase in commuters. The data indicated that total journeys were just 38% of the equivalent day in 2019, a proportion that had been steadily increasing over the last two months but is only marginally higher than last week.

Cycling & Walking

- Significant drop in cycle volumes (GM) over first two weeks of Sept- around a third.

GM Wide Data

Data from the last week shows the following differences with the position on 09/03 showing a **gradual but slow increase in public transport usage across GM, with car travel much closer to pre lockdown levels.**

∅ Metrolink patronage 9/3/20 =	122,613
	14/7/20= 31884
	4/9/20=53,215
	18/09/20= 56,884
∅ Bus 9/3/20	515,309
	14/7/20 191,093
	24/8/20 238,503



		4/9/20	292,832
		18/09/20	333,220
		Rail 9/3/20	104,795
		14/7/20	28,700
		11/09/20	
	48,123		
		18/09/20	
	47,871		
		GM Highway 9/3/20	
	5,082,000		
		14/7/20	
	4,032,000		
		25/8/20	
	4,370,915		
		8/9/20	
	4,528,836		
		18/09/20	
	4,838,128		
		<p>Latest year on year data on car park usage across the NCP Joint Venture car parks shows a mixed picture. Generally those car parks that focus on retail or leisure markets (King St West and Arndale) are doing better in terms of recovery to last year's volumes, than those focussing on commuters or business related journeys (eg Spinningfields). 01/09</p>	
		<p><b>Face Coverings-</b> Compliance across the transport network remains around 80% on bus and is now between 90-95% overall on rail. Compliance on Metrolink last week was near 89% in the AM peak, but fell to just below 77% in the evening peak</p>	

		<p><u>City Centre Transport Strategy</u> consultation launched 23/09.</p> <p><u>Emergency Active Travel Fund</u> MCC has obtained £180k from the first phase of the Government's Emergency Active Travel Fund (EATF) to contribute to funding of work undertaken at Deansgate and Stevenson Square.</p> <p>Proposals have been submitted by TfGM for phase 2 of EATF. A bid to the value of £14 m was submitted on 7th Aug and £5.5 m of this was for proposals to support active travel within Mcr. Decision delayed and not expected until October.</p>
	Analysis of businesses' plans for reopening, working with TfGM, CA, Chamber, Growth Company	TfGM linked into Day Time Economy recovery group work
	Identify and implement interventions that support social distancing and support business reopening and procure necessary equipment to facilitate this	A presentation on outline proposals for the re-purposing of more city centre streets and open spaces to support hospitality businesses was given to the City Centre Infrastructure Working Group on 23rd July. These initial ideas are now being developed further in consultation with members to support businesses over Autumn period. The proposals seek to draw on best practice from other cities in the UK and abroad.

	Continue with highway works that can be undertaken during lockdown	<ul style="list-style-type: none"> <li>€ Continuing with all our major projects that are on site and continuously monitoring government guidance about construction</li> <li>€ Finding ways to accelerate all our programme of walking and cycling schemes aiming to have early starts on all our programmed projects</li> <li>€ Maintaining our roads at business as usual levels by inspecting them and making repairs</li> <li>€ Resurfacing and treating many more main roads than originally planned to take advantage of lower traffic levels</li> <li>€ Working with TfGM to review bus stops and increase pedestrian phasing at signalised crossings.</li> </ul>
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### 3.1 Item for Information: Response to previous recommendations

*Recommend that the Strategic Lead, Waste, Recycling and Street Cleansing recirculate to Members the maps of all district centres(\*), the schedule for cleansing work and the agreed service standards.*

Excerpt from the full-service specifications below relating to District Standards, the full specification was shared with all members of the committee last year (08.10.19)

Excerpt from the report to NESC October 2019 which provides additional detail.

### 3.3 Service Specification

3.3.1 The Biffa service specification was discussed in the report presented to NSEC, October 2018. All elected members have been issued a copy of the 'Service Specification' and provided with copies of relevant service schedules.

3.3.2 The standards of street cleanliness and refuse collection are described in the UK Code of Practice for Litter and Refuse (CoPLAR), published by DEFRA, 2006. The Code of Practice uses a grading system (A-D) to measure street cleanliness and provides a description and visual example for each grade. Until 2010, all LA's were required to complete street cleansing surveys and submit the results to DEFRA this was known as the National Indicator 195 (NI195). As a result from 2010-16, Manchester did not collect any NI195 data.

The CoPLAR guideline is available online: <https://www.gov.uk/government/publications/code-of-practice-on-litter-and-refuse>

3.3.3 The City's street cleansing service specification was developed in line with guidelines set out in CoPLAR. This follows the grading system as defined in the COPLAR, Grade B is the minimum standard in Manchester. The contract specification requires that a defined land type must be assessed at a Grade B or higher – if standards fall below this there is a rectification period in which Biffa are required to take appropriate action. The rectification period is a sliding scale dependent on land type – for example 2 working days for arterial roads centre and 5 working days for a residential area. The table below sets out the required standard by land type and the rectification period

Table showing service output required by land type :

Area Type A (City Centre) Requirement: Cleansed routinely during key operating hours of 06:30 hrs and 20:00 hrs (must be clean by 08:30 hrs)

Area Type B (District Centres) Requirement: Cleansed routinely during key operating hours of 06:30 hrs and 20:00 hrs (must be clean by 8.30 hrs)

Area Type C (Neighbourhood Centres and Shopping Parades) Requirement: Returned to standard within 1 working day

Area Type D (Arterial Routes) Requirement: Returned to standard within 2 Working days

Area Type E (Residential Areas) Requirement: Returned to standard within a week of the last clean or 72 hours of area becoming unclean

*\*Please note that the maps were provide with the email circulated to all Members of the Committee 13 Nov 2020.*

*Recommend that the Strategic Lead, Waste, Recycling and Street Cleansing circulate an update to Members of the Committee on the review of communications strategy at the appropriate time.*

- Council webpages have been updated.
- Currently working with the Comms team to review the communications strategy, including the concerns raised at NESC in October 2020 regarding residents who are digitally excluded. Update will be shared once complete.

*Recommend that the Strategic Lead, Waste, Recycling and Street Cleansing circulate the latest data relating to recycling rates in apartment blocks to Members.*

- The rate for city centre apartments is 28.5%.

Recommend that the Executive Member for Neighbourhoods and relevant officers arrange a meeting with local Members so that the concerns of both Members and residents regarding the delivery of waste, recycling and street cleansing services be addressed.

This recommendation has been accepted and is being progressed.

**Neighbourhoods and Environment Scrutiny Committee  
Work Programme – December 2020**

<b>Wednesday 2 December 2020, 2 pm (Report deadline Friday 20 November 2020)</b>				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Annual Compliance and Enforcement Service Performance Report	<p>To provide members with an update on demand for and performance of the Compliance and Enforcement service during the previous 12 months.</p> <p>Included in this report will be information on:</p> <ul style="list-style-type: none"> <li>• A breakdown by ward of the number of flytipping cases by month with comparisons against previous year's figures;</li> <li>• Information on where the additional investment to tackle flytipping had been spent; and</li> <li>• Data by ward on the number and nature of calls to the Out of Hours service during the COVID lockdown period.</li> </ul>	Cllr Akbar	Fiona Sharkey	
Homelessness	<p>To receive a report on the work that is taking place to tackle homelessness and rough sleeping in the city.</p> <p>This will include:</p> <ul style="list-style-type: none"> <li>• Data on the number of homeless presentations since the last report to Committee, including a breakdown by families, single people and how many present from outside of Manchester;</li> </ul>	Cllr Rahman	Mike Wright	

	<ul style="list-style-type: none"> <li>• Section 21 suspension – What is the anticipated impact over the next 6 months;</li> <li>• Information on the number and location of facilities to support and accommodate homeless people (both provided by Manchester City Council and independent providers) and how long the support/ accommodation is provided for;</li> <li>• A list of voluntary sector providers supporting the homeless with accommodation and other services;</li> <li>• An update on the A Bed Every Night service and the preparations to support homeless people through the winter period;</li> <li>• Information on the activity and progress to accommodate and support homeless people who had been housed in hotels and other temporary accommodation during the COVID crisis;</li> <li>• Information on inspections undertaken of temporary accommodation to ensure they are safe for residents occupying them; and</li> <li>• Data on the length of time people stay in temporary accommodation.</li> </ul>			
Overview Report	This is a monthly report, which includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.		Lee Walker	

<b>Wednesday 13 January 2021, 2 pm (Report deadline Thursday 31 December 2020)</b>				
Item	Purpose	Lead Executive Member	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.	Cllr Akbar Cllr Stogia Cllr Rahman Cllr Richards	Fiona Worrall	
Green and Blue Infrastructure Strategy	To receive an update report on the Green and Blue Infrastructure Strategy.  This report will also provide an update on the implementation of the Manchester Tree Strategy.	Cllr Stogia	Pat Bartoli Julie Roscoe	
Planning Conditions and Enforcement	To receive a report which provides the Committee with information on the following areas of activity: <ul style="list-style-type: none"> <li>• Known active construction sites across the authority;</li> <li>• The city's start and end times for construction works to be undertaken and the rationale for those times;</li> <li>• How many neighbouring local authorities and other core cities have the same permitted construction times as Manchester; and</li> <li>• Information on the monitoring of construction sites</li> <li>• The approach taken to enforcement, including examples of types of breaches identified and how</li> </ul>	Cllr Stogia	Julie Roscoe	This item was deferred from the November 2020 meeting.



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

<b>Items to be scheduled</b>				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Behaviour Change and Waste Task and Finish Group – Update report	To receive a report that provides the Committee with an update on the actions taken to progress the recommendations made by the Behaviour Change and Waste Task and Finish Group that were endorsed by the Committee at their meeting of 9 October 2019.	Cllr Akbar	Fiona Worrall	

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