



## **Communities and Equalities Scrutiny Committee**

Date: Tuesday, 7 December 2021

Time: 10.00 am

Venue: Council Chamber, Level 2, Town Hall Extension

This is a **Supplementary Agenda** containing additional information about the business of the meeting that was not available when the agenda was published

### **Access to the Public Gallery**

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## **Membership of the Communities and Equalities Scrutiny Committee**

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**Councillors** - Hacking (Chair), Azra Ali, Shaukat Ali, Andrews, Battle, Chambers, Connolly, M Dar, Douglas, Evans, Grimshaw, Hilal, S Judge, Rawson, Sheikh, Whiston, Wills and Wilson

## Supplementary 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** 5 - 12  
To approve as a correct record the minutes of the meeting held on 9 November 2021.
- 5. Deep Dive: Disability in Manchester**  
Report of the City Solicitor

This report provides an overview of the data and activity in Manchester in relation to disability, linked to inequalities in life chances and the impacts of COVID-19. This is one of a series of 'deep dive' reports that the Committee requested into different aspects of equalities.
- 6. Compliance and Enforcement Services - Performance in 2020/21** 13 - 54  
Report of the Strategic Director (Neighbourhoods)

To provide an update on demand for and performance of the Compliance and Enforcement service during 2020/21 including an overview of the service's activities in support of the Council's response to the Coronavirus (COVID-19) pandemic. The report also provides a forward look at challenges and future workload pressures as a result of changes to legislation, policy and areas of growth that will have an impact on the work carried out by Compliance and Enforcement teams.
- 7. Overview Report** 55 - 62

## Report of the Governance and Scrutiny Support Unit

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

## Further Information

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

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This supplementary agenda was issued on **Monday, 29 November 2021** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 2, Town Hall Extension (Library Walk Elevation), Manchester M60 2LA

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## Communities and Equalities Scrutiny Committee

### Minutes of the meeting held on 9 November 2021

#### Present:

Councillor Hacking - In the Chair  
Councillors, Shaukat Ali, Andrews, Chambers, Connolly, M Dar, Evans, Grimshaw, Hilal, S Judge, Rawson, Sheikh, Wills and Wilson

#### Also present:

Councillor Craig, Deputy Leader (Finance)  
Councillor Rahman, Deputy Leader  
Councillor Midgley, Executive Member for Health and Care  
Councillor Rawlins, Executive Member for the Environment  
Councillor Newman, Lead Member for Age Friendly Manchester  
John McGrath, Manchester International Festival (MIF)  
Menaka Munro, MIF

#### Apologies:

Councillors Azra Ali and Whiston

### CESC/21/45 Minutes

The Chair informed the Committee that discussions were ongoing about the Mayor of Greater Manchester or the Deputy Mayor for Policing and Crime attending a future meeting.

#### Decision

To approve the minutes of the meeting held on 12 October 2021 as a correct record.

### CESC/21/46 Neighbourhood Directorate Budget 2022/23

The Committee received a report of the Strategic Director (Neighbourhoods) which stated that, following the Spending Review announcements and other updates, the Council was forecasting an estimated shortfall of £4m in 2022/23, £64m in 2023/24 and £85m by 2024/25. The report set out the high-level position. Officers had identified options to balance the budget in 2022/23 which were subject to approval.

The main points and themes within the report included:

- Current budget position;
- Headline priorities for the services;
- Revenue budget strategy, including changes approved for 2022/23 as part of the 2021/22 Budget Process and new proposed changes; and
- Capital budget and pipeline priorities.

In response to a Member's question about the funding of the leisure operator GLL, the Strategic Director (Neighbourhoods) advised the Committee that the proposed ongoing support to GLL was a short-term requirement in response to the impact of

COVID-19, that the Council was confident that GLL's financial position was improving as the leisure sector's recovery continued and it was expected that this would be paid back as part of overall budget arrangement.

In response to a question from the Chair, the Strategic Director (Neighbourhoods) reported that budget reports were being considered by all six scrutiny committees this week, that it was expected that the financial settlement from the Government would be announced in December 2021 and that the scrutiny committees would receive further reports in February 2022, before the proposals were submitted to the Executive; however, she advised that, if the financial settlement from Government caused significant concern, the scrutiny committees could receive further budget reports in January 2022.

### **Decision**

To note the report.

### **CESC/21/47                      Manchester International Festival 2021**

The Committee received a report of the Strategic Director (Neighbourhoods) which provided an overview of the outcomes of the 2021 Manchester International Festival (MIF21). The report provided a summary of performance against the agreed objectives and detailed the impact of the festival, based on the results of the independent evaluation. The report demonstrated how the festival delivered an inspiring programme which enabled Manchester residents and wider audiences to return to the city to enjoy arts and culture, despite the challenges and uncertainty of COVID-19.

The main points and themes within the report included:

- Context (the COVID-19 pandemic);
- Assessment of delivery of objectives for 2021, which were:
  - To continue to grow the international reputation of the Festival and the city – with artists, audiences, partners and media coverage from all five continents and from a wide variety of backgrounds – in turn driving reach for the Festival, attracting people to the city and the best staff to our team;
  - To bring the most extraordinary artists from around the world to Manchester to create diverse and inspiring new work – made in Manchester and shared across the globe;
  - To connect in new and ever deeper ways with the city and region of Manchester, increasing the range and diversity of those engaging with the Festival, with an ever more visible and transformative presence in the city; and
  - To develop the brand, profile and awareness of MIF/The Factory locally, nationally and internationally in readiness for opening.
- Key Performance Indicators (KPIs), sustainability and financial performance;
- Zero carbon;
- Employment and skills;
- Manchester International Festival 2023; and

- Future Manchester City Council support for the Festival and The Factory.

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

- The attendance figures, including how they were arrived at for free non-ticketed events and whether additional data was available on where people attending ticketed events were from;
- That neighbourhood organisers had an important role in promoting culture and making it as available as possible and were these temporary or permanent roles; and
- That more events should take place in different neighbourhoods, not just in the city centre.

John McGrath, Artistic Director and CEO of MIF, reported that the attendance figures for the non-ticketed events were based on the same methodology as had been used for events such as the Olympics and that this involved an estimate of the flow of people through the area and, for the work in Piccadilly Gardens, a visual survey of the percentage of people passing through who had stopped to look at it. He highlighted the value of using public spaces to introduce people to the Festival and advised that this could then encourage them to attend ticketed events. In response to the question about the breakdown of people attending ticketed events, he advised that the Audience Survey had previously been mainly carried out by email but that not everyone responded and those that did were not necessarily representative of all attendees. He reported that this year, in addition to the email survey, face-to-face surveys had been carried out at some events, although he recognised that more work was needed to improve the data gathered, particularly ensuring that it was representative of the whole audience. He advised that the data in the report providing a breakdown of the attendees combined data from both ticketed and free events but would be skewed towards attendees at the ticketed events. In response to the Member's request, he advised that he would look at whether data could be provided specifically relating to the ticketed events. He reported that it appeared that the audience was becoming more representative of the communities in the city. He advised that, particularly from the 2025 Festival onwards, MIF was looking at making the Festival less city centre focused and locating work in neighbourhoods, especially areas further from the city centre whose residents might not travel into the city centre, including Wythenshawe and some areas of north Manchester.

Menaka Munro, Senior Engagement Manager of MIF, reported that the three neighbourhood organisers in Manchester had been short-term roles from January to August as part of a pilot programme. She advised that this had been very successful and that MIF had learnt a lot about the areas covered by the pilot and as well as gaining learning and feedback which would shape the model of the programme in the future. She advised that MIF wanted to continue this work and more than double the number of neighbourhood organisers in Manchester and that the organisation was reviewing which areas of the city should be involved in this.

The Deputy Leader informed Members about work that had been taking place in the city over the past few years to widen access to and participation in cultural activities and highlighted that MIF had held activities and events outside of the city centre. He

agreed that the neighbourhood organisers' work was important and should be continued.

In response to questions from the Chair about how the pandemic would affect the way the Festival was delivered in future and how international festivals could respond to the challenge of climate change, John McGrath outlined how MIF had taken strong steps into the digital realm from the 2017 Festival onwards. He reported that MIF had been able to use this experience to adapt quickly in response to the pandemic, making the digital content a year-round-offer, rather than being specific to the Festival period, and both commissioning big, international artists for online projects and promoting local and up-and-coming artists. He advised that this would now be a permanent part of MIF's work. He reported that, in light of climate change, international festivals were re-thinking their approach and that part of this involved having work available online. He informed Members that consideration was also being given to air travel, sets and the impact of shipping materials for the Festival. He advised that, although MIF did commission international artists, a lot of this involved making work in the city, for example getting artists to work with local communities over a few weeks, rather than flying them in for a couple of days for a show. He highlighted the "What is the City but the People?" show from the 2017 Festival which had involved 100 local people and was now a touring show, advising that when it toured internationally only one person needed to travel with it as it was made with local people in the city it was visiting.

### **Decision**

To thank the guests from MIF for attending and for their work.

### **CESC/21/48            Age Friendly Recovery**

The Committee received a report of the Consultant in Public Health (Ageing Well Lead), following on from the report to the Committee in December 2020 which had outlined a set of proposals across five key areas that were designed to help address the barriers many of Manchester's mid to later life residents reported that they faced. This report detailed the progress to date and plans for the next 18 months.

The main points and themes within the report included:

- Ageism;
- Care homes;
- Neighbourhoods;
- Employment; and
- Our Manchester.

The Lead Member for Age Friendly Manchester (AFM) outlined how older people had been particularly affected by the pandemic. He also highlighted the positive work that was being done, as detailed in the report, and the need to continue to address these issues.

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



- The condition of pavements and the disproportionate impact of this on older people;
- Digital exclusion among older people;
- The importance of good bus services;
- The specific needs of older LGBT people;
- The role of “Friends of” groups in the Age Friendly parks work;
- Ensuring that the skills development work matched the skills that employers were looking for; and
- The importance of tackling social isolation.

The Age Friendly Programme Lead agreed with the Member’s comment about pavements. He highlighted the age friendly navigation plans which were being piloted in four neighbourhoods and which aimed to identify what routes people took around the neighbourhoods and what enabled and what hindered older people’s access. He advised that the condition of pavements had been highlighted as an issue in one or two of these plans and that this information had been fed back to the Neighbourhoods Directorate. He welcomed the Member’s suggestion of an equalities approach to pavement maintenance and improvement decisions. He suggested that walking and talking with older residents going around their neighbourhood could highlight different issues than officers on their own might identify. He stated that parking on pavements was also an issue and that more work was needed to address this, focusing more on increasing people’s awareness of the problems this caused than on enforcement. The Chair expressed the Committee’s strong support for work to improve the condition of pavements and ensure that they were free from obstructions, such as cars and advertising boards, and for this to be treated as an equalities issue.

The Age Friendly Programme Lead advised that the AFM Board recommended that access to services should not be digital by default, and that non-digital options should be available; however, he informed Members that a lot of work had taken place during lockdown about improving digital access, not just access to devices but also the skills and the confidence to use them and that Libraries had an important role in this.

The Age Friendly Programme Lead informed the Committee about work to influence the Greater Manchester plans for public transport to ensure the inclusion of an age friendly perspective and detailed work taking place around route planning which would assist with trying to get the best deal for older people. The Executive Member for Health and Care supported the Member’s comments about the importance of public transport and emphasised the importance of ensuring that the perspective of older people was represented in the future plans.

In response to the question about LGBT older people, the Age Friendly Programme Lead informed Members about the Pride in Ageing initiative, a representative from which was on the AFM Board, and about the LGBT Extra Care Scheme in Whalley Range. He confirmed that “Friends of” groups were central to work in parks, including being involved in audits, looking at how parks were used.

The Age Friendly Programme Lead advised that a lot of the work outlined in the report, particularly the work within neighbourhoods, was about providing older people

with opportunities to get out and re-connect with people. He informed Members about older people-led organisations which had changed their ways of working since the start of the pandemic to find ways to engage with people who had been remaining in their own home since the start of the pandemic. The Lead Member for AFM advised that social isolation had been an issue for many older people before the pandemic and had been exacerbated by the pandemic and that addressing this was a thread that ran through all the work outlined in the report. He also advised that the voluntary groups referred to played an important role in reaching socially isolated older people but that they did not reach all people, with some parts of the city having better coverage than others, and that some communities of interest were less likely to be in touch with these groups, although they could have their own community groups. He also highlighted the role of Councillors in referring people who were socially isolated to relevant groups.

The Age Friendly Programme Lead informed the Committee about work relating to employment and skills, advising that the Work and Skills Team engaged with employers which gave them an understanding of the skills that were required.

### **Decision**

To note the Committee's strong support for work to improve the condition of pavements and ensure that they are free from obstructions and for this to be treated as an equalities issue.

### **CESC/21/49            The Impact Of Climate Change As It Relates To The Responsibilities For The Communities and Equalities Scrutiny Committee**

The Committee received a report of the City Solicitor which aimed to provide an update to the report that came to the Committee in June 2021 for further discussion to enable the Committee to consider further areas within their responsibility where the impact of climate change was of particular relevance and for the Committee to identify areas within its remit it would like to receive more information on and debate further.

The main points and themes within the report included:

- Community engagement;
- Culture sector and voluntary sector;
- Libraries' contribution to Climate Change Emergency;
- Leisure and sport; and
- A framework for considering climate change.

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

- The retrofitting of business premises, which was not covered by Government schemes;
- The environmental impact of major events and mitigation measures to reduce this, while also recognising the importance of continuing with events such as the Wythenshawe Games;

- How the Sustainable Events Guide was used and how the Council could use its powers, for example when authorising events or allowing its facilities to be used for them, to influence the sustainability of events organised by external organisations, as well as reducing the carbon footprint of its own events;
- To suggest that Manchester City Football Club be invited to a future meeting to tell the Committee how it was responding to the Climate Emergency;
- Funding made available to improve the environmental impact of the taxi sector;
- How to engage with local communities on climate change, including the role of schools; and
- The importance of good public transport in reducing car use.

The Chair informed Members that Manchester City Football Club had previously delivered a report to the Council, although not to this Committee. He advised that it was useful to hear what partner organisations within the city were doing to address climate change and that he would discuss this with the Chair of the Environment and Climate Change Scrutiny Committee. Bearing in mind that business premises cut across the remit of other scrutiny committees, the Chair suggested that the Committee could look at the retrofitting and environmental impact of the Council's leisure estate.

The Executive Member for the Environment advised that the Environment and Climate Change Scrutiny Committee had recently received a report on the culture sector and events and that she would share this report with the Committee. She also suggested that the Committee could look at ward-based climate change action plans at a future meeting. The Chair advised that he would be speaking to the Chair of the Environment and Climate Change Scrutiny Committee about this.

### **Decisions**

1. To receive a report on retrofitting and improving the sustainability of the Council's leisure estate.
2. To receive a report on the environmental impact of events and what can be done to minimise this impact.
3. To receive a report on what can be done to make the city's taxi fleet more environmentally sustainable.
4. To recognise that Members need to look at their local climate change action plans and identify what support and resources are needed to achieve these.

### **CESC/21/50 Overview Report**

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

A Member requested that, when the Committee received a report on a particular

equality strand, that this included consideration of how other equality strands intersected with it. The Chair supported this comment.

**Decision**

To note the report and agree the work programme, subject to the above comment.

**Manchester City Council  
Report for Information**

**Report to:** Communities and Equalities Scrutiny Committee - 7 December 2021

**Subject:** Compliance and Enforcement Services - Performance in 2020/21

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

### Summary

To provide members with an update on demand for and performance of the Compliance and Enforcement service during 2020/21 including an overview of the service's activities in support of the Council's response to the Coronavirus (COVID-19) pandemic. The report also provides a forward look at challenges and future workload pressures as a result of changes to legislation, policy and areas of growth that will have an impact on the work carried out by Compliance & Enforcement teams.

### Recommendations

That Members note and comment on the report.

**Wards Affected:** All

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

<b>Manchester Strategy outcomes</b>	<b>Summary of how this report aligns to the OMS</b>
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	By enforcing the law in a fair, equitable and consistent manner and taking firm action against those who flout the law or act irresponsibly. Businesses are assisted in meeting their legal obligations while providing safe legally compliant jobs across a range of sectors
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	Working with both residents and businesses to support them in improving the neighbourhoods in which they live, work and socialise.

neighbourhoods in which they live and 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 and Environment Scrutiny Committee 2nd December 2020: Compliance and Enforcement Service – Overview of the role of the service and performance to date. Report of Strategic Director (Neighbourhoods).

## 1.0 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, alarms, burning and removing unauthorised encampments.
  - **Environmental Crimes Team (ECT)** – responsible for works carried out in default; contract management; enforcement support; prosecutions; dog control and alleygating Public Space Protection Orders and maintenance.
  - **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; public health in relation to 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 to provide advice before and during exhumations to ensure they are carried out safely and in a dignified manner. 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 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 2020/21. The workload of the service is a combination of planned regulatory work such as inspection programs; 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.



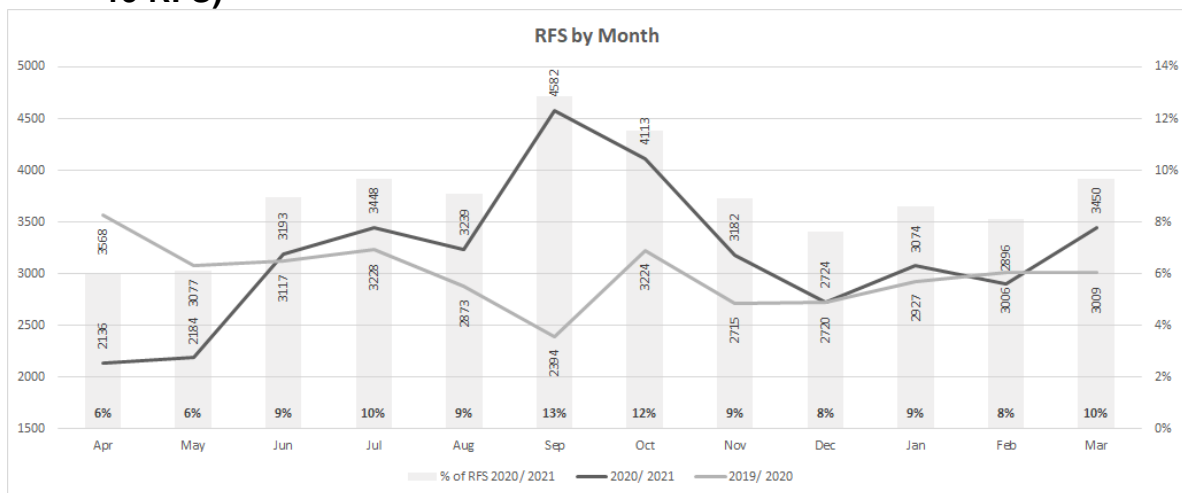
- 1.6 The policy states that an open, fair and proportionate approach will be taken in dealing with breaches of legislation which are regulated and enforced by the Council. Raising awareness and promoting good practice in regulated areas is the first step in preventing breaches, and officers of the Council 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 provides an overview of the services' activities, engaging with residents and businesses in ensuring compliance with COVID-19 regulations.
- 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 A total of 38,221 requests for service (RFS) were received in 20/21 compared to 35,852 in 19/20. It is of note that this is a slightly higher level of demand (7%) despite the impact of COVID-19 restrictions, and national/local lockdowns on certain business-as-usual requests. In the main, this is due to new and emerging areas of COVID-19 demand but despite these workload increases, 95% of all RFS Service Level Agreements were achieved. The impact of the focus on COVID-19 related requests affected the ability to deliver the services' programmed and usual proactive activities. The redirection of resource onto COVID-19 related work and temporary suspension of annual programs, such as the Food Inspection and HMO/Selective Licensing programs has resulted in backlogs of work for local authorities nationally. The service has developed plans to address these backlogs which will ensure any national timescales will be met. Teams are continuously working to prioritise workload while also managing high volumes of COVID-19 related demands.
- 2.2 As reported in Sec 8.0 of the Service Performance Report to Neighbourhoods and Environment Scrutiny Committee on 2nd December 2020, aligned with the public health response to COVID-19, teams were quick to channel resources into new and emerging COVID-19 workstreams such as managing outbreaks and clusters, test and trace support and investigating cases of COVID-19 in business premises and workplaces. Officers also ensured business practices were COVID-19 secure, providing advice, testing kits, site visits and where necessary, taking enforcement action to ensure compliance. An overview of the services' COVID-19 response work, including case studies, is outlined in section 5.0 of this report.

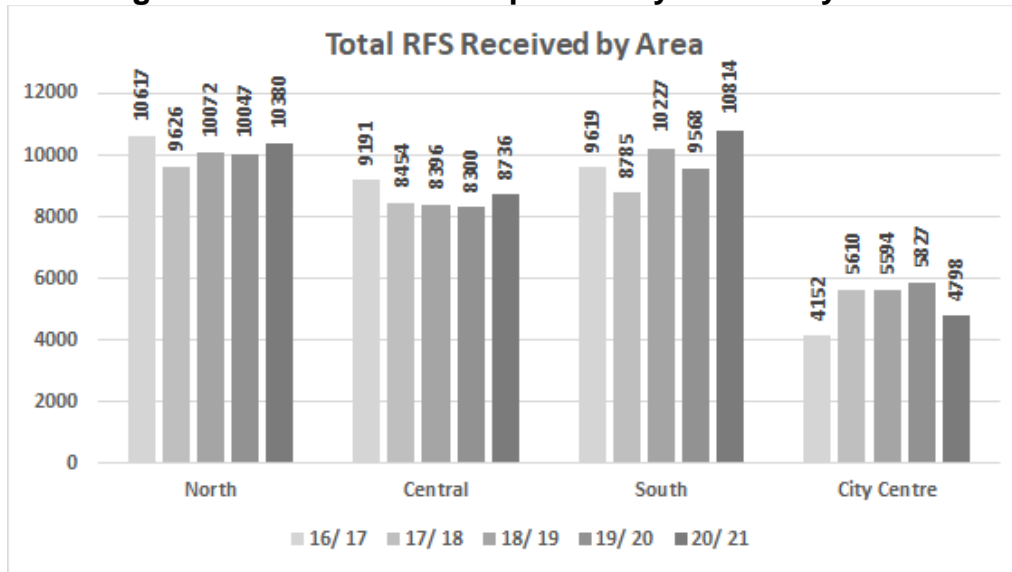
2.3 Figure 1 shows that the volume of RFS received by the service increased between June to July, coinciding with the easing of lockdown restrictions such as the reopening of non-essential shops (15 June) and the reopening of pubs and restaurants (4 July) and increased sharply between August and September which coincided with the eat out to help out initiative starting (3 August) and further easing of restrictions (14 August). After September there was a significant decline in RFS and a steeper decline from October. The reduction coincided with the implementation of the rule of 6 and 10pm curfew for the hospitality sector in September and the national tiered system of COVID-19 restrictions which began in mid-October. Figure 1 also shows the percentage of the total demand received each month.

**Figure 1. RFS Volume comparison by month and year (includes COVID-19 RFS)**



2.4 Figure 2 compares the overall volume of RFS received by area over the last 5 years. The graph excludes RFS that have no specific ward assigned (3493) These are mostly related to Trading Standards issues such as notifications of unfair commercial practices where businesses that are located outside of Manchester operate across the city but also include such things as COVID-19 requests for general advice and contact tracing information requests where we have not been provided with, or are unable to locate, an individual's address. Overall demand in the North has increased by just over 3% (10047 to 10380), Central increased by just over 5% (8300 to 8736), South increased by 13% (9568 to 10814) whereas the City Centre reduced by just over 17% (5827 to 4798).

**Figure 2. RFS Volume comparison by area and year**



2.5 As noted in 2.4 the most pronounced change is a 17% reduction in demand from the City Centre, the areas of work that have decreased most significantly are Licensing by 46% (1383 to 745), Food by 59% (836 to 344) and Noise by 22% (1099 to 854). These reductions are not surprising given the high concentration of restaurants, pubs, clubs and bars within the City Centre that had to close as a result of national and local tiered lockdowns. RFS more commonly related to these types of businesses such as food hygiene and food standards requests, and licensed premises work reduced significantly. Fig 3 below shows the change in demand from the City Centre during key dates in 20/21 compared to the previous year.

**Figure 3. City Centre RFS Timeline**

Row Labels	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Grand Total
19/ 20 Total	491	457	445	605	507	497	586	478	344	542	458	417	5827
20/ 21 Total	267	280	390	548	522	543	458	349	289	431	292	429	4798

<p>16/4/20 Lockdown extended for 'at least' 3 weeks</p>	<p>1/6/20 schools, car showrooms &amp; outdoor markets reopen. Groups of 6 can meet outdoors.</p> <p>15/6/20 Non-essential shops reopen</p>	<p>4/7/20 Pubs &amp; restaurants reopen</p> <p>31/7/20 Local restrictions introduced for Greater Manchester</p>	<p>3/8/20 Eat Out to Help Out begins</p> <p>14/8/20 Lockdown restrictions eased further, including reopening indoor theatres, bowling alleys and soft play</p>	<p>14/9/20 'Rule of six' indoor and outdoor social gatherings above six banned</p> <p>24/9/20 10pm curfew for bars and restaurants comes into force</p>	<p>14/10/20 A new three-tier system of Covid-19 restrictions starts in England</p> <p>23/10/20 Greater Manchester moves from Tier 2 to 3</p>	<p>5/11/20 Second national lockdown comes into force</p> <p>30/12/20 Greater Manchester moves to Tier 4</p>	<p>2/12/20 Second lockdown ends after 4 weeks and England returns to a stricter 3 tier system of restrictions</p> <p>6/1/21 England enters third national lockdown</p>	<p>8/3/21 Lockdown eased for schools, care homes &amp; people allowed to have socially distanced one-to-one meetings with others outdoors</p>
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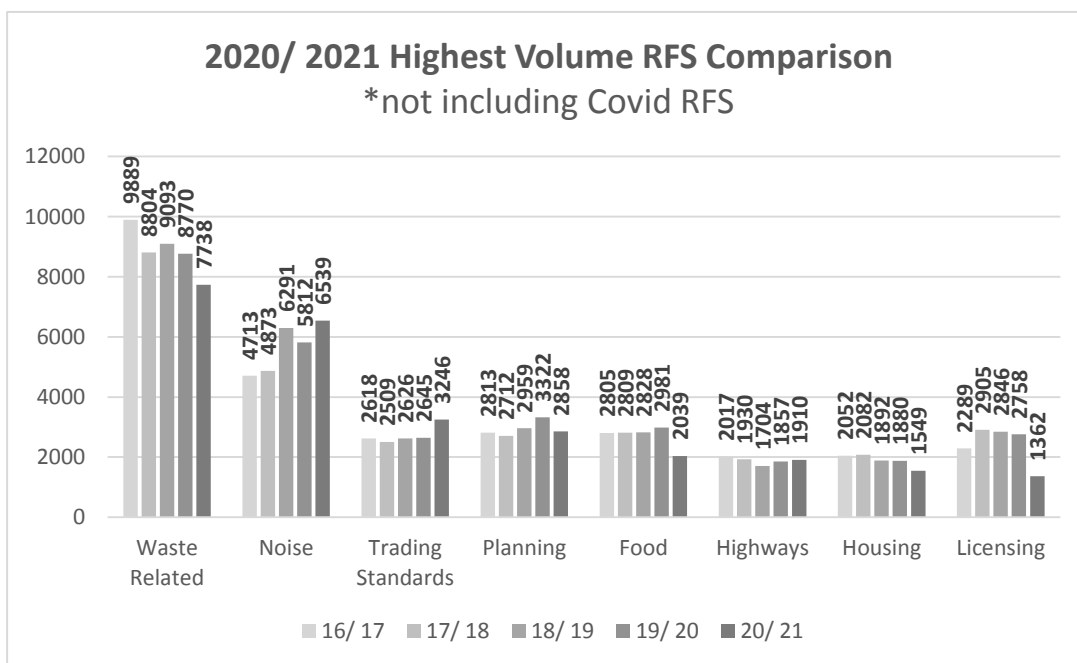
2.6 The largest increase in RFS was in the South which increased by 13% (9568 to 10814). The areas of greatest demand (excluding COVID-19 jobs) were: Noise 29% (1986 to 2556), Alleygates 88% (86 to 162) and Air Quality 23% (239 to 295). Increases in noise is unsurprising given the number of people who were working from home and unable to leave their homes other than for essential reasons, leading to greater reports of neighbour related noise. The Air Quality complaints relate mainly to burning of waste/garden bonfires which

again is related to people spending more time at home generating waste. It is unclear why there would be more requests relating to new keys/damage to alleygates, but this is possibly related to the increases in waste and therefore, people wanting to keep their gates locked to deter other from flytipping there.

- 2.7 Across the city the work areas of highest demand are set out in Fig.4. Although most work areas were affected by COVID-19, the COVID-19 specific RFS such as compliance with COVID-19 regs and guidance are excluded, in order to provide a more like for like comparison to the previous year. COVID-19 specific work is outlined separately in Sec 5.0.

Waste remains the highest volume of RFS received accounting for 22% of all RFS received. This was slightly lower than 19/20 when 25% of all RFS were waste related.

**Figure 4. Highest volume of RFS category comparison by year**



- 2.8 A total of 7738 waste related RFS were dealt with in 20/21 compared to 8770 in 19/20 which is a decrease of almost 12%. The breakdown by area being: North 3362 (44%), Central 2391 (31%), South 1625 (21%), City Centre 270 (3%). 90 jobs (1%) were recorded as being Out of Manchester. These are cases where the source of fly-tipping originated outside of Manchester or on the border with a neighbouring authority. Comparing areas to the previous year, proportionally the North has seen the greatest reduction by 17% (4074 to 3362), Central by 14% (2768 to 2391), South has remained the same (1626 to 1625) and the City Centre is the only area to show a slight increase at 3% (263 to 270). There appears to be a trend towards a year-on-year reduction in waste related RFS but due to the unprecedented nature of 20/21, it remains to be seen if this continues in subsequent years. It is expected that the sustained proactive work tackling fly-tipping and other waste issues will continue to drive down waste related complaints.

### Case Study 1 - Flytipping investigation, accumulation of waste as a student property

Officers undertook an investigation following a complaint about a large accumulation of waste outside a block of student flats in the City Centre.

The nature and volume of the waste was not only an eyesore but there was also significant potential it could provide harborage for pests. Officers served notice under the Prevention of Damage by Pests Act 1949 giving the accommodation owners 48hrs to remove the waste which resulted in the area being cleared within the 2 days stipulated in the notice.

Image of waste reported at the student accommodation



### Case Study 2 – Flytipping

In November 2020, the South area Neighbourhood Compliance Officer worked with Highways England, Wythenshawe Waste Warriors (local resident group), and our waste contractor Biffa to make significant improvements to a piece of land on Willenhall Rd in Northenden that had become a flytipping hotspot. Numerous complaints had been received about the Highways England owned land over a 12 Month period and removal of the waste had incurred huge costs for them.

Highways England cut back large sections of vegetation which opened the area up making it more difficult for fly-tippers to go unnoticed. Wythenshawe Waste Warriors carried out a litter pick, collecting 25+ bags of litter and other waste, which were collected and disposed of by Biffa.

In addition, some of the footpaths that had been lost because of detritus from leaf mould were cleaned by Biffa. Discarded waste with identification was investigated

by Neighbourhood Compliance Officers and as a result 2 £150.00 fines were issued to the perpetrators. Both paid their fines. Officers continue to monitor the area closely and it has remained clear. This is a good example of partnership work to address long standing issues.

- 2.9 Of the 7738 waste related RFS dealt with by the service, 2792 (36%) 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. This is a 21% reduction compared to the previous year (3520 to 2792). Please note, these are fly-tipping cases referred for investigation and do not include flytips removed by Biffa where no evidence to identify perpetrators was found. The remaining waste RFS are from the public and jobs logged by MCC officers. These decreased by almost 4% from 5466 to 5250 in 19/20 and they have reduced again in 20/21 by almost 6% to 4946.
- 2.10 Part of the action taken to mitigate potential COVID-19 health risks and combat the increasing rate of transmission, was to close local waste and recycling centres during April and May 2020. This may have contributed to an increase in general household waste, which under normal circumstances could have been disposed of by residents at waste and recycling centres. The situation was further compounded by the fact people were now working from home creating waste that would normally be disposed of at places of work such as offices or public litterbins. Residents were also carrying out more DIY projects, gardening and property renovations. In response to the increased need for waste disposal, 'man and van' operations increased with unsuspecting residents using unauthorised waste carriers, found on social media sites, who would then go on to fly-tip their waste.
- 2.11 Over the past year, many businesses were forced to close which led to a reduction of 27% (348 19/20 to 255 20/21) in commercial waste issues. There was also a temporary suspension of officers undertaking evidence gathering from waste until appropriate risk assessments were in place to protect officers from the potential risk of COVID-19 which led to a reduction in the number of investigations undertaken.

### **Case Study 3 – Flytipping 'man and van' investigation**

Biffa Operatives discovered a large amount of waste fly tipped on Tamerton Drive, Cheetham containing evidence relating to a Salford resident. Investigations found that the resident had paid a 'man in a van' to remove the waste but had failed to ensure the individual was an authorised waste carrier.

The resident provided screen shots of the correspondence with the 'man in a van', but the individual could not be traced from the information given. It was explained to the resident that an offence had been committed by them under "Duty of Care" by using an unregistered waste carrier. The resident accepted a £400 Fixed Penalty Notice, which was paid in full

#### **Case Study 4 – Flytipping ‘man and van’ investigation**

On 23 November 2020 at Tameside Magistrates’ Court, a Trafford Park firm was ordered to pay £680 for a fly-tipping offence committed in the Old Moat area of Manchester.

Automet Limited, of Richmond Road, Stretford, was prosecuted after a resident of Mauldeth Road West witnessed a man dumping bedding items in an alleyway from a black Range Rover, which was traced back to the firm by the council’s Environmental Crimes team.

After pleading guilty to being in control of the vehicle, which was used to commit the offence, Automet Ltd was fined £100 and ordered to pay £500 in costs, plus an £80 victim surcharge. This case shows the important role our residents play in helping to catch and take action against fly-tippers,

#### **Case Study 5 – Flytipping prosecution ‘man and van’ investigation**

A fly-tipper was fined almost £1,300 after being caught on camera emptying rubbish from a hired van onto a footpath in north Manchester. He admitted to dumping what appeared to be rubble, wood and general waste on Dalton Street in Harpurhey on April 29, 2020.

Mobile phone footage captured by residents shows the waste being unloaded from the back of a white van leased by the fly-tipper.

The perpetrator pleaded guilty to the fly-tipping offence at Manchester and Salford Magistrates’ Court on August 17 after failing to attend a previous hearing. He claimed that he had to dump the waste to clear the van before returning it to the hire company, and that the recycling centres were closed due to Covid-19 restrictions. This defence was not accepted by the Court, and he was fined £346 and ordered to pay costs of £872 and a £35 victim surcharge, bringing the total to £1,253. This case again shows the essential role our residents play in helping us to catch and successfully prosecute flytippers.

#### **Case Study 6 - Flytipping prosecution - ‘man and van’ investigation**

A fly-tipper who said he thought illegally dumping waste was “easy money” was ordered to pay more than £1,000 and carry out 60 hours of unpaid work, following a successful investigation.

The fly-tipper was tracked down by officers who discovered fly-tipped waste on two separate occasions in the Northenden area in October and November 2018. Due to a backlog in court, adjournments, and the need to collate witness statements the case was heard on 23 November 2020.

On each occasion, evidence was found within the waste which linked it to residential addresses. When investigating officers contacted the residents



involved, they advised that the perpetrator was advertising as 'Northwest Removals' on social media, had collected the waste from them and charged a fee ranging from £40 - £50 to remove and dispose of it on their behalf.

After the residents agreed to provide witness statements to confirm their account, investigators from the council's Environmental Crimes team were able to track the perpetrator down. When interviewed under caution, he admitted to collecting the waste, stating that he had advertised waste collection services on social media and that he believed this was a way of making 'easy money.'

He also admitted that he did not have a waste carrier's licence, that waste he had previously collected had been burned and that the van he was using to undertake the waste collections was a company vehicle and had been provided by his employers at the time. In an advertisement posted to Facebook and in private messages between the perpetrator and the residents involved, it was claimed that Northwest Removals were licensed waste carriers, but he admitted during the interview under caution that this claim was false.

The perpetrator was sentenced to a 12-month Community Order with 60 hours unpaid work and ordered to pay court costs of £1,000, plus a victim surcharge of £85 - a total penalty of £1,085. Again, residents played a key role in securing this prosecution. It also highlights the importance to residents of checking in advance that someone they pay to remove their waste has a waste carriers licence.

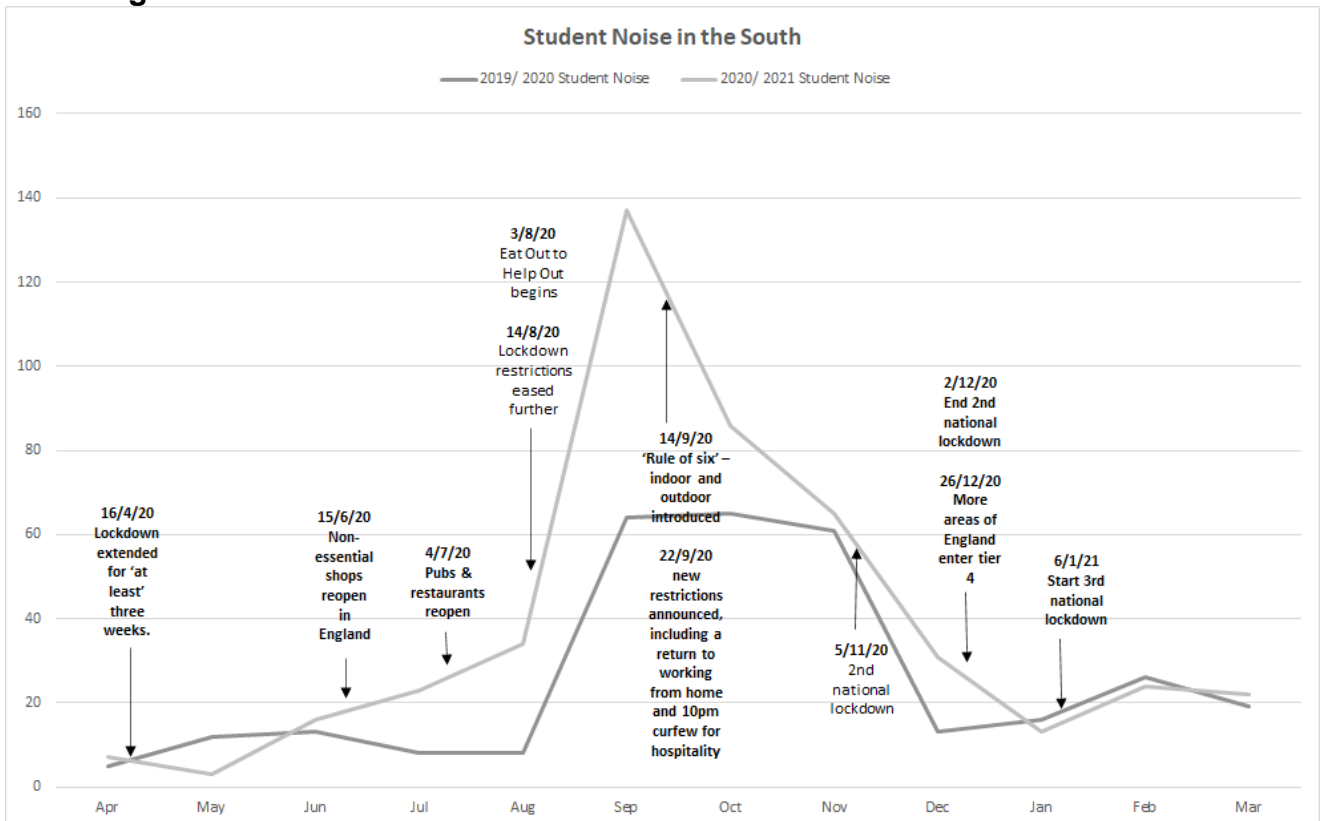
- 2.12 Noise RFS have increased overall by 13% (5812 to 6539). RFS include domestic noise, licensed premises and construction noise. The largest increases are domestic noise which increased by 34% (3427 to 4597). This includes noise from student accommodation, barking dogs, people making noise such as slamming doors, shouting etc. and noise making equipment such as DIY tools, music, TVs, PA systems and radios. Noise "other" increased by 70% (145 to 247) which includes noise from generators, vehicles and domestic birds and noise from alarms 11% (410 to 457). The largest percentage decreases in relation to noise complaints are, noise from licensed premises 74% (515 to 135), Prior Consent for Noisy working on construction sites 38% (297 to 184) and Construction noise 20% (500 to 398). None of this is surprising as the sources of noise that increased were associated with people spending more times in their homes and carrying out home improvements and the sources of noise that decreased were associated with businesses that were restricted from opening.
- 2.13 The breakdown for noise RFS is as follows: North 1703 (26%), Central 1395 (21%), South 2556 (39%), City Centre 854 (13%), there are an additional 6 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 25 jobs (1%) that are general enquiries in relation to noise.
- 2.14 Fig 5. Shows the number of student related noise jobs received in the South in 20/21. The number of jobs received began to increase steadily from May to



August. When lockdown restrictions were further eased, numbers of complaints increased significantly peaking in September. From September to January the number of jobs begin to decline. This is in line with the general trend when compared with 19/20. Leading up to the students return in September, noise complaints increase as more and more students begin to move back and socialise. Complaints begin to tail off towards the end of September to December as students prepare and sit their exams. Noise complaints again increase from Christmas until the spring when it tails off again until after exams in May/June.

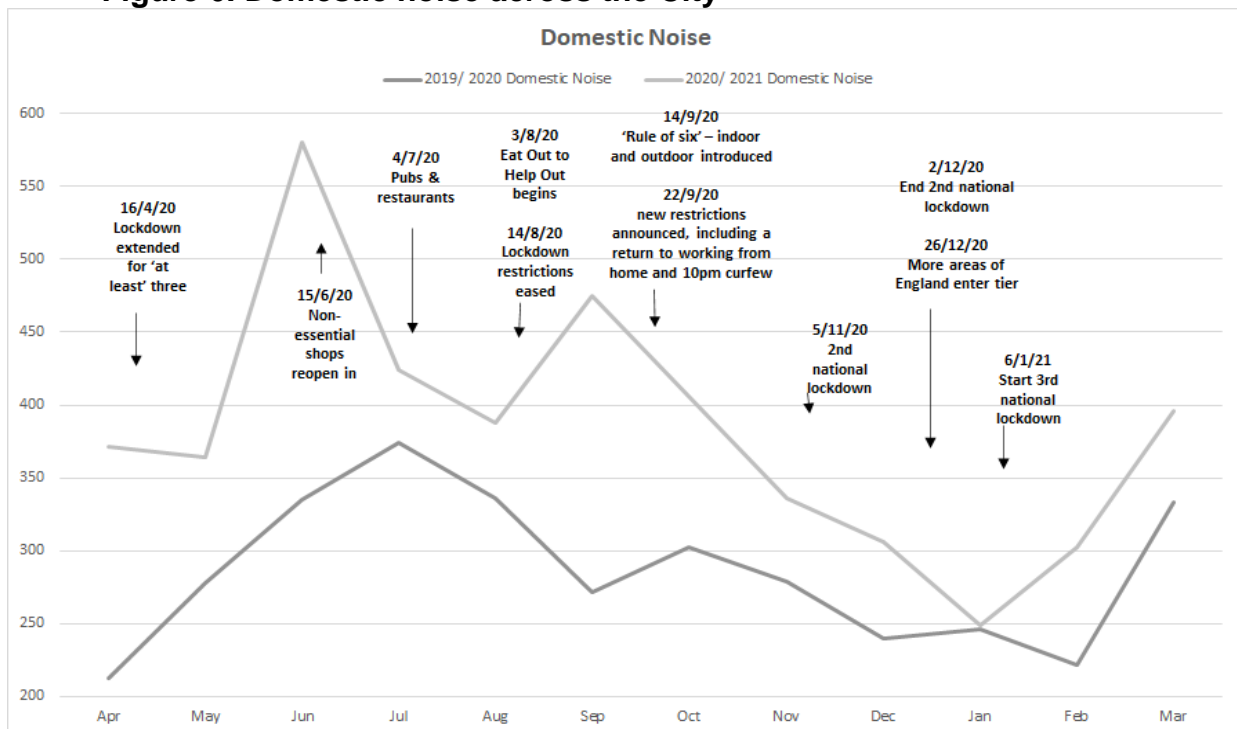
- 2.15 There has also been a 57% increase in the number of student noise reports (343 to 539), mainly for 2 reasons. Residents reported what they assumed were COVID-19 breaches and these were investigated as noise complaints as the information shared was often described as party noise. In some cases, there were COVID-19 breaches, but often it was a single house of students using their garden space.
- 2.16 The second issue was that with the majority of the entertainment and night-time economy sector closed for long periods of time, students were confined to their homes. This led to an increase in the number of noise reports both from off campus properties and from halls of residence. Normally reports from halls would be dealt with by University security, but the extent of the issues, particularly from May through to September, meant that there was an increase in the number of complaints to both MCC and GMP.

**Figure 5. Student noise in the South**



- 2.17 Figure 6 compares the volume of domestic noise jobs received in 19/20 and 20/21 against the timeline of national COVID-19 restrictions. As demonstrated in the graph the increases correspond to the lifting of lockdown restrictions. The graph also shows that the volume of jobs received in 20/21 is consistently higher than jobs received in 19/20 and only falls to 19/20 levels of demand for a brief period in January 2021. There are two peaks, one in June due to people spending more time at home and September in line with the increases in student noise as discussed in 2.14.

**Figure 6. Domestic noise across the City**



### Case Study 7 – Student Noise Investigation, Lock down party

Following a number of reports of both loud music and COVID-19 breaches in October and November 2020 warnings were issued to a student property in Fallowfield. Further reports of parties were received in February 2021 and on 26 February police were called to the property due to a large party. On arrival some of the partygoers fled the scene, the remaining 32 were issued with £800 FPNs and the organiser of the party received a £10,000 FPN.

The Licensing and Out of Hours Team followed this up with a Noise Abatement Notice served on the organiser of the party and due to the level of disorder which was witnessed on the night of the 26 February and the fact that there had been a number of reports of parties prior to this, the Anti-Social Behaviour Action Team applied to the Magistrates Court for a Premises Closure Order.

A 3-month closure order was granted at the Magistrates' Court on 5 March 2021, which made it a criminal offence for anyone to enter the property, other than the owner and the 2 tenants. There have been no further disturbances from this property.

- 2.18 Unlike 19/20 where all areas apart from Central saw a slight reduction, in 20/21 most areas saw an increase in RFS for noise. These were: North by 25%, Central by 5% and South by 29%. The City Centre is the only area to decrease by 22%. From having the largest decrease of 14% in 19/20 the South this year has seen the largest increase of 29% (1986 to 2556). This is in the main due to increases in noise complaints, specifically student noise as the South has the largest concentration of students in the City. Other sources of noise in the South are: Domestic Noise 48% (1368 to 2026), Noise other 127% (37 to 84), Construction Noise 34% (67 to 90).

### **Case Study 8 – Residential noise**

In September 2020, a noise complaint was received regarding an address in Harpurhey. The complaint was of noise from music, but also from the TV during the day. During this period the complainant was working from home so was aware of the daytime noise in addition to the late-night noise which they were finding difficult to deal with. The investigating officer sent an initial warning letter which had an impact, but in February and March 2021 during this lockdown the noise issues started again.

Officers from the Licensing and Out of Hours Team responded to call outs to witness the noise but were finding that the music was being reduced before they could witness it. The case officer established that the alleged perpetrator of the noise had CCTV cameras on their property and was stopping the noise when officers attended. During this time calls were also made to the police about breaches of COVID-19 regulations with parties being reported as taking place at the address, which resulted in a warning letter being sent.

An officer was able to witness the noise in April 2021 by remaining in the area following a call out and served a notice as a result of this. Once the notice was served the team continued to receive complaints of noise and were able to witness a breach of the notice. As a result of this a warrant was applied for at the magistrates' court and a seizure took place in May 2021 when a large TV and Soundbar were seized from the property. During this seizure the perpetrator had to be restrained by police officers who had attended as part of the seizure. Once the equipment had been seized the perpetrator threw items at Licensing and Out of Hours officers and the police and had to be warned that if he continued, he would be arrested.

Following the seizure, the perpetrator was invited to an interview to give his account of the noise, however he did not attend. A legal file was submitted to the City Solicitor for prosecution in June 2021. The Court hearing was on the 27 July 2021 where the case was proven in his absence. He received a total financial penalty of £1071 and a forfeiture of goods order was made. No further issues have been reported.

- 2.19 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 3246 RFS were received in 20/21 which is almost a 23% increase from the previous year (2645 to 3246). The breakdown is North 298 (9%), Central 170 (5%), South 180 (6%), City Centre 150 (5%), Citywide enquiries 991 (30%). The majority of RFS relate to businesses/organisations not located in but who operate in Manchester 1457 (45%). This is a 68% increase from the previous year attributed to increased complaints and notifications under unfair trading regulations which includes 'scams'.
- 2.20 During that past year there have been an increase in the number of complaints to Trading Standards that were attributable to both the change in how people shopped as well as how lifestyles changed due to COVID-19 restrictions. There was an increase in online shopping leading to some people falling prey to unreputable or 'scam' sites. There was also an increase in people wanting home improvement work done and if people were unable to find a reputable builder/gardener that was available they may have ended up with someone less reliable that undertook substandard work. There has also been an increase in complaints about illegal puppy breeding. An increase in the number of puppies bought during lockdown led to a shortage amongst reputable breeders and therefore illegal puppy breeders have sprung up to take advantage of the rocketing demand. Complaints about travel companies increased as people had problems getting refunds for holidays that they were no longer able to go on as a result of the pandemic.

#### **Case Study 9 – Overcharging for home improvements**

Trading Standards successfully convicted a builder for three offences under the Consumer Protection from Unfair Trading Regulations for making false representations with regards to the price of work carried out. He had invoiced a 70-year-old woman who lived alone in Crumpsall £75k for work he'd done on her home. The matter came to the attention of Trading Standards after her bank had raised a safeguarding concern with Adult Social Care. The consumer had already paid £35k but was unable to pay the full amount so was looking to raise equity from her home. It was a difficult investigation due to the consumer not being aware that she had been massively overcharged for the work that had been carried out. The builder appeared to have befriended her, so she trusted him. Our investigation determined that the work carried out was only worth around £35k.

After pleading guilty the builder was sentenced to 10 months in prison (suspended for 18 months) and 120 hours of unpaid work. He also signed an undertaking not to pursue the consumer for any further payments.

#### **Case Study 10 – Overcharging for home improvements**

In January 2021 a case brought under the Fraud Act was heard in the Crown Court. The offence had been committed in 2016 and the defendant had done his utmost to avoid detection resulting in a warrant having to be issued for his arrest.

He'd agreed to do work to convert a basement in the complainant's home to building regulation standards but created fake documents that indicated that the work had been signed off when it hadn't.

The complainant had paid £30k up to the point he decided to sack the builder due to his suspicions about the documents and had to pay a further £30k to get the work put right. This was a difficult and protracted investigation and involved having to use a handwriting expert to prove the forged signatures had been made by the defendant. The builder went on to target vulnerable consumers in other areas and these offences were also taken into consideration when he eventually pleaded guilty. He was sentenced to 3 years and 9 months in prison.

### **Case Study 11 – A rise in the supply of illicit tobacco**

Over recent years the complaints received by Trading Standards about the supply of illicit tobacco have increased. There have been several campaigns encouraging the public to report shops. Historically prosecutions for this offence have received low level fines but we are now finding that magistrates are issuing higher penalties, as can be seen in the example below.

The owner of a newsagent in Rusholme was prosecuted for supplying illicit tobacco. As he already had a suspended sentence for HMRC offences by the time it came to court this was reactivated resulting in him receiving a custodial sentence of 18 weeks. He also had to pay costs of £1120. Despite being aware that a criminal investigation was ongoing 3 further seizures of illicit tobacco have taken place at the same premises and a prosecution file has been submitted to Legal Services.

Trading Standards are supported in tackling the supply of illicit tobacco by funding provided by HMRC under Operation CeCe. Operation CeCe is part of a wider government strategy to disrupt every aspect of the illegal tobacco market and provides funding for targeted local enforcement work.

- 2.21 Planning work includes consultation on planning applications and pre-application consultations on potential construction sites and review of conditions. This area has decreased by almost 14% overall with 2858 received in 20/21 compared to 3322 RFS received in 19/20. The breakdown is North 740 (26%), Central 677 (24%), South 562 (20%) and City Centre 873 (30%). Citywide general enquiries/consultations 6 (less than 1%). Due to the pandemic, the number of construction projects requiring consultation services reduced with many projects coming to a halt. The reduction from the previous year is as follows: North 5% (780 to 740), Central 7% (731 to 677), South 14% (655 to 562), City Centre 14% (1011 to 873) and Citywide general enquiries/consultations by 96% (145 to 6). This appears to have been a temporary drop due to COVID-19 and requests in the current year have already increased to almost pre COVID-19 levels in the first 6 months of the year in line with the city's overall economic recovery.

- 2.22 Food RFS reduced by 31% compared to the previous year (2981 to 2039). This is due to the number of food businesses closed during lockdown restrictions at various points in the year and reduced footfall when businesses were allowed to trade. 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 454 (22%), Central 461 (23%), South 562 (28%), and City Centre 344 (17%) there are also 185 (10%) 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. Health and Safety work includes accident and complaint investigations, review of risk assessments for events, particularly events involving lasers and pyrotechnics, inspection of tattooists, ear piercing and electrolysis services. Airport work includes clearing imported commercial consignments of non-animal and animal products for human consumption, food contact materials such as plastic kitchenware and organic consignments. This work aims to ensure food safety and protect public health by preventing the introduction of organisms and diseases into the UK. The team is also a Port Health Authority and works closely with the UK Health Security Agency (previously Public Health England) in dealing with any infectious disease issues and pests on planes.
- 2.23 The largest decrease in RFS was in the City Centre which fell from 858 in 19/20 to 344 in 20/21 an almost 60% reduction. In 19/20 RFS in the City Centre were made up of 27% of all food RFS received in the year, for 20/21 this reduced to 17%. This is not at all surprising given the number of premises that were closed for a significant part of 20/21.
- 2.24 Although there were closures and restrictions much of the food industry and many businesses continued to find ways to operate throughout the pandemic. Various new businesses sprang up across the City such as food banks and businesses adapting their trade to meet customer demand, for instance wet pubs started to make and sell food and the rise in home caterers offering takeaway services. Throughout the pandemic the team has followed guidance issued by the Food Standards Agency (FSA) with regard to inspection of food premises. In line with national FSA guidance, the team focused on urgent reactive work to address potentially serious public health risks. This included such things as investigating foodborne disease outbreaks and following up on intelligence that may suggest a potential public health risk such as food poisoning outbreaks. The majority of planned food interventions were deferred however interventions still took place at higher risk food premises such as care homes; schools; takeaways; establishments that continued to trade where enforcement was ongoing; new businesses where registration information highlighted concerns about a potential public health risk and businesses notifying a change in activities.

<b>Case Study 12 – Infectious disease</b>
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Officers from the food and health and safety team worked with 2 national retailers regarding food outlets at The Christie hospital following inspections of a café and
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shop on the hospital site and concerns over Listeria controls in place in a hospital setting.

Listeriosis may present as mild self-limiting gastroenteritis with fever. However, in vulnerable individuals such as the elderly, new-borns, immunocompromised, or pregnant women, infection can lead to invasive disease such as septicaemia, central nervous system (CNS) disease, foetal loss, or death. Listeriosis is a rare infection in England and Wales, with only 156 cases reported to national surveillance in 2018. However, its clinical severity renders it a public health concern.

The Food Standards Agency produced a guidance document for Listeria controls in healthcare settings that recommends stricter temperature controls and a shorter shelf life for foods that are high risk for Listeria, such as sandwiches and salads. Although the café and shops are open to the general public, they are based in a healthcare setting and as such are often used by patients.

Officers worked with the national companies their Primary Authorities and their sandwich supplier, to achieve changes to some procedures considering the Listeria guidance. This has led to changes to some practices and procedures, around the shelf life of e.g. sandwiches and the temperature controls in place. With improved listeria controls on site this will reduce the risk of vulnerable individuals contracting listeriosis and becoming seriously ill or even dying.

Officers have fed into the FSA national consultation on the Listeria guidance and the points raised with these national companies may go forward to influence national guidance.

- 2.25 Housing RFS cover damp, drainage, fire precautions, heating and hot water, gas and electric, unlawful eviction and tenant and landlord disputes. The service received 1549 RFS compared to 1880 the previous year a reduction of almost 18%. The RFS breakdown is North 575 (37%), Central 497 (32%), South 421 (27%) and City Centre 56 (4%). The 3 main categories of complaints received are: dampness and leaks 35% (540), unlawful eviction 10% (148) and heating and hot water issues 9% (143). This is to be expected given the challenges with not being able to access people's homes for several months.
- 2.26 As well as investigating housing disrepair complaints, the team supports tenants in raising issues with their landlords to ensure that landlords are given the opportunity to address problems and to also ensure that tenants protect their tenancy by approaching these matters in the right way. Where landlords don't take action, a formal investigation is started advising the owner that they are required to undertake work to address the disrepair identified. During the pandemic, the team used novel approaches to enable them to help tenants whose homes they couldn't visit e.g., use of virtual inspections using video taken by tenants, which could be used to progress higher risk cases even when tenants were self-isolating. It was also a particularly useful tool to follow

up on required remedial works. The team continue to use this method, where appropriate along with photographic evidence.

### **Case Study 13 – Housing Disrepair**

A landlord was given multiple opportunities to address disrepair in his property but after initially engaging with officers he stopped all contact. Officer decided to inspect the property under a notice of entry and as a result served an Improvement Notice.

Due to non-compliance the work was referred to our Environmental Crimes Team to undertake the work in default. After a few months new issues arose in the property, however, the landlord continued to ignore officers' requests to address the problems.

A visit was carried out and as a result notices were served to remedy: a broken toilet; bedbugs and prohibiting use of a room occupied by a young child accessible from the kitchen, which is a high-risk room, with no door handle, no fire alarm and no secondary means of escape.

The adult tenants were vulnerable and struggled with mental health issues and learning difficulties. They were at risk of self-neglect and safeguarding of young children was also a concern.

The officer contacted a social worker and made a referral to Early Help who assessed and escalated the case to Children's Social Services.

The family continue to be supported by the services and have since been relocated to a more suitable property.

- 2.27 Highways related RFS cover issues such as obstructions, skips, muddied sites and cars for sale on the highway. There was no significant change in volume of work in this area with 1910 jobs received compared to 1,857 received the previous year.
- 2.28 Licensing work remained relatively consistent over the 3-year period from 17/18 - 19/20. However, in 20/21 licensing work reduced by almost 51% (2758 to 1362). As noted in 2.5 this is due to the closure of licensed premises and activities during lockdown periods. 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 180 (13%), Central 162 (12%), South 273 (20%) and City Centre 745 (55%). When compared to 19/20 the reduction in volume by area is as follows: North 52% (376 to 180), Central 59% (395 to 162), South 55% (603 to 273), and City Centre 46% (1383 to 745). Although there were significant reductions in these areas due to the restrictions placed on businesses, LOOH staff were diverted onto proactive work supporting businesses in understanding the new regulations and ensuring that businesses complied with the restrictions.



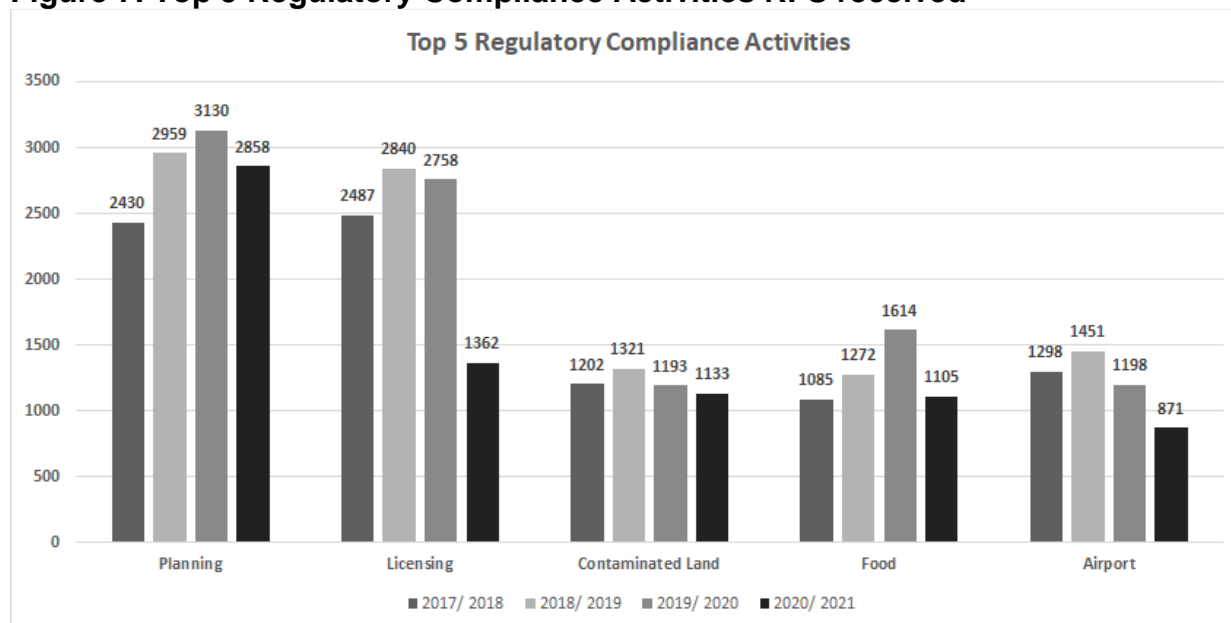
**Case Study 14 – Licence revocation, Nightclub stripped of its licence after ignoring social distancing measures**

Following the easing of lockdown, certain premises (excluding nightclubs) were allowed to reopen but with conditions that their activity be restricted to table service only, no drinking standing up, with music only to be played at a background level. Mahiki, which pre COVID-19 had operated as a nightclub, reopened as a bar on 11 July 2020, following which a full risk assessment was requested by LOOH to ensure they operated in a COVID-19 compliant way.

Officers visited on the opening night and checked compliance with the regulations in place. No issues were noted on the opening night but when officers made a visit the following night, they witnessed several breaches including people drinking standing up as well as dancing to the excessively loud music.

Following this visit these issues were raised with both the manager and owner of the premises. The manager failed to address the issues highlighted so as a result a Prohibition Notice was served on 18 July 2020 to prevent them from operating as a nightclub which was classed as a restricted business under COVID-19 regulations. However, on 2 August 2020 a visit to the premises revealed that they were in breach of the Prohibition Notice due to the playing of loud music and customers being allowed to move between tables. In partnership with GMP a summary review was applied for which, resulted in the suspension of the premises licence pending a full review. The review hearing took place on 1 September 2020 and after evidence submitted and presented by LOOH and GMP the committee revoked the licence.

- 2.29 Figure 7 shows the volume of the top 5 regulatory compliance activities received in 20/21. These activities include assessment of planning and Licensing applications, requests for consultation on contaminated land, new food business registrations and work at our Border Inspection Post in the control of imported food products.

**Figure 7. Top 5 Regulatory Compliance Activities RFS received**

- 2.30 For regulatory compliance work the breakdown by areas is as follows: North 20%, Central 16%, South 35%, City Centre 25% and 4% of jobs logged as general enquiries. For 20/21 all areas have decreased with the greatest reduction in licensing work and the smallest decrease in contaminated land.
- 2.31 Planning work has decreased by 9% from 3130 to 2858. Up until 19/20 planning work had continued to increase year on year, in the main attributed to the growth of the City Centre. The reduction is explained by the uncertainties in the economy, supplies and resources particularly at the height of the pandemic. However, we expect to see this trend recover quite quickly as is evidenced by the volume of RFS received for Q1 and Q2 in 21/22 which is in line with pre COVID-19 levels.
- 2.32 As noted in 2.28 Licensing work has decreased significantly from 2758 to 1362 (51%). The areas that decreased the most are: Temporary Event Notice Referrals 1550 to 294 (81%), Suspension of Licence 178 to 0 (100%) and Table and Chair Licences 160 to 94 (41%) It is of note that Table and Chair Temporary Licences went up from 0 the previous year to 306 in 20/21. This is due to new legislation for pavement licences and a temporary relaxation in highway regulations to allow road closures for extended outside dining to support the hospitality industry.
- 2.33 Contaminated land RFS, although reduced, have been less impacted by COVID-19 with only a 5% reduction compared to the previous year. Our city has a long history of industrial activity, and this has had an enormous impact on the condition of much of the land. In common with all other major cities in the UK, Manchester has a large proportion of land which has been redeveloped at least once, therefore some contamination may be present. The Environmental Protection team is responsible for implementing Contaminated Land Regulations. The regulations require each local authority to inspect its area and where contaminated land is identified local authorities must, by law,

make the determination that land is 'contaminated land' as defined in the Act and arrange for it to be cleaned up. The MCC Inspection Strategy for Contaminated Land sets out how we identify and deal with contaminated land. [www.manchester.gov.uk/downloads/download/1460/contaminated\\_land](http://www.manchester.gov.uk/downloads/download/1460/contaminated_land)  
Other related contaminated land work includes:

- Consultancy work for other Greater Manchester Local Authorities and other MCC services. The team has just completed risk assessing 139 sites that make up the Council's Brownfield Register, which strategically is a very important piece of work in meeting future housing targets and assisting GMCA deliver the 'Places for Everyone' strategy.
- Risk assessments under Part 2A of the Environmental Protection Act 1990. To establish whether or not a site is considered to be causing significant adverse environmental effects either on or off site.
- Environmental Searches to provide information on issues for sites within Manchester which include searches for conveyancing/ homebuying purposes.
- Maintain a contaminated land Public Register which holds information relating to the remediation of contaminated land (related to work under Part2A Environmental Protection Act).

2.34 The Food and Health & Safety team is responsible for the regulation of food businesses to ensure they comply with a wide range of food hygiene and food standards legislation. Food related work has decreased by 32% from 1614 to 1105. The main decreases are in Food Hygiene Rating Scheme requests for information, such as queries regarding scores not showing or not correct on the FSA website 76% (261 to 63) and requests for food hygiene rating re-scores 74% (91 to 24). With many food businesses being closed during the pandemic this is not surprising.

2.35 Airport work has reduced by 27% (1198 to 871) which in the main is due to a decrease in consignments arriving at the airport as flights reduced and businesses closed. The airport, although at significantly reduced capacity continued to operate throughout the pandemic and food stuffs continued to be imported which required checks to ensure compliance before being allowed into the UK. In line with guidance from Department for Environmental, Food & Rural Affairs (DEFRA) Official controls were in place which involved a mixture of remote assessments and site visits throughout the pandemic. It is expected that consignments will return to more typical levels this year with increases from July when consignments from the EU will require checks. EU imports have not required checks to date.

### **3.0 Proactive Activity**

3.1 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 have currently

experienced, where businesses are having to quickly adapt to changes in legislation and advice.

- 3.2 COVID-19 had a dramatic impact on the type and volume of proactive work carried out in 20/21. In 19/20 we began to see a plateauing of proactive jobs after several years of improving how this type of work, particularly visits to premises, was recorded. However, in 20/21, as expected, the volume of proactive work decreased for the first time since the introduction of the service, with a drop of 33% from 12,779 in 19/20 to 8,603 in 20/21. The main reason for this was the closure of premises for much of the year and the restrictions placed upon those permitted to open due to COVID-19 restrictions. With the majority of restaurants/cafés, pubs/bars/nightclubs and non-essential retail premises closed for much of the year the teams were unable to carry out their usual inspection work. The closure of these premises also had an impact on the number of related work areas such as commercial waste, noise and street-based activities. Also, the service, along with many Council officers, dedicated huge amounts of time in supporting food banks, giving advice, and supporting the Council's COVID-19 response in various other ways.
- 3.3 Fig 8 shows the top 6 categories for proactive work and how they compare to previous years. These 6 accounted for 91% of all proactive work done with COVID-19 related work alone accounting for 34%. As mentioned previously large reductions occurred in licensing, commercial waste and street-based activities due to government regulations such as lockdown and the closure of non-essential businesses.

**Figure 8. Top 6 proactive categories**

<b>Job Type</b>	<b>19/20</b>	<b>20/21</b>	<b>% Change</b>
Covid-19	N/A	2938	N/A
Non-Commercial Waste	2343	2375	1.4%
Licensing	2461	929	-62%
Commercial Waste	2569	755	-71%
Housing	572	469	-18%
Street Based Activities	3331	374	-89%

- 3.4 Street based activities experienced the most dramatic decline compared to the previous year with an 89% fall. This was due to the corresponding decline in footfall across the city, particularly in the City Centre, where most street-based interactions, such as buskers, pedlars and street traders take place.
- 3.5 Proactive commercial waste interventions decreased by 71%, from 2569 in 19/20 to 755 in 20/21. The main reasons for this include the closure of non-essential businesses, restriction of numbers permitted in businesses and, when they were able to open, restrictions on licensed premises such as the limited numbers and the 10pm curfew. The amount of waste created by businesses correlates with the length of time they are open and the number of customers they have so the decrease was inevitable, and we fully expect the number to increase in 21/22, however, possibly not to reach 19/20 levels again until 22/23.

- 3.6 Licensing proactive jobs, which mostly consists of visits to licensed premises, decreased from 2461 in 20/21 to 929 in 21/22, a fall of 62%. Although a decrease was expected because of COVID-19 it is perhaps important to mention that many of the “COVID-19” proactive jobs involved visits to licensed premises to ensure they were COVID-19 compliant. However due to the funding requirement to measure the amount of work we were doing that directly related to the pandemic these visits were recorded as “COVID-19” jobs although inspections were carried out during these visits.
- 3.7 It is of note that non-commercial waste activities have stayed at the same level as last year. This includes domestic waste, flytipping and waste on land where no evidence of commercial involvement has been recorded. The main requests for service received by the NCTs in this period were domestic waste related. Throughout the lockdown officers continued to carry out proactive visits across the wards despite reduced numbers due to shielding or assisting with other COVID-19 related activities. Locations of untidy land (this includes rear yards/gardens) saw an increase in fly-tipping.

#### Case Study 15 – Flytipping

Waste from a partial house clearance was found along Burnage Lane by Officers from the Biffa Investigation Team who managed to gain evidence from a nearby property about who might be responsible for the waste. This evidence was passed to the Neighbourhood Project Team who, following an investigation, served a fixed penalty notice of £150 on the perpetrators which was accepted and paid.

Without this early intervention cases like this would be cleared by our waste contractor without the people responsible being challenged and fined.

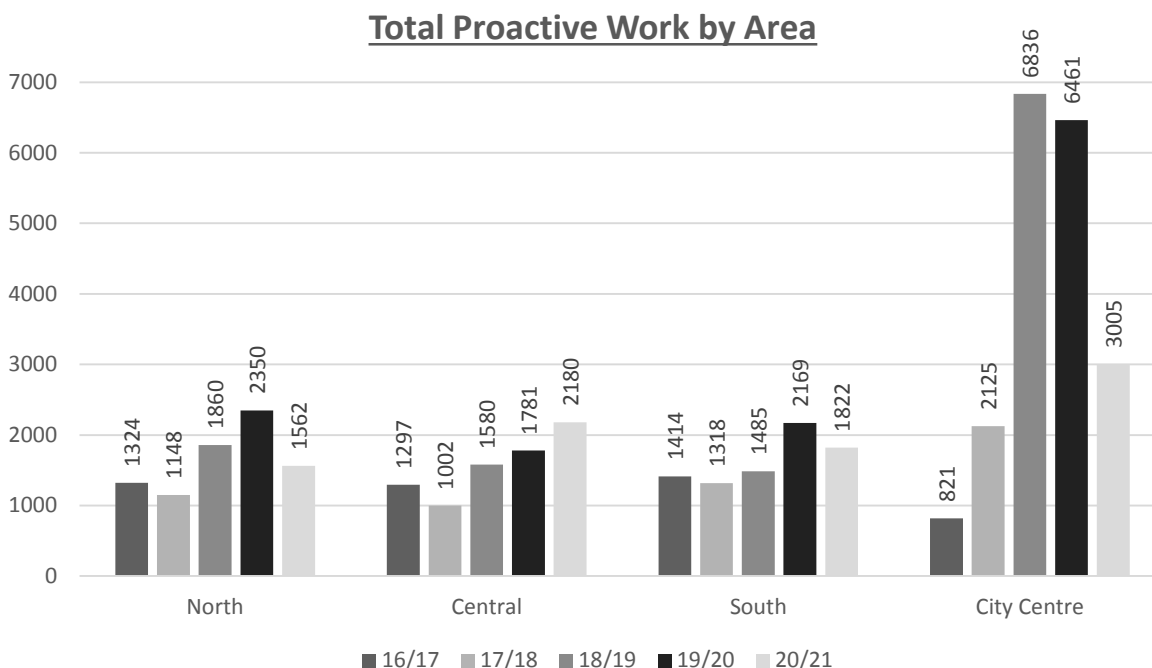
- 3.8 As expected, our “business as usual” proactive work has decreased in almost every area of the city with the biggest drop in the City Centre for reasons previously mentioned. However, COVID-19 related proactive work to an extent replaced this particularly in the city centre and central wards. The table below shows the wards where most COVID-19 related proactive work took place. These wards were targeted in response to intelligence in relation to spikes in variants of concern and from COVID-19 testing steering group meetings, working with testing and vaccination subgroups to identify areas that required more support.

**Figure 9. Proactive COVID-19 work by ward**

Ward	Central	City Centre	North	South
Deansgate		742		
Piccadilly		723		
Cheetham			168	
Moss Side	155			
Clayton & Openshaw			130	
Gorton & Abbey Hey	166			

Longsight	92			
Rusholme	89			
Levenshulme	79			
Ardwick	75			

**Figure 10. Proactive volume comparison by year**  
 NB Chart does not include jobs logged as Citywide or out of Manchester



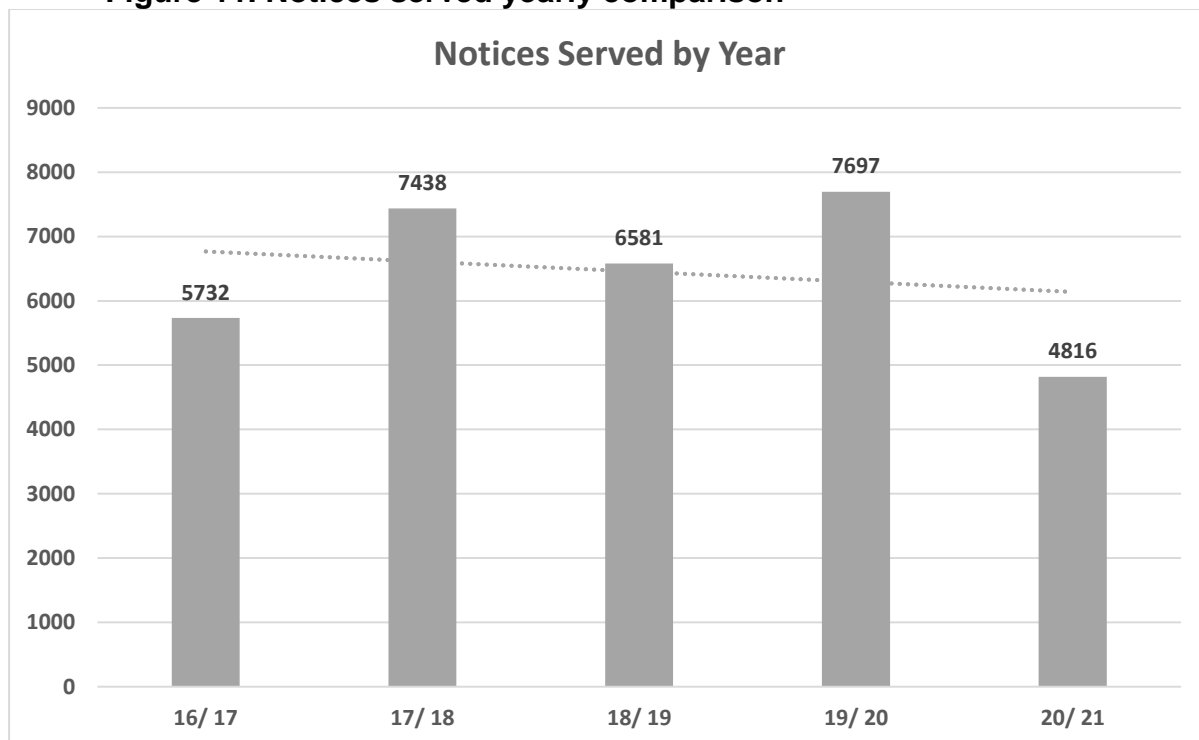
- 3.9 In addition to requests for service and proactive work there are 2 main areas of programmed work that fall within Food and Housing.
- 3.10 The annual programmed inspection of food businesses is one of the largest demands on the team. In 20/21 there were 5216 food premises on the City Council’s database. Just over 2,074 premises were due an intervention with an additional 1378 unrated new food businesses, more than double the estimated average of 600 per year. The Food Standards Agency has set out a national recovery plan to deal with the backlog of inspections focussing on the highest risk premises. The recovery plan has a series of targets, all of which must be completed by March 23. The current backlog within the recovery plan is 736 premises, the team are on track to complete this target. The recovery plan does not set a target date for interventions at lower risk premises, but the team expects to approach the current backlog of 975 premises using a range of options such as on-line and telephone questionnaires and visits.
- 3.11 Planning around EU Exit continued throughout the pandemic. As a result of EU Exit, we now have a completely new work stream in the issuing of Export Health Certificates (EHC's). This relates to businesses who export products of animal origin to Northern Ireland and the European Union. This has involved an enormous amount of work in getting processes in place and training staff.

This workstream looks likely to expand with another large company potentially about to start requiring EHC's.

- 3.12 A Primary Authority partnership enables a business to form a legal partnership with a local authority who then provide assured advice on regulations to provide a consistent approach for businesses that operate across many local authority areas. Manchester has established several Primary Authority partnerships and throughout the pandemic supported such businesses when required including issuing advice regarding COVID-19 controls to one of our Primary Authorities.
- 3.13 Some Officers from the Food Team were moved onto priority COVID-19 response work to help deal with outbreaks as qualified Environmental Health Officers were needed to undertake much of the COVID-19 related activity. Some are still carrying out these roles with the ongoing high levels of COVID-19 related work. We have recruited some agency staff to backfill posts but throughout the pandemic the team has had vacancies due to the national shortage of suitably qualified Environmental Health Officers. This has resulted in the team being extremely busy throughout the pandemic.
- 3.14 In a typical year there is business churn of around 600 businesses (i.e., new food business operators starting up and others closing down). During the pandemic this has been greater with many more new businesses starting as well as those that have unfortunately not survived.

#### **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 2020/21 4816 legal notices were served compared to 7697 in 2019/20. This is a 37% decrease due mainly to the number of businesses who were not allowed to open during periods of lockdown and restrictions. Figure 11 shows the number of notices served by year.

**Figure 11. 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.
- 4.3 As shown in Fig12 Environmental Protection Act Section 46 notices and Prevention of Damage by Pests Act 1949(PDPA) notices were the highest volume notices served in 20/21. Section 46 notices deal with the incorrect presentation of waste for collection and can result in a fine if the notice is breached. Section 46 notices are used extensively by the Neighbourhood project Team and in the South due to the high volume of student related waste issues.
- 4.4 The PDPA is one of the most effective pieces of legislation to tackle accumulations of waste with the potential to harbour pests. The legislation is often used for waste in back yards, alleyways and untidy private land. The PDPA notice allows for a variation of compliance deadlines from 7 to 28 days dependent on the volume of the waste to be cleared and also allows for any costs incurred to be registered as a land charge, securing the debt until it is paid in full.
- 4.5 The largest decreases are in relation to notices specific to commercial waste. This is unsurprising as many businesses closed during the pandemic resulting in less commercial waste requiring enforcement action. The Environmental Protection Act Section 34 requires the person or business served on to produce satisfactory evidence of a waste carrier contract. The Sec 47 allows Officers to prescribe a waste contract.



**Fig 12. Top 5 Notice types served yearly comparison**

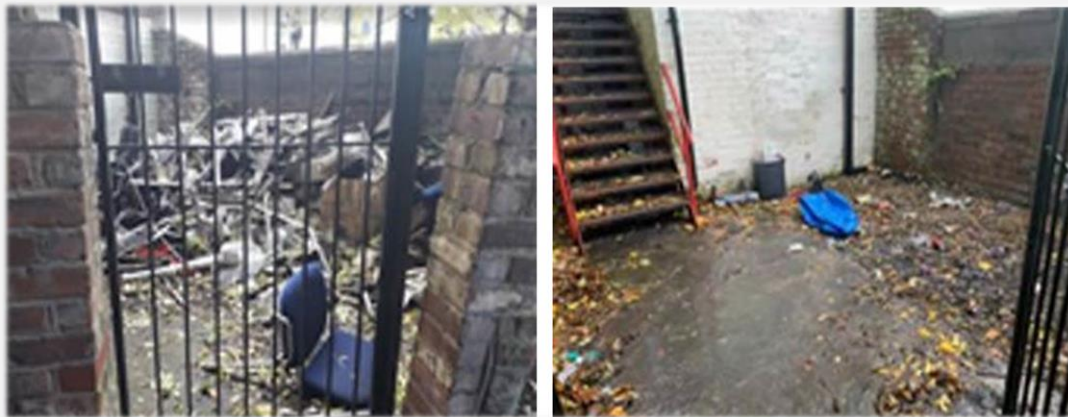
**Top 5 Notice Types Served**

	19/ 20	20/ 21	%
EPA 1990 Section 46 (Domestic waste)	2269	1433	-37%
Prevention of Damage by Pests Act 1949 Section 4 (Remove accumulation of waste that can attract pests)	1470	1148	-22%
FPN: EPA Section 87/88 (Litter/ Fly-tipping)	1181	962	-19%
EPA 1990 Sec. 34 (Commercial waste – waste contract request)	542	155	-71%
EPA 1990 Sec. 47 (Commercial waste – prescribing waste contract)	313	134	-57%

**Case Study 16 – PDPA**

North Neighbourhood Compliance officers were required to serve a Prevention of Damage by Pests Act 1949 notice on the owner of a Moston Lane property. Large amounts of waste and miscellaneous items were dumped to the rear of the premises. The owner fully complied with the notice removing all the waste as instructed as shown in the photograph below.

Before and after images



**Case Study 17 – EPA Sec 46 - House Clearance**

This case is an example of a partial house clearance along Iron Street where the fly tipped waste originated from Padstow Street, Gorton. The occupant had previously been served with a Section 46 EPA notice regarding misuse of receptacles and presentation of waste. The Biffa Investigation Team managed to gain evidence from the waste linking it directly to the property, which was referred to Compliance Officers in the Neighbourhood Project Team for investigation and enforcement action.

Without this early intervention and evidence gathering, cases like these would be cleared by MCC without the people responsible being challenged.

As a result of the collaborative work a £150 section 46 EPA fixed penalty notice was served on the owner, but they failed to pay. The case was referred to the Magistrates Court, the resident was prosecuted and fined £851.00

**Case Study 18 – PDPA - Waste in back yard**

Waste accumulation in the rear yard of a house in Gorton was reported to the Central Neighbourhood Compliance Team

The investigating officer served a 7-day legal notice under the prevention of damage by Pest Act 1990 on the owners to clear all waste and miscellaneous items that may cause harbourage. The notice was fully complied with, and all waste was cleared as shown in the photo below.



- 4.6 Where notices are contravened or where cases are of a more serious nature more formal enforcement action can be pursued, such as civil penalties, community protection orders, directions, prohibitions and prosecutions. Figure 13 shows the number of successful prosecutions across all Compliance & Enforcement Teams. In 19/20 a total of 1612 prosecutions were concluded by the service. In 20/21 392 successful prosecutions were carried out. The reduction in prosecutions was impacted by the suspension and subsequent reduction of hearings in court due to COVID-19. This has led to a backlog of cases which are now working their way through the courts. Figure 13 shows the number of successful prosecutions and results achieved in 20/21.

#### Case Study 19 – Flytipping prosecution

On 24 November 2020, a resident of Sale Road, Northenden, was found guilty of 2 offences of fly-tipping at Tameside Magistrates Court. Compliance Officers had found large accumulations of waste at Ford Lane and Willenhall Road, Northenden. The offender was interviewed under caution and admitted to the Ford Lane fly-tip but denied fly-tipping on Willenhall Road.

The offender was found guilty of both offences and received a 12 Month Community Order with 60 hours unpaid work. He was ordered to pay costs of £1,000 and a victim surcharge £85.00 – a total of £1,085 payable at £50 pcm, and a Collection Order was made.

The case received coverage in the Manchester Evening News.

**Fig 13. Number of successful prosecutions 2020/21**

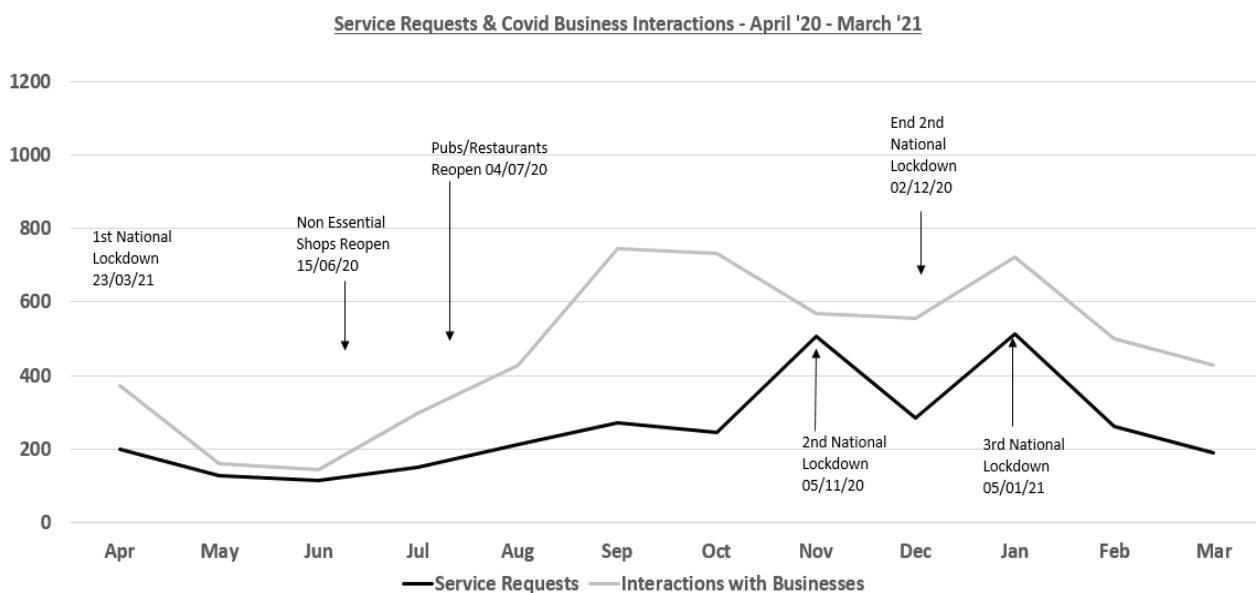
Prosecution types 2020/2021	No. of Prosecutions	Total fines /charges /outcomes
Fly-tipping & related offences	116	£43,689.00 + 60hrs unpaid work
Commercial Waste Duty of Care EPA Sec 34	2	£1801.00

Littering prosecutions EPA 1990 Sec 87/88	231	<b>£83,245.00</b>
Health Act 2006 Sec. 8 - Smoking	3	<b>£8,518.00</b>
Trademarks Act 1994	2	<b>£40,200.00</b>
Tobacco and related products Regs 2016	2	<b>£2,700.00</b>
Fraud Act 2006	1	<b>Prison sentence – 3yrs, 9months. Half to be served and half on licence</b>
Unsafe electrical items - Regs 1994 / Toy Safety Regs. 2011	3	<b>£10,390.00- supply of unsafe toys and electrical items</b>
Civil Penalty - Breach of HMO Management Regulations	24	<b>£253.350.00 (invoiced)</b>
Civil Penalty – Failure to Apply for a Selective Licence	6	<b>£27,049.00 (invoiced)</b>
Noise Nuisance	2	<b>£1,585.00</b>
<b>Grand Total</b>	<b>392</b>	<b>£472,527.00</b>

## 5.0 COVID-19 Response

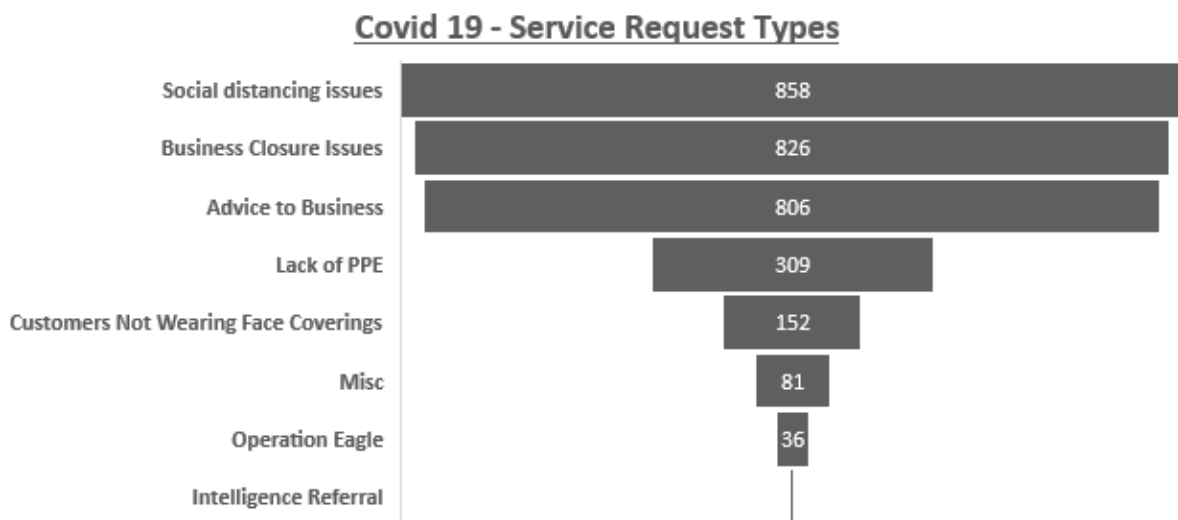
5.1 A total of 3069 COVID-19 service requests were received in 20/21. During the period teams carried out 5654 interactions with businesses, 4197 of which were visits to businesses. The remaining 1457 included work to provide guidance and assistance responding to emails and phone calls. The chart shows the RFS for COVID-19 peaked during the 2<sup>nd</sup> and 3<sup>rd</sup> lockdowns.

**Fig. 14 – COVID-19 RFS Timeline**



5.2 Fig 15. provides a breakdown of request types received. Social distancing issues include customers not adhering to the 2m rule and adherence not being encouraged by the business (28%), Business Closure issues include non-essential businesses continuing to trade when prohibited to do so (27%), Advice to businesses includes businesses seeking advice on many COVID-19 related issues (26%), Lack of PPE included employees contacting us to say they were not being provided with adequate PPE at their place of work etc as well as referrals from the public about businesses not complying with mask wearing (10%), complaints concerning customers not wearing face masks accounted for 5% of service requests, miscellaneous service requests includes, amongst other things, complaints about neighbours not following various restrictions (3%), Operation Eagle (less than 1%) is the name of the Outbreak Control procedures undertaken when the Delta variant was identified in Manchester through national enhanced genomic sequencing. The variant was found firstly in the Moss Side/Whalley Range/Rusholme borders area (Op Eagle 1) and then in the Moston Area shortly after (Op Eagle 2). At the time we were putting all our resources into engagement and prevention in these areas, however there was a national move away from targeted action as the variant became so widespread the vaccination drive started to become the main impetus along with testing regularly and following up with PCRs if symptomatic or positive LFD tests, intelligence referrals include where officers or the public witnessed non-compliant behaviour in businesses, as well as when notifications were received of 2 or more COVID-19 cases associated with a workplace. This strategy continues.

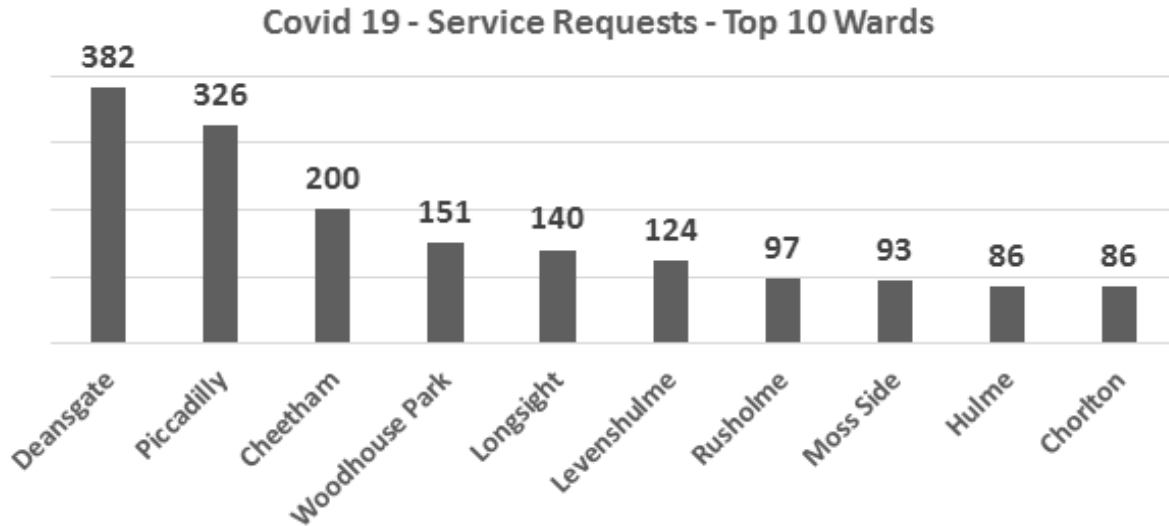
**Fig. 15 –COVID-19 RFS by Type**



5.3 Figure 16 shows the volume of COVID-19 related RFS by ward. Overall, 3069 RFS were received by the service. The top 10 wards totalled 1685 jobs of which the highest was Deansgate followed by Piccadilly. Deansgate made up 23% and Piccadilly made up 19% of the top 10 wards, a total of 42%. Overall, the two City Centre wards combined accounted for 23% of the total number of COVID-19 related service requests. This distribution of requests received is to

be expected due to the higher concentration and variation of businesses type within the City Centre.

**Fig. 16 – COVID-19 RFS Top Ten Wards**



#### **Case Study 20 – Short Term Lets (City Centre)**

A Prohibition Notice was served on a property on Mason Street, City Centre operating as a short term let on 22nd December 2020 due to a number of complaints that the apartment was still being let out on a short-term basis despite COVID-19 restrictions. The notice was complied with and the property was further monitored during the restrictions to ensure use was not continuing.

On 27th August 2020 a three-month Closure Order was granted at court as a result of six visits to a property on Tib Street conducted between 1st February 2021 to 26th July 2020. LOOH Officers witnessed multiple breaches of lockdown regulations. There had also been a number of concerns raised with the owners before lockdown due to noise emanating from the property when being let out which had not been effectively acted on.

#### **Case Study 21 – Breach of COVID-19 restrictions (City Centre)**

In June 2021, officers discovered a shop in Shudehill to be holding 'secret' gatherings in a rear room of the store where people were gathered drinking alcohol, watching sport, playing pool and playing card games.

At the time of the discovery there were up to 10 people inside the back room all from separate households. There was no social distancing or face coverings, and none of the group had registered their details for test and trace purposes. As a result of this, officers asked everyone to leave and subsequently served a Prohibition Notice on the premises requiring that the room must remain closed.

Further monitoring of the premises showed that this notice was complied with, and no further gatherings took place.

### **Case Study 22 – Breach of COVID-19 regulations (Burnage)**

A café in Burnage repeatedly ignored advice to trade safely due to the COVID-19 pandemic and as a result was closed down for 3 months.

In November 2020 the Council issued a letter to its owners regarding face coverings not being worn by their staff. On January 30, 2021, this was followed up when the officers from the Licensing and Out of Hours Team issued an Improvement Notice under The Health Protection Regulations 2020. This was in response to complaints from the public that the café's staff were still not wearing face coverings, as well as allowing food to be served inside to seated customers, with no efforts to enforce social distancing or the wearing of face coverings. The owners also failed to install protective plastic screens to create a barrier between themselves and members of the public. Advice was given by officers to staff, but this was ignored.

On February 2, a Fixed Penalty Notice of £1,000 was issued to the café for breaches of the Improvement Notice. On February 4, the café's owners were issued with a Premises Closure Warning. This was as a result of the abuse suffered by Council and Police officers when carrying out their duties, as well as the potential disorder posed by the café's customers.

A second FPN of £2,000 was issued on February 6, for continued breaches of the Improvement Notice. This was despite earlier warnings that breaches could result in the closure of the premises. Officers were again called to the café on Sunday February 7, after disorder was reported with officers from GMP leading on dispersing a sizeable group of customers from the café.

As a result of the disorder, a Closure Notice was issued against the premises on February 8 by the Anti-Social Behaviour Action Team. This prohibited access to the premises other than for essential reasons such as removing perishable goods and switching off equipment.

The following day on February 9, a third FPN for £4,000 was issued against the owners of the café for their continued breaches of the initial Improvement Notice (issued on January 30).

Because of the excessive disruption caused by this café remaining open, the abuse aimed at Council and Police Officers, and the clear threat to public health posed by the owner's actions an application was made at Magistrates' Court to impose a three-month Closure Order, a hearing took place on February 10, 2021, at Manchester Magistrates' Court. The café was ordered to close until May 9, and the owners ordered to pay the Council's legal costs of £3,586.52.

### **Case Study 23 – Breach of COVID-19 regulations (Longsight)**

During a visit to a banqueting suite on 27 August, staff identified that there was no COVID-19 secure risk assessment (RA) in place. The business was given advice on the action they needed to take. They were revisited on 4 September and were found to still have no COVID-19 secure RA and no contact tracing system in place, so they were given a warning. They were revisited on 9 September to check that they had complied with the warning, but they still had no RA or contact tracing in place and there were also concerns regarding the lack of social distancing, cross contamination and the cleaning regime in place so an Improvement Notice was served. Following this a complaint was received regarding events due to take place on 24 September so staff and police did a joint visit and found a wedding reception with over 70 guests was taking place. It was identified that further large events were booked and so a Direction to close was issued under the Health Protection (Coronavirus, Restrictions) (England) (No.3) Regulations 2020.

Work was done with the premises to enable them to put measures in place to achieve compliance with the regulations, so the original Direction was revoked and a new Direction with conditions that enabled the restaurant to reopen was issued on 28 September.

- 5.4 The COVID-19 Secure Team was involved with supporting economic recovery in the City as society unlocked making sure it happened in a COVID-19-safe way, within the shifting regulations and guidance. Through the Safety Advisory Group, new relationships and ways of working were developed with MHCC's Population Health Team, Events Team, PHE (now the UK Health Security Agency) and other stakeholders examining COVID-19 Secure Risk Assessments and supporting safe plans for events in the city. The clear benefits of this way of working are an example of the stronger relationships that have been developed during the pandemic.

### **Case Study 24 – Lightopia - December 2020**

This popular Christmas Event was the first large regional Event after the restrictions eased during the summer. Although the COVID-19 rates were still high and Greater Manchester was in tier 4, the teams across the partnership worked to produce a COVID-19 safe event ensuring travel, testing and self-isolation procedures for the technical team, COVID-19 controls for agency workers, staff and concessions and assessment of pre-event communications and entry controls for the public were all put in place. Environmental Health COVID-19 Secure Team and MHCC Population Health undertook site visits to assess capacity controls and recommended adaptations to plans.

The Team received excellent feedback from the event organisers and the event was successfully delivered.



### **Case Study 25 – Para Power Lifting World Cup - 25-28 March 2021**

The Team worked in partnership with the Safety Advisory Group, MHCC Population Health PHE and their elite sports advisor, Event Organisers and their medical team to support the staging of Para Power lifting World Cup at the Wythenshawe Forum. Participants from 15 countries came from all over the world with 130 athletes and a total of 250 people including coaches and support staff. At the time international travel was still restricted to the general public but available to elite sport teams.

Guidance was given on testing plans for teams prior to entry into the country, during the time in Manchester at the event as well as when they left the country.

2 days before the Event opened, the Outbreak Control Team received notification of 2 positive cases from the elite athletes in the Kenyan team and 2 further Polish Athletes 2 days later. Testing was completed in both countries 72 hours prior to travel. All the Kenyan Team had to self-isolate and were unable to compete in the competition. The Polish contestants were not only excluded from the event, but they were also still self-isolating when due to return to Poland after the Event.

The event continued without any further incidents and the prompt action with contact tracing and isolation requirements and engagement work between all parties enabled the containment of an outbreak.

COVID-19 Secure, Outbreak Control and PHE subsequently created a checklist template for Organisers and International travel arrangements which will be used for upcoming events such as the Female UEFA World Championship Event.

## **6.0 Current Challenges and Future Workload**

- 6.1 Assessing the impact of COVID-19 on service demands is an ongoing process. Close monitoring of work across services is being undertaken throughout 21/22 to enable the service to understand areas where demand is returning to pre-COVID-19 levels and where they have changed. This will ensure resources are prioritised where they are most needed including new regulatory demands. For example, it is expected that the number of newly registered food businesses will reduce from current levels but by how much is not yet clear. It is also anticipated that the number of planning applications will increase and perhaps surpass pre-COVID-19 levels.
- 6.2 The national shortage of qualified Environmental Health and Trading Standards Officers will continue to present challenges in recruiting appropriately qualified officers to meet demand. The service is taking a 'grow our own' approach to training and development which includes apprenticeships, supporting professional qualifications and other training courses. However, this is a long-term strategy so short-term recruitment challenges remain.

6.3 There are a number of changes to legislation, policy and areas of growth that will have an impact on the work carried out by Compliance & Enforcement teams. The following highlights key areas of future work and how teams will use the learning from working during the pandemic to make improvements in the deployment of resource to meet increased and more varied demand.

## **7.1 Neighbourhood Compliance**

7.1.1 The approach to more sustainable waste management, moving away from the current linear economic model towards a more circular economy, which keeps resources in use for longer, as set out in the Government's Resource and Waste Strategy and 25 Year Environment Plan, also brings with it new compliance and enforcement challenges which will impact on the workload of the NCT. The UK Environment Act which passed into law on 9 November 2021 provides the legislative framework for more stringent measures for tackling waste crime and more effective litter enforcement.

7.1.2 Building on the excellent partnerships that already exist, further work will be required in known hot spots, including strengthening intelligence sharing and engagement to tackle illegal activity, joint working with the Police and the Environment Agency to tackle criminals profiting from illegal waste collection and disposal. The NCT is already involved in work taking place at a GM level reviewing waste enforcement practice across the 10 GM Authorities to develop best practice in tackling criminals and organised bogus waste companies blighting our region.

## **7.2 Food H&S and Airport Team**

7.2.1 The Food Standards Agency Local Authority COVID-19 Recovery Plan will run until March 2023. The plan addresses the backlog of food premises inspections that have built up over the previous year. The team will also need to keep a focus on the increased number of newly registered businesses while continuing to prioritise interventions by risk to public health.

7.2.2 The team is preparing for an increased workload from the Airport Border Control Post in connection with exit from the EU. The team is currently working on securing a bid for airport funding to support the estimated growth in checks for imported food consignments. Estimates on the volume of work is wide ranging. Officers will continue to track incoming work and adjust projections accordingly.

7.2.3 New legislation under the UK Food Information Amendment came into force on the 1<sup>st</sup> October 2021 and requires food businesses to provide full ingredient lists and allergen labelling on foods pre-packed for direct sale (PPDS). This new part of the legislation also known as Natasha's Law, was brought in following the tragic death of Natasha Laperouse who suffered a fatal allergic reaction after eating a PPDS product.

7.2.4 The team has always supported event planning in relation to Food Safety and Health & Safety linking in with other agencies via Safety Advisory Groups, but

the role has grown considerably due to the need to now also review COVID-19 secure risk assessments at events.

- 7.2.5 New legislation requiring businesses with over 250 employees to display the calorie information of non-prepacked food and soft drink items, that are prepared for customers, comes into force in April 2022. Calorie information will need to be displayed at the point of choice for the customer, such as physical menus, online menus, food delivery platforms and food labels. The measures, which form part of the government's wider strategy to tackle obesity, will help to ensure people are able to make more informed, healthier choices when it comes to eating food out and ordering takeaways but will also be a new area of work for EHOs.
- 7.2.6 Over 800 businesses have allergen stop agreements in place. These are businesses that have agreed to stop serving customers with allergies where serious concerns over allergen controls have been identified. Prior to the pandemic work was taking place to follow up on these. This is being restarted but due to its resource intensive nature will be managed on a risk basis which will include sampling and graduated enforcement.
- 7.2.7 There has been a noticeable increase in requests for Primary Authority (PA) work. This is resource intensive and although it is theoretically self-funding, due to a shortage of qualified EHOs, both locally and nationally, the number of Primary Authority partnerships that Manchester can enter into is limited by this lack of available staff. Attempts to recruit will continue and the capacity to support new PA work will be kept under review.
- 7.2.8 The COVID-19 Response team is funded via the Contain Outbreak Management Fund and as such will not be funded after March 2022. However, the legacy of the excellent COVID-19 response service set up during the pandemic will ensure the successful work developed in partnership with Manchester Population Public Health is maintained. This includes targeting tobacco/shisha control, event safety, gambling harm and regulatory concerns in the non-surgical beauty cosmetic sector. The close working with colleagues in Manchester Public Health and MFT NHS on outbreak control and contact tracing and Neighbourhoods and Manchester Local Care Organisation (MLCO) on integrated engagement work with ongoing community testing and vaccination pop up events will also be built on to continue to target health and inequality in Manchester.
- 7.2.9 Cannabidiol (CBD) is one of many chemicals called cannabinoids found within hemp and the cannabis plant. The CBD market is widespread and may fall under several regulatory regimes. CBD extracts fall within the definition of a novel food under Article 3(2)(iv) of Regulation (EU) 2015/2283. All CBD food products should go through a novel food authorisation process to ensure the safety of products on the market and must have a related novel food authorisation or pending authorisation before it can be sold. From 1 April 2021 only CBD extract products with a validation application with the FSA will be allowed on the market. All other CBD extracts should be removed from sale.

Ensuring CBD products are approved for sale has been identified as another growing area of work.

7.2.10 There has been a significant growth in the number of businesses in Manchester offering novel beauty treatments. The Food and H&S team is participating in a beauty industry working group which focuses on this area. There are potential Public Health/Health and Safety concerns with some treatments and there is currently an amendment to the Health & Care Bill being discussed in parliament that would allow regulations to be laid for a national licensing scheme for 'non-surgical cosmetic procedures. If a new licensing scheme is introduced this would require additional resources to regulate.

### **7.3 Trading Standards**

7.3.1 There has been a significant growth in illicit tobacco being sold in Manchester. Regular inspections are taking place with premises being targeted based on intelligence received, a lot of which has been received following Greater Manchester "Keep it Out" Campaigns.

7.3.2 The high-risk inspection program, which was on hold during COVID-19, has resumed. This mainly involves visiting importers of products that are unsafe such as toys and electrical goods with unsafe parts or which are poorly constructed.

7.3.3 Operation Magpie is a multi-agency anti-counterfeiting operation in Strangeways which has gained momentum recently with several premises in Strangeways being targeted for Closure Orders. It is also our intention to trial using Closure Orders for premises that persistently sell illicit tobacco and where the landlords fail to engage regarding removing problematic tenants. Operation Magpie will continue to be an important area of work to build on the progress made so far in combatting illegal activity in the Strangeways area.

7.3.4 The work at Manchester Airport examining consignments that may contain unsafe goods will be expanding to cover other Greater Manchester authorities that have Customs sheds in their areas. Partnership work will take place with the other authorities to ensure that suspect consignments are always examined.

7.3.5 The role of the Central Government Office for Product Safety and Standards (OPSS) has expanded to include regulatory oversight of the Construction Products Regulations. This has followed on from the Grenfell disaster. OPSS is keen to upskill Trading Standards officers to carry out this work but problems of sufficient funding for testing and appropriate test laboratories - being available are envisaged. The team will take a risk-based approach to managing the increased workload arising from this.

7.3.6 Misleading Food Products is another growth area. The health and nutritional labelling on certain food supplements can sometimes make misleading claims. People source products on the internet which may have been imported from

all over the world. Some of these products present a safety risk preying on people's vulnerabilities and insecurities with unsubstantiated health claims.

- 7.3.7 Online Businesses accessed via platforms such as the internet, Facebook and Instagram have increased during COVID-19 with a huge shift to online shopping. As many are currently unregulated this will be another area of increasing demand.

## **7.4 Housing**

- 7.4.1 There is now a requirement for all landlords in the private rented sector to ensure an electrical safety certificate has been obtained by a competent electrician. Compliance checks will be undertaken at property inspections and where non-compliance is identified, suitable enforcement action will be taken, including the use of civil penalties.

## **7.5 LOOH**

- 7.5.1 After 2 years of events not taking place, the team worked across the Pride Weekend and Caribbean Carnival in August, Parklife weekend in September 2021 and will be carrying out the planning, compliance and enforcement role for the new calendar of events due to start in earnest in 2022. This will include large international performances at the Etihad Stadium and Parklife at Heaton Park amongst others. The team will also be involved in the UEFA Women's Euro's 2022, of which Manchester is a host City.
- 7.5.2 The team is in the process of reviewing the approach to inspecting licensed premises to ensure that all premises are included in an inspection program based on the risks associated with each premises such as its size, activities that take place, etc. The team is also using the model conditions for premises approved by the Licensing Committee in July this year which adopt the principles of Martyn's Law. Earlier this year the government launched a consultation on the Protect Duty that will require many businesses to formally assess terrorism risk for the first time and would enshrine the principles of Martyn's Law in law.
- 7.5.3 Legislative changes will increase the number of temporary events an establishment can apply for within the year. The change will increase applications and representations, along with the requirement to monitor a greater number of events and address any issues arising.
- 7.5.4 With the night-time economy restarting significant work has been taking place with partners, including the relaunched pub and club network, to ensure that appropriate safeguarding measures are in place both at venues and in the city centre where many young people, including students new to the city, may be going out to bars and clubs for the first time. Many bars and clubs have new staff who may not be as familiar with safeguarding protocols so advisory visits have been taking place to ensure appropriate measures are in place.

7.5.5 The LOOH team is also working closely with partners including Student Angels and St John Ambulance who provide on street welfare provision to keep people safe, who may otherwise be vulnerable.

## **7.6 Environmental Protection Team**

7.6.1 The team continue to engage with the Clean Air Plan work that is being led by Transport for Greater Manchester (TfGM) and are in the process of having a new continuous monitor installed in the City Centre. This will help to track progress/compliance once the new Clean Air Zone is in place from Spring 2022. The team is also in the process of producing a new technical note on air quality in relation to planning and best practice guidelines with respect to Electric Vehicle Charging Infrastructure (EVCI), which will supplement a newly launched GM EVCI strategy.

## **8.0 Summary Conclusion**

8.1 COVID-19 has highlighted why it is important to invest both time and resources in preventative work in reducing, where possible, risks to public health. The service has always worked proactively to identify and reduce risks to public health in a wide variety of areas, such as, premises licensing, housing standards, food safety, health and safety, air quality, under aged sales, and shisha work, with the objective of preventing harm. A recent report by the Building Research establishment (BRE) "*The Cost of Poor Housing in England*" found that poor housing in England could be costing the NHS £1.4 billion a year in treatment costs with more than half of this (£857m) attributed to defects which expose residents to excess cold, with the second biggest cost to the NHS being from hazards causing people to fall and injure themselves. This is only one area of compliance activity but demonstrates the very real benefits of both preventative work and enforcement activity.

8.2 The service will continue to work proactively with our communities and businesses through education and enforcement to improve compliance with the full range of regulation and legislation enforced by the services. Through this we aim to also reduce the number of people needing to access health services and demonstrate how risk and likelihoods of harm are mitigated by our interventions. The work of the services also feeds directly and indirectly into the national public health outcomes framework overseen locally by the Population Health Team.

8.3 The introduction of new legislation; the necessity to address back-logs across teams as well as incorporating the on-going impacts of COVID-19 into business as usual will mean the service will need to take a risk-based approach to prioritise resources to where they are most needed and have the greatest impact.

**Manchester City Council  
Report for Information**

**Report to:** Communities and Equalities Scrutiny Committee – 7 December 2021

**Subject:** Overview Report

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

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**Summary**

This report provides the following information:

- Recommendations Monitor
- Key Decisions
- Items for Information
- Work Programme

**Recommendation**

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

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**Wards Affected:** All

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**Contact Officer:**

Name: Rachel McKeon  
Position: Scrutiny Support Officer  
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**Background documents (available for public inspection):**

None

## 1. Monitoring Previous Recommendations

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

Date	Item	Recommendation	Action	Contact Officer
8 October 2020	CESC/20/38 Update on Work with the Voluntary, Community and Social Enterprise (VCSE) Sector During COVID-19	To request information on the financial support that has been given during the pandemic by the Council and external funders, broken down by equality strands, as well as information on any gaps in provision.	A response to this recommendation has been requested and will be circulated to Members.	Keiran Barnes, Programme Lead (Our Manchester Funds)

## 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 **26 November 2021** containing details of the decisions under the Committee's remit is included below. This is to keep members informed of what decisions are being taken and, where appropriate, include in the work programme of the Committee.

**Register of Key Decisions:**

<b>Subject / Decision</b>	<b>Decision Maker</b>	<b>Decision Due Date</b>	<b>Consultation</b>	<b>Background documents</b>	<b>Officer Contact</b>
<p><b>National Taekwondo Centre 2018/10/19A</b></p> <p>Enter into a 39 year lease with Sport Taekwondo UK Ltd for areas within the building.</p>	Chief Executive	Not before 1st Nov 2018		Briefing Note and Heads of Terms	Richard Cohen r.cohen@manchester.gov.uk
<p><b>Financial support for repairs to the fabric of Withington Baths (2021/09/17A)</b></p> <p>To agree to a financial loan by MCC to Love Withington Baths Charitable Trust to make up a funding shortfall to undertake essential repairs to maintain the fabric of the building.</p>	Executive	17 Nov 2021		Report to Executive	Martin Saker, Strategic Neighbourhood Lead (South) martin.saker@manchester.gov.uk
<p><b>Leasehold disposal of (part of) office accommodation at National Squash Centre (2021/11/05A)</b></p> <p>Disposal of lease for 25 years to Rugby Football League.</p>	Strategic Director - (Growth and Development )	Not before 5th Dec 2021		Briefing note	Ashley McCormick, Graduate Development Surveyor ashley.mccormick1@manchester.gov.uk
<p><b>Public Space Protection Orders (2021/11/26B)</b></p>	Strategic Director	Not before		Consultation responses	Sam Stabler s.stabler@manchester.gov.uk

Subject / Decision	Decision Maker	Decision Due Date	Consultation	Background documents	Officer Contact
Decision to extend existing public space protection orders for alcohol (formerly Designated Public Place Orders)	(Neighbourhoods)	26th Dec 2021		and covering report	
<p><b>Extra Care - Russell Road LGBT Project 2019/03/01H</b></p> <p>The approval of capital expenditure on the City's Extra Care Programme to develop new build extra care units which will be in the ownership of MCC.</p>	City Treasurer (Deputy Chief Executive)	Not before 1st Mar 2019		Checkpoint 4 Business Case	Steve Sheen s.sheen@manchester.gov.uk

**Communities and Equalities Scrutiny Committee  
Work Programme – December 2021**

**Tuesday 7 December 2021, 10.00 am (Report deadline Thursday 25 November 2021)**

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Equalities – Disability	To take a deep dive look at disability, to include consideration of how other equalities strands intersect with this.	Councillor Rahman	Fiona Ledden/James Binks	Invite Lead Member for Disability
Annual Compliance Report	To receive the Annual Compliance Report.	Councillor Akbar	Fiona Worrall	
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee’s work programme and any items for information.	-	Rachel McKeon	

**Tuesday 11 January 2022, 10.00 am (Report deadline Wednesday 29 December 2021)**

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Libraries Strategy Update	To receive an update on the Libraries Strategy.	Councillor Akbar	Fiona Worrall/Neil MacInnes	
Climate Change - Events	To receive a report on the environmental impact of events in the city and what the Council can do to minimise the carbon footprint of these events.	Councillor Rawlins Councillor Rahman	Fiona Worrall/Neil Fairlamb	See November 2021 minutes Invite Chair of ECCSC
Climate Change – Leisure Estate	To receive a report on retrofitting and improving the sustainability of the Council’s leisure estate.	Councillor Rawlins Councillor	Fiona Worrall/Neil Fairlamb	See November 2021 minutes Invite Chair of

		Akbar		Environment and Climate Change Scrutiny Committee (ECCSC)
Homelessness (To be confirmed)	To receive an update report.	Councillor Rahman	David Ashmore/ Mohamed Hussein	January or February 2022 See July 2021 minutes
Overview Report		-	Rachel McKeon	

**Tuesday 8 February 2022, 10.00 am (Report deadline Thursday 27 January 2022)**

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Cultural Impact Survey	To receive a report on the Cultural Impact Survey.	Councillor Rahman	Fiona Worrall/Neil MacInnes/Louise Lanigan	
Budget proposals 2022/23 - update	Consideration of the final budget proposals that will go onto February Budget Executive and Scrutiny and March Council.	Councillor Craig	Carol Culley/Fiona Worrall	
Overview Report		-	Rachel McKeon	

**Items To Be Scheduled**

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Communities of Identity draft report	To receive the Communities of Identity draft report.	Councillor Rahman	Fiona Ledden/James	

			Binks	
Prevent and Radequal	To receive a report on Prevent and Radequal.	Councillor Akbar Councillor Rahman	Fiona Worrall/ Sam Stabler	
Community Cohesion Strategy	To receive a report on the Community Cohesion Strategy,	Councillor Rahman	Fiona Worrall/ Sam Stabler	
Highways Crimes	To receive a report on highways crimes.	Councillor Akbar	Fiona Worrall	
Support for People Leaving Prison	To include information on changes to probation services, how ex-prisoners are re-integrated into society and links with homelessness.	Councillor Akbar Councillor Rahman	Fiona Worrall/ Sam Stabler/ Mohamed Hussein	

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