



Communities and Equalities Scrutiny Committee

Date: Tuesday, 8 February 2022

Time: 10.00 am

Venue: Council Chamber, Level 2, Town Hall Extension

Everyone is welcome to attend this committee meeting.

There will be a private meeting for Members of the Committee at 9.30 am in the Council Chamber.

Access to the Public Gallery

Access to the Public Gallery is on Level 3 of the Town Hall Extension, using the lift or stairs in the lobby of the Mount Street entrance to the Extension. **There is no public access from any other entrance.**

Filming and broadcast of the meeting

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Membership of the Communities and Equalities Scrutiny Committee

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

Agenda

1. Urgent Business

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

2. Appeals

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

3. Interests

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

4. Minutes

To approve as a correct record the minutes of the meeting held on 11 January 2022.

Pages
5 - 14

5. Homelessness Update

Report of the Strategic Director (Neighbourhoods)

Pages
15 - 30

This report sets out the position of Manchester City Council's Homelessness Service in terms of how it supports local residents and how the emerging transformation programme is seeking to increase the prevention of homelessness, continue the reduction in rough sleeping, reduce the use of temporary accommodation and support residents, with a wide ranging variety of needs, including that of securing a place to call home.

6. Budget proposals 2022/23 update - to follow

7. Cultural Impact

Report of the Strategic Director (Neighbourhoods)

Pages
31 - 104

This report provides information on the results of the 2020/21 Cultural Impact Survey which demonstrates how severely the impacts of the pandemic have been felt within the culture sector. An update on workstreams related to the city's Culture Recovery Strategy outlines the role that culture can play in supporting Manchester's social and economic recovery, and the support needed to make this happen.

8. **Manchester Libraries Strategy Update** Pages
Report of the Strategic Director (Neighbourhoods) 105 - 154

This report provides an update on the library strategy and presents future plans.

9. **Overview Report** Pages
Report of the Governance and Scrutiny Support Unit 155 - 162

The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.

Information about the Committee

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

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

The Council wants to consult people as fully as possible before making decisions that affect them. Members of the public do not have a right to speak at meetings but may do so if invited by the Chair. If you have a special interest in an item on the agenda and want to speak, tell the Committee Officer, who will pass on your request to the Chair. Groups of people will usually be asked to nominate a spokesperson. The Council wants its meetings to be as open as possible but occasionally there will be some confidential business. Brief reasons for confidentiality will be shown on the agenda sheet.

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Agenda, reports and minutes of all Council Committees can be found on the Council's website www.manchester.gov.uk.

Smoking is not allowed in Council buildings.

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Further Information

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

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This agenda was issued on **Monday, 31 January 2022** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 2, Town Hall Extension (Library Walk Elevation), Manchester M60 2LA

Communities and Equalities Scrutiny Committee

Minutes of the meeting held on 11 January 2022

Present:

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

Also present:

Councillor Akbar, Executive Member for Neighbourhoods
 Councillor Rawlins, Executive Member for the Environment
 Councillor Igbon, Chair of the Environment and Climate Change Scrutiny Committee and Ward Councillor for Hulme
 Councillor Ahmed Ali, Ward Councillor for Rusholme
 Andy Burnham, Mayor of Greater Manchester
 Baroness Beverley Hughes, Deputy Mayor of Greater Manchester
 Nicky Boothroyd, MCRactive
 Louise Harding, MCRactive

Apologies:

Councillors Azra Ali and Whiston

CESC/22/01 Minutes

Decision

To approve the minutes of the meeting held on 7 December 2021 as a correct record.

CESC/22/02 Crime and Policing

The Committee welcomed Andy Burnham, Mayor of Greater Manchester, and Baroness Beverley Hughes, Deputy Mayor of Greater Manchester.

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

- That Ward Councillors across Greater Manchester had been raising concerns about the performance of Greater Manchester Police (GMP) over a number of years but that it had taken the report of HM Inspectorate of Constabulary (HMIC) for action to be taken and how could Ward Councillors be involved and make their voices heard in future;
- Serious youth violence, including the need for a trauma-informed approach and for improved information-sharing;
- How much could realistically be achieved given the funding cuts;
- The closure of police stations and the loss of that as a link between the public and the police;
- What was being done to improve the 101 non-emergency telephone number;
- Concern about the level of communication with victims of crime after they had reported the crime; and

- Concern about an increase in car crime and burglaries and a lack of visible policing on the streets.

Andy Burnham informed Members that he had had concerns about GMP when he was an MP and that he had brought that experience into the role of Mayor of Greater Manchester. He outlined the journey from 2017, when he was elected as Mayor, to the HMIC inspection of 2020, which had judged that the service provided to victims of crime by GMP to be a serious cause of concern. As part of this, he highlighted the review of how GMP and partner agencies had responded to Child Sexual Exploitation (CSE), the Kerslake Report into the preparedness for and response to the Manchester Arena Attack and issues with GMP's computer system, which he advised, the Deputy Mayor had asked for a review of. He reported that these had created a picture of the issues within GMP, the final piece of which had been the HMIC report, which had made it clear that fundamental change was needed, resulting in the decision to change the leadership of GMP. In response to the Member's question about how Greater Manchester could avoid getting into this situation again in future and how Members could be involved, he recognised the importance of engagement with local Councillors and highlighted the introduction of named accountable police teams at a neighbourhood level and meetings with local Councillors and MPs, including police accountability processes taking place in public. He advised that improvements had been made in GMP and that he felt confident that further positive changes would be seen in 2022.

Baroness Hughes agreed that the involvement of local Councillors in contributing to, monitoring and scrutinising changes was essential and advised that this was best focused at the local level. She outlined the changes to the leadership structure since the new Chief Constable had started, including the appointment of new Chief Superintendents for each borough, and how these changes contributed to improved partnership working, communication and problem solving in neighbourhoods. She encouraged Members to engage at a local level and recommended that the Committee meet with their Chief Superintendent, if they had not already done so. She informed the Committee how the new Chief Constable was holding meetings with officers, down to sergeant level, communicating the new ethos, following which officers were committing to a pledge about their role in the locality.

Andy Burnham advised Members that the importance of a trauma-informed approach was recognised across public services in Greater Manchester and that, once this approach was adopted, it changed the ways of thinking and approaches to supporting people in relation to a range of issues, including CSE and homelessness. He offered to provide a note to the Member who had raised this on the adoption of the trauma-informed approach across Greater Manchester.

Andy Burnham informed Members that, although funding cuts from 2010 to 2017 had negatively impacted on GMP, there were already issues with the internal culture of the organisation and that the way the cuts had been implemented had also been part of the problem. He highlighted the decision in 2017 to introduce the precept on Council Tax to provide additional funding to GMP which had enabled them to recruit more police officers and advised that central funding was no longer being reduced and GMP was now receiving an uplift in funding. He advised that last year he had not felt it appropriate to give GMP the full precept that they were asking for, following

the concerns that had been raised about their performance, but that, with changes having been made and the new leadership, it was important now to provide this additional funding; however, he emphasised that his focus was not just on funding levels but the implementation of the Chief Constable's Plan and making improvements in key areas such as the response on the 101 non-emergency telephone number. He encouraged Members to hold their local police teams to account for delivering on GMP's commitments.

In response to a question from the Ward Councillor for Hulme, Andy Burnham highlighted the work of the Violence Reduction Unit, in particular work on a community-led approach to serious youth crime and violence, including a number of pilots across Greater Manchester, one of which was in Moss Side, and the learning that was coming out of those pilots. He advised that he would welcome the Ward Councillor's input into those pilots. In response to the question about police stations, he stated that, while it was not possible to revert to the previous situation of having police stations in every area, as part of the move to having a named accountable team in each neighbourhood, it would be possible to have a base or some way for the public to physically access that team, for example, through a regular surgery at a local library. He advised that enabling people to have access to their neighbourhood police team was important in connecting the teams to their communities and building relationships, recognising that not everyone would want to use online communication.

In response to the question on serious youth violence, Baroness Hughes recognised that information-sharing was key, not only where a homicide had taken place but to identify a young person in difficulty at an early stage and to intervene to protect them. She outlined the multi-agency approach of the Violence Reduction Unit and the community involvement in the pilots taking place. She highlighted the Bill currently going through the House of Lords which would place a duty on local authorities, the police and a number of other agencies, to collaborate to prevent serious violence, including information-sharing.

In response to a question about domestic abuse, Andy Burnham reported that the Gender-Based Violence Strategy had been published last year. He advised that culture change was needed both in the way victims were supported and in relation to the casual harassment of and unacceptable behaviour towards women and girls, noting the link between this and more serious abuse, and he informed Members that the new Gender-Based Violence Board was working on these issues. In response to a question about GMP's IT system, iOPs, he advised that large parts of this did now work well but one part of the system, PoliceWorks, had not been working properly, that a review of PoliceWorks was underway and that a decision on how to resolve this was due to be made in the early part of this year.

Andy Burnham reported that GMP now had the right leadership and the right policy in place and that, with local politicians holding them to account, significant improvements could be expected. He informed the Committee that he would be happy to come back to them in future.

Baroness Hughes informed Members that a new Chief Superintendent had been appointed to lead the contact centre which dealt with 101 and 999 calls and crime

recording and the process of grading and responding to incidents. She advised that this new Chief Superintendent had an excellent track record and detailed plan for improving the service and, having identified that this area was under-resourced, a recruitment exercise was taking place. She advised that the recording of crime had significantly improved but recognised the Member's point about contact with victims after they had reported a crime and outlined some of the approaches being trialled to address this, including an appointment system for officers to visit victims in serious but non-urgent cases, training for officers on what was expected of them and contact cards for officers to hand out. In response to a Member's question about what was being done to address issues in the Cheetham area, she advised that she had raised this with the Chief Constable. She reported that organised criminal gangs were at the root of the problem but that it created a lot of other kinds of crime and disorder which affected local people. She advised that work was periodically taking place in the area to disrupt this activity and reported that the National Crime Agency was also working on this issue but that international gangs were behind this which made it difficult to disrupt. She reported that identifying and pursuing leaders of serious and organised crime was one of GMP's areas of strength. In response to a Member's question, she outlined the approach and purpose of Operation AVRO, a force-wide initiative that delivered a surge of extra resources and specialist officers to a different district within Greater Manchester each month.

In response to a Member's question about work to address gender-based violence, Baroness Hughes informed Members about the first Board meeting which had recently taken place and the planning that was underway on how the strategy would be implemented and progress monitored. She informed Members that this was a multi-agency Board, including people with lived experience of gender-based violence. In response to a Member's question about the police's frontline response to domestic abuse and other gender-based violence, she acknowledged that, based on a review which had taken place, there were some concerning attitudes and behaviours from some police officers and, following this review, a training programme, Domestic Abuse Matters, was being rolled out to all responding officers.

Baroness Hughes advised the Committee that tackling car crime and burglaries linked in directly with the commitment to rebuild neighbourhood policing which had been referred to earlier. She advised that there was now a commitment for police to attend every burglary and robbery in person and that, since this pledge had been made, police had attended 92% of burglaries in person, which was a significant change from the previous situation. She reported that most car thefts were organised by criminal gangs so this needed to be addressed at a number of different levels. In response to a Member's question, she advised that more civilian staff would be recruited to enable police officers who were doing those roles to get back to policing.

In response to a Member's question, Baroness Hughes advised that police School Engagement Officers were not about criminalising young people but about building relationships. She reported that there had been a lot of engagement with schools, pupils and parents about this and that they were only in schools if the school wanted that. She agreed with the Member's point about the need to recruit more officers from under-represented groups and drew Members' attention to GMP's Race Equality Report, advising that the Chief Constable was very involved in and

committed to this work. In response to a Member's question about road safety, she advised that the new Deputy Chief Constable had a track record of developing road safety work and was developing a strategy on this for GMP.

Decision

To thank the Mayor and Deputy Mayor of Greater Manchester for attending.

CESC/22/03 Proposed Public Spaces Protection Order - restricting alcohol consumption in public places

The Committee received a report of the Head of Compliance, Enforcement and Community Safety and the Community Safety Lead, Compliance, Enforcement and Community Safety which provided information about the outcome of the statutory consultation regarding the potential introduction of a Public Spaces Protection Order (PSPO) to restrict the consumption of alcohol in public places and proposed the introduction of a new PSPO.

The main points and themes within the report included:

- Background information;
- Early engagement;
- The statutory PSPO consultation and the responses;
- Equality Impact Assessment and the European Convention on Human Rights;
- Risk of displacement;
- The proposed PSPO;
- Enforcement; and
- Next steps.

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

- Would there be resources available to enforce the PSPO;
- That communication with the public needed to make it clear that this was not a ban on drinking alcohol in public places;
- Was this PSPO necessary and proportionate, given the laws that were already in place on being drunk and disorderly and on anti-social behaviour;
- How effective had previous PSPOs been;
- Concern about the wording in the survey and the timing of it during the pandemic when pubs were not open and people's experience of street drinking was not typical of what it would have been in normal circumstances; and
- Some Members stating their support for additional powers to address anti-social behaviour and make communities a better place to live, including a suggestion that in some areas officers should work with local bars.

The Community Safety Lead informed Members that PSPOs like this had been in place in some parts of the city previously but that these had expired and, that rather than just consulting on extending the existing PSPOs, a decision had been made to consult with residents across the city on whether this would be useful in other areas

too. She advised that engagement and enforcement action in relation to the PSPOs would be targeted, based upon reports of anti-social behaviour, rather than widespread action against anyone who was street drinking and that, where these PSPOs had been in force previously, the police had been able to enforce this within their existing resources. She recognised that communication was key, including making the public aware that this was something that would be enforced to address anti-social behaviour, rather than being used routinely. She advised that the existing PSPO in the city centre had been enforced proportionately to tackle problems in particular areas and that a similar approach would be taken if the proposed PSPO was introduced. The Head of Compliance Enforcement and Community Safety reported that this work would include engaging with people who were street drinking and referring them to support services, where appropriate. The Executive Member for Neighbourhoods advised that this proposal took into account historical concerns about street drinking, citing examples from his ward, not just concerns raised during the pandemic.

The Community Safety Lead advised that this was an additional power that could be used to address anti-social behaviour with a focus on engaging with people to get them to comply rather than on issuing penalties. She reported that both Council and police officers would use discretion on what tools to use in a particular case, that a breach of the PSPO would only occur if someone refused to surrender their alcohol when asked to do so and that the response could be a warning, a referral to an appropriate agency or a fixed penalty notice and prosecution if appropriate. She advised that officers believed that the statutory threshold for introducing this PSPO had been met. She advised that there was not much national data available on the effectiveness of PSPOs but that Manchester had seen some impact from PSPOs and they were seen as a useful tool. She agreed to take forward a Member's comments about the importance of clarity in the signage relating to the PSPO. In response to a Member's question, she advised that introducing this across the whole city rather than in specific areas reduced the risk of PSPOs just moving the problem elsewhere.

Noting that the report recommended that the Committee endorse the proposed decision to make a City Wide PSPO to restrict alcohol consumption in a public place, a Member asked that it be made clear that the Committee endorsed this specifically as a tool to address anti-social behaviour, rather than drinking in public places more broadly.

Decision

To endorse the proposed decision to make a City Wide PSPO to restrict alcohol consumption in a public place, specifically as a tool to address anti-social behaviour, and that this should be made clear in signage and communication with the public.

CESC/22/04 Climate Change - Events

The Committee received a report of the Strategic Director (Neighbourhoods) which provided an overview of the current City Council approach to help to address the environmental impact of events in the city, acknowledge the ongoing impacts of COVID-19 and what future measures the Council could implement to influence sectoral change and further minimise the carbon footprint of these events.

The main points and themes within the report included:

- Background contextual information;
- Climate Change Action Plan 2020-25;
- Sustainable event guides;
- Single use plastics;
- Temporary power: reducing the need for generators;
- Engagement of suppliers; and
- Next steps.

The Chair of the Environment and Climate Change Scrutiny Committee praised the work taking place but advised that more should be done in relation to smaller, community events and that the link between the Events Team and Parks Team should be improved. She reported that more should be done to address the rubbish left after these community events and cross-contamination of different types of waste. She asked whether any workshops could be provided to local community groups to help them to understand what should be done.

The Head of Event Development advised that he would look into work with Parks and what additional measures could be put in place in relation to smaller, community events. He reported that workshops were being arranged for events funded through the Community Events Fund and that he would look into whether this could be expanded to cover groups whose events did not fall into this category. In response to a Member's question, he advised that his team were involved in the festive markets and a number of specialist markets and that he would look at what more could be done in relation to these.

The Executive Member for the Environment informed the Committee that discussions were taking place with the Head of Neighbourhoods about how learning from community events could be embedded into smaller events in neighbourhoods, focusing on reducing waste.

In response to a Member's question about the use of plastic bottles at the Manchester Marathon, the Head of Parks, Leisure, Events and Youth acknowledged that this was an issue and advised that his service was working with the organisers to develop a plan to address this. He reported that the initial focus of work to address the environmental impact of events had been on the larger events but that the Events and Parks Teams were working to ensure that the learning from these events would be shared and embedded more widely to also reduce the impact of smaller events. In response to a Member's question, he confirmed that Friends Groups would be involved in this work. In response to a question about the use of generators for events, he highlighted the information in the report about work to reduce the need for generators.

Decision

To note the report.

CESC/22/05 Climate Change – Leisure Estate

The Committee received a report of the Strategic Director (Neighbourhoods) which described the work that had been undertaken over the last three years to retrofit and improve the sustainability of the Council's leisure estate. This contributed to the decarbonisation of Manchester City Council's operational estate and more generally to the climate change emergency. The report outlined the Carbon Reduction Programme (CRP) that was underway to deliver energy efficiency and carbon reduction measures across the estate.

The main points and themes within the report included:

- Current emissions;
- Carbon Reduction Programme;
- Leisure operator measures;
- Impact of carbon reduction measures; and
- Next steps.

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

- To welcome the progress being made and that these achievements should be promoted;
- Improving the sustainability of 3G pitches through using cork infill instead of rubber crumb; and
- The impact of people travelling to leisure facilities.

A Member reported that at the Committee's July 2021 meeting, the Committee had asked officers to look into how leisure centre users could be discouraged from using single-use plastic bottles as well as the use of paper towels to wipe down equipment between users and he asked what progress had been made. The Head of Parks, Leisure, Events and Youth informed Members that these issues had been raised with the leisure operators, who had been asked to focus on addressing these issues. He advised that progress was being monitored on a quarterly basis on the use of consumable items in leisure centres and he suggested that the Committee receive a report on recycling in 12 months' time. In response to the question about playing pitches, he advised that Manchester was leading the way in experimenting with the use of cork infill instead of rubber crumb on the pitches that were planned for Hough End but that at this stage the longevity of and the maintenance required for this type of pitch was not known. He agreed that it was important to look at sustainable solutions for pitches and advised that, if cork infill proved to be a reasonable solution, the Council would look at using it elsewhere within the city. He informed Members that the Council's Leisure Strategy set out an aim that all residents should live within 20 minutes' public transport or walk time of a leisure facility and that decisions on the location of new leisure facilities had been made on this basis, supporting the shift towards more people using public transport instead of cars. He advised that the Leisure Strategy was being refreshed, taking into account the Council's declaration of the Climate Emergency. The Chair of the Environment and Climate Change Scrutiny Committee advised that the leisure operators should promote the use of public transport or active travel to access their facilities and that work should also take place with Transport for Greater Manchester on this.

The Executive Member for the Environment supported Members' comments about promoting the achievements made in improving the sustainability of the leisure estate. She also agreed that, as public buildings regularly visited by many Manchester residents, leisure centres should be used to encourage, inform and support residents in behaviour change.

Decision

To note the report.

CESC/22/06 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 an update report on the City Centre PSPO which had been introduced in 2020, to which the Chair agreed.

Decision

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

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**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny Committee - 8 February 2022

Subject: Homelessness Update

Report of: Strategic Director (Neighbourhoods)

Summary

This report sets out the position of Manchester City Council’s Homelessness Service in terms of how it supports local residents and how the emerging transformation programme is seeking to increase the prevention of homelessness, continue the reduction in rough sleeping, reduce the use of temporary accommodation and support residents, with a wide ranging variety of needs, including that of securing a place to call home.

Recommendations

Members are invited to consider and comment on the report in terms of MCC’s Homelessness Service, and the revised transformation programme.

Wards Affected: All

Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city
Good quality and affordable homes reduce carbon emissions.

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Having good quality accommodation will help people to thrive. Reducing the number of people who are homeless, or placing them in appropriate accommodation with help to access employment and learning opportunities will contribute to Manchester becoming a thriving and sustainable city.

A highly skilled city: world class and home grown talent sustaining the city's economic success	Having accommodation that people can access, in areas where they have a support network to help them, and their children, into education or employment will help grow talent in the city.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Having good quality accommodation in our communities improves the environment people live in and helps them to make a positive contribution.
A liveable and low carbon city: a destination of choice to live, visit, work	Ensuring properties are a good quality and high standard will reduce the need to heat properties and therefore reduce energy waste.
A connected city: world class infrastructure and connectivity to drive growth	Housing infrastructure is central to Manchester's inclusive growth ambitions

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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.

The Manchester Homeless Strategy
https://secure.manchester.gov.uk/downloads/download/5665/homelessness_strategy
 Neighbourhoods and Environment Scrutiny Committee
 Update on Homelessness in the City of Manchester - 2nd December 2020

1.0 Introduction

- 1.1 This report is to provide a brief overview on the current position of homelessness in Manchester, the service and partner activity engaged to tackle homelessness in all its forms, as well as the council's emerging transformation programme.

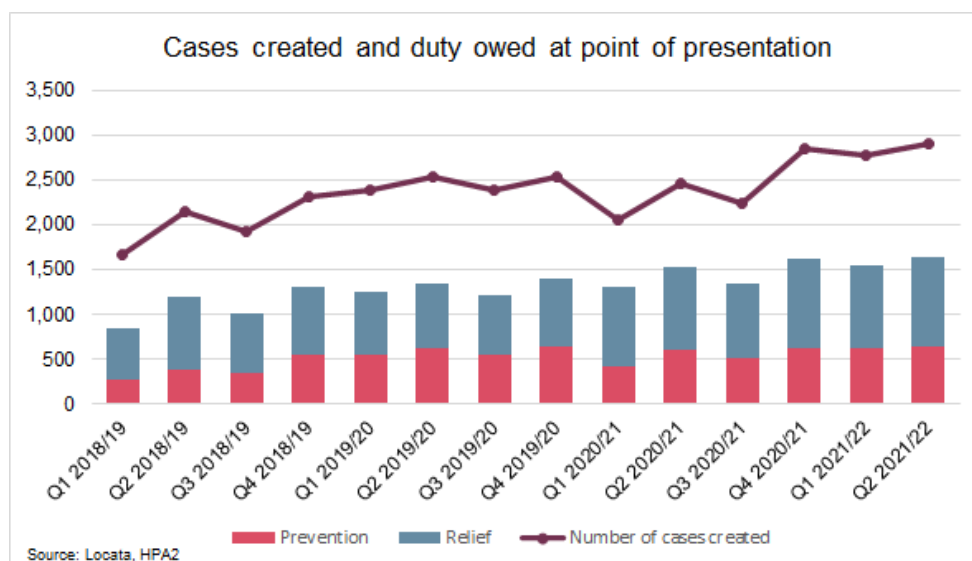
2.0 National, Regional and Local Context

- 2.1 The key drivers for homelessness in Manchester are varied and complex, ranging from significant population growth, affordable housing supply not keeping pace with unprecedented demand, low housing void rates and significant changes to the benefits system through the government's welfare reform act.
- 2.2 Undoubtedly, one of the key factors has been one of the most significant changes in housing legislation, the Homelessness Reduction Act (2017) which brought a wealth of new duties to local government to prevent and relieve homelessness, albeit in a context of significantly reduced local government funding and short term and uncertain homelessness funding arrangements.
- 2.3 The local trend of increased homelessness is mirrored nationally, however, in Manchester the increase in homelessness and in the use of temporary accommodation has been particularly acute and this paper aims to set out the Council's strategy and action to first contain and then reverse this trend, noting the significant challenge that this ambition presents.
- 2.4 **Homeless Presentations**
- 2.5 One of the key challenges for Manchester is the number of people presenting as homeless remains significantly high when compared with other Core Cities and London Boroughs. For example, Manchester experienced over 7 out of every 1000 of the population presenting as homeless, compared to the London Borough of Camden at 2 out of every 1000 and Liverpool at almost 2 out of every 1000.

Table 2.1 sets out the numbers of people presenting as homeless since 2018/19 and up until Dec 2021, demonstrating a consistent increase in Manchester over that period, from 1,500 presentations a quarter to almost 3,000.

- 2.6 A key feature of the transformation programme, is focussing on developing a better understanding of this issue and to introduce more effective strategies and practice to improve the position.

Table: 2.1 – Presentations of Homelessness at Manchester



2.7 Reasons for presenting as homeless

2.8 There are many reasons for people to present as homeless and although personal circumstances vary, the main reasons are consistent across the country and are primarily due to:

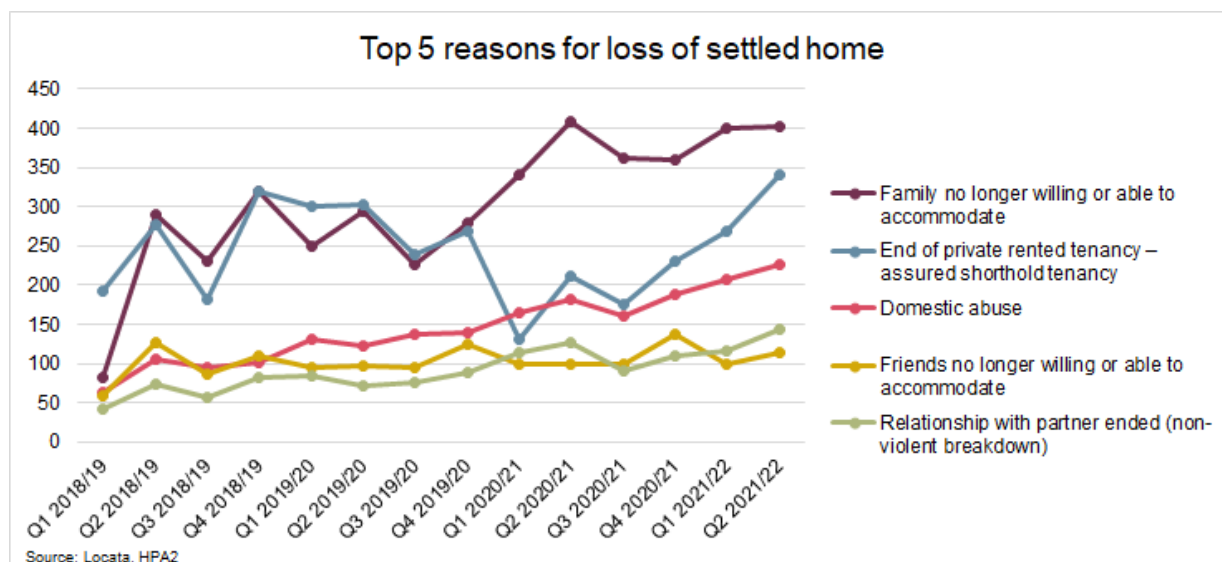
- Family eviction
- Eviction from private rented sector
- Domestic abuse
- Friends no longer willing to accommodate
- Relationship ended with partner (non-domestic violence)

2.9 In relation to combating one of the main reasons for presenting as homeless, 'eviction from private rented sector', the sector is currently awaiting the publication of Renters Reform Bill White Paper. The paper has been delayed to later in 2022 to ensure that the National Audit Office's review of the regulations of the sector are taken into account, and there are no unintended consequences to the reforms. The Bill intends to:

- Abolish Section 21 of the Housing Act 1988 - so-called 'no fault' evictions - and improve security for tenants in the private rented sector
- Strengthen repossession grounds for landlords under Section 8 when they have valid cause.
- Remove landlords' ability to grant new assured shorthold tenancies (ASTs)
- Explore improvements and possible efficiencies to the possession process in the courts, to make it quicker and easier for both landlords and tenants to use.
- Outline proposals for a new 'lifetime' tenancy deposit model to help tenants when moving from one tenancy to the next.
- Drive improvements in standards, for example exploring the potential of a landlord register and requiring all private landlords to belong to a redress scheme.

- 2.10 Table 2.2 below sets out the main reasons for presenting as homeless in Manchester's up until December 2021. Again, a central aim of the transformation programme is to develop more effective interventions to prevent residents becoming homeless. Clearly, the issue of domestic abuse is different in this regard, as alternative and safe provision, as well as appropriate support, is absolutely crucial.

Table 2.2: Top 5 reasons for loss of settled home



2.11 Rough Sleeping

- 2.12 In recent years, Manchester has made significant progress in reducing the number of people sleeping rough in the city, from a high of 123 people to today's levels which are circa 50% less. The reasons for this are many but include:

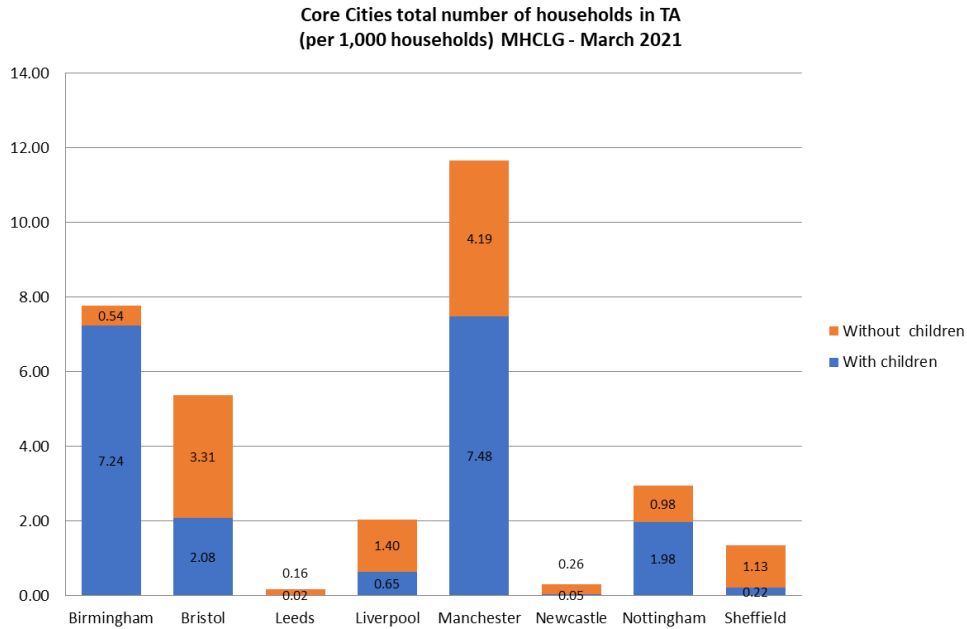
- Significant increase in staffing in the outreach team
- Development of a 'navigators' team, which provides intensive support
- Partnership working with the Anti-Social Behaviour Team (ASBAT) and Greater Manchester Police (GMP) to ensure a cohesive approach
- Significant partnership collaboration across voluntary, public sector and registered providers working with people who sleep rough in the city
- The 'Everyone In' initiative
- Housing First
- A Bed Every Night (ABEN)
- Rough Sleeping Initiative (RSI) Funding
- Rough Sleeping Accommodation Programme (RSAP)
- The Protect Programme
- The Community Accommodation Service programme

- 2.13 That said, levels of rough sleeping remain a challenge and the service continues to develop a range of initiatives to reduce these numbers even further, these include:

- Collaborative partnership winter approach
 - Future RSAP funding bids
 - Increased focus on move-on into the PRS with resettlement support
 - Increased focus on social work, mental health and adult social care multidisciplinary approach
- 2.14 The Street Engagement Hub, that works to reduce begging, and the promotion of Real Change, that encourages the public to give to the fund so resources can be targeted to people who are known to be sleeping rough, have also had an impact, encouraging people who have accommodation to stay in their accommodation and find positive daytime activities rather than live on the streets. 'Everyone In' also helped with this process, as people who would have previously begged to fund substance misuse sought support for their addictions and some have managed to sustain this.
- 2.15 The Kerslake Commission on Homelessness and Rough Sleeping published in September 2021, focussed on the lessons learnt during the pandemic put forward a series of recommendations to government, to embed and accelerate the ground made in supporting rough sleepers over the past 18 months, including a revised National Rough Sleeping Strategy, if it is to realise the goal of ending rough sleeping by 2024.
- 2.16 **Homeless Prevention and Relief**
- 2.17 *Homeless Prevention* is when a household who is threatened with homelessness is supported to either stay in their home or find a new home before they become homeless.
- 2.18 *Homeless Relief* is when a household becomes homeless and the Council supports them by providing interim accommodation.
- 2.19 In terms of prevention, Manchester has an approximate 30% success rate, against a national average of 58%. There are a multitude of factors that influence successful prevention, such as the housing market, levels of deprivation and employment. However, a major focus of the refreshed transformation work set out in 3.2 is to increase the levels of successful prevention, which aligns with the new Greater Manchester Homelessness Prevention Strategy.
- 2.20 **Temporary Accommodation**
- 2.21 Temporary Accommodation is the accommodation that people who are homeless reside in whilst waiting for a settled accommodation offer. This can be in either a hostel or a dispersed property. This accommodation is either commissioned or paid for by the Local Authority and does not include 'exempt accommodation' which is fully Housing Benefit subsidy reclaimable.
- 2.22 Manchester has significantly less exempt accommodation than other Authorities, but a significantly higher use of temporary accommodation than

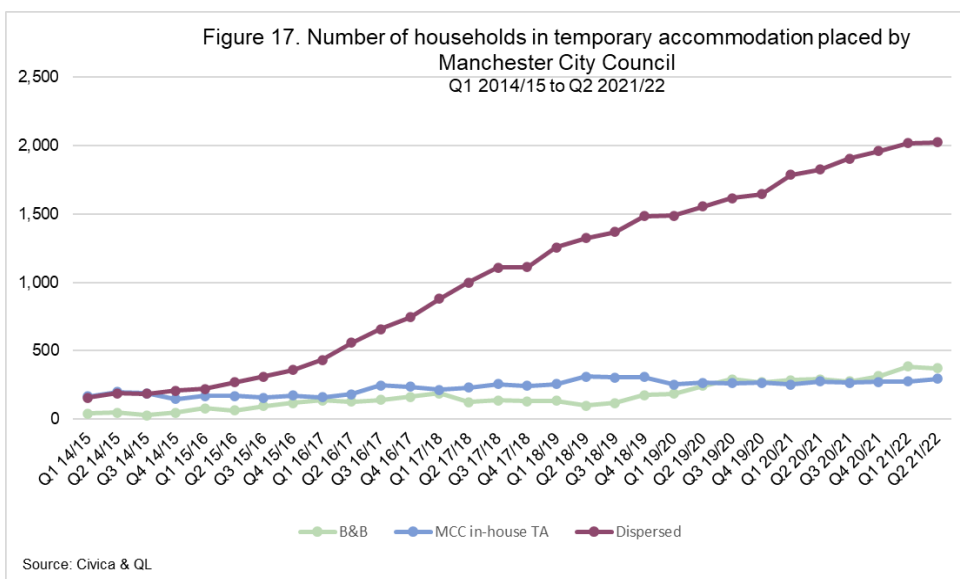
comparative cities. For example, of every 1000 households in Manchester, 11 are in temporary accommodation. This compares with 8 of every 1000 in Birmingham and 3 in every 1000 in Nottingham.

Table 2.3: Core Cities Total Number of Households in TA



2.23 The rate of increase in Manchester’s use of temporary accommodation has also been significantly higher than the national average. Since the introduction of the Homelessness Reduction Act in 2017, Manchester’s temporary accommodation portfolio has increased by 62%; the national figure has increased by 17%.

Table 2.4: Manchester households in temporary accommodation



2.24 Bed and Breakfast

2.25 Bed and Breakfast is a form of temporary accommodation provided on a more short term and often emergency basis. Similar to the overall position on temporary accommodation, the number of single people and families currently in bed and breakfast is higher than the Council would expect and would want, as is the average length of time that people remain in B&B before moving to more appropriate temporary or settled accommodation.

2.26 Again, a key focus of the Homelessness Transformation Programme and the work that the Council is currently undertaking with the Department of Levelling Up, Housing and Communities (DLUHC) is the aim to eliminate the routine use of bed and breakfast for families in the first instance and then single people.

2.27 Table 2.5 below shows the number of people in temporary and emergency accommodation as of the 17th January 2022 and the average time they spend in the accommodation before move on to more settled accommodation.

Table 2.5: Number of households in B&B and Temporary Accommodation in and out of the City

	Manchester	Outside Manchester	Total	Average time in TA (days)
Families B&B	38	56	94	20
Singles B&B	182	115	297	79
Families In-house TA	42	0	42	182
Singles In-house TA	252	0	252	186
Families dispersed	1116	699	1815	548
Singles dispersed	107	121	228	490
Total	1737	991	2728	434

2.28 Increasing complexity and higher resident need

2.29 In addition to the increase in the number of people presenting as homeless in Manchester, is the marked increase in the complexity of peoples' circumstances and need, when approaching the homelessness service.

2.30 The impact of public service financial reductions, particularly in local government and voluntary services has contributed, as have many factors, to higher numbers of people with mental health, acquired brain injury, learning disabilities and autism presenting as homeless and on the streets. There has been an evidential increase in numbers of people with a variety of behavioural disorders that are complex to treat, as well an increase in people presenting as homeless with significant alcohol and/or drug issues.

- 2.31 The impact of Welfare Reform and specifically, the introduction of the benefit cap has resulted in significant numbers of larger families presenting as homeless as they cannot afford to stay in their current accommodation. Individuals who are up to the age of 35 only receiving a shared room rate has also had an adverse impact.
- 2.32 Centrepoint, which provides young people with accommodation, life skills and support has seen a sharp increase in the number of 18-25 year olds who have ended up sleeping on the streets as they struggle to share accommodation due to mental health, autism, behavioural and learning disabilities.
- 2.34 **Good Practice**
- 2.35 Although the context is challenging and there are a number of areas of requiring improvement which are being addressed, Manchester is recognised as leading best practice in tackling homelessness in variety of fields. For example:
- The Council and City's Response to COVID-19 and the needs of homeless people during the pandemic
 - Acclaimed partnership approach driving reduction in numbers sleeping rough
 - Exemplar in ending homeless duty via placements into the Private Sector
 - Integration of homelessness and social care; social workers embedded within the homelessness outreach service
 - Successful family temporary accommodation scheme at Apex house
 - A Bed Every Night (ABEN)
 - Successful Community Accommodation Service accommodating people directly from prison
 - Afghan Refugee emergency response
- 2.36 This concludes this part of the report in terms of the national, regional and local policy and operating context. The next part of the report focusses on the strategies, partnership working and transformational activity over the short, medium and longer term to improve the outcomes for our residents who are at risk or find themselves as homeless.

3.0 Homelessness Strategy & Partnership

- 3.1 The Manchester Homelessness Partnership in 2015, including the City Council, created the City's Homelessness Strategy which has enabled organisations, services and residents to work together on the challenges that can affect people who are experiencing homelessness. The strategy still resonates and focuses on the key aims to:
- Make Homelessness a rare occurrence: increasing prevention and early intervention
 - Make Homelessness as brief as possible: improving temporary and supported accommodation

- Make the experience of homelessness a one-off occurrence: increasing access to settled homes
- Reduce the number of people sleeping rough in the city.

3.2 MCC Homelessness Transformation Programme

3.3 To support and accelerate the successes of the Manchester Homeless Partnership and collaboration with the Greater Manchester Combined Authority, the Council is now embarking on a refreshed transformation programme as a different approach is vital to unlock some of the most intransigent system issues that are adversely impacting our residents. On that basis, the programme is focussed on the following outcomes:

- Increasing Prevention
- Ending Rough Sleeping
- More suitable and affordable accommodation
- Better Outcomes and Better Lives for people and families at risk of homelessness or who are homeless.

3.4 As well as these outcomes, a revised financial sustainability strategy is being developed for the Homelessness service that first seeks to contain the existing net spend of the service and then to reduce in subsequent years.

3.5 There are a series of projects that are in place to support these outcomes, as well as activities planned for the future, as it is intended that the transformation programme spans over a three-year cycle.

3.6 The table below sets out the aims of each outcome, the activity undertaken to deliver and timeframe.

Increasing Prevention	<p>Aim: To increase prevention from 36% to a minimum of 50% over a three year period.</p> <p>Activity: The council has embarked on a process review of homeless presentations with a view to establishing new practices to increase prevention in the priority areas of families and friends no longer able to accommodate and evictions from private tenancies.</p> <p>Timeframe: Programme started in Jan 2022 and will seek to implement in Summer 2022</p>
Ending Rough Sleeping	<p>Aim: 20% year on year reduction of rough sleeping</p> <p>Activity: Continue and accelerate the strategies introduced through the Council's rough sleeper initiative, next steps accommodation programme and many more, working with partners right across Greater Manchester and DLUHC.</p> <p>Timeframe: Ongoing and to 2024/25</p>

<p>More suitable and affordable accommodation</p>	<p>Aim: To significantly reduce the overall numbers of temporary accommodation and create more suitable and affordable permanent housing options for residents.</p> <p>Activity: The Council to create a new accommodation strategy for temporary accommodation and deliver a mix of new housing options that improve the quality of provision at considerably lower cost.</p> <p>Timeframe: Commence February 2022 and present options appraisal by Summer 2022.</p>
<p>Better Outcomes and Better Lives for people and families at risk of homelessness or who are homeless</p>	<p>Aim: Prevent homelessness for particularly vulnerable groups, improve specialist provision for complex needs and support the delivery of the broader Our Manchester priorities in partnership with Council stakeholders, the Local Care Organisation, Greater Manchester Combined Authority, Greater Manchester Housing Providers and Voluntary Sector Organisations.</p> <p>Activity: Developing new commissioning strategy in partnership with key stakeholders to provide an improved, systems response to complex issues, across multiple agencies.</p> <p>Timeframe: Ongoing</p>

3.7 Specific projects as part of these workstreams include

1. Redesign our customer journeys and service pathways
2. Ending the Routine Use of B&B for Families with Children
3. Redesign of the Private Sector Scheme
4. Focusing on improved access and agree new priorities for housing related support services.
5. Identify and commission alternatives to B&B for single people
6. Deliver the Domestic Abuse Support in Safe Accommodation Pathway
7. Review and redesign the Young People's Pathway
8. Develop dedicated discharge schemes for those leaving institutions, for example hospitals and prisons

3.8 Financial Sustainability

- 3.9 Running in parallel with the transformation programme, is the development of a new financial sustainability strategy, specifically for the homelessness service, which is focussing on, over time, reducing the net cost of the homelessness service. Please see section 4 for more details.

3.10 MCC Housing Strategy & Housing Allocations Policy

- 3.11 The approach to homelessness forms part of the Council's overall Housing Strategy, which is currently being refreshed, with a view to being finalised in

early 2022/23. A key tenet of the revised strategy is to increase the development of affordable homes, which will help to alleviate homelessness in the city.

3.12 In addition, there is a review of the Housing Allocations Policy due in early 2022/23, which will evaluate the impact of the recent changes to the policy from a homelessness perspective. It is likely that some refinement will need to be considered by Members at a future date.

3.13 The Enabling Independence Strategy, which is currently being written and will be finalised in the summer of 2022, is a cross Council strategy looking at temporary and supported accommodation across all services.

As part of the process, a key facet will be analysing demand and understanding where there are gaps across services that lead to people falling out of services and potentially into homelessness.

A significant number of singles in homeless services are not able, to access independent tenancies without ongoing support, and the strategy will look at how the Council as a whole will be able to support them long term.

3.14 **Governance**

3.15 The Homelessness Service is part of the Council's Housing Operations Division in Neighbourhoods. The homelessness transformation programme is overseen by the Council's Housing Board and supported by a new, cross council steering group consisting of:

- Alan Caddick, Interim Director of Housing and Residential Growth
- Dave Ashmore, Director Housing Operations
- Matt Hassall, Head of Corporate Assessments
- Sarah Broad, Deputy Director
- Sean McKendrick, Children Services
- Tom Wilkinson, Deputy Treasurer

3.16 **Partnership Working and Resident Engagement**

3.17 Manchester is nationally acclaimed for its partnership work and the Homeless Service works together with the Homelessness Partnership, ensuring that transformation, development and business as usual is coproduced with partners. The Partnership's Advisory Board will play a key role in the governance structure, providing a critical friend function through the coproduction process.

3.18 People with lived experience will also be part of the transformation process, coproducing the changes to the system with staff and providing valuable insight to the processes from their point of view. This will ensure that the processes are strengths based and keep the transformation focused upon people rather than just the system.

- 3.19 Partnership work across the Council is strong with close working relationships developed between the Homeless Service and other departments. Examples include:
- Revenue and Benefits Unit – Changing the Housing Benefit application process to improve collection rates for those in emergency accommodation
 - Children’s Service – Joint working on improving services for care leavers
 - Adult Social Care - Fortnightly cross department and partnership meetings to focus upon individuals who are both homeless and in need of ASC support.
 - Strategic Housing – The purchasing of properties under the RSAP scheme.
 - Communications – Improved communication and engagement between the council and residents on services available for people who sleep rough
- 3.20 Manchester has a strong working relationship with DLUHC; weekly meetings occur to discuss data, projects and any concerns or best practice that either organisation has. The Council meets regularly with Core Cities to share knowledge, best practice and discuss issues relevant to the larger Authorities in the country. Officers also meet weekly with GMCA and the Greater Manchester Local Authorities to discuss how we can best address homelessness across the conurbation.
- 3.21 The excellent partnership working that Manchester has provides a good basis to ascertain best practice, learn from others and improve services for our population.
- 3.22 COVID-19 has made some aspects of co-production harder, but has also strengthened partnership working, by allowing organisations to take risks together and jointly own services. Going forward the Homeless Service will continue to build on the lessons learnt through COVID-19 whilst being able to improve engagement with people with lived experience as restrictions ease.

4.0 Finance

- 4.1 As part of the 2021/22 budget setting process ongoing demographic funding for Homelessness had been included for 2022/23 at £1.7m, increasing to £6.7m by 2024/25. In addition a further £7m was added to the start budget for 2021/22 to reflect the additional impact of covid-19 on demand for homelessness services, in anticipation of the impact of the removal of the universal credit uplift and the tenant eviction ban ending.
- 4.2 Whilst the £7m has been utilised, this has been in response to the pandemic and action taken in 2021/22. It is expected that the changes to the service and additional government grant funding around the rough sleeper initiative (yet to be allocated to Councils) will mean that the budget to be sufficient for 2022/23, and that demand reductions and therefore budget reductions will be possible in future years.

4.3 Further details will be provided as the Transformation Programme progresses in the coming months. It is therefore not expected that the further planned £1.7m per annum increase that was originally budgeted for 2022/23 will be required and this has now been removed from the budget assumptions, although the position will be kept under review. This proposal is included within the Budget Report also included on today's agenda

4.4 To manage risk in this area a £1.5m homelessness contingency reserve remains.

5.0 Equalities & Diversity

5.1 At the heart of the service is an equalities driven approach, which has resulted in specific provision being provided to ensure appropriate access and support. Examples include:

- Manchester's first commissioned homeless service for people sleeping rough who identify as LGBTQ+
- A specific service for people who are LGBTQ+ experiencing domestic violence and/or abuse
- Additional provision for women who sleep rough in ABEN with specific services in providing resilience
- Specific provision for people with No Recourse to Public Funds who are sleeping rough
- The introduction of a new service to support people who become refugees to help them avoid being homeless and go straight into private rented sector accommodation.

5.2 Currently, 63% of families in temporary accommodation are from an ethnic minority, whilst 37% of single people are from an ethnic minority. The service and transformation programme, resolutely applies an equalities lens and indeed tackling inequalities is as much a cornerstone of the service improvement journey as tackling homelessness itself.

6.0 Risks and Issues

6.1 As with any major transformation programme there are a range of risks and issues that may impact on the successful delivery of our ambitions. In terms of the aims and objectives set out above, the main risks have been identified below:

- Government strategy and funding on Homelessness, Welfare (UC, LHA rates) continues to decrease
- Demand for services, from an increasingly complex client-base, post austerity, post Brexit, post Covid (and the full impact of COVID-19 yet to be understood) continues to drive homelessness and cost upwards.
- In this context, the scale and complexity of transforming Manchester's homeless service at pace is challenging.
- The Housing market provides both risks and opportunities to provide more affordable and appropriate options.

7.0 Conclusion

7.1 The report sets out the current position of Manchester's homelessness service, detailing the complex and changing national policy context, as well as the local conditions impacting the levels of homelessness in the city.

7.2 The emerging transformation programme focuses on:

- Reducing presentations of homelessness
- Increasing the prevention of homelessness
- Securing more affordable and appropriate temporary and permanent housing options
- Improving outcomes for people at risk or who are homeless

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**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny Committee - 8 February 2022

Subject: Cultural Impact

Report of: Strategic Director (Neighbourhoods)

Summary

Arts and culture are an intrinsic part of life in Manchester. The city is home to world-class cultural organisations and presents an enviable programme of live music, festivals and events throughout the year. The city's reputation for creativity and diversity was an important factor in the city being nominated as the third best city in the world by Time Out magazine in 2021. Manchester's cultural organisations provide important opportunities for residents in employment, training, learning and volunteering; they support mental and physical health and wellbeing; they attract people to visit, invest, live, and study in the city; and above all they enable people to come together for to enjoy great art and experience joy. The sector's vision, creativity and impact are celebrated annually at the Manchester Culture Awards.

Manchester's cultural organisations have been badly affected by the COVID-19 pandemic, and the results of the 2020/21 Cultural Impact Survey demonstrate how severely these impacts have been felt. An update on workstreams related to the city's Culture Recovery Strategy outlines the role that culture can play in supporting Manchester's social and economic recovery, and the support needed to make this happen.

Recommendations

The Committee is invited to consider and comment on the report.

Wards Affected: All

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

Cultural organisations in Manchester are leading the way in their response to the climate crisis. Individual carbon reduction strategies aim to reduce emissions as well as engaging audiences on climate issues. Since 2011 the Manchester Arts Sustainability Team (recently relaunched as GMAST) has been in place as a collaborative group within the cultural sector, working to demonstrate climate change leadership and to develop and share resources such as bespoke carbon literacy training. The Council's Zero Carbon Culture Guide will provide further support and guidance to the sector in taking forward their plans and will support

formal requirements for Council-funded organisations to reduce their carbon emissions as part of funding agreements.

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	The city's cultural offer is an intrinsic part of the economic and social life of Manchester and is interconnected with the hospitality sector and night-time and visitor economies. Manchester was recently identified as the third best city in the world by Time Out, with reference to the city's cultural and creative scene. The cultural sector has been under huge pressure with COVID-19 restrictions and the Manchester Culture Recovery Plan sets out a strategy for stabilisation and stimulation.
A highly skilled city: world class and homegrown talent sustaining the city's economic success	The cultural and creative industries sector employs a wide variety of staff, freelancers, and creative practitioners. The strength of Manchester's highly skilled talent pool is a key feature in the city's attractiveness for inward investors. The sector generates a wide range of projects and programmes that nurture the talent and skills of the city's residents, provide pathways into the sector and support access to employment.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The cultural sector delivers entry-level jobs and levels up educational achievement for residents. It also provides a range of opportunities for training, volunteering and learning. The Culture Recovery Plan identifies the need for the sector to recover and support inclusive growth.
A liveable and low carbon city: a destination of choice to live, visit, work	Manchester has a world-leading cultural offer for residents and visitors to access. It adds to the vibrancy of the city centre, providing key visitor attractions which engage local people and connect to the city's schools and education offer. It brings neighbourhoods together in mutual understanding and proudly showcases the diversity in our communities. Cultural organisations are showing individual and collective leadership in response to the climate crisis.
A connected city: world class infrastructure and connectivity to drive growth	Culture plays a vital role in making Manchester an internationally regarded city, supporting our visitor economy. In response to the pandemic, the cultural sector has moved significant elements of delivery to a digital format, increasing opportunities for people both within and outside Manchester to engage in creative content and activities.

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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.

“Economic Recovery of the City’s Cultural Sector” Report to Economy Scrutiny Committee, 8 October 2020

“Support for the culture sector in response to the impact of the COVID-19 pandemic” Report to Communities and Equalities Scrutiny Committee, 11 March 2021

“Support for the culture sector in response to the impact of the COVID-19 pandemic” Report to Communities and Equalities Scrutiny Committee, 22 June 2021

1.0 Introduction

- 1.1 Arts and culture are an intrinsic part of life in Manchester. The city is home to world-class cultural organisations and presents an enviable programme of live music, festivals and events throughout the year. The city's reputation for creativity and diversity was an important factor in the city being nominated as the third best city in the world by Time Out magazine in 2021. Manchester's cultural organisations provide important opportunities for residents in employment, training, learning and volunteering; they support mental and physical health and wellbeing; they attract people to visit, invest, live, and study in the city; and above all they enable people to come together to enjoy great art and experience joy. The sector's vision, creativity and impact are celebrated annually at the Manchester Culture Awards.
- 1.2 The 2019/20 Council's Cultural Impact Survey, reported to this Committee in March 2021, demonstrated the pre-pandemic impacts of arts and culture in the city. Using methodology created by Ekosgen it was estimated that the city's cultural organisations generated a total of 4,397 Full Time Equivalent jobs and an estimated economic impact of £283.2million GVA. The estimated Social Value in the same year was £8.7million. These figures illustrate the substantial impact of arts and culture and the importance of the Council continuing to support recovery.
- 1.3 Manchester's cultural organisations have been badly affected by the COVID-19 pandemic. The report to this Committee in March 2021 outlined these impacts in detail along with the range of emergency and recovery support put in place at the time. Throughout the last year the city's culture sector has continued to show exceptional resilience and creativity in responding to the pandemic. Organisations have continued to deliver great art, to provide face-to-face and online support to their participants, which include vulnerable groups, and to reset their strategies and priorities in what continue to be uncertain times.

2.0 Cultural Impact Survey 2020/21

- 2.1 The Cultural Impact Survey is an annual survey on the economic and social impact of Manchester's cultural organisations. It is open to all cultural partners which are either based in Manchester or deliver most of their work in the city, and it is compulsory for Council-funded organisations. The data generated creates a resource and an advocacy tool for the Council and the cultural sector, and this year's findings illustrate the impacts of the COVID-19 pandemic.
- 2.2 A total of 47 organisations completed the survey for 2020/21, providing a robust set of data for the main period of COVID-19 restrictions and impacts. 39 of these organisations had also responded in 2019/20, and this repeat cohort has been used to illustrate any patterns and changes in the 2020/21 data when compared with pre-pandemic activities.

Funding and Income

- 2.3 The total combined income of the 47 organisations that completed the 2020/21 survey was £75 million. Among the repeat cohort of organisations this represents a decrease of 28% compared with 2019/20. Whilst public sector income has remained relatively stable, and has included emergency and recovery support grants, the pandemic has had a substantial impact on other income streams.
- 2.4 Among the repeat cohort of organisations, Earned Income fell by 89% between 2019/20 and 2020/21. This is largely due to cultural venues having to close due to the COVID-19 restrictions in place at the time, meaning that many of the regular income streams such as catering, retail and venue hire were unavailable. Private sector income also decreased, but to a lesser extent at 17%, representing pressures on the wider economy and in securing grants, donations and sponsorship.

Reach

- 2.5 Overall footfall to cultural venues in 2020/21 was 383,160. Of the repeat cohort of organisations, this represents a 94% decrease compared to 2019/20. There were 1,731 productions and commissions in Manchester during the year – an 84% decrease on pre-pandemic - and there were 265,194 people at in-person audiences – a decrease of 95%. These figures evidence the impacts of venue closures and the effects of social distancing restrictions once venues reopened to audiences.
- 2.6 Whilst the number of digital artistic products and broadcasts and related audiences reduced this year, the number of organisations creating digital artistic products rose by 69% and the number of organisations broadcasting content increased by 21% - evidencing the move towards online delivery throughout the pandemic.

Engagement and Participation

- 2.7 The total number of participants in 2020/21 was 298,187, a decrease of 64% based on the repeat cohort of organisations. The total number of sessions were 29,713, which is a reduction of 32%. These figures include both in-person and online engagement activities.
- 2.8 At the height of the COVID-19 restrictions, all face-to-face activities were suspended, with organisations moving to online delivery where possible. This meant that many activities were able to continue, and many of the vulnerable groups which are supported by the city's cultural organisations continued to receive support during pandemic restrictions. In some cases, this included raising funds for digital equipment and data to support participants with little access to on-line resources to be able to continue to take part. This was a lifeline for some in reducing isolation and supporting their mental health.

- 2.9 The value and innovation stimulated by the enforced use of digital and small-scale face-to-face work during the pandemic is influencing practice going forward. For example, many organisations have increased and improved their pre-pandemic digital offer and resources, have started to offer ‘hybrid’ access, which combines in person and virtual engagement at the same time, and also re-affirmed the benefits of small group face to face work in local settings.

Volunteers

- 2.10 The total number of active volunteers in 2020/21 was 2,359, representing a 26% reduction on last year. The number of hours volunteered was 22,365, of which 17,215 hours were volunteered by board members. Overall volunteer hours reduced by 87%, due to the number of roles which are usually delivered in-person. However, the total number of hours volunteered by board members increased by 62% - demonstrating how the boards of cultural organisations stepped up to provide additional capacity to support their organisations through the pandemic.

Zero Carbon

- 2.11 A total of 434 employees across 30 organisations have received training in Carbon Literacy from an accredited trainer. This represents a 33% increase in trained employees and 59% increase in organisations with trained employees on last year. 43% of the organisations that completed the 2020/21 survey have a carbon reduction plan in place. This data demonstrates the culture sector contribution to the city’s priority around climate change, with many of the organisations being members of GMAST.

Health and Wellbeing

- 2.12 There is a substantial and growing body of research which shows that arts and culture support good health and wellbeing, whilst therapeutic arts activities can provide respite from certain medical conditions, and aid recovery. The Culture Team introduced some new questions focussing on health and wellbeing within the 2020/21 survey.
- 2.13 66% of the organisations completing the survey said that they delivered activities with a health and wellbeing focus during 2020/21. 90% of these organisations delivered engagement and participation sessions, 39% created productions and commissions, and 32% delivered therapeutic activities. A total of £1.57million was secured by the organisations to deliver health and wellbeing related projects. This data demonstrates that cultural organisations deliver a broad range of activities that support physical and mental health and the management of health conditions.

Schools

- 2.14 68% of Manchester schools engaged with cultural organisations during 2020/21 – a 32% decrease compared to 2019/20. There were also decreases

across participants, sessions and engagements for school activities, demonstrating the impact of the COVID-19 pandemic.

- 2.15 Manchester's Cultural Education Partnership, MADE, whose launch coincided with start of the pandemic in February 2020, has continued to develop and grow despite difficult circumstances. MADE brings together partners from across culture, formal and informal education, training and employment, to ensure that high quality creative experiences support children and young people's education, aspiration and enjoyment. In their first year MADE delivered 27 participation projects, engaging 18 schools to use creative activity to support delivery of subjects across the National Curriculum and to explore and promote careers available in the cultural and creative sector. The partnership also established a Youth Voice programme for 'Creative Influencers' aged 10-21 and delivered on-line projects during lockdown, as well as producing a new digital resource in the MADE website, which can be viewed at www.mademcr.org.
- 2.16 A number of MADE partners successfully accessed funding through Arts Council England's Cultural Recovery Fund, which was pooled to support this activity.

Employment and Skills

- 2.17 The cultural sector plays a major role in supporting a diverse and distinctive economy that creates jobs and opportunities, supports skills development and promotes talent. Due to the nature of the work, arts and culture generates a substantial number of freelance opportunities across a range of artistic, creative and technical roles. The COVID-19 pandemic has had severe impacts on the freelance community, and the survey showed a 38% reduction in the number of freelancers contracted during the year. It is a priority for the sector to explore ways to retain and continue to invest in freelance talent and to continue to benefit from this creative and artistic expertise. The pandemic also meant that far fewer organisations were able to support internships, apprenticeships and work experience placements than in normal years.
- 2.18 Whilst the survey indicated that employee levels have not reduced where this might have been expected, it is perhaps reflective of the use of the Government's Employment Retention Scheme by cultural organisations to retain staff over the first 12 months of the pandemic. Officers are aware of redundancies in the sector, especially in autumn 2020. It will be interesting to track the impact of employment levels into the next survey period.
- 2.19 This year the Culture Team introduced some new questions around the Real Living Wage to the survey. A total of 85% of the organisations responding confirmed that they pay staff the Real Living Wage or higher, and 17% are accredited Real Living Wage employers.

Economic impact and social value

- 2.20 The methodology used to calculate economic impact and social value cannot be applied during periods of pandemic restrictions when in-person attendance has been restricted. It is therefore not possible to calculate economic impact and social value for 2020/21.

3.0 Manchester Culture Awards 2021

- 3.1 The Manchester Culture Awards were introduced in 2018 to celebrate and profile arts and cultural activity in Manchester. The initiative highlights the artistic achievements and inter/national reputation of arts and culture in the city, as well as the sector's positive contributions across the city's agendas; economic, social, education and health impacts.
- 3.2 Following a break in 2020 due to the pandemic, the third Culture Awards took place in November 2021 with the additional aims of championing the 'city is open' messaging, recognising the sector's support of residents, artists/freelancers during this challenging time and providing opportunity for sector partners to come together safely and connect and reflect.
- 3.3 Almost 300 nominations were received, and the awards celebrated 62 finalists and winners from across a range of artforms and heritage and from small, medium and large organisations - as well as individuals. This reflects Manchester's distinctive, dynamic creative scene and vibrant history of cultural innovation and collaboration, with major cultural institutions sitting alongside a rich mix of smaller organisations.
- 3.4 The 2021 awards invited nominations for work across 2 years (2019/2020 and 2020/2021) as the initiative did not take place in 2020. Also, two new categories were introduced for 2021 – Creative Care in Covid for an organisation and for an individual, designed to recognise those that reached out, connected with people, offered support, and collaborated to make a difference during the pandemic.
- 3.5 A digital copy of the 2021 Manchester Culture Awards Programme has been circulated as an Appendix to this report, which demonstrates the excellence and diversity of activity and partners that support culture and creativity in Manchester.

4.0 Cultural Recovery

- 4.1 The Cultural Sector has been one of those most severely impacted by the COVID-19 pandemic, national lockdowns, local restrictions and operational challenges. The Council has been aware of the issues and challenges faced by the sector, and the Culture Team has been in regular contact with industry groups and bodies and with individual cultural companies and venues.
- 4.2 The results from the 2020/21 Cultural Impact Survey reflect the loss of income experienced by the sector and the success of some organisations in

Manchester in accessing the Government's support through the Cultural Recovery Fund.

- 4.3 The use of furlough through the Government's Coronavirus Job Retention Scheme has made an important contribution to cultural organisations being able to retain staff over the last two years although some companies have need to restructure their teams and make redundancies in order to secure their viability as the impact of the pandemic continues to be felt.
- 4.4 Freelancers have been especially impacted and there are high levels of freelance employment in the creative and cultural sector. Across the wider creative industries sector, the freelance rate compared to permanent staff is even higher, with over 80% reported amongst film and broadcast industries.

Cultural Hardship Fund for Freelancers

- 4.5 With the benefit of a generous donation from the Savannah Wisdom Foundation with funding from B&M Retail PLC, a £500,000 Cultural Hardship Fund for Freelancers was launched in January 2021, awarding grants of £1,500 to individual freelancers that were either Manchester residents or GM residents able to evidence that they worked in the sector in Manchester and who were facing financial hardship having lost work as a result of the pandemic. When applications closed in March 2021, 330 applications had been received and grants were awarded to 206 Manchester and Greater Manchester based freelancers. Analysis of the scheme included a survey of successful applicants to assess the impact and reach of the grant support provided. The survey results also provided some insights into the make-up of the freelance workforce and the varied portfolio careers that exist in the sector.
- Applications covered 65 different freelance roles within the Culture & Creative Industries
 - 43% of applicants held more than one role within the Culture & Creative Industries
 - The sector most represented was Live Music, followed by Theatre, and Music/Music Recording.
 - Music related roles accounted for 40% of applications to the fund
 - Musicians made up a significant percentage of applications and those with a job role of musician received the largest number of awards from the fund.
- 4.6 When asked in the survey, all respondents felt that the grant had made a difference to their personal circumstances and freelance enterprise. For some people this meant a breathing space to organise finances and plan next steps or enabled them to avoid/repay debt accrued during the pandemic. For 14% of respondents, the grant enabled them to continue to invest in their careers in the Cultural & Creative Industries sector. 22% of respondents spoke about the positive impact that receiving the grant had on their mental health, reducing their anxiety around finances and

helping them feel valued within their industry.

- 4.7 When asked about the impact of the grant on their work, 50% of respondents felt that the grant had a positive impact on their work in the sector. 19% said the grant had enabled them to return to or continue their work in the Cultural & Creative Industries sector, with 20% able to invest further in developing their freelancing business and/or skills. 11% described the grant as bringing them a sense of financial stability.

COVID-19 Culture and Heritage Grants to the Sector

- 4.8 This table provides an overview of COVID-19 related Arts, Cultural & Heritage sector targeted revenue grants awarded to date to Manchester-based organisations. This includes grants administered by Arts Council England (ACE) and the National Lottery Heritage Fund in partnership with Historic England as part of the Government's Culture Recovery Fund (CRF).

Funding stream	Total awarded
ACE Emergency Funds NPO (National Portfolio Organisations)	£1,043,449
ACE Emergency Funds Non-NPO	£1,077,663
ACE CRF Grass Roots Music	£262,114
ACE CRF Grant Round 1A	£9,671,964
ACE CRF Grant Round 1B	£2,147,434
ACE CRF Grant £1m+	£2,854,444
Heritage CRF Grant Round 1	£996,200
ACE CRF Grant Round 2	£8,718,799
Heritage CRF Grant Round 2	£648,920
ACE CRF Grant Round 3 'Continuity Support'	£3,549,310
ACE CRF Grant Round 3 'Emergency Resource Support' - Round 1 *	£237,600
Heritage CRF Grant Round 3 'Continuity Support'	£42,000
Total	£31,248,897

**Applications for this are still being reviewed. Round 2 of the Emergency Resource Support fund is open for application until 4 February.*

- 4.9 Additional awards from the Culture Recovery Fund were also made to support capital developments impacted by COVID-19 disruption.

Additional Restrictions Grant

- 4.10 As part of the discretionary Additional Restrictions Grant funding available for local authorities to distribute to local businesses, the Council established a sub-scheme to support the recovery of Cultural, Entertainment and Convention facilities. Through this scheme a total of £2.34million was awarded to 88 eligible facilities in Summer 2021, with a further £290,829 in top-up grants allocated to 59 of these organisations in December 2021.

Marketing campaign #HereforCultureMcr

- 4.11 There have been some bold and collaborative initiatives led by the sector to support cultural recovery, notably including a joint marketing and audience development initiative in 2021.
- 4.12 20 cultural organisations in Manchester fundraised collaboratively through their individual Culture Recovery Fund bids and worked with Marketing Manchester to deliver the #HereforCultureMcr joint marketing campaign. This communicated to residents and visitors that the cultural offer was open for business. It went live on 17 May 2021 and ran to the end of August 2021 with a poster, radio and digital campaign aimed at:
- Welcoming visitors back safely to culture in the city
 - Raising awareness that venues had reopened
 - Communicating the summer programme
 - Reassuring on safety
- 4.13 Research showed that the campaign helped 75% of the ‘population’ group surveyed and 48% of the ‘database’ contacts, to report that they felt “comfortable about visiting an arts or cultural venue or event in the near future”. Two in five people in the evaluation survey recall the #HereForCultureMCR campaign (which is a very high percentage) – with 17.5% going on to book a ticket. The economic impact of the campaign has been estimated at £2.139 million.
- 4.14 Cultural organisations are drawing on this and other collaborative experiences during COVID-19 to inform future projects. There are plans to apply for joint working within future bids such as via the multi-year National Portfolio Organisation (NPO) funding from Arts Council England.

5.0 Zero carbon

- 5.1 Cultural organisations in Manchester are leading the way on collaborative working in their response to the climate crisis. Whilst organisations have established carbon reduction strategies to reduce organisational emissions, cultural organisations are also uniquely placed to engage with audiences to encourage behaviour change.

- 5.2 Since 2011 the Manchester Arts Sustainability Team (recently relaunched as GMAST), has been in place as a collaborative group for arts, cultural and creative organisations, working to demonstrate climate change leadership and to develop and share resources such as bespoke carbon literacy training. GMAST is a member of the Manchester Climate Change Partnership and has developed a formal response to the city's Climate Change Framework.
- 5.3 During 2021 GMAST completed "C-Change – Arts and Culture Leading Climate Action in Cities". This 3-year project enabled the GMAST collaborative model to be shared in detail with five European cities as part of EU's URBACT programme, which supports learning and exchange across cities. The project was led by Manchester City Council and provided the opportunity for the city and the sector to reconnect, to develop their relationship in line with the city's zero carbon target and the Manchester Climate Change Framework.
- 5.4 As part of the C-Change project a new GMAST website was developed. The website hosts a range of resources which were developed for the sector to improve knowledge and understanding on climate action and capacity building. The 'Taking Action' guide is an eLearning tool which aims to support the sector in getting started and developing a response to the climate and ecological crisis. A carbon literacy syllabus and related training were also developed. This includes a virtual training model delivery during the lockdown period, which can be rolled out to volunteers at cultural events in the future. The project also produced a Single Use Plastic at Events Guide which will complement the pack of sustainability guides already produced by the Council's Events team.
- 5.5 Arts Council England have awarded GMAST development funding to explore a future model of collaboration and best practice. This will lead to a refreshed vision and mission, governance and operating model that will better suit the sector and region in its transition to zero carbon. Working with SAIL in Leeds and SHIFT in Liverpool this will include opportunities to align ambitions across the three northern cultural sustainability networks.
- 5.6 The Council's Climate Change Action Plan includes a target to reduce our direct carbon emissions by 50% by 2025. Within Workstream 5: Influencing behaviour and being a catalyst for change, there is an action which commits the Council to "build addressing climate change into the grants to Voluntary and Community Sector organisations and cultural organisations". In 2021 the Council commissioned Julie's Bicycle to support this work - a not-for-profit organisation which aims to support the cultural sector's response to the climate crisis and works in partnership with Arts Council England on an Environmental Programme. Julie's Bicycle undertook a series of consultation workshops with the sector and recommended a framework for future funding requirements. The Culture Team will be rolling out these requirements in 2022 and can report to future meetings on implementation. Additional training and capacity will support the Culture Team to deliver this work.

5.7 Alongside this work Julie's Bicycle has developed a Zero Carbon Culture Guide for Manchester cultural organisations. The guide will be launched in February 2022 and sets out the Council's expectations and targets; provides a checklist of key actions that can be taken to reduce emissions, and signposts to relevant resources on carbon reduction and carbon literacy training.

6.0 Cultural Consortium

6.1 Manchester-based cultural organisations work together on a number of projects and programmes. It is a feature of the cultural ecology in the city which is commended by strategic and funding bodies and the impact and benefits felt;

- by our residents though work like MADE – The Cultural Education Partnership;
- by people working in the sector though the Greater Manchester Artists' Hub and Manchester Independent Artists' Initiative.
- though the impact on climate change though the work of GMAST; and
- economically in the way the sector has supported COVID-19 recovery and city centre visitor confidence.

6.2 A Cultural Leadership Group, established in 2015 and chaired by the Director of Culture, has been a key forum for the chief executives of the city's larger institutions to jointly plan and work collaboratively. In more recent years, especially during the pandemic, its membership has developed to be more inclusive of small and medium sized organisations, especially those with a strong participation and engagement focus to their work, and companies and artists leading work to support practitioners and freelancers. The Cultural Leaders Group also connects to a wider set of city partnerships through the Our Manchester Forum.

6.3 In Spring 2021, on behalf of the Cultural Leaders Group and with Arts Council support, the Council commissioned a study by consultants The Fifth Sector to undertake a review of how cultural partners can come together through a more inclusive body and approach. There was a strong and urgent desire to improve representation so that the group is more reflective of Manchester's exciting and diverse communities. Cultural Leaders Group members concluded that in order to change, the group needed to be disbanded once a new more democratic and representative entity has been co-designed and established with the wider cultural sector.

6.4 The consultants undertook consultation through stakeholder interviews and surveys and reviewed different operational and governance models. The resulting report concluded that a new consortium should be developed in a format inspired by the Age Friendly Manchester model, with an elected board, time-limited roles and a wider stakeholder strategy group.

6.5 a) Manchester Cultural Consortium Steering Group/ Board

- With 12 elected representatives and in the initial transition period, this should include representatives from statutory bodies and the Director of Culture for Manchester.
- It should represent all parts of the sector whilst being inclusive, diverse, representing organisations of a variety of scale, artform and local neighbourhoods
- It should be strategic, not operational, not Council-owned or controlled and amongst its activities, provide a mechanism for discovery, development, diversification and growth of a new generation of leaders.
- It should streamline, co-ordinate and increase the effectiveness of relationships access culture, heritage, VCSE sectors and communities
- And provide a clear collective purpose and strategy, setting its own agenda acting initially as an un-constituted body.

6.6 b) Wider Cultural Forum

The report recommends the establishment of a structure and approach to connect with the wider sector on a regular basis to help to focus the strategic priorities and monitor progress.

- 6.7 The report recommended that existing artform groups and partnerships (such as the Cultural Education Partnership - MADE) should continue to meet to share information and collaborate.
- 6.8 Following sector-facing consultation on the report and recommendations, a task and finish group, chaired by the Director of Culture for the first meeting, is being established to manage the transition from the existing Cultural Leaders Group model to the new proposed structure.

7.0 Recommendations

- 7.1 The Committee is invited to consider and comment on the information provided in the report.



MANCHESTER
CULTURE
AWARDS
2021



FOREWORD



**COUNCILLOR LUTFUR
RAHMAN OBE**
DEPUTY LEADER,
MANCHESTER CITY COUNCIL

Following the disappointment of not being able to hold the Manchester Culture Awards last year due to the pandemic, I am very pleased we are returning this year to celebrate the very best of the city's culture, arts and creativity. This evening is a wonderful opportunity to recognise the artists, arts organisations, investors and communities that make arts and culture flourish in Manchester. Despite the difficulties they still face, our cultural partners continue to care about the mental health and wellbeing of residents, and reach out to the region's freelance creative workforce to support one another in planning for recovery. The collaboration between cultural partners and the community and voluntary sector during this period has been extraordinary, and I'd like to thank everyone for their contribution.

The pandemic has starkly highlighted the inequalities in our society, as have recent demonstrations about racial discrimination, sexual harassment, the climate emergency, and other issues. Manchester prides itself on being a diverse and welcoming city – a city for all, where everyone can achieve their potential and where everyone is valued. I firmly believe that the involvement of people from diverse backgrounds, with varied skills and different insights leads to more creative, ingenious and long-lasting solutions. Continuing to commit to making diversity in the cultural sector a reality will only make our offer stronger, richer and more relevant for the times we are living in. I hope it is something we can achieve.

As Deputy Leader of the Council I am pleased to have retained culture in my portfolio of responsibilities, and I look forward to continuing to champion recognition of the sector and the complex role it plays in our economic, tourism and societal health. Thank you to everyone for your contribution to culture in the many forms and ways it takes place in Manchester. Enjoy your evening, and please shout about your achievements at #McrCultureAward.

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ANNABEL TIFFIN

Annabel is currently a presenter and Political Editor at BBC North West Tonight. She has presented the 6.30pm programme with Roger Johnson since 2012, and also presents Politics North West. She grew up in Cirencester and moved to Manchester in 1990 to work at the Stockport Express. Following this, she worked in radio and at cable TV channel Live TV, where she was the first person on air, before a move to ITV Central News in Nottingham for seven years.

She has covered all the major stories in the north west, including the Manchester Arena bombing, and her reports on the Hillsborough independent inquiry and the murders of two policewomen were nominated for BAFTA awards. She is an ambassador for the Dianne Oxberry Trust – a charity set up in memory of her friend and colleague who died from ovarian cancer. Annabel is married with two children and has a very badly behaved Labrador called Lily.



PRESENTERS

KEISHA THOMPSON

Keisha is a Manchester-based writer, performance artist and producer. She is the Senior Learning Programme Manager for The World Reimagined of Children, Chair of radical arts funding body Future's Venture Foundation, a London Theatre Consortium MOBO Executive Fellow, a member of Greater Manchester Cultural and Heritage Group, and recipient of The Arts Foundation Theatre Makers Award 2021.

In 2020, she finished touring her award-winning solo show *Man on the Moon*. Her debut book, *Lunar*, features her poetry and the show script, while *Moonwhile* is a poetic mini-album featuring music from the show.

She has supported artists such as Kae Tempest, Hollie McNish, The Last Poets, Saul Williams and Amiri Baraka, and performed in the Brave New Voices festivals in 2008 and 2009. Her work has been presented at high-profile venues and platforms such as Tate Modern, Blue Dot Festival and the British Council Showcase in Edinburgh.

"From the mundane to the spectacular, I will use my body, my voice, my vernacular." – Keisha





COUNCILLOR LUTHFUR RAHMAN OBE

Councillor Luthfur Rahman OBE, Deputy Leader of Manchester City Council, is a strong advocate for the role of culture in the development of the city and believes that all members of the community should be able to participate in the broadest range of cultural activities.



JULIE HESMONDHALGH

Julie was born and raised in Accrington, Lancashire. She trained at LAMDA and set up Arts Threshold Theatre in the early 90s. Her Working Diary was published in 2019, and she currently co-runs the Take Back Theatre Collective in Manchester. Julie is best known for playing Hayley in Coronation Street from 1998–2014, and she has worked extensively in theatre, TV and radio.



FIONA WORRALL

Fiona is Strategic Director, Neighbourhoods, at Manchester City Council. She is responsible for the Cultural Strategy, as well as the planning and delivery of local and citywide neighbourhood services, including the city's libraries, parks and leisure services. Her other priorities include the Crime and Disorder Strategy, which aims to reduce crime and antisocial behaviour, and she also leads on Community Engagement and Cohesion. In addition, Fiona sits on the board of a registered housing provider and is Chair of Governors at Lancasterian School.



LISA O'LOUGHLIN

Since starting her career in media production, Lisa has gained 26 years' experience in further and higher education. As Principal of The Manchester College, Lisa sets the strategic direction of the College and represents its interests with external stakeholders at local, regional and national levels. Lisa is responsible for ensuring the College meets its strategic objectives, including driving continual quality improvements and ensuring that the College curriculum meets the needs of Greater Manchester while remaining financially stable. Lisa is also Deputy Chief Executive of the LTE (Learning, Training, Employment) Group, the largest social enterprise dedicated to education. This reflects the combined strength of six leading organisations that work together for the benefit of learners, employers and communities. For the past five years she has also chaired the Greater Manchester Colleges Group, a partnership delivering education and skills across the city region.



JENNIFER CLEARY

Jen joined Arts Council England in April 2021 and leads on its work in the north west and with combined arts nationally. Before joining Arts Council England, she was Director of Creative Engagement at Manchester International Festival, where she worked from 2006 commissioning and producing programmes of participation, engagement, volunteering and artist development. She chaired the Employability Task Group of the Manchester Cultural Education Partnership, and currently sits on the Internationalisation and Marketing Advisory Board for Marketing Manchester. Before working in the cultural sector, Jen held roles in Higher Education and the NHS, and she has a PhD in Medical Microbiology.



DOCTOR CORDELLE OFORI

Cordelle is a public health doctor, and has been based in Manchester's public health team for seven years. She spent several years working as a GP in the NHS before moving into public health.

She has a special interest in health equity – improving the health and wellbeing of marginalised and underserved communities. She now works for Manchester City Council and Manchester Health and Care Commissioning, where her responsibilities include supporting the city's response to COVID-19 and leading work on the population health recovery programme. She co-chairs COVID-19 Health Equity Manchester (CHEM). CHEM was established in June 2020 to address the disproportionate impact that COVID-19 has had on some of Manchester's communities, particularly people from Black, Asian and minority ethnic backgrounds and disabled people.

CREATIVE CARE IN COVID-19 (ORGANISATION)



THE EDGE THEATRE

The Edge worked with partner organisation the Booth Centre to ensure that people who were experiencing or at risk of homelessness continued their creative activities online and face to face, reducing the risk of isolation. The new group created during lockdown had a positive impact on individuals with extraordinarily complex needs.

VENTURE ARTS

Venture Arts provided a lifeline for learning-disabled people in Manchester during 2020/21, offering opportunities for professional development. They delivered more than 100 online art sessions every week, created art packs for young people, and were often an individual's only link to the outside world. Artists collaborated, participated in residences, arranged workshops, undertook placements nationally, and exhibited work online.



CREATIVE CARE COALITION KITS

Seeing how many young and older people were socially isolated and digitally excluded during lockdown, a coalition of 65 organisations along with 300 volunteers designed, fabricated and distributed 6,000 Creative Care Kits in Manchester (53,000 across Greater Manchester). They reached out to people, helping them feel connected, and supported their mental health with creativity.





MANCHESTER CAMERATA

Music in Mind: Remote is an online training programme and resource. It is designed to upskill care workers in specialist music-making activities for people living with dementia. Created by Camerata's musicians with music therapists, the programme includes comprehensive video and music resources, as well as bespoke online training sessions.



AFROCATS

Afrocats were quick to respond to refugee and asylum-seeker children, adults and families. Among several packages of support, they ran culturally sensitive writing workshops in mother-tongue languages, supporting 70 very vulnerable people with their wellbeing. This provided a much-needed connection between people who were isolated, fearful and alone.

BEST EVENT

© Shiraine Forrest



HOUSE PARTY

HOME, VENTURE ARTS AND DRAKE MUSIC

House Party is an inclusive live music night for people with different abilities and additional needs, delivered in partnership with Venture Arts and Drake Music. We hosted a special Christmas House Party in 2019, with an impressive line-up of disabled musicians performing to an audience of over 150 people, including bands, solo **Page 56** and a choir.



TOGETHER IN ONE VOICE

CREATED BY ROSE MARLEY AND DAN MCDWYER, WITH PARTNERS THE CO-OP, MANCHESTER CITY COUNCIL, MANCHESTER INTERNATIONAL FESTIVAL AND THE GREATER MANCHESTER COMBINED AUTHORITY

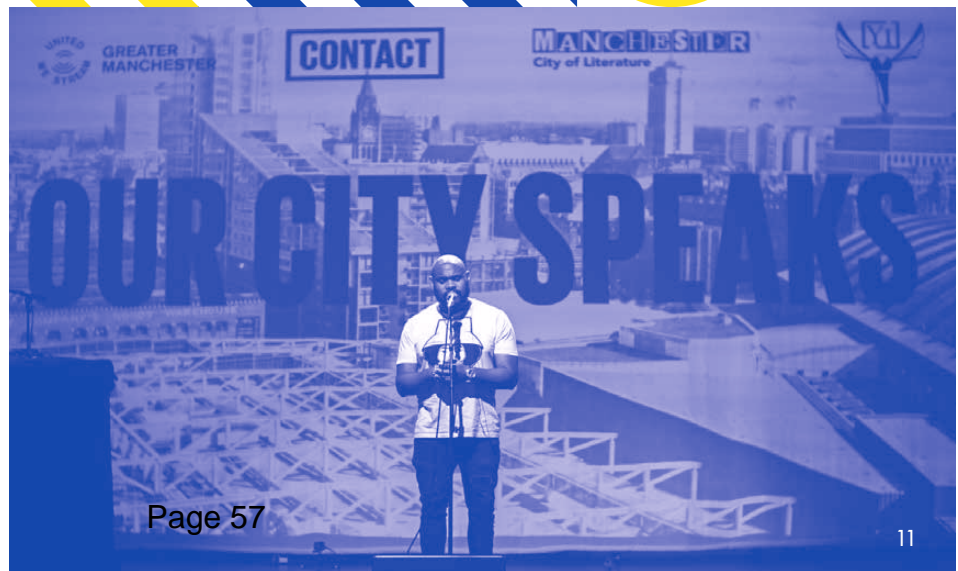
Thousands of residents took part in this joyous mass doorstep singalong during lockdown, supported by some of Manchester's biggest music stars. Accompanied by a livestream featuring virtual choirs and musicians, the project combined online connection with real-world involvement to create a sense of community at a very difficult time.



OUR CITY SPEAKS

CONTACT AND MANCHESTER CITY OF LITERATURE

Our City Speaks took place as part of the Greater Manchester United We Stream socially distanced live events. A stellar line-up of Manchester's finest poets brought home the desire for positive change and the need for racial justice. It also featured poetic reflections on life in contemporary Manchester, exploring migration, family, and home.





PETERLOO 2019

MANCHESTER HISTORIES

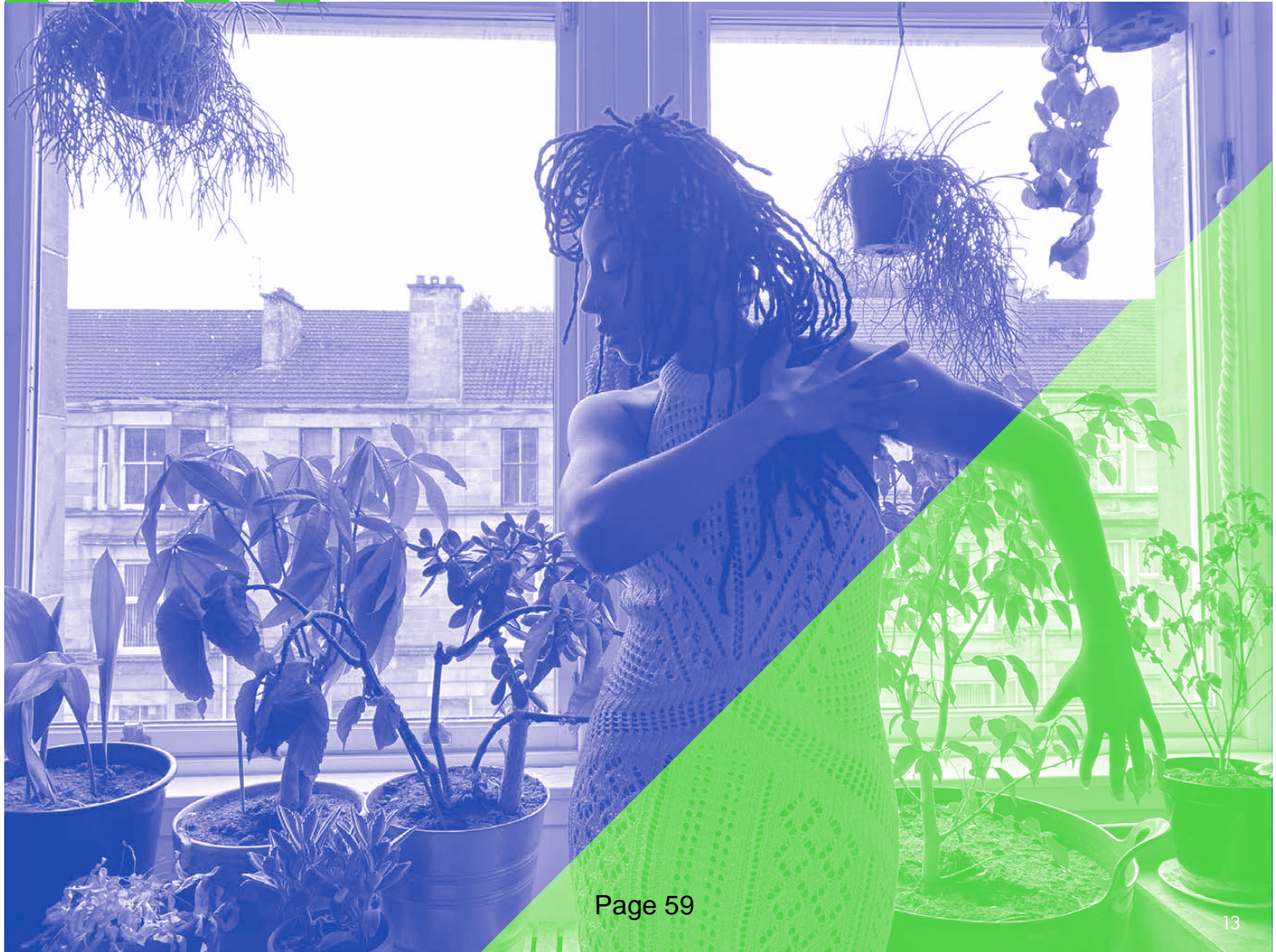
Manchester Histories led a programme of events exploring and commemorating the 200th anniversary of the Peterloo Massacre. With themes of Protest, Democracy and Freedom of Speech it featured more than 180 events, talks, performances and

debates, and culminated in an interactive outdoor performance, *From the Crowd*, which artistically commemorated this historic moment and the beginning of democracy in the UK.

BLACK GOLD ARTS FESTIVAL WITH CONTACT

Black Gold Arts Festival was an online celebration of Black-led art and culture curated by Manchester producers Darren Pritchard, Cheryl Martin, Jayne Compton (BGAF) and Pelin Basaran (Contact).

It genuinely connected audiences and artists at a crucial time, and engaged with vital issues of mental health, trauma, race and representation, as well as presenting celebratory and joyful events.



YOUNG CREATIVE OF THE YEAR

OLIVIA LEE

Olivia is a DJ, host, rapper, freestyle dancer, and performer. Olivia started working as a project assistant on Contact's The Agency programme when she was just 18 years old. Since then, she has been promoted to project co-ordinator and assistant facilitator of The Agency and has implemented a Youth Voice programme at Young Manchester.



PRINCESS ARINOLA ADEGBITE

Since publishing *Soft Tortures*, her debut poetry book at 16, Princess Arinola has won Slambassadors, BBC Words First 2020, and One Mic Stand. She's been commissioned by Ripples of Hope Festival, MIF and the BBC. She is a member of Young Identity and an artist on Contact Theatre's Level Up Programme.



LYDIA KINOWSKI-DON

Multi-talented Lydia plays the harp, produces music and makes animated films. Unable to play at Kendal Calling Festival, she made a stop-motion animation about it instead, entitled *Lost Summer 2020*. Level Up Contact Theatre, awarded her a prize for the film, acknowledging a truly inspiring young woman.



THAMEENA ALAM

Thameena created a social media project called Whitworth Invents. Creative challenges focusing on 'making art useful' were sent out fortnightly, which inspired responses from people involved in science, engineering, technology, environmentalism and social sciences. She is currently developing a display of the winning submissions at The Whitworth.



Whitworth Invents



FANG ZHANG

While attending Chetham's School of Music, Fang performed with Chetham's Symphony Orchestra in The Stoller Hall. At just 16, he led the orchestra on the marimba, receiving an unforgettable standing ovation. He then won the prestigious BBC Young Musician Competition, replicating his stunning performance from The Stoller Hall.

BEST BUSINESS PARTNERSHIP

SAVANNAH WISDOM FOUNDATION WITH B&M RETAIL LTD, HOME AND MANCHESTER CITY COUNCIL

The Cultural Hardship Fund awarded over 200 grants to Manchester freelancers facing financial hardship because of COVID-19. Musicians, photographers, event crew, actors, DJs,

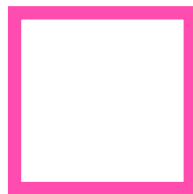
producers, visual artists, and more all received support. Recipients reported feeling valued, as well as positive impacts on their mental health and reduced anxiety around their finances.





ELECTRICITY NORTH WEST AND MANCHESTER INTERNATIONAL FESTIVAL

The role of the region's electricity network in leading the north west to net zero makes it a perfect strategic partner to MIF on their own journey to zero-carbon. The partnership, which includes supplying power to the festival and providing electric vehicles for artists and production teams, has energy, creativity and innovation at its heart.





CARGILL AND HALLÉ

Cargill are the main funder of the Hallé Inspire programme, which raises aspirations and embraces new approaches to curriculum-based learning in primary schools in some of Manchester's most deprived areas. Participating pupils have experienced improved motivation, teamwork, resilience, concentration, and self-esteem.



AUTO TRADER AND HOME

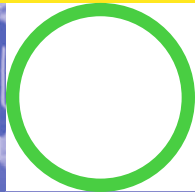
Auto Trader and HOME's relationship – a genuine two-way partnership – continues to explore how they can help each other to achieve their goals. During 2020, Auto Trader's ongoing, unwavering support was integral as HOME navigated the pandemic. As a result, HOME and Auto Trader's partnership evolved into an offer that was relevant and supported Auto Trader employees when they were working remotely.



PROMOTION OF EQUALITY AND SOCIAL JUSTICE

DIGIFEST 2020 MANCHESTER HISTORIES

DigiFest 2020 celebrated 50 years of disabled people's rights and marked the 50th anniversary of the 1970 Chronically Sick and Disabled Persons Act, legislation pioneered by Wythenshawe MP, the late Lord Alf Morris. DigiFest welcomed more than 3,000 online viewers for a weekend of brilliant creativity, powerful performances and insightful discussion and debates.



SADIA HABIB

At Manchester Museum, Sadia has developed a programme for young people to engage in exciting, meaningful and relevant exploration of heritage, culture and identity. She set up and supports the Our Shared Cultural Heritage Young Collective – leaders and change-makers at Manchester Museum and in the heritage sector more widely.



YOUNG PEOPLE'S FORUM MANCHESTER INTERNATIONAL FESTIVAL

This collective of Greater Manchester individuals aged 16–28 acts as an advisory board for MIF, representing the voices of young people. In 2020 they advocated wider sectoral change to address barriers based upon systemic racism in the arts. They created and hosted 'A Conversation for Change', attended by 30 local cultural organisations, to help instigate and effect immediate organisational and cultural change.

OLYMPIAS MUSIC FOUNDATION

The foundation built on their project Making Manchester. In 2019/20 they co-wrote and delivered a large-scale performance with pupils at Dean Trust Academy. The performance combined music, poetry and theatre to explore pupils' migration stories, and celebrate the rich diversity of cultures in Manchester.





GFF DAMIAN DANCE

During lockdown, GFF transformed their studio to meet their all-inclusive policy. They have specific classes for marginalised groups, such as Plus Size Pole and Melanin Kweens. Staff have been trained to use non-binary language. They also raised money for local Manchester sex worker charities and volunteered at local food banks.

THE MANCHESTER PEOPLE'S CULTURAL AWARD



SHARON RAYMOND

Sharon has been an essential part of Manchester's cultural life for 30 years. As an audience development and community engagement specialist, she works on strategies to encourage diverse communities to engage in culture and has also mentored hundreds of artists. Sharon is seen as one of Manchester's 'art gems'.

JOSEPH HOUSTON AND WILLIAM WHELTON

Just six years from opening, Hope Mill Theatre co-founders Joe and Will are celebrated regionally and nationally as champions for the arts in Manchester and beyond.

The pair are known for the success of their ambitious productions, dedication to community and youth outreach, and support of artists, creatives and freelancers.



REFORM RADIO

During the pandemic, Reform delivered hundreds of online creative, digital and employability sessions to young people. They also gave free wellbeing, employment and fundraising support to their roster of over 300 artists and DJs. Their 'We Out Here' festival paired artists from Manchester with those around the world to create a brand-new music track over Zoom.

GORTON VISUAL ARTS

Gorton Visual Arts provide a safe environment for elderly residents and vulnerable adults to remain active and creative. Their approach has led to referrals from NHS care workers and Macmillan. During the pandemic they sent out art materials to people's homes, operating a 'keeping in touch' policy to maintain regular interaction.





THE OLD ABBEY TAPHOUSE

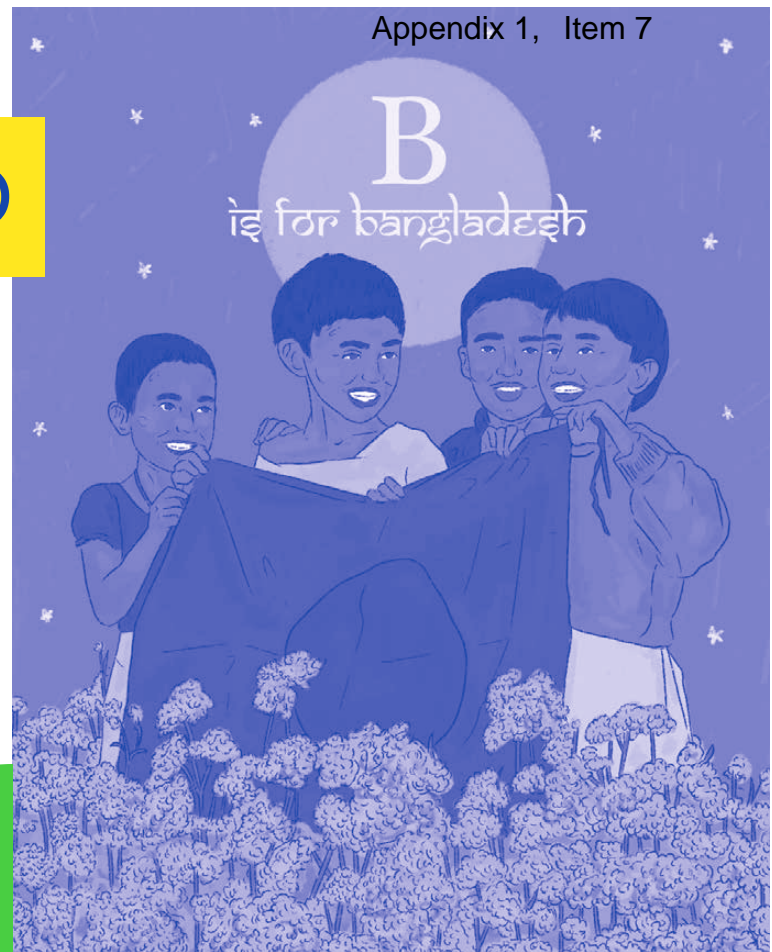
The Old Abbey Taphouse is a community hub in a pub in a science park. It serves the community in many ways, including pay-as-you-feel meals, cultural events, and supporting residents setting up businesses. During lockdown, Steam Radio gave residents the opportunity to stay connected to each other.

PROMOTION OF TALENT AND LEADERSHIP

BARINUR RASHID MANCHESTER MUSEUM

Barinur Rashid is passionate about making real systematic change in the cultural sector, and along with the young people he mentors, has influenced the positive change in the museum's recruitment processes. Barinur's enthusiasm for enabling young people to achieve their best is infectious. He is talented at helping people accomplish what they believe they can attain.

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BRIGHTER SOUND

Brighter Sound are focused on the future of the city's music scene, nurturing the next generation of exciting and diverse artists and creative leaders. Their programme of artistic and career-development opportunities supported a range of people. These include those from marginalised genders, women, people experiencing mental health difficulties, and young people not currently in education, employment or training.



© Chris Payne

THE FACTORY ACADEMY

MANCHESTER INTERNATIONAL FESTIVAL

The Factory Academy is a key part of the vision to put skills and training opportunities at the heart of The Factory, Manchester's landmark new arts space. Delivered in partnership with cultural organisations in the city, the programme provides real-world, expert training, creating accessible pathways into the creative industries for local people.

THE HALLÉ ASSISTANT CONDUCTOR SCHEME

The Hallé Assistant Conductor Scheme enables a promising conductor to shadow Sir Mark Elder, conduct public performances and inspire young musicians as Hallé Youth Orchestra Music Director. As part of the

Siemens Hallé International Conductors Competition, this is a rare and valuable opportunity to develop professionally in a truly supportive environment.





JANE LAWSON

CASTLEFIELD GALLERY

Jane Lawson, Castlefield Gallery's Artist Development Co-ordinator, responded to lockdown by swiftly moving all Castlefield's artist-development programmes online. Over 200 Castlefield Gallery associates accessed uninterrupted development support and online check-ins to keep people connected.

BEST PERFORMANCE

SIROCCO MANCHESTER COLLECTIVE

Sirocco is an internationally touring show created by Manchester Collective with South African cellist and singer Abel Selacoe. The performance, shared online and with a live audience at the Royal Northern College of Music, celebrated the warmth and diversity of cultural traditions from across the globe – juxtaposing Western classical and folk music alongside songs, instruments and stories from the African continent.

THE LONG GOODBYE

RIZ AHMED AND MANCHESTER INTERNATIONAL FESTIVAL

The Long Goodbye was a critically acclaimed live-streamed event with Riz Ahmed blending music, storytelling and immersive sound. Our divided political times were made deeply

personal through the metaphor of a romantic break-up. Asking 'How did we get here?' it explored themes of home, belonging, empire and immigration to powerful effect.





THE SHADOW

COMPANY CHAMELEON

The Shadow is a dark and psychological thriller told through dance and movement, created by Manchester dance company Company Chameleon. It explored the hidden

parts of the unconscious mind and the darker side of our personalities, following six characters and their shadow counterparts as they are swept into different stories and places.

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UNTOLD CAROLINE

MANCHESTER CAMERATA

Untold Caroline is one of Manchester Camerata's Untold digital-film series. The series features intimate portraits of real people, delivered through storytelling, prose and stunning music. In 'Caroline' Camerata's Leader, Caroline Pether, reveals her own struggle and journey to acceptance as a gay Christian woman in this moving and deeply personal film.



UNTOLD

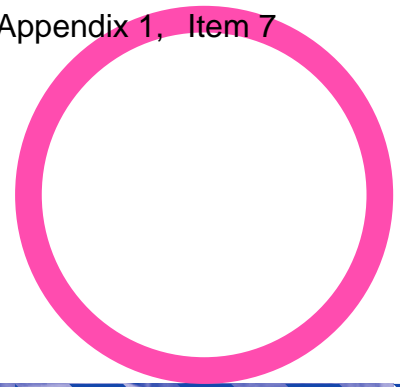


RENT

HOPE MILL THEATRE

Officially the UK's best reviewed production of RENT. Hope Mill Theatre overcame all the odds to bring this 'life-affirming' production to Manchester. A powerful rock musical telling the story of struggling artists living in New York during the AIDS pandemic, it brought audiences to their feet night after night.

PROMOTION OF CULTURE AND EDUCATION



© The Hallé

HALLÉ CONNECT HALLÉ

During lockdown, the Hallé produced Goddess Gaia – animated videos with music for schools based on saving the environment. Children took part through singing and playing percussion. Teaching resources connected to the broader curriculum, including art, science and geography. The programme was endorsed by Music-Schools England.

WORLD BOOK DAY 2020

READ MANCHESTER AND MANCHESTER LIBRARIES

Read Manchester and World Book Day welcomed five of the country's best-loved children's authors to Manchester's iconic Velodrome. Over 1,000 primary-school pupils were thrilled to hear them sharing their love of reading and writing stories. All children were treated to two free signed books to take home with them.



© Mark Waugh



© Mark Waugh

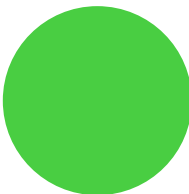
PAN-AFRICAN HISTORY PROGRAMME

BIG PEOPLE MUSIC LTD

Big People Music with Manchester Libraries offered free Pan-African History creative education workshops to primary and secondary schools during lockdown. 693 children from years four to nine took part in workshops focused on Pan-African fine art or poetry and literature. Sessions were led by talented, creative, young Pan-African role models.



© Shaun Williams Hulme Grammar School pupil





CULTURE FEAST

MANCHESTER ENTERPRISE ACADEMY INCLUDE GROUP

With Creative City, students organised their own festival for the Wythenshawe Forum Library's Creative Spaces programme. Students programmed, budget-managed, promoted and ran the event on the day. Their idea was to bring people together to celebrate cultures of the world. It was successful, well attended by local communities, and a major achievement for the young organisers.

TRAPPED IN THE MUSEUM

PEOPLE'S HISTORY MUSEUM

Held at the museum in February 2020, Trapped in the Museum was a performance and immersive party for 120 young people and their friends. Two hundred years after Peterloo, it explored creative disobedience

and collective action. The event was developed over six months by young people from 42nd Street, Manchester Secondary Pupil Referral Unit, and Reclaim.



CREATIVE CARE IN COVID-19

(INDIVIDUAL)

Appendix 1, Item 7



LYDIA BURKE

During lockdown, Lydia (Venture Arts) ran social groups for young people and adults including yoga, dancing, and a bake-off, helping people with learning disabilities and their families to feel connected and less isolated. She has always been available with a positive, caring and listening ear when people needed additional support during uncertain times.



KATE BRADNAM

Kate (The Agency, Contact) makes sure young people feel safe, welcome and understood. During lockdown, she created fun, accessible online workshops to support health and wellbeing. She also found new ways to connect when people had Zoom fatigue or faced isolation. Young people regularly credit her with supporting and believing in them to achieve their goals.

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MEG PARNELL

Volunteer Manager at Manchester Art Gallery, Meg created a new online events programme during 2020. Volunteers were supported to give online tours and lead discussions about the gallery's collections, connecting people using art. The sessions were attended by people in Manchester and from across the world. Meg worked tirelessly to bring people together, train volunteers and put the technical back-up in place.

ANDY BARRY

Andy has reinvented the Royal Exchange Theatre's Elders programme during the pandemic by supporting older people to embrace technology and theatre for the digital world. He empowered the group to set up a Zoom café, developed innovative phone projects, and created a mockumentary film for online viewing.





MARK FISHER

Mark delivers specialised music projects and training in healthcare settings. In response to the pandemic, he moved programmes onto digital platforms, creating open online resources for therapeutic use. His work was included in an international health and communication programme and was used to help front-line staff in 120 countries.

PROMOTION OF HEALTH AND WELLBEING



SOUND UP ARTS

Led by two Royal Northern College of Music graduates, Sound Up Arts develop creative programmes to support the wellbeing of people living with dementia. From 2019 to 2021 they produced 9,491 musical and creative engagements in person and online. One care home co-ordinator said: "Pure gorgeousness. I wish you could come every week!"





Z-ARTS

Since 2019, Z-arts have delivered a project to Trinity High School based on the five steps to wellbeing. The aim is to support wellbeing and emotional development, giving the participants the opportunity to thrive. The objective was to prevent the need for mental health services and provide tools for resilience.

MARK FISHER

Mark Fisher composes music for therapeutic purposes. During the pandemic, he worked with staff in the Critical Care Unit at Royal Manchester Children's Hospital to create a specially composed therapeutic digital-music resource for patients, families and health professionals. This supported the health, recovery and wellbeing of patients in critical-care settings and improved the clinical environment.

WORKPLACE CHOIR PROGRAMME

THE HALLÉ

The Hallé Workplace Choir Programme creates and supports choirs in many organisations. During lockdown it was clear that the programme would be an important wellbeing tool, so the Hallé developed a virtual choral option. Workplace choirs continued throughout the pandemic, helping to combat loneliness and promoting connectivity in the workplace.





CONTACT

During the pandemic, Contact hosted a series of digital-arts events, discussing health issues including trauma, anxiety, chronic illness, and sexuality while unwell. Their performances, panel discussions and online content reached over 15,000 people, exploring how to keep as well as possible during what felt like an impossible time.

PROMOTION OF ENVIRONMENTAL SUSTAINABILITY

SCIENCE AND INDUSTRY MUSEUM

The museum has embarked on a visionary, sector-leading decarbonisation project, aiming to be net carbon-zero by 2033 – 17 years ahead of the national target. The digital Manchester Science Festival, produced during lockdown, focused on climate and 'ideas for a better world', reaching audiences of over 23,000 (and growing).





MANCHESTER DAY

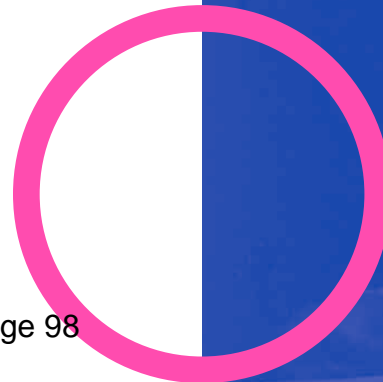
MANCHESTER CITY COUNCIL AND WALK THE PLANK

The Manchester Day team set clear climate-change priorities and a framework for delivery in 2019. They organised masterclasses in sustainability for artists, promoted climate-change action via the Manchester Evening News, and developed carbon-literacy training for event volunteers. As a result, they achieved 4 Star Green certification from Julie's Bicycle.



REFORM RADIO

Sustainability is a key focus for Reform Radio, both as a small organisation and as individuals. They use their passion and energy about it to make meaningful, effective changes. Initiatives include buying locally and sustainably, carbon-literacy training for all staff, and devoted programming around climate issues, including a 24-hour takeover from 24 countries for Earth Day.



HOME

HOME successfully communicates with audience members and the wider public about environmental sustainability. An animation video by Boca Films shows how HOME will cut direct carbon emissions by 50% by 2025. Regular #SustainableFriday tweets feature local initiatives, and HOME's digital channel featured 20 articles highlighting sustainability – attracting 11,000 page views during 2020/21.

OUR PLANET OUR CITY YOUR HOME



BEST EXHIBITION



GRAYSON'S ART CLUB MANCHESTER ART GALLERY

Grayson's Art Club encouraged people to seek joy and solace in making art, and to express themselves with humour, pathos and imagination – encapsulating life under lockdown. Artworks by the public, celebrities and artists shown alongside Grayson's own pieces reflect our shared experiences, demonstrating how art is an essential part of our lives.



WINDOWS OF CREATIVITY

WILD IN ART

Fifty Windows of Creativity transformed windows and spaces in Manchester's city centre into an innovative art gallery when venues were closed. It took audiences on a creative journey around the city centre, with displays of fine art, photography, ceramics, crafts, mosaics and murals created by well-known and emerging artists, designers, makers and collectives.



SCHOOL OF INTEGRATION

MANCHESTER INTERNATIONAL FESTIVAL

Created for MIF19, artist and activist Tania Bruguera's School of Integration was a powerful and inspiring artwork that invited us to discover and embrace the diversity of this city. Over 100 refugees and migrants who've made Manchester their home delivered free classes at Manchester Art Gallery on subjects including languages, food, customs, ethics and politics.



MANCHESTER OPEN

HOME

The Manchester Open at HOME is both a celebration and reminder of the often-hidden creative talent within Greater Manchester. Following 2,000+ entries, a selection of 543 artworks by 451 artists aged 5–93 formed the first edition, attracting 33,000 visitors and securing a spot among the region's outstanding cultural moments.



DISRUPT? PETERLOO AND PROTEST EXHIBITION

PEOPLE'S HISTORY MUSEUM

As part of the national commemorations marking 200 years since the 1819 Peterloo Massacre in Manchester, this exhibition told the story of Peterloo and highlighted its relevance in 2019. The exhibition was central to the People's History Museum's year-long programme exploring the past, present and future of protest.





**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny Committee – 8 February 2022

Subject: Manchester Libraries Strategy Update

Report of: Strategic Director (Neighbourhoods)

Summary

The purpose of the report is to provide the Communities and Equalities Scrutiny Committee with an update on the library strategy and to present future plans.

Recommendation

The Committee is asked to note the contents of this Report, including the intention to abolish fines for overdue items.

Wards Affected: All

<p>Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city</p>
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<p>Libraries support the zero-carbon agenda. This includes high quality, low-carbon buildings that are community hubs to be used by multiple organisations, that libraries encourage books to be read by multiple people and the increase in ebooks – reducing the use of paper.</p>
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<p>More details contained within section 2.5.1</p>
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Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Libraries enable people to improve their skills, apply for work on-line, offer and offer volunteering opportunities, increasing residents' employability. Libraries lead the Council's work on reducing digital exclusion amongst residents. More information in 2.5.2
A highly skilled city: world class and home grown talent sustaining the city's economic success	Libraries assist in raising literacy and skills levels, and with enabling our youngest residents to become school ready, helping to deliver Read Manchester. More information in 2.5.2
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Libraries are at the heart of our communities and offer a wide range of services and activities for free that help to build and maintain community cohesion and place pride. The intention to abolish fines will tackle inequalities and remove a barrier to library use, allowing more people to use libraries and help unlock their potential More information in 2.5.2
A liveable and low carbon city: a destination of choice to live, visit, work	Good local libraries are part of the fabric of neighbourhoods, helping to sustain pride in Manchester and its communities. Manchester Central Library is a regional, national and international visitor attraction More information in 2.5.1
A connected city: world class infrastructure and connectivity to drive growth	Our libraries are a key location for residents to access digital technology and helping build skills that will assist future generation of Mancunions to sustain the growth of the city. Our digital inclusion work is increasing connectivity in homes. More information in 2.5.6

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Background documents (available for public inspection):

None

1.0 Introduction

- 1.1 Manchester's libraries embody the Our Manchester Strategy, providing locally based, customer focussed services at the heart of communities. The service contributes greatly to Manchester Strategy Outcomes, as detailed in section 2.5. Manchester's Library, Information and Archives Service delivers leisure, cultural, learning and information services through a network of 15 neighbourhood libraries, 6 community partnership libraries and the internationally renowned world class Central Library – the most visited public library in the country. The service also operates 24-hour virtual library, HMP Manchester Prison library and Books to Go (housebound) service and supports a number of neighbourhood-based book collections. Manchester Libraries manages the Greater Manchester County Record Office function on behalf of GMCA which holds records from across the city region. Manchester Libraries also leads on digital inclusion for the Council and city.
- 1.2 The library service has evolved and reinvented itself over the past decade and whilst seeing significant reduction in revenue funding we have seen £80 million capital investment, including the £50 million transformation of Manchester Central Library. In the last 10 years, and we have relocated 80% of libraries into new or refurbished or co-located premises. The Libraries Capital Programme will see significant investment into the service in the next 3 years to improve the estate and service further. The latest Adult Public Library User Survey reported that over 93% of customers were satisfied with the service – the highest satisfaction rating we have ever received.
- 1.3 As valued community spaces, libraries act as a shop front and access point for a range of other council, government and public services and partner organisations, enabling people to access these services at a local level. A wide range of council services are delivered through our network of libraries for example adult learning (including learning specifically aimed at getting people back to work), youth provision, councillor surgeries, benefits advice and many other advice sessions.
- 1.4 Library services also provide significant support for key Manchester City Council objectives such as raising literacy levels (both reading skills and digital), reducing dependency, sustaining local neighbourhoods and creating economic growth, and have a critical and key role in supporting the City Council's priorities. Libraries manage Read Manchester with the aim of spreading the love of reading throughout the city and increasing literacy levels with children and adults. Manchester Libraries lead on digital inclusion for the Council and city. We work with the VCSE sector to reduce digital exclusion across community venues and in people's homes. Libraries also play a vital role through the provision of free public access to computers, free Wi-Fi, access to information, benefit validation and advice sessions.
- 1.5 In terms of a strategic planning framework, Manchester Libraries continue to provide a strong, key and vital role in the heart of their communities and neighbourhoods supporting learning, literacy, economic opportunity and inspiration, through the 4 universal public library offers around reading,

information & digital, health & wellbeing, culture & creativity. This ensures that we have a coherent structured offer which meets the current and future needs of our residents and also ensure that our service offer is aligned to support the delivery of Our Corporate Plan.

- 1.6 It is now nearly eight years since Central Library reopened following its transformation. It continues to be the most visited public library in the country, attracting a diverse range of residents as well as being a key attraction for visitors from outside the city. Part of the transformation vision for Central Library was to be an inclusive space, appealing to families, children and young people, aspiring entrepreneurs and visitors to the city, as well as traditional library visitors. Eight years on, despite the pandemic, Central Library's cultural programme, Library Live, exists as a busy and diverse cultural programme for everyone to enjoy. In recognition of the importance of Central Library and Archives+, the library became the Northern Hub for the 1921 Census, being only one of three venues in England and Wales that can offer free access to the census.
- 1.7 Across the city, our neighbourhood libraries and community partnership libraries - play an integral role in their local communities, acting as safe, trusted, socially inclusive, free, accessible, welcoming and non-threatening spaces, that play a significant role in helping to address deprivation and inequality. Research has shown that using libraries improves residents' health and wellbeing by combating loneliness and social isolation, as well as providing a quiet place to study and read. We support customers with reading for pleasure and literacy, and the level of book-borrowing is increasing again after a fall due to the pandemic, whilst the borrowing of ebooks/eaudio has increased dramatically since the start of the pandemic.
- 1.8 Libraries are the primary community venue for residents to access IT, and offer training, support and assistance to residents. This is done through staff, volunteers and partner organisations, for example Citizens Advice Manchester, which offers highly popular weekly digital-advice sessions at libraries across the city.
- 1.9 Fundamental to our ability to provide a high-quality breadth and range of services is the need to work well and effectively with a broad spectrum of partners and volunteers. Our partnership working across the city ranges from local community groups to specialist intellectual property lawyers who give their time pro-bono to support fledgling entrepreneurs, to the British Library, Manchester Metropolitan University, the University of Manchester, the Manchester College and Arts Council, England. Pre-pandemic, over 400 volunteers enable us to make the best use of the resources available within the city, and we are starting to build up volunteer numbers again.
- 2.0 Delivering the Library Strategy during the pandemic and beyond**
- 2.1 Through investment in the previous Library 2020 strategy, the City Council has demonstrated its commitment to maintaining effective libraries at the heart of

Manchester's communities. The key strands of Library 2020 strategy have been:-

- Introducing and strengthening customer self-service transformation to all libraries
- Introducing new Open Plus technology to increase opening hours and widen access at Withington Library, Wythenshawe Forum Library and Avenue Library
- Transforming Withington library
- Refreshing other libraries such as Central Library and Archives +, Hulme High Street, Forum Library

- 2.2 There will be significant in capital works to libraries from 2021 to 2024. The grade 2 listed Chorlton Library will be fully refurbished during 2022, with a £600,000 budget for capital works, supplemented by additional AMP works and Open Plus budget. The works include remodelling and refurbishment of the newer extension area, creation of a new community meeting room, full redecoration, enabling the Open Plus access system, and restoring the historic dome over the lobby area that has been covered over in previous refurbishments.

£500,000 has been allocated 2021-2024 for citywide library renewal works to ensure that all libraries are in a strong position to serve their local communities for the next 10/15 years. Works will include redecoration, replacing worn furniture, shelving and carpets, plus redecoration where needed. For example, as part of this programme of activity, Didsbury Library will undergo full redecoration commencing February 2022; new community meeting rooms will be created at Newton Heath and Longsight Libraries; and North City will have a new children's library and Age Friendly area.

Gorton Hub is currently being constructed, and the new library will be a cornerstone of the community offer from the building that embodies partnership working in action. Due to open to the public in October 2022, the new library will offer the same overall space as the current well used library, with 2 large community meeting rooms, an ICT suite and increased hours of access enabled via the Open Plus system.

The new joint library and leisure centre at Abraham Moss will open to the public in late Summer 2023. The development is currently progressing on site. The library will work on the same model as Hulme High Street and Arcadia libraries, with the library being accessible outside of staffed hours for customers to use self-serve, making library services available from early morning until the centre closes, plus all day on Sunday.

- 2.3 Libraries proved to be an invaluable service to residents during the Covid pandemic. Alongside almost everywhere else, all libraries closed in March 2020 as part of the first lockdown. During the first few months of the pandemic, the service developed an extensive digital 'libraries at home' programme. Activities and events were delivered online to residents of all ages, including storytimes, Lego clubs, creative activities, performances, memory boxes of different areas

of the city and a facebook book club. The use of ebooks, eaudiobooks, emagazines and enewspapers was promoted and usage increased massively, ensuring we continued to provide access to reading for tens of thousands of residents, despite physical libraries not being open. The Books To Go Service for housebound residents reopened in June 2020, and as soon national restrictions on libraries were lifted (on 4/7/20), we opened six neighbourhood libraries as well as Central Library, with a limited offer. Services were carefully delivered in a Covid-secure manner, ensuring the safety of staff and customers. All services and sites underwent rigorous Covid Risk Assessment, and all staff had individual risk assessments completed prior to being allowed to work front-facing again. Services increased as restrictions lifted, with libraries classed as an essential service by Government from the second lockdown onwards, recognising the crucial role libraries play in people's lives, particularly around digital access for people without Internet access at home. Since the pandemic started, between 15%-20% of visits to library have been to access our ICT offer. With restrictions on services and activities lifted, from September 2021, our events programme for all ages and community groups was able to resume. Visitor numbers have generally remained lower than pre-pandemic as, understandably, some residents have higher risk and vulnerability and remain cautious. Our role as a trusted community resource has meant that since April 2021, libraries have been a community collect point for Lateral Flow Tests (LFT), and to date, around 8000 test kits have been collected by residents from libraries.

2.4 Using a library improves the quality of residents' lives in ways stated throughout this report. Using a library reduces inequality and increases life opportunities. Therefore, we need to reduce barriers to becoming a library member and to using the library throughout different life stages. It is recognised that fear of library fines is a barrier to using a library, and fines incurred are a reason to stop using library services. As a result, we plan to remove library fines with Executive Member approval. This has been implemented in 4 other authorities in Greater Manchester, and is being implemented by other core cities, and early indications are that, as expected, library membership increases following the ending of fines. This will particularly benefit those residents on the lowest incomes, who will potentially gain most benefit from the resources available from libraries across the city. Any budget shortfall will be covered by in-service savings. This will be introduced on 1st April 2022, and we will report on the impact of this at our next Library Strategy Update Scrutiny Report.

2.5 The library service contributes hugely to the Council's Corporate Plan Priority Outcomes

2.5.1 **Contributing to achieving the zero-carbon target for the city**

Libraries are possibly the longest standing re-use and recycling programme through the borrow and use of a book by multiple people. The increase in lending of ebooks and eaudio books reduces the carbon footprint of reading in the city still further. The library estate contains generally good quality buildings with excellent carbon emission standards, and the capital investment into several of the libraries improves this further. By widening use of libraries as

community hubs, we are preventing the need for other services and organisations to have their own buildings and reducing travel time amongst staff and partner organisations. Neighbourhood libraries are accessible for partners as workplaces and for service delivery, supporting the Our Manchester and Bringing Services Together approaches. They can also be used for environmental and climate change campaigns, to increase the understanding of the need for carbon emission reductions across the city.

2.5.2 Growth That Benefits everyone

Libraries develop and implement the Council's Digital Action Plan. This work reduces the number of digitally excluded residents in the city and increased the level of digital skills. People without digital skills are at increased the level of disadvantage – e.g. unemployment, low wage employment, social isolation, financial poverty - more information in section 2.8

The BIPC (based at Central Library) and the Build a Business initiative, support the establishment and growth of start-up businesses, increasing the number of successful businesses in the city and the creation of jobs and opportunities – more information in section 2.9

2.5.3 Young People

Libraries support young people from 0-18 years, as outlined in the Libraries Services to Children and Young people in Appendix 2.

Working with Read Manchester, children and young people and their families benefit from library use, resulting in increased skills, confidence, happiness, literacy, educational attainment and job prospects. Libraries are positive environments that children and young people choose to use. Two of our libraries offer times in the week where young people are the only users of the library. Section 2.10 outlines more information on the offer for children and young people.

2.5.4 Healthy Cared For People

People who use a library have improved health and wellbeing. A Central Library survey during the pandemic reported that 87% of respondents said they felt happier after using the library. The CIPFA Public Library User Survey of 2019 reported that over 80% of Manchester's respondents who sometimes felt lonely, felt less lonely after using the library. Libraries reduce social isolation in a whole range of its customers – from Mums and Dads attending storytimes with their children, to older people who use the library for social interaction in a welcoming environment, to Books To Go customers who are housebound and may not see anyone else for a few days apart from the delivery driver who provides a range of books. Libraries are also key for residents receiving accurate health information, through digital access, health information and books on prescription and reading well collections. Libraries are also used by partner organisations such as Buzz to deliver health promotion sessions. All library staff have received training on dementia and are Dementia Friends.

2.5.5 Housing

Libraries contribute to the social infrastructure of successful and cohesive local communities. We work in partnership with Housing providers to reduce digital exclusion within their residents – to the benefits of the tenants and the housing providers. We work with organisations such as Lifeshare and Booth Centre to encourage and enable homeless people to access library services.

2.5.6 Neighbourhoods

Libraries are the beating heart of communities, being used and owned by the communities they reside in. They are well used venues key to successful and cohesive local communities. As community hubs they are used to gain access to skills, creative opportunities, digital access and access to a wide range of services at neighbourhood level. Libraries are increasingly becoming community hubs used to meet a whole range of priorities of people in the neighbourhood. The existence of a library within the neighbourhood is a critical factor to the quality of life of communities and residents in the neighbourhood. Throughout 2022 we will be running 'Roadshows' in different neighbourhoods with partner organisations to talk to residents and reduce digital exclusion in areas where it's highest.

2.5.7 Connections

Libraries ensure residents are digitally connected – particularly those who do not have Internet access at home. Each library offers free Internet access and high-speed Wi-Fi. Libraries are digital hubs where residents can access other services through video technology – for example Citizens Advice Bureau. We are leading a bid for GM Libraries to expand this further. Manchester Libraries leads digital inclusion for the Council – more information in section 2.8.

2.5.8 Equality, Diversity and Inclusion

Equality, Diversity and Inclusion are at the forefront of everything libraries do. Libraries are representative of the diverse communities in which they are located, and are a key means to increase community cohesion. To ensure that our workforce represents our communities, and to broaden access, we reviewed our recruitment practices two years ago, such that all entry level Library Assistant jobs grade 3 posts are now advertised in local libraries, and recruited to via drop-in open days, when anyone who has booked a place is given an interview. This has proved to be a really positive experience for both applicants and existing managers, who have been more directly involved in recruitment than previously. We have so far recruited around 40 Manchester residents through this process, who come from a diverse range of backgrounds, including a number of staff who are over 60, thus demonstrating our commitment to being Age Friendly in employment as well as direct service delivery. More information on Age Friendly in 2.11

A libraries staff group meets to discuss racism and develop actions for the service to promote equality and diversity. Each Library displays 'Libraries

Against Racism’ notices. The book stock is diverse, including the recent ‘See Myself in Books’ initiative and the events programme outlined in 2.13 contains artists and authors from diverse backgrounds and is attractive to all. Key EDI events are celebrated in libraries such as Black History Month, South Asian Heritage Month, International Women’s Day, LGBT History Month and International Mother Language Day. Manchester Libraries are accredited Libraries of Sanctuary. More details on this and our wider EDI work in 2.12.

2.5.9 A Well Managed Council

By widening use of libraries as community hubs, we are preventing the need for other services and organisations to have their own buildings and reducing travel time amongst staff and partner organisations. Neighbourhood libraries are accessible for partners as workplaces and for service delivery, in an Our Manchester and Bringing Services Together approach.

- 2.6 The Latest Public Library User Survey (PLUS) that we conducted in 2019-20 reported that over 93% of customers were satisfied with the service – the highest satisfaction rating we have ever received. We believe that this figure will increase further when its next carried out, as the feedback from customers to our service during the pandemic has been positive. We have been a lifeline to so many residents. The survey provided some powerful insight into the libraries role in reducing social isolation. As part of the Survey, four in ten respondents reported experiencing feelings of loneliness or isolation from others. Respondents who indicated that they often or sometimes experience feelings of loneliness were asked whether the library helped combat these feelings. More than 80% of these people agreed that it did. So over 80% of people feel less lonely as a result of using the library. Full details of PLUS is shown in various maps and a summary report in Appendix 6.
- 2.7 Each library has a huge impact upon its local neighbourhood and residents. Here are brief examples from each library that show the range of services we deliver and impacts on residents.

Central and Neighbourhood libraries

- **Abraham Moss Library** - The new temporary library is at the heart of the community, offering a wealth of community activities including the popular Tiny Tots Storytime. It also offers a welcoming space for groups to meet including the Women Zone group of elders, and a new knitting group attended by young people from Abraham Moss High School.
- **Arcadia Library** - our partnership with GLL (Greenwich Leisure limited) ensures that the library offer is seamlessly available to customers from 6.30am - 10pm on weekdays and 9 – 5pm at weekends, including Sunday. GLL staff are friendly to the library customers and quick to step in and help customers pick up their reservations etc during the library’s Self-Service hours
- **Avenue Library** - Partners Citizens Advice Manchester and Yes Manchester offer weekly employment and advice sessions that are well attended. Several social groups including the Manchester Carers group, the Blackley Crafters and the popular Hello Saturday club for families meet at the library on a

weekly basis to enjoy social interaction, learn new skills and have fun! Avenue is one of the Open Plus Libraries offering access to customers outside staffed opening hours. Open Plus also operates at Forum and Withington Libraries.

- **Beswick Library** – The strong partnership with The East Manchester Academy High School and neighbouring schools has resulted in an excellent and varied programme of school classes, including Black History workshops and Libraries of Sanctuary events with live music, dance and rich cultural arts workshops. Other positive partnerships include working with Manchester City Football Club's in the Community who offered a popular food bank offer in the library last summer to local families. Staff regularly support residents online who need help to renew their parking permits, showing libraries' key role as digital hubs supporting digitally excluded residents
- **Brooklands library** – The ever-popular storytime has already returned to pre-COVID visitor figures, and people have been delighted to have the sessions back. The Christmas story time was very special with Santa in attendance handing out gifts and a library customer playing his cello to Christmas songs. The story sessions have such a lovely, warm shared community feel to them.
- **Central Library** - forms the hub at the centre of the city's 22 libraries. It delivers a diverse and popular cultural programme, Library Live, including animation festivals, the Manchester literature Festival as well as multi language and autism friendly children's sessions. The Archives + Partnership is successfully embedded in the delivery model of the library and we also partner with The Work Rights Centre, Citizens Advice Manchester and Henshaw's to offer vital one to one support for customers. Space is also provided on a commercial basis to Sopra Steria visa services. Central library has strived to deliver as full an offer as possible during the pandemic and our Science X event in October 2021 saw 7,000 customers visit on one day. Central Library also is home to Manchester Visitor Information Centre with the library managing the offer working with Marketing Manchester.
- **Chorlton Library** - The numbers at our extremely popular Chorlton library Storytime keep climbing, children and parents/careers love attending to sing songs, listen to stories and interact with each other. There is a real buzz to the sessions with lots of people telling us how good they are, and how important they are to them.
- **Didsbury Library** - All 22 libraries have paid a key part in the Council's response to Covid. This includes being community pick up points for LFT kits for residents. 7800 kits have been handed out to residents across the city, with Didsbury giving out 1400 which is the highest of all libraries.
- **Forum Library** – As a 'Creative Space' library, Forum has held amazing cultural events delivered for and with local groups and residents. For example, Culture Feast was a festival style event produced by Manchester Enterprise Academy's Include Group (pupils learning outside of the classroom), supported by community arts organisation Creative City and library staff. The event brought local people together to celebrate cultures of the world, and included live music, dance, and food, it was well attended and received lovely feedback from community members. The event won the Manchester Culture Award 2021 for the Promotion of Culture and Education, which was a huge

achievement for the young people involved and a source of pride for their parents and teachers.

- **Gorton Library** - Gorton Library is a brilliant example of strong community partnerships, with meeting rooms booked out for 90% of the available time. Both the Local History Group and Coffee Morning are led by volunteers. They are always on board with any library projects and initiatives and have developed very strong relationships with the library staff. The library has an emphasis on Health and wellbeing, and works successfully with Buzz (Manchester Health & Well Being service) and this work will be strengthened by the move across to the Gorton Hub in the Autumn 2022.
- **Hulme High Street Library** - In partnership with the Talk English partnership (Manchester Adult Education Service), a weekly class is in run in the library, with sessions well attended and oversubscribed. The learners love the sessions and the Talk English coordinator fed back that they feel so “welcomed and looked after” by the library. MAES also run Digital Skill-Up sessions in this library, as they do in several others, helping residents become more confident online users.
- **Longsight Library** - The library has a real sense of community ownership and is the most visited of our neighbourhood libraries. The library and Stanley Grove Primary Academy have developed a fantastic cultural partnership for several major events throughout the year, such as International Mother Language Day each February, the multilingual Mushaira, Fun Palaces, Winter Welcome/Lantern Parade. & The Big Book Bash. Parents and children from the school use the library all the time.
- **Moss Side Powerhouse Library** - The library and the Powerhouse centre work closely in partnership. During the summer, staff from the library and centre made up bag packs in the Sports hall ready for the playscheme which was located in the whole of the Powerhouse building including craft and computer sessions in the library and activities outside in the courtyard. The library hosted Black History Month events in 2021, and will host International Mother Language Day events for the first time this year
- **Newton Heath Library** - A traditional well-loved community hub that works closely with local Councillors to support a strong cohesive community spirit. This library offers a wealth of Age Friendly, children and young people’s activities, including Read & Feed holiday sessions, and will host the Holiday Activity Fund this year, community fun days and Lego clubs. It offers coding and digital activities, key aspects of our offer to schools and local families. We are re- shaping our offer to young people, creating a new teen zone to engage a new generation of teenagers with positive and creative solutions and activities including film clubs, music, drama, green screen, robotics, stop motion and film making, with Odd Arts recently offering drama and social action workshops.
- **North City Library** - Co-located with The Manchester College, North City is one of the three Creative Space libraries. It continues to offer a lively and vibrant cultural programme to its community encompassing live music bands, dance, theatre, and performances. A Winter Wonderland Christmas Party, annual International Mother Language Day and Fun Palaces are just some of the highlights of our cultural and diverse artistic programme. As part of the

Engaging Libraries project with partners from University of Manchester, last summer saw North City and Abraham Moss Libraries join with local schools and parks to offer an active and fun project relating to nature, picnics, cultural diversity and the many different languages that are spoken in Manchester.

- **Withington Library** – Withington was the first of our Open Plus libraries, opening an extra 20 hours a week in self-serve mode to customers who have upgraded their membership. This resumed in September 2021, with an increasing number of people using the library during unstaffed hours for quiet study, computer and laptop use, printing, picking up reservations or choosing books, as well as providing access for community groups who have prebooked the meeting rooms.

Community partnership libraries – run in partnership with community groups and volunteers

- **Barlow Moor Library**- The community partnership library is at the heart of Barlow Moor Community Centre so runs alongside other offers and activities. This library is successfully run purely by volunteers, with support from neighbouring libraries with staff just at the end of a phone if needed, but day to day it is just volunteers in the library. This has worked successfully for many years now and gives the local community access to all the library facilities.
- **Burnage Library** - School visits to Burnage community partnership library have been popular with two local primary schools, Acacias and Green End wanting to bring in the whole school class by class for an introduction to the library visit, the library officer with the help of library volunteers has been running these well enjoyed and favoured visits. This library is supported by Southway Housing and the Friends of Burnage Library.
- **Fallowfield Library** – Based at the Place Platt Lane, this community library works extremely well with a number of partners. A perfect example of this is the library volunteers, who are recruited by One Manchester, trained and managed by library staff, overseen by Friends of Fallowfield library. This has proved to be a winning formula with a number of the volunteers going on to successfully get jobs in Manchester libraries.
- **Miles Platting Library**- Recently refreshed, this is a popular community library working in partnership with local housing provider Jigsaw which offers regular Family Fundays. Activities include weekly Children’s Art Clubs, Make Do & Mend workshops, and we have recently worked with University of Manchester offering creative workshops highlighting climate change, urban resilience and appreciation of environmental change. Currently in the process of working with Canals and River Trust to offer a Community Cycle Library. We also offer an ad hoc café and play activities to make the best of our lovely landscaped outdoor space.
- **New Moston Library** - A small community library that has a loyal local presence with families and residents of all ages who enjoy popping in to use computers and attend holiday activities. This little gem had a mini makeover during lock down and has a growing connection with local schools, after playing a starring role in the winning video competition for the Summer Reading Challenge in 2021

- **Northenden Library** - The holiday craft sessions at Northenden community library have been tremendously attended. In December alone 137 people attending and enjoying the free crafts over four three-hour sessions. The local community have embraced and welcomed this fabulous offer, as well as the lovely creative opportunity it also allows them to come together. This library is supported by Wythenshawe Community Housing Group and the Friends of Northenden Library.

Other libraries

- **Books To Go** – This service delivers books, information and other resources to housebound residents. This was the first library service to return after the Covid Lockdown. Customers began receiving a service again in June 2020, with books delivered in a Covid secure fashion to people's front doors. Many Books To Go customers have been shown how to borrow ebooks and eaudio books from the libraries' Borrowbox service, enabling vulnerable residents the choice of 1000s of books available in an accessible format, in addition to their usual book delivery.
- **HMP Manchester Library** – The prison library aims to improve the literacy levels of prisoners, as low literacy levels correlate with a higher likelihood of re-offending on release. The Prison Library has not been able to reopen fully in its normal fashion since the start of the pandemic due to strict covid restrictions enforced at HMP Manchester. However, the library team have continued to deliver many services including offer access to reading by taking books to the wings. The Prison Library is actively developing Age Friendly services, as many prisoners fall within this category. Also, an exhibition of prisoner's artwork has been touring libraries in the north of the city, providing an opportunity for prisoners' families to view this in a neutral space.

2.8 Within the last twelve months, libraries have taken responsibility for developing and implementing the Council's and city's strategy to combat digital exclusion. Digital exclusion is where a resident lacks one or more of the following – access to the Internet, skills to use be a confident online user, or motivation to be online. Libraries have always been the foremost community venue for providing access to the Internet, and this continued to be the case during the pandemic – Appendix 7.4 shows that computer users predominantly came from the more deprived areas of the city. Libraries have expanded their role in tackling digital exclusion to outside of the libraries' four walls. The Digital Inclusion Action Plan that we have developed and are implementing for the Council is included as Appendix 1. Since the start of the pandemic we have set up 2 initiatives which directly support digitally excluded residents in their own home. For people who have Internet access but don't have the skills or confidence to use it effectively, we have set up and deliver a telephone skills support service which has helped residents to do such things as set up their own email address, facetime their relatives to stay connected, do their online supermarket shopping, manage their Universal Credit, search for jobs and complete the 2021 Census. We have formed a network of trained people to deliver these calls, such as libraries staff, Citizens Advice Bureau, Manchester Adult Education Service, community organisations and volunteers. We have assisted nearly 1000 residents in the scheme. Residents access it themselves by texting us on 07860064128, or they

can be referred by another person. In addition to this we have supported people who have no Internet access at home by delivering 750 devices (Chromebooks or laptops or smartphones) and an additional 400 data packages to residents. Each person who has received a free device with 12 months Internet access has also been assigned a digital champion who offers telephone support. To make this sustainable and reach hundreds more people, we have commissioned a company to run a refurbished device scheme, which will refresh old devices and deliver them to residents across the city. Our plan for 2022 outlined in Appendix 1, will be directed by the Digital Exclusion Index which we developed in partnership with PRI. This shows the areas of the city, to Super Output Area level, where the risk of residents being digitally excluded is highest. We are targeting those areas, by holding roadshows in these neighbourhoods with local community organisations to help local residents become digitally included.

2.9 In addition to supporting the basic digital skills, libraries play a crucial role in supporting higher level skills and supporting business start-ups. Manchester Libraries have supported the business community for over 100 years. When Central Library re-opened in 2014 the business information service returned, rebranding as the Business & IP Centre Manchester and taking a prime location on the second floor of the library. Manchester was one of the initial six cities to establish a national network of BIPCs in partnership with the British Library (alongside Birmingham, Leeds, Liverpool, Newcastle, & Sheffield). Learning from the success of the BIPC, in 2021 we received funding from the European Regional Development Fund for the Greater Manchester wide Build a Business Project. This project has received £2.6 million funding, creating 12 FTE posts across GM, and is delivering from Autumn 2021 to June 2023. See Appendix 5 for more information on the BIPC and the Build a Business project.

2.10 Libraries have always played a crucial role in providing access to reading, spreading the love of reading, and improving literacy levels. This has increased in recent years with the Read Manchester initiative which we manage and work in partnership with Education. This has complemented the services we offer to children, including Bookstart, Storytimes, Summer Reading Challenge and Class Visits. The Children's and Young People Library Offer is shown in Appendix 2. Libraries are a key delivery partner of Our Year, enriching the lives of children from 0-18 years. Using libraries improve educational attainment and provide positive activities for young people. Libraries are a safe place for parents and children to visit with a range of books, attractive children's areas, making the library visit a positive experience for parents and children. In 2020 we launched The Reading Map in conjunction with Read Manchester, in partnership with Transport for Greater Manchester, based on the Metrolink map. The map, aimed at children aged 8-11, encourages children to read books from different lines by a wide variety of authors. Every child in Years 5 and 6 (14,463) in Manchester primary schools received a free copy of the map See Appendix 2.

Manchester Libraries and Bookstart gift book packs to more than 16,000 babies and 3-4 year olds annually to encourage an early love of books and reading.

Since the pandemic started Libraries and Read Manchester have gifted over 100,000 books and magazines through our programmes and community work, targeting the 1 in 8 disadvantaged children who don't own a book. Gifting books has become even more important during the pandemic as access to reading material was more limited with libraries closing following national guidance. We have sought free books from publishers and distributed them across the city to those most in need, and most at risk of not having access to reading. 100,000 books and magazines through a variety of partners including foodbanks, community grocers, mental health organisations, Early Years partners and schools. We have expanded our community links through the book gifting programme by partnering with over 70 local community organisations. The Transition Read gives a book to every year 6 pupil to support the move up to high school, with over 7000 pupils receiving a free copy of *The Kid Who Came from Space* by Ross Welford. This will happen again in September 2022 with all year 6 pupils again receiving a free book.

The Summer Reading Challenge encourages 4-11 year olds to maintain their reading levels over the summer holidays by reading any six books and receiving incentives along the way. Libraries also offer a range of free activities for families including storytimes and crafts. We were part of a national Summer Reading Challenge pilot in 2021 aimed to increase engagement with other sectors. We worked closely with Education who funded Summer Reading packs for children in 41 schools. All 15,000 children in these schools were automatically joined to the library and the challenge, being given a library card. The uptake of the summer reading challenge was significantly higher for children in those schools than the other schools. Due to the success of this pilot, it will be repeated in 2022 with a mix of schools from 2021 and new schools – with approximately being part of this year's pilot.

Class visits have continued during the pandemic. Schools were invited to attend virtual class visits with authors. More children attended class visits in 2021 than they did in 2019 pre-pandemic, mostly through virtual sessions, but also some in libraries. Over 55,000 children attended class visits in 2021, with over 52,000 attending in 2019. Appendix 7.6 shows how many children and schools attended class visits in the different areas of the city.

Several of our libraries will be venues for the Holiday Activities and Food programme in Easter, Summer and December. We will host sessions that involve lunch and activities such as arts and crafts, reading, music and other positive, engaging activities.

Three of our libraries offer times of the week where only young people are allowed in the library. This offer to engage positively with young people, will be expanded in 2022. We will be working with the organisation Stories of Care during Our Year 2022. Stories of Care is a Manchester organisation that works with care experienced young people on various writing and outreach projects. In 2022 they are publishing 2 new works. A new anthology of short stories written by young people and adults. A novella written by their Lead Artist Oliver Sykes called 'Alfie's First Fight'. Illustrated by Ian Morris who created the Wythenshawe Park story trail with ReadMCR - [Wythenshawe Park Story Trail |](#)

[ian-morris \(ianmorrisillustration.com\)](http://ianmorrisillustration.com) Oliver Sykes has adapted the short story 'Alfie's First Fight' into a one person play and will be touring the performance in 10 Neighbourhood libraries later in 2022. Central Library will host the launch of 'Alfie's First Fight' in May 2022. We will also purchase 1000 copies of each title, which will be gifted as part of Our Year to children in care and priority families. The Children's and Young People Library Offer is shown in Appendix 2 and will be more prominent than ever during Our Year.

2.11 Age Friendly Libraries

Manchester Libraries are a much loved local resource, and we are committed to ensuring that all our libraries become recognised as Age Friendly places and services. Alongside other local facilities and services, libraries are seen as an important and crucial feature of an Age Friendly neighbourhood. Manchester Libraries in partnership with Age Friendly Manchester have agreed and adopted a set of Age Friendly standards - attached at Appendix 4 - which set out how we will ensure that our services and buildings are Age Friendly. We developed these after consultation on our plans at the Age Friendly Manchester Assembly (formerly the Manchester Older Peoples Forum), the AFM Board and the Neighbourhood Coordination Group.

We know how important it is for people to have easy access to information in different formats, so in addition to our online information we have made sure we have an Age Friendly notice board on display in all libraries. Our notice boards are kept up to date, are easy to see and read, and ensure that we are promoting activities and information across the community. They are also portable so that they can be on prominent display in coffee mornings or Grand Day Out sessions. During lockdown, libraries have been used by partners as a means to cascade vital information regarding COVID and Health matters to everyone in the local community.

Library staff conducted a detailed self-assessment for each of our libraries, covering the physical space as well as our service offer. These assessments have highlighted some areas for change, especially during lockdowns. One of these changes was the introduction of an Age Friendly Hour in most of our libraries whilst the pandemic was at its height, helping to support older people to return to the library safely. This was directly after each library will have been cleaned, so any risk of infection is lower, and the first hour after opening is usually quieter thus giving staff the opportunity to spend more time with customers if they needed additional support on-line or would like to just take a seat, read the paper or have a chat. This proved to be extremely popular with 12,500 visits by older people in the Age Friendly hour.

We are also carrying out a customer service audit, which we put on hold last year due to Covid. This will be carried out by older people recruited via existing library volunteers, friends, Cultural Champions and AFM Assembly members. These audits will take place in libraries where volunteers will engage with older service users, listen to their feedback and produce an action plan specific to each library.

All library staff are aware of our age friendly aspirations and of the issues that can affect people as they age. We developed a bespoke Dementia Friends session, and have trained nearly 120 staff, including nearly 70 over 2 days in special sessions at our staff conference in 2019. Workshops have recently taken place training staff in how to set up and facilitate Age Friendly groups, activities and events.

Manchester Libraries is committed to supporting Manchester City Council becoming recognised as an Age Friendly Employer. Nearly 60% of library staff are aged over 50. We have supported staff who want to reduce their working hours or take flexible retirement, and have a number who have retired but keep 7 hours a week with us – giving them a continued small income and interest, whilst retaining their skills and experience within the service.

Library staff kept in touch with our older social group members throughout lockdown to help support mental health and wellbeing. They offered digital support - for example help to buy shopping, or to connect with family via Zoom, dropped off Christmas goodie bags and cards and phoned people on a regular basis for a friendly chat. More recently, libraries offered Census support for anyone who was struggling with the digital aspect of the return. We are currently providing virtual reading groups with technical support via phones, plus a Reading Friends project via zoom for older people who are digitally excluded, both help to support mental health and wellbeing. Digital champions have provided tablets, chrome books and continued online support for older residents who previously had little or no digital connectivity or experience. As part of our Age Friendly commitment, all libraries are being formally assessed as Age Friendly by local older people, and those that meet the standards, will receive “Age Friendly Library” branding. Libraries are spaces that older people want to use and connect with other people, access reading material and be part of community groups. All libraries now have an Age friendly notice board, are developing Age Friendly activities (where these are not already in place), and we are trialling the creation of a dedicated seating area, for people to relax, read newspapers / magazines, have a brew, meet new people or listen to music from our Age Friendly Dementia playlist. We have teamed with Playlist for Life to offer people information about creating and using a personal music playlist to help someone living with dementia. There are also many older people’s groups who meet in libraries on a regular basis, offering activities, talks, a chance to learn new skills and trips out.

2.12 Manchester Libraries are at the heart of the community and are welcoming and used by all and promote equality, diversity and inclusion.

In June 2021 Manchester Libraries received the accreditation of Libraries of Sanctuary. This award from the national City of Sanctuary organisation demonstrates that asylum seekers and refugees receive a warm welcome in our libraries. Our commitment to asylum seekers and refugees was shown from October 2021 with the arrival of Afghan refugees. Within a few weeks of them arriving in the city, libraries had arranged for Chromebooks to be deployed into the hotels which were used for setting up bank accounts and universal credit. We also ran creative arts and crafts sessions for over a hundred

children before their school places were arranged. We have since taken many of the adults to Wythenshawe Forum Library and Central Library, to help them access library services independently.

There are many other examples of libraries promoting equality and diversity across the service. The following relate to activities at Central Library.

Disability

- Young Creatives - This Project for young disabled people, working in partnership with GMCDP and Contact MCR. Young disabled people have been learning about the Disabled People's Archive. Inspired by the material in the DPA archive they will produce creative work to be performed at Contact in 2022. At the recent IDDP event on 3rd December at Central Library, the Young Creatives produced short films highlighting the barriers faced by young people.
- International Day of Disabled People 2021 and UK Disability History Month - Collaborating with the University of Manchester and GMCDP, a series of talks were screened via Zoom during Nov/Dec. There were 4 disability history month talks which included a 1-hour film followed by Q&A session with speaker. At the end of UKDHM, we celebrated IDDP with an in-person event at Central Library. This included a workshop with Venture Arts, a film screening of the 4 disability history films (shortened versions) followed by a panel discussion with staff from the University of Manchester and members of Young Creatives. This event has strengthened our links with disability organisations, academics and Manchester Histories which we hope to build on throughout the year.
- Disabled People's Archive - Working closely with Greater Manchester Coalition for Disabled People and with funding from the Wellcome Trust, a project to digitise the Disabled People's Archive has now commenced. In what will be one of the largest disability archives in the UK. This is the start of a very exciting time for capturing disability history and making these collections accessible to as many people as possible. Three GMCDP staff are now based at Central Library, to deliver this three year project.

LGBTQ+

- LGBTQ+ history -Working closely with the University of Manchester, Archives+ are producing a pilot project to create an accessible LGBTQ+ school lesson plan and collection of accessible LGBTQ+ archives to support the lesson plans.
- LGBTQ+ History Month 2022 - Plans are in place to deliver workshops for school visits utilising the lesson plans created from the University of Manchester PGCE students. These will take place at 2 venues in Manchester. We also have a virtual author talk planned for early February 2022 with Professor Upchurch, who will be discussing early 19th century 'Queer' preliminary reform movement of the buggery laws. An expert from the University of Manchester will chair the Q&A.

- Pride August 2022 - Potential LGBTQ+ Rugby exhibition in performance space during Pride. Plus, pilot project to create accessible LGBTQ+ archive collection downloadable from Archives+ website.

Vulnerable young people

- Lockdown Project – One Day Last Year. Working with vulnerable young people, such as SEND students, home educated young people, care leavers etc. Archives+ have created a series of art workshops to capture the experience of young people in Manchester during lockdown. Each participant receives an art pack and creates their own creative keepsake of their time during this unprecedented period.

Black History

- Moss Side Carnival (Manchester Carnival) - Working with other Manchester City Council staff members, Archives+ are planning a series of outreach events to capture the history of the carnival as it celebrates its 50th year in 2022. Working alongside Councillor Igbon, subject to funding, we plan to produce an exhibition to be displayed to coincide with the carnival's anniversary.

2.13 Manchester's libraries are an important part of the city's cultural and creative infrastructure, often providing access to a first cultural experience. The Central Library's cultural programme, Library Live, is complemented by three libraries badges as Creative Spaces – North City, Longsight and Wythenshawe Forum. These activities have been supported by a number of successful Arts Council England funding grants.

Alongside the busy events calendar delivered by library staff, such as cultural festival days, Sunday Fundays, school holiday crafting, author events etc, the cultural programme provides access to other high quality creative experiences and opportunities on residents' doorsteps, as well as an introduction to the citywide offer. The cultural programme is delivered in partnership with the city's cultural organisations and artists, supported and informed by library staff. Since 2018 the programme has developed a focus on family and school performance, engagement, and festival style activity for young people (11-13 years old), original, site-specific creative commissions and focussed on supporting local artists, both established and individuals early in their career.

Since the advent of Covid, in common with the rest of the cultural sector, delivery of the programme has needed to be different. Here are some examples of activity that has taken place during that time.

During lockdown, the libraries Creative Space programme continued to support young people through Express Yourself – a 10-week programme of art challenges included activities such as sketching, writing, beat making and dance. The programme was available on-line with artists delivering by video and in a booklet, with an accompanying pack of stationery and craft resources.

The booklets were distributed via community networks for young people in need and those less likely to be able to access the project online.

Express Yourself on-line achieved a total of 83,000 video views with 3,000 people visiting the website. 200 resource packs and 900 printed booklets were distributed. 16 Manchester groups, including colleges, schools, pupil referral centres, mutual aid groups, community centres and youth groups were involved, using the challenges to continue engagement with their students or members during lockdown. One of the young people who took part in the project said: "The project was helpful during lockdown because you don't have much to do and sometimes you feel isolated, but this keeps you up and keeps you busy."

The library's cultural programme also supported the early re-opening of cultural life in the city with the Manchester International Festival (MIF) 2021 co-commission I Love You too. In development with MIF and South African artist, Kemang Wa Lehulere since 2019 the commission produced a book of love letters co-authored by Manchester residents and writers and a stunning visual arts exhibition in Central Library's Reading Room, part of the festival's main programme.

The concept for the book and exhibition were inspired by the time Wa Lehulere spent in the city's libraries and talking to library staff during the 2019 International Festival. Over 100 people from across Manchester shared their love stories: to people, to places, even to possessions. The exhibition was a collection of new works, reflecting Wa Lehulere's ongoing interest in libraries as institutional spaces for education and the dissemination of knowledge – and was also deeply connected to the history of apartheid South Africa.

MIF 2021 was the first major arts event in the city since the first lockdown in March 2020. Participation in the love letter sessions was mostly on-line, but in April 2021, with the easing of restrictions, carefully planned in person sessions took place in Central Library and each Creative Space library, this was some the first face to face activity in libraries since the start of the pandemic. Between July and October 2021 events to mark Manchester Libraries successfully becoming Libraries of Sanctuary - welcoming spaces for refugees and people new to Manchester - took place at Central, Beswick, Longsight and Forum libraries. Programmed by Community Arts Northwest and Crossing Footprints these family orientated events were delivered by artists from or with cultural heritages from across the world. The events, even with social distancing and limited capacity, were a fantastic way to welcome families back into libraries with music, dancing, drumming and doll making - 200 people attended in total. The project introduced new and exciting artists and performers to the libraries, many of whom bring audiences, new to the libraries, with them and the service will continue to work with them as part of the cultural programme. Manchester Libraries and Archives+ are partners of Manchester City of Literature, a status awarded to the city in 2017, in recognition of Manchester has long been a dynamic, diverse, inspiring, and supportive place for the written and spoken word.

As well as celebrating and promoting the city's rich literary history and institutions – including the libraries in the city – the initiative is committed to foregrounding the rich diversity of the voices in the city, building on the strengths of Manchester's people and widening participation in literary activity. Manchester Libraries are major partners in two programmes to support these aims – International Mother Language Day and the Festival of Libraries, which is a Greater Manchester wide event and took place for the first time in June 2021.

International Mother Language Day is held worldwide annually on 21 February to promote awareness of linguistic and cultural diversity and to promote multilingualism. Manchester is the global lead for UNESCO's City of Literature in recognition of the diversity of languages in Manchester, where over 200 languages are spoken and half of all adults and 4 in 10 young people are multilingual. All the events were on-line in 2021 and included fun, family-friendly crafts and performances, discussions, and workshops. Vibrant family-friendly events will take place in 5 libraries this year.

The Libraries Festival presented 80 free, on-line and in person events in libraries across Greater Manchester. It celebrated the key role that libraries play in civic life by encouraging the public, children, young people, migrant communities, and vulnerable groups to use the diverse library service offer creatively. Partner libraries around the city hosted performances, talks, activities, and artists' residencies that responded to the vital role libraries play to the people of Manchester and highlighted the network's full offer across wellbeing, culture, and creativity, digital and information and of course reading.

2.14 Archives

Manchester Libraries manages the Greater Manchester County Record Office function on behalf of GMCA which holds records from across the city region. We manage two partnerships – The Archives+ partnership with colleagues at Manchester Central Library and the Greater Manchester Archives and Local Studies Partnership with the nine other GM Local Authorities. The Archives Service continued operating throughout the pandemic – initially via social media and responding to enquiries virtually, and when Manchester Central Library reopened the service resumed fully. Some of the highlights relating to archives are detailed below.

Arguably the most exciting development has taken place in the last couple of weeks. On 6th January the 1921 Census was made available. It is accessible across the world, via the www.findmypast.co.uk/. People need to pay if they want to view a full record, however in recognition of the quality and popularity of Archives+ and the library, Manchester Central Library has been designated the Northern hub for the 1921 Census, meaning people have completely free access. Manchester Central Library is one of just 3 places where it's completely free to access – The National Archives and the National Library of Wales being the other. The Manchester and Lancashire Family History Helpdesk operates Monday – Friday from 9.30-3.30 and have been helping on average 30-40 people per day and many more are accessing it independently in

the library. The 1921 Census is a particularly important release as there won't be one for another 30 years as the 1931 was destroyed in a fire and 1941 didn't take place because of the second world war.

The Unlocking Our Sound Heritage project has continued to digitise sound archives throughout the pandemic. Much of these archives will become available from the new British Library website later this year. It will feature material from across Greater Manchester, including oral histories – which provide fascinating insight into lives of residents. Some of the material from this project will be available by the end of the year within Manchester Central Library. Using capital funds, the Archives+ exhibition area is being overhauled to ensure its sustainable for the next seven years. The film pods are being transformed into Sound and Vision and will feature sound archives for the first time, alongside the films. This includes Unlocking Our Sound Heritage archives and Manchester Voices material – an MMU project that explored the accents of Greater Manchester.

A great example of contemporary collecting is one that involves the Marcus Rashford mural in Withington. Following the European Championships Final in July 2021 the mural was defaced. In the following week the mural was covered in messages of hope and support from local residents and visitors from across the country. We worked with partners and Marcus himself to gather the messages. When they are returned from Harwell Restoration we will work with stakeholders to decide next steps in making these messages accessible. The three year project to digitise the Disabled People's Archive has now commenced in partnership with Greater Manchester Coalition for Disabled People – more information in 2.12.

3.0 Recommendations

The Committee is asked to note the contents of this Report, including the intention to abolish fines for overdue items.

Appendices

Appendix 1 – Digital Inclusion Action Plan 2022

Appendix 2 – Libraries Children and Young People's Offer, and Reading Map

Appendix 3 – New children's library at Central Library

Appendix 4 – Manchester Libraries Age Friendly Pledge

Appendix 5 – Supporting Businesses – BIPC and Build A Business

Appendix 6 – Public Library User Survey summary

Appendix 7 – Performance in 2019 (pre-Covid), and Performance in 2021

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Appendix 1 – Digital Inclusion Action Plan 2022

DIGITAL INCLUSION ACTION PLAN OVERVIEW (2022 DRAFT)



Mission - Manchester residents are supported and enabled to become and remain digital citizens - who are regular and confident online users.

GOALS – what are we trying to achieve?					CROSS-CUTTING THEMES <i>Interdependencies and key drivers</i>								
1	2	3	4	5									
<p>Increase the use of accessible data and research to create and measure digital inclusion initiatives.</p>	<p>Support community organisations and key services to build capacity of digital inclusion delivery.</p>	<p>Test and scale up more longer-term access to kit, data and skills support initiatives.</p>	<p>Raise the profile of the role of Libraries in delivering digital inclusion and fixing the digital divide.</p>	<p>Strengthen the city council's role in advocating and advancing digital inclusion through key services and programmes.</p>	<p>Digitally excluded people</p> <table border="1"> <tr> <td>People experiencing racial inequality</td> <td>Communities geographically presenting as at risk of exclusion.</td> </tr> <tr> <td>Disabled residents</td> <td>Health Inequalities</td> </tr> <tr> <td>ESOL</td> <td rowspan="2">Families experiencing poverty</td> </tr> <tr> <td>Older people</td> </tr> </table>		People experiencing racial inequality	Communities geographically presenting as at risk of exclusion.	Disabled residents	Health Inequalities	ESOL	Families experiencing poverty	Older people
People experiencing racial inequality	Communities geographically presenting as at risk of exclusion.												
Disabled residents	Health Inequalities												
ESOL	Families experiencing poverty												
Older people													
<p>OBJECTIVES - How we will achieve our goals?</p>													
<p>a. Continue to build an evidence base.</p> <p>b. Test the Manchester Digital Exclusion index by using the tool to create interventions.</p> <p>c. Deepen our understanding of the barriers and motivations to becoming and remaining digitally included.</p> <p>d. Agree on a set of desired outcomes.</p> <p>e. Create a performance management tool to collect data that measures progress of our delivery.</p>	<p>a. Deepen our understanding of best practise.</p> <p>b. Raise visibility of the work being done in the city to address digital exclusion.</p> <p>c. Create a set of resources for VCSE organisations and other key partners who want to advance digital inclusion in the city.</p> <p>d. Continue to convene and facilitate stakeholders – creating space for more problem solving, co-design and practice sharing.</p> <p>e. Showcase and celebrate success</p>	<p>a. Support more residents to access the internet through coordination of data and kit schemes and initiatives.</p> <p>b. Build on existing device and data models.</p> <p>c. Trial new and more longer-term approaches to supporting digitally excluded residents.</p> <p>d. Strengthen the network of Digital Champions and Volunteers</p> <p>e. Raise awareness inclusive design to improve the accessibility of tech and services</p>	<p>a. Explore the day-to-day role libraries are playing with digital poverty</p> <p>b. Understand what people are accessing library computers for</p> <p>c. Upskill library staff</p> <p>d. Increasing community reach to support new audiences where the risk of digital inclusion is high.</p>	<p>a. Raising awareness of digital exclusion across key services, leadership and members.</p> <p>b. Capturing what digital inclusion activity is currently being delivered by different services</p> <p>c. Identify opportunities for the digital inclusion agenda to be embedded within wider social inclusion strategies.</p> <p>d. Share learning of resident engaging with digital to lead by example and offer accessible services.</p>	<p>Securing Investment</p> <ul style="list-style-type: none"> ✓ Raise funds to sustain resource ✓ Improve coordination and increase shared learning across funding streams ✓ Connect with CSR and Social Value offers ✓ Create more sustainable approach <p>Comms</p> <ul style="list-style-type: none"> ✓ Raise awareness of the challenge ✓ Promote positives of being online ✓ Improve accessibility of digital inclusion support and existing offers to access ✓ Celebrate best practice 								

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Appendix 2 – Libraries Children and Young People’s Offer

For all Ages

- Books to borrow for all ages, promoting reading for fun, improving literacy and helping with homework. Books that appeal to all communities, and are inclusive reflecting our communities, and bringing in a wider range of authors, poets and illustrators from Black, Asian and ethnic minority backgrounds
- Free Internet and Wi-Fi
- Events and activities programme including opportunities to meet authors, poets and illustrators, and national literacy events such as Harry Potter Book Night, Empathy Week, World Book Day
- Libraries as venues for other cultural offers e.g. Manchester Literature Festival
- Gifting of books and magazines to tens of thousands of children via schools, Surestart and foodbanks

0-5 Years

- Bookstart pack gifting for babies
- Storytimes in all libraries. The child’s first welcome to the library and to engage in cultural activity, including stories in Spanish and French and sensory storytimes at Central Library.
- Lego clubs at 6 libraries



5-11 Years

- Annual Summer Reading Challenge to address the dip in reading over the summer holidays
- Holiday activities, including Holiday Activity Fund in Easter, Summer and October in 7 libraries
- Educational visits from schools at all libraries, to allow children to experience the library, borrow books and research topics
- Time to Read packs for reception class children
- Family Book Trails in parks and links to Little Free Libraries

11 – 18 Years


- The Transition Read gives a book to every year 6 pupil to support the move up to high school.
- Educational visits from schools at all libraries, to allow children to experience the library, borrow books and research topics
- Youth activities and reading groups and STEM clubs
- Youth library facility at Moss Side Powerhouse, and young people only sessions at Arcadia Library and Hulme High Street Library
- Study space at all libraries
- Campaigns to promote wellbeing including Take 10 and Reading Well collections
- Volunteering opportunities, such as Duke of Edinburgh, Literacy Champions, Archives

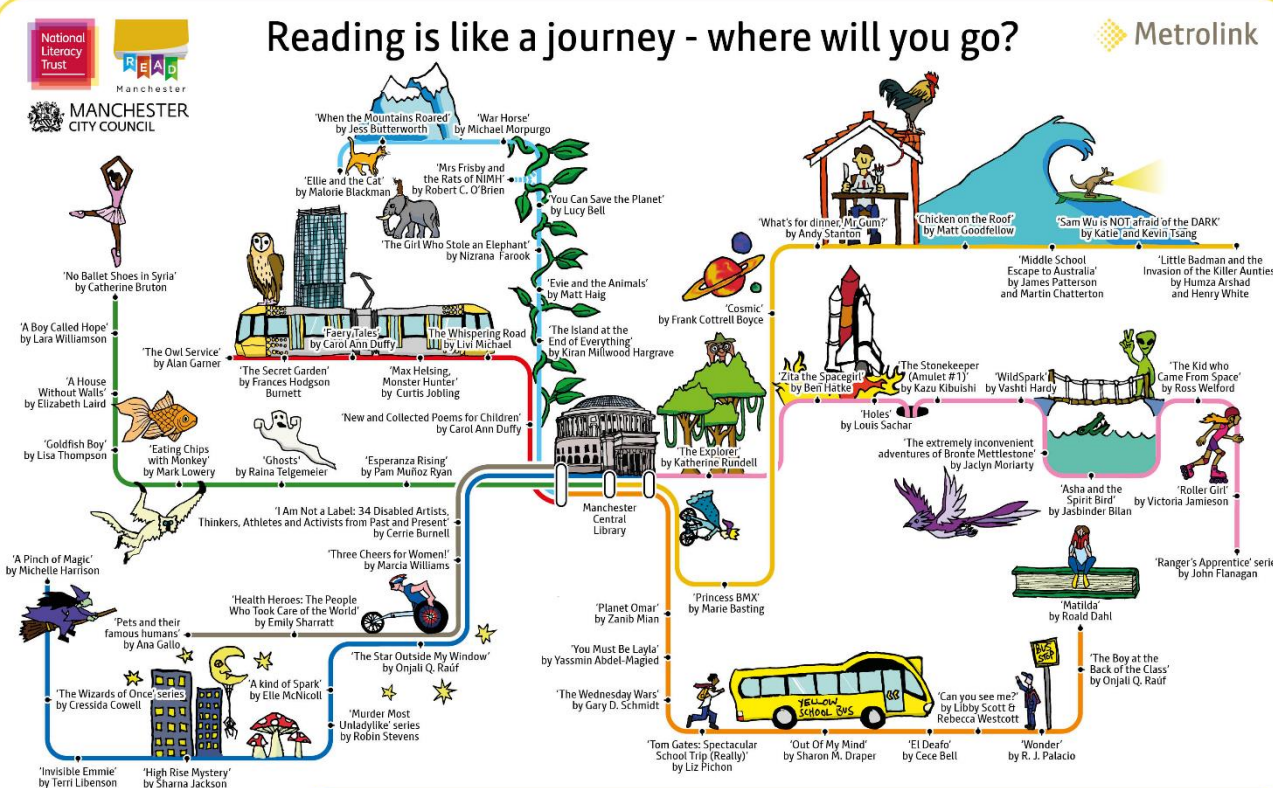
Appendix 2.2 – Reading Map

MANCHESTER CITY COUNCIL

Reading is like a journey - where will you go?





Transport yourself to your next adventure by choosing a book from our Metrolink map inspired reading list. Pick your favourite theme below or just choose a book (stop) at random. Books best suited to ages 8–11 and available to borrow from Manchester Libraries www.manchester.gov.uk/libraries

Animals and nature	Comedy	Adventure	Manchester writers and stories
Home and family	School tales	Non-fiction human stories	

This map is brought to you by Read Manchester supported by Metrolink. Read Manchester promotes reading for pleasure. Find out more readmanchester.org.uk

Appendix 3 - Children's Library press release

Welcome to the jungle!

Manchester Central Library to open rawrsome new jungle themed Childrens Library this week.

Manchester Central Library are excited to announce that the fabulous new children's library will open this week for families to enjoy with their little ones.

Thanks to the refurb, the library the area has been completely transformed into a jungle safari - perfect for children to let their imaginations run wild!

Located on the lower ground level of Central Library, the new jungle themed children's library has replaced the Secret Garden library. The new space is a unique, child-centred place in the heart of the city, where children and parents can tuck into a good story together.

Complete with comfy seating, the library boasts crawl- through spaces for little explorers, wildlife wall art, new book display cases and even a cosy corner for children and their parents to sit together and read. The library also promises more story time and activities- these will be advertised on blackboards in the library.

The refurbishment is part of Manchester City Council's plan to significantly invest in the libraries of Manchester. Other libraries that have benefitted from investment include Longsight Library, Gorton Library and Chorlton Library.

Join the library now or visit: www.manchester.gov.uk/libraries for more information.

Councillor Rabanawaz Akbar, Executive Member for Neighbourhoods, Libraries, Leisure and Parks, said:

“Families and regular library visitors completed a survey in early 2020 detailing what they wanted in the new Children's Library. We have acted on their feedback, made significant improvements to the library and created a fun, vibrant space that caters to the need of both children and their parents.

“The new space looks incredible and I'm thrilled that the library is back open so we can welcome children back to the refurbished library and encourage them to dive into some books.”

ENDS

Appendix 3.2 - Photographs of the new Central Library children's library



APPENDIX 4 - Manchester Libraries – Age Friendly Pledge



Manchester Libraries – Age Friendly Pledge

We are Age Friendly

Manchester Libraries have committed to a Set of Age Friendly Library Standards which clearly defines the level of service older people can expect from their library.

Our Age Friendly Manchester Libraries offer the following commitment to older people using our service. **We will:**

1. **Ensure you feel welcome.** Our staff will ensure your visit is a safe, enjoyable and positive experience. Services inside the library will be well signed for better wayfinding. This is your Library, please do let us know how we can help you.
2. **Encourage Social Engagement.** We offer a diverse range of activities, some are aimed specifically at older adults. Our libraries are comfortable places in which to sit, socialise and enjoy the company of others.
3. **Be accessible.** Our libraries are well lit and clutter free with no services only accessible by stairs. We will pay attention to the needs of those with mobility issues by offering: supported access through doors, flooring that is even and clutter free and an accessible counter service.
4. **Have places to sit.** You will find a sufficient range of seating throughout each of our libraries and we will ensure seating is always available near entrance points where you may need to rest or await transport.
5. **Offer volunteering opportunities.** We want to hear about the skills you have that you want to share with others.
6. **Have large print books, talking books and e-books.** We will ensure our stock is age appropriate and meets the broad needs and tastes of Manchester's diverse communities. We will promote our Books to Go Service to those not able to get into the library.
7. **Support you with your computer use.** Our staff and volunteers will patiently support those who need additional IT support. Our "IT Drop Ins" are designed for new users. We will work with partners to offer additional IT training.
8. **Provide information.** Where we cannot support you with your enquiry we will signpost you to someone who can help.
9. **Display leaflets and posters.** We know how important access to information is. We will keep our notice boards up to date and relevant. They will be easy to see and interact with. We will promote our activities across the community.
10. **Have toilet facilities including accessible toilets.** These will be checked regularly for cleanliness and supplies.

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Appendix 5: Supporting Businesses – BIPC and Build a Business

Manchester Libraries have supported the business community for over 100 years. The Commercial Library opened in the Royal Exchange in 1919, with nearly 70,000 readers in the first year, moving into Central Library in 1934 and remaining open throughout the Second World War. Manchester led the way: the Financial Times stated “it is a scandal that Britain has no national or centralised business information service...The Manchester Commercial Library is an outstanding example of efficient provision of business information...provided and paid for by the ratepayers...the staff are courteous, efficient and rushed off their feet” (23rd May 1973). In 2014

When Central Library re-opened in 2014 the business information service returned, rebranding as the Business & IP Centre Manchester and taking a prime location on the second floor of the library. Manchester was one of the initial six cities to establish a national network of BIPCs in partnership with the British Library (alongside Birmingham, Leeds, Liverpool, Newcastle, & Sheffield).

Key elements of the service comprise:

- free access to high-quality UK and global market intelligence, customer insights and company data, combined with intellectual property advice and guidance
 - free one-to-one support, mentoring and workshops delivered by library staff and private/public sector business experts and partners
 - topical and inspirational networking events, featuring role model entrepreneurs
 - accessible and welcoming spaces with access to PCs, desks and Wi-Fi
- The BIPC has a unique place in the region’s business support ecosystem, offering services unavailable elsewhere:
- Free access to over £5 million of high value business and IP research databases. Most SMEs and new businesses would find the cost of subscribing to these industry-standard databases prohibitively expensive.
 - Free Intellectual Property advice and support including workshops, search facilities, and the Patent and IP Clinics with local IP attorneys.
 - Unlike some other business support which is conditional (e.g. age of business, postcode), BIPC support is a universal offer with no eligibility criteria and an ‘open door’ for everyone.

This is a highly successful model, as highlighted in the British Library commissioned evaluation report. “Democratising Entrepreneurship” shows for the period 2016 - 2019 the BIPC Manchester:

- Had 6,687 unique users (requiring staff assistance, footfall is considerably higher)
- Helped create 1,928 new businesses
- Created additional 863 FTE jobs
- Net additional sales of £16.7 million
- Added £7.6 million GVA

- Delivered a payback of £6.95 for every £ of public money spent, representing excellent Value For Money

In addition, the BIPC Manchester performs strongly in engaging minority groups traditionally harder to reach:

- 57% of new business owners supported by the BIPC were women (women represent only 22% of business owners across the UK)
- 33% of users come from BAME backgrounds

Critically, users of the BIPC are more successful in staying in business: three-year survival rates are approximately **90% for BIPC businesses, compared to 60% for the general business population.**

(Democratising Entrepreneurship, ERS, 2019)

The success of the Business & IP Centre Manchester has resulted in two significant GM-wide projects with major funding attached:

- The expansion of the BIPC model across Greater Manchester (Total value over £700,000 over three years starting in 2020)
- The launch of the £2.6 million ERDF part-funded Build A Business in GM Libraries service.

These both build upon Manchester Libraries' significant experience of working across the Combined Authority:

- This includes our successful ACE-funded 'Enterprising Libraries: Start-Up Engines' project (2014-15) and more recently the 'Big Ideas Generators' (BIG).
- BIG delivered over 400 workshops and activities in GM Libraries over a 10 month period (June 2017 - March 2018) and proved both demand and the ability to work together successfully due to our existing strong relationships.
- The BIG project helped to inform the British Library's Start-Up In London Libraries ERDF programme.

In the March 2020 Budget, the Chancellor of the Exchequer announced a major funding award of £13m to the BIPC National Network, recognising the unique contribution being made by libraries to enterprise and small business growth. This funding will further strengthen our delivery across the region, with increased access to market intelligence resources, UK and global company data, sector news and business journals.

The funding has been awarded for three years (from 2020-23), and is enabling more Greater Manchester businesses to gain access to the vital information needed to start well, grow and be sustainable for the long-term. This major investment has enabled the British Library to widen its support network to local entrepreneurs in towns and cities across the country via a "hub and spoke" model centred on the 15 existing Centres across the country.

Our existing partnerships through the Manchester Libraries-led Ask About Business collaboration put us in a unique position in the national network,

resulting in the establishing of nine new BIPC “Locals” (encompassing seven GM authorities, plus Lancaster and Blackpool). These locations feature new branded spoke BIPC’s in specific spaces within Altrincham, Ashton, Blackpool, Bolton, Bury, Lancaster, Oldham, Eccles and Stockport Libraries. Each location had funding allocated for new equipment ranging from furniture, seating, tables to AV equipment for talks, plus marketing materials. Inevitably the pandemic has meant limited access to the new services but they are available for use once restrictions ease and more in person events will happen.

Access to eight new high-quality databases is now in place across the spoke libraries –Grantfinder, Local Data Online, Mintel, Passport Euromonitor, IBIS World, EMIS Emerging Markets, Frost & Sullivan and E-Marketer. All partners have key team members trained in using the resources and providing further assistance. This has been delivered by the new roles secured through this funding. There are 3 posts recruited for 3 years: a dedicated Outreach Officer, a BIPC specialist (business information & IP expert), and a coordinator for the hub and spoke offer.

The BIPC Manchester is a key member of the national network of Business & IP Centres, in partnership with The British Library. This brings additional benefits to the project:

- The reputation of the British Library is an asset and association with this trusted brand is an endorsement of quality, valued by users, delivery partners and stakeholders alike.
- Our partnership with the British Library means we are at the forefront of dialogue with national partners, maximising added value, new opportunities, sharing our delivery models.
- Operating as a network also brings shared capability and adds value in the following areas: (i) Marketing; (ii) Content (industry guides, webinars); (iii) Programming (Inspiring Entrepreneurs); (iv) Monitoring information; (v) Funding (ACE/DCLG funded Enterprising Libraries and other sponsorship).

The BIPC Manchester and the National Network responded rapidly to the pandemic to support local businesses. We switched all our activity online immediately, enabling the continuation of one to one support, workshops and events including Patent and IP clinics, and the Start-Up Step Up Resilient Business programme. In late summer 2020 we joined with the British Library to launch a dedicated, six-month programme: Reset. Restart, to support SMEs (small and medium-sized enterprises) in GM to transform, future-proof and grow their business through the Covid-19 pandemic. Open to all UK business owners, Reset. Restart offered practical, jargon-free training and advice through a free, tailored programme combining a national programme with localised support. Delivered by the British Library, the national programme comprised a series of 10 monthly webinars on topics including: opportunities in the ‘new normal’, product and service innovation, marketing, finance and new business models, repeating each month. This programme will be re-launched in Spring 2022. The Build-A-Business in GM Libraries project provides intensive support

for new start-ups and businesses, supporting people from diverse backgrounds to turn their business idea into a reality and improve their chances of success. The project has been informed by the BIPC Manchester's success in supporting people from diverse backgrounds to start, protect and grow successful businesses and builds upon the proven model of library-based business support, up-skilling, enabling and adding value.

The project is part funded by the European Regional Development Fund, and in total is valued at £2.6 million, creating 12 FTE posts across GM. Delivery commenced in Autumn 2021 (ending June 2023) and to date has:

- Delivered 9 sets of workshops across 8 authorities
- 140 attendees
- 68% of attendees are Women
- 45% BAME
- 97% rated Excellent / Good (84% Excellent)

A range of businesses are being supported, including:

- Fabric and Fashion Design
- Supported Living Accommodation
- Architectural design: smart cities
- Lease vehicles for filming
- Physio services
- IT: App for hospitality industry

It has established a coordinated network of support through 8 Greater Manchester authorities, led by the Business & IP Centre Manchester in Manchester Central Library (partner authorities are: Bolton; Bury; Oldham; Salford; Stockport; Tameside; Trafford).

Feedback is very positive:

- Opened the door to a world of answers I found it difficult to find anywhere else
- Fantastic, engaging session, well done + thank you!
- Learnt the essential key elements like the business models, customer relationships, market research...
- Really informative and idea provoking
- Friendly staff who make the learning experience fun and enjoyable. Look forward to developing my business and learning more

The project is coordinated by a core delivery Project Management Team, based at Manchester Central Library, overseeing all aspects of project delivery and compliance. This team sits within the Information & Digital Team in Manchester Libraries, who have experience of successfully delivering GM-wide enterprise projects and is supported by MCC's ESIF Support team. Build A Business in GM Libraries will make a significant contribution to local economic growth, safeguarding and creating jobs and helping to set up successful new enterprises in a diverse range of sectors, including social enterprises.

The Business & IP Centre Manchester is the most attended in the national network outside London. Alongside offering access to the business information assets, the team have a track record of delivering innovative programming engaging with entrepreneurs and local enterprises.

This has enabled the successful launch of the BIPC Locals and the Build A Business programme, offering informal, accessible support across the Combined Authority, complementing other business support (e.g. Growth Company, People Plus, etc).

A full evaluation will be carried out in due course with a view to making these services sustainable.

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Appendix 6 - Public Library User Survey 2020 summary

The CIPFA Adult Public Library User Survey was carried out across all Manchester libraries during the week beginning 24th February 2020, with over 4000 people completing the hard copy questionnaire.

The survey consisted of 27 questions. Customers were invited to rate their satisfaction of the key areas of their library's service, including books, computers and information services, and asked how respondents felt the library helped with being lonely. The final part of the questions related to demographic information about the customer. Customers were also given the opportunity to provide any comments for improving services.

Results Summary

Headline figures

- The overall satisfaction rate (customers rate the library as 'good' or 'very good') for the library service was 91%. It is unlikely any other Council service achieves such a high approval ratings.
- 81% of those respondents who said they were sometimes lonely, said visiting the library helped to reduce these feelings of loneliness.

Satisfaction per library

Library	Satisfaction
Central Library	91%
Abraham Moss	86%
Arcadia	87%
Avenue	96%
Beswick	91%
Brooklands	99%
Chorlton	92%
Didsbury	95%
Forum	88%
Gorton	91%
Hulme High Street	81%
Longsight	92%
MS Powerhouse	95%
Newton Heath	95%
North City	90%
Withington	93%
Barlow Moor	98%
Burnage	97%
Fallowfield	91%
Miles Platting	86%
New Moston	76%
Northenden	93%

Key Areas of Satisfaction

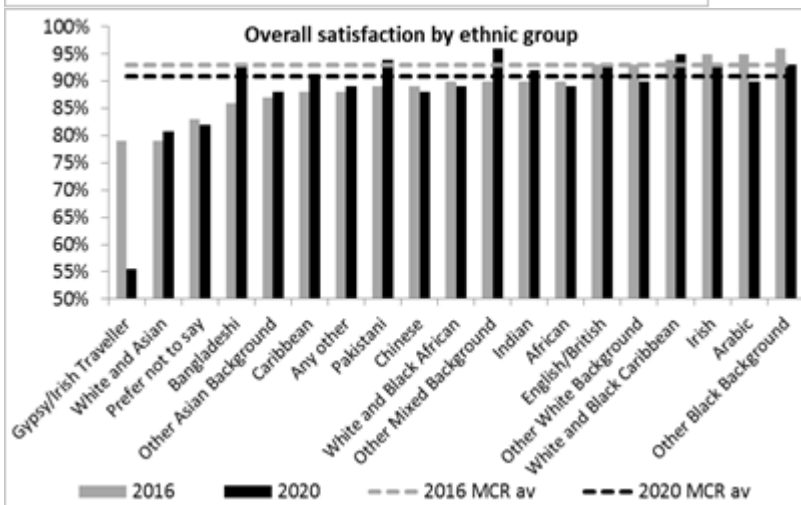
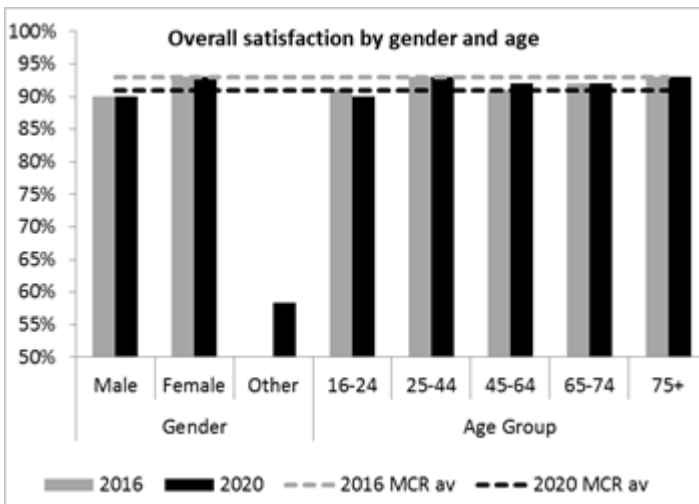
- Brooklands Library had the highest overall rating, with 99% of customers considering the library to be good or very good. It ranked in the top three libraries for all but one of the main satisfaction questions (computers). 91% of customers rated **customer care** as good or very good.
- Satisfaction with **opening hours** stands at 86%
- 83% of customers reported their library's **external appearance** as very good or good, reflecting the investment in our libraries over the last 15 years.
- 84% of customers reported the **internal appearance** as good or very good. Withington Library had a very high satisfaction rating, reflecting its recent refurbishment.
- Satisfaction with **information provision** stands at 82%.
- Customer satisfaction with the **choice of books** is at 80%.

Loneliness

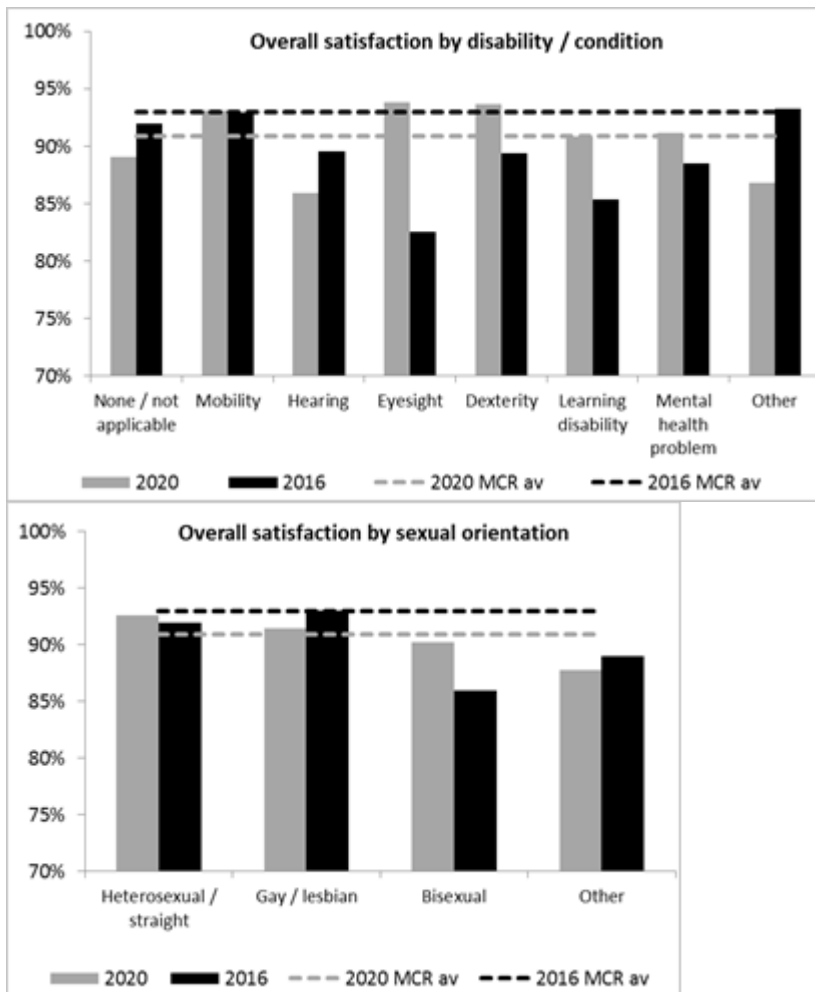
- 39% of respondents said they felt lonely either some of the time or often.
- 81% of those respondents said visiting the library helped to reduce these feelings of loneliness. This accurately reflects the importance of libraries as a community hub, used by people to get together, connect with others and feel part of their community.
- Over 1,100 comments were received in relation to how using the library helps with feelings of loneliness

About our customers

- 20% of customers travelled to their library by car/motorbike, while 30% made their way on foot. 45% of library users travelled on public transport - the high level of visitors at Central Library is the main reason why this figure is high. 92% of customers who travelled by foot or bicycle were satisfied, indicating that people within the area are generally happy with their local library.
- Age: 22% of the customers who took part in the survey were under 25. The age group with the highest number of respondents was 25 to 44, making up 44% of respondents who provided their age. 12% were 65 and over: the oldest of whom were aged 91. The groups with lowest proportions of satisfied customers were the under 25s at 90%, whereas the 25-44 cohort had the highest numbers of satisfied respondents (93%).



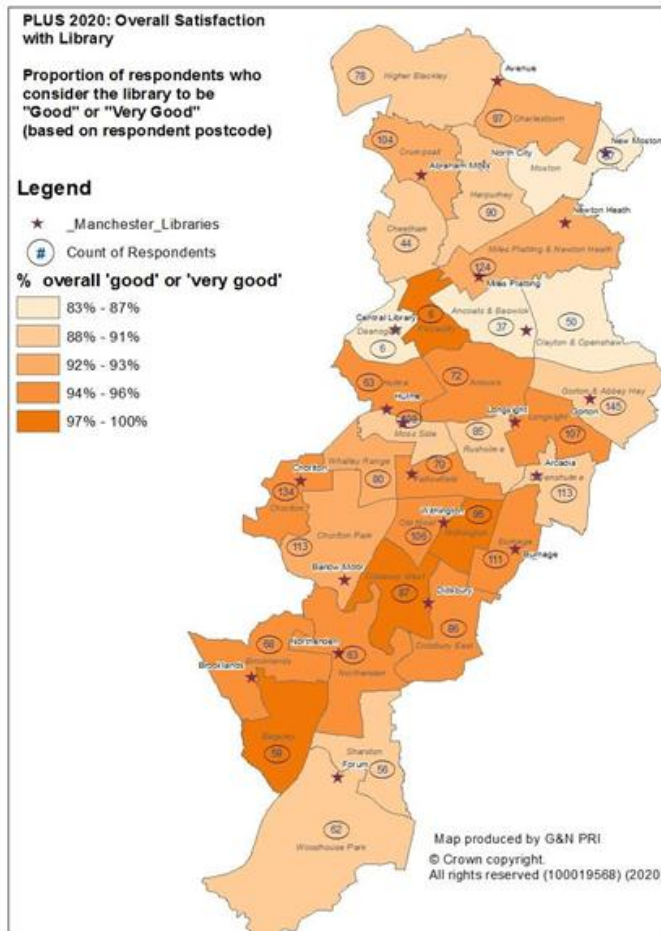
- With regards ethnic groups, 60% of those surveyed identified as being White, 15% Asian, 13% Black, 9% Mixed and 3% Other. The group with the highest level of overall satisfaction was Mixed/Multiple: Other (96%), followed by Mixed/Multiple: White and Black Caribbean (95%). Mixed/Multiple: White and Asian were the ethnic group with the lowest levels of satisfaction (81%).
- Customers taking part in the PLUS survey were asked if they had a disability/condition. 27% of respondents considered themselves to have at least one. 8% of respondents had mobility difficulties, 5% had hearing difficulties, 6% had an eyesight or dexterity disability, 5% learning disability and 12% said they had mental health problems. 93% of customers who declared that they had a mobility disability were satisfied with their library, 94% for those with eyesight conditions (this was an increase of 11% compared to 2016), those with hearing difficulties 86%, and those with mental health problems 91%.



- 39% of respondents cited their faith as Christian, 16% Muslim, and 39% declared they did not have a religion. The response rate to this question was 74%. Customers who cited their religion as Jewish were the most satisfied at 100%. Those who did not provide a response about religion were least satisfied at 83%.
- 43% of customers surveyed in Manchester were economically active (working part-time, full-time, self employed), in comparison to 49% in 2016. Of the customers in Manchester who were economically inactive, 22% were students, 12% unemployed, 2% long-term sick or disabled, 15% were retired and 5% were looking after the home or family. Of the customers who are economically active, 93% were satisfied with their local library; those who are retired 92% and those who are unemployed 90%.
- Nearly half of respondents have been using the library for over three years and 24% have been using the library for over a year, while 7% were making their first visit, which shows new customers are being attracted as well as retaining a high number of our existing customer base. Of those making their first visit, 90% were satisfied with the library they visited compared to those who had been using the library for three years or more at 92%.
- Customers were also asked if using the library had helped them in aspects of their personal lives. 63% responded saying it had helped them in study/learning, 33% to get online, 34% meeting people, 32% health and wellbeing, 15% for job seeking, 18% said it helped them with family/relationships, 13% for their job and

4% for managing money. Out of all responses received, 82% indicated that using a library has helped them in one or more of those aspects of their lives.

Satisfaction rates by customers postcode



Note that the map is based on the respondent's postcode, so may not necessarily relate to the closest library as they may have been visiting a library in a different part of the city.

Comments

A superb library and a pleasure to visit. I have been going for 60 years -
Central Library

I love the library and bring family and friends to see it. It is something Manchester should be proud of. I love the fact that it is so well used by people of all ages. -
Central Library

I use this library as a charity worker to meet vulnerable adults in my job - it is essential to my work. - Abraham Moss Library

Lived in several countries where books/Facilities for education are extremely limited and/or expensive beyond individual's pockets. These library facilities are a godsend and am inclined to be upset when not appreciated or valued either by

individuals/management groups or nation as a whole. The UK is fortunate - technology is not 100% the answer is isolation. Thank you - Chorlton Library

We love visiting this library. Our Keystones clients are always welcomed and look forward to our visits. A great community resource and now its open on Fridays! Even better. Thanks. Keystones - Wythenshawe Forum Library

** Friday is now open in Open Plus mode*

I would like to express how excellent/amazing/caring/helpful/kind and very nice the library staff are. They all make everyone of us (the library users & visitors) feel very welcome and happy. Whenever I look I see every member of staff of the library doing everything perfect with smiles. This makes the library environment very special and unique. I would like to say to everyone of them thank you & thank you ever so much. - Longsight Library

Saheli organisation: provide support to ## women who find themselves in an abusive relationships and suffer from domestic violence. We do preventative work to empower women through emotional /educational and social inclusion through running women's group in this library every Monday. The group is using a room in the library to enable themselves by leaning through courses/training and social activities. The library is a great help in helping putting women's into paid work. - Withington Library

I'm excited when I come to the library - Avenue Library

This is a lovely library. I'm amazed by the number of activities for families provided in this library. All of the staff are very helpful. - Brooklands Library

This library is a hub for the community is giving people from all cultures a place to get to know each other from the area. The staff are very friendly and helpful. The size of the community spaces makes it possible to do a lot of activities and include as many people as possible/want to take part. It gives identical people somewhere to come and spend time with others. - Gorton Library

This library is a godsend to many people who would otherwise feel isolated or lonely. The staff are lovely friendly people and I visit here at least once a week to socialise. - Fallowfield Library

The library is the hub of the area and brings people together - Newton Heath Library

This library is vital for the community as school children use it after school for computers and homework. Greatly needed for printing scanning and photocopying - New Moston Library.

Appendix 7 – Manchester Libraries Performance 2019

2019 was the last pre-Covid set of performance figures

2019	Visits	Loans	PC Usage (hours)	Wi-Fi sessions	Education Session	Events & Activity attendees	Active Members
CITY-WIDE							
Online/Telephone	-	248,159	-	-	-	-	432
Ebook/audiobook	-	426,982	-	-	-	-	-
Books to Go	-	67,157	-	-	-	-	511
Outreach (non library based sessions)	-	-	-	-	26,296	12,144	-
LIBRARIES							
Abraham Moss	70,069	32,974	13,025	11,502	2,300	5,370	7,605
Arcadia	105,694	39,795	27,660	27,339	545	2,916	3,148
Avenue	59,836	27,320	9,824	6,083	524	7,147	3,866
Barlow Moor	3,557	2,675	1,384	6,524	333	132	205
Beswick	37,153	18,608	7,235	12,631	476	3,281	3,230
Brooklands	32,017	19,643	6,889	6,041	1,086	4,412	1,317
Burnage	31,681	11,390	1,688	2,704	333	5,910	1,466
Central Library	2,065,935	171,668	177,275	303,199	8,665	38,916	25,764
Chorlton	136,806	86,007	13,673	7,914	1,420	13,821	8,943
Didsbury	96,730	69,130	10,729	10,285	32	8,929	6,100
Fallowfield	49,905	11,252	14,635	-	285	4,345	1,914
Forum	127,868	46,159	18,992	15,041	868	10,886	7,797
Gorton	58,705	26,586	10,791	5,607	2,311	10,027	3,577
Hulme High St	131,108	20,203	12,333	19,981	594	1,746	2,180
Longsight	170,983	48,151	40,891	24,283	3,666	13,471	9,414
Miles Platting	3,731	2,560	739	655	-	826	413
Moss Side Powerhouse	43,736	10,667	14,805	8,659	1,055	3,306	2,034
New Moston	5,708	2,918	1,034	1,271	8	512	692
Newton Heath	48,376	17,559	7,202	2,628	229	7,105	2,528
North City	95,741	28,696	22,688	21,562	948	7,137	5,612
Northenden	3,985	3,345	949	1,306	-	859	325
Withington	96,449	43,917	15,290	22,494	319	7,340	5,731
Library Totals	3,475,773	741,223	429,731	517,709	25,997	158,394	103,861
Total (including City-Wide)	3,475,773	1,483,521	429,731	517,709	52,293	170,538	104,804

Appendix 7.2 – Manchester Libraries Performance 2021

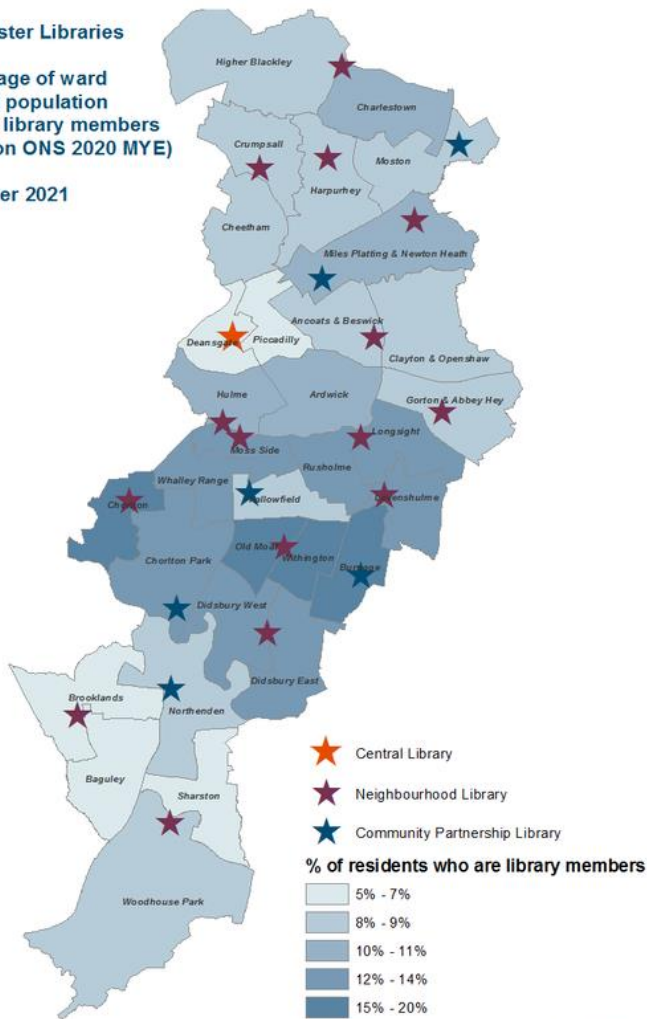
2021	Visits	Loans	PC Usage hours	Education Session attendees	Events & Activity attendees	Active Members
CITY-WIDE						
Online/Telephone	-	139,136	-	-	-	361
Ebook/audiobook	-	718,145	-	-	-	-
Books to Go	-	35,015	-	-	-	413
Outreach (non library based sessions)	-	-	-	49,145	35,241	-
LIBRARIES						
Abraham Moss	9,210	14,263	874	801	395	4,274
Arcadia	23,616	17,701	1,650	685	280	1,845
Avenue	19,851	17,983	2,564	206	1,202	1,945
Barlow Moor	685	1,247	341	-	47	329
Beswick	8,424	11,036	1,847	156	1,046	1,794
Brooklands	6,946	12,684	1,381	27	900	834
Burnage	4,747	7,662	460	73	692	2,369
Central Library	412,472	80,206	32,978	2,149	26,255	22,241
Chorlton	54,997	65,793	4,033	692	1,000	7,392
Didsbury	32,507	48,864	2,660	-	667	4,321
Fallowfield	13,052	4,967	1,666	74	75	1,276
Forum	39,672	35,243	4,037	566	2,388	3,694
Gorton	11,445	15,547	2,947	76	805	1,867
Hulme High St	22,571	13,358	1,356	-	36	1,380
Longsight	46,656	36,760	9,131	440	348	6,940
Miles Platting	2,605	1,804	138	-	46	777
Moss Side Powerhouse	7,860	8,079	1,797	-	1,170	1,191
New Moston	1,262	1,190	150	-	30	1,186
Newton Heath	11,238	14,503	2,139	-	1,006	1,507
North City	18,167	15,063	3,198	52	3,533	2,552
Northenden	1,846	1,678	116	-	858	552
Withington	35,182	34,235	4,420	124	806	6,982
Totals	785,011	459,866	79,883	6,121	43,585	77,248
Total (including City-Wide)	785,011	1,352,162	79,883	55,266	78,826	78,022

Appendix 7.3 Percentage of residents who are library members – December 21

Manchester Libraries

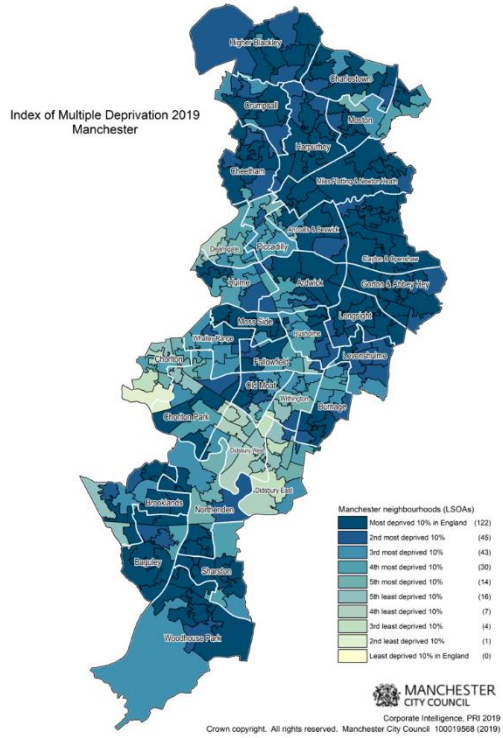
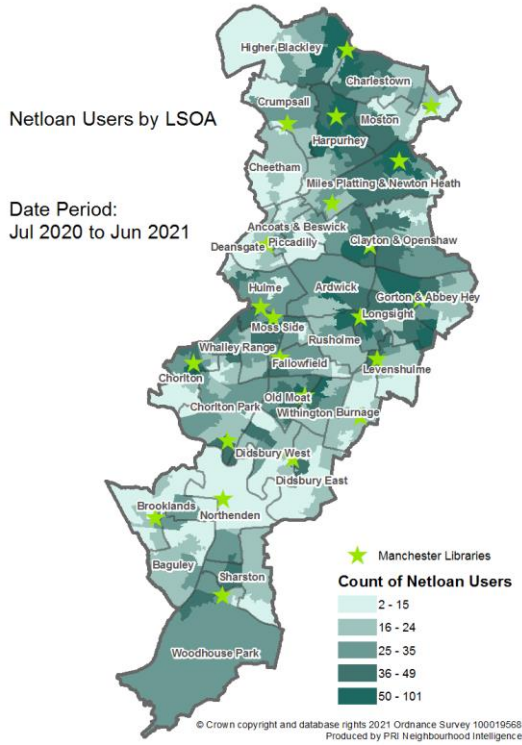
Percentage of ward resident population who are library members (based on ONS 2020 MYE)

December 2021

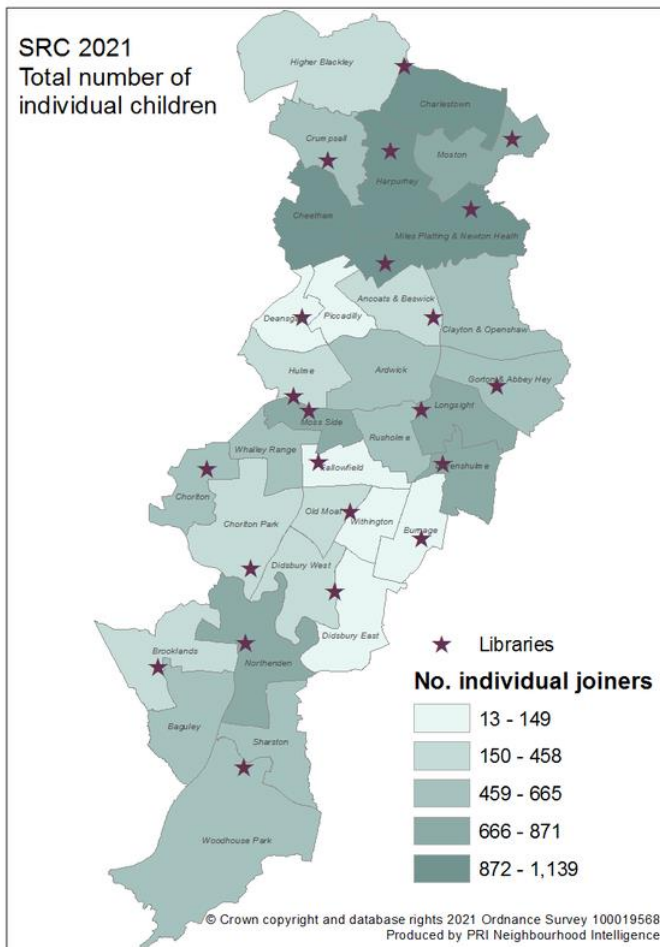


Appendix 7.4 Library computer users compared to Index of Multiple Deprivation during the pandemic

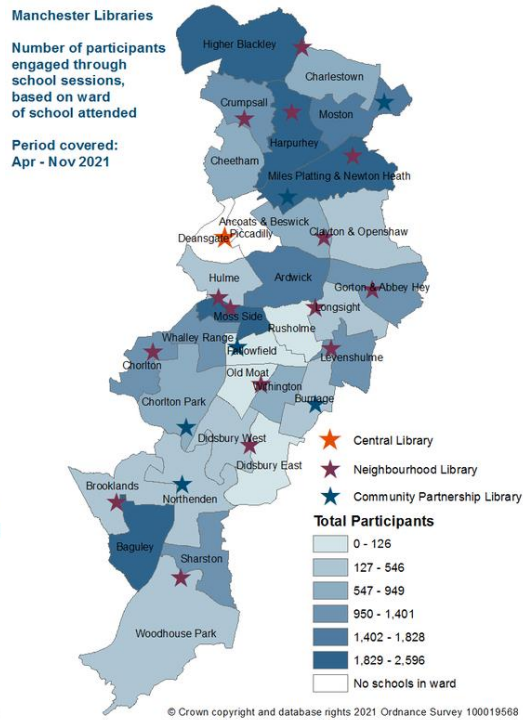
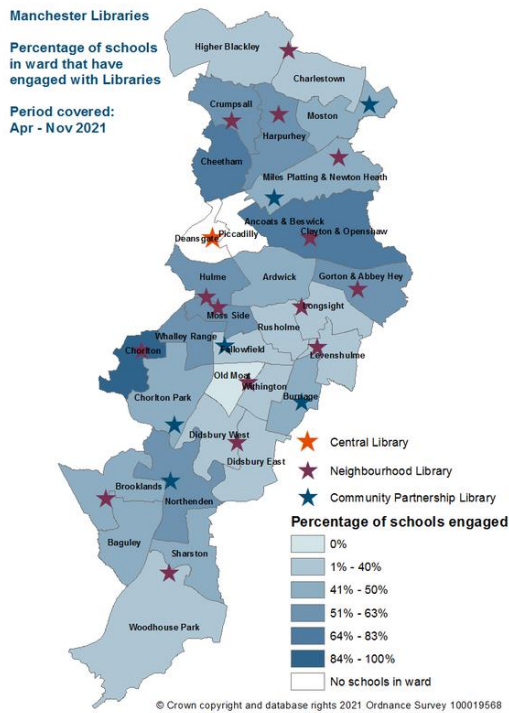
These maps show that the library computers users most commonly lived in areas of the city with highest level of deprivation



Appendix 7.5 Joiners to the Summer Reading Challenge 2021



Appendix 7.6 Class visits April - November 2021



**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny Committee – 8 February 2022

Subject: Overview Report

Report of: Governance and Scrutiny Support Unit

Summary

This report provides the following information:

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

Recommendation

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

Wards Affected: All

Contact Officer:

Name: Rachel McKeon

Position: Scrutiny Support Officer

Telephone: 0161 234 4997

Email: rachel.mckeon@manchester.gov.uk

Background documents (available for public inspection):

None

1. Monitoring Previous Recommendations

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

Date	Item	Recommendation	Action	Contact Officer
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)
7 December 2021	CESC/21/52 Deep Dive: Disability in Manchester	That the accessibility of meetings be discussed with Committee Services and raised through the Overview and Scrutiny Co-ordinating Group.	This is being discussed with the Chair.	Rachel McKeon, Scrutiny Support Officer
7 December 2021	CESC/21/53 Compliance and Enforcement Services - Performance in 2020/21	To request that Ward Councillors be provided with information on who is responsible for the enforcement of different kinds of parking issues, including parking on cycleways, and what regulations are being breached in these different situations.	A report addressing the issues raised by the Committee was circulated to Members on 5 January 2022.	Patricia Wilkinson, Parking Services Manager

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 **31 January 2022** containing details of the decisions under the Committee's remit is included below. This is to keep members informed of what decisions are being taken and, where appropriate, include in the work programme of the Committee.

Register of Key Decisions:

Subject / Decision	Decision Maker	Decision Due Date	Consultation	Background documents	Officer Contact
<p>National Taekwondo Centre 2018/10/19A</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>Security Services Contract (2021/10/15B)</p> <p>To award a five-year contract for Security Services. Security Services include access control, visitor management and CCTV.</p>	City Treasurer (Deputy Chief Executive)	Not before 15th Nov 2021		Checkpoint 4 Business Case	Andrew Blore a.blore@manchester.gov.uk

Subject / Decision	Decision Maker	Decision Due Date	Consultation	Background documents	Officer Contact
<p>Security Services Upgrade Project - Capital Expenditure (2021/11/10A)</p> <p>To approve capital expenditure to procure and implement the Security Services Upgrade Project.</p>	City Treasurer (Deputy Chief Executive)	Not before 9th Dec 2021		Checkpoint 4 Business Case	Andrew Blore a.blore@manchester.gov.uk
<p>Leasehold disposal of (part of) office accommodation at National Squash Centre (2021/11/05A)</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>Public Space Protection Orders (2021/11/26B)</p> <p>Decision to extend existing public space protection orders for alcohol (formerly Designated Public Place Orders)</p>	Strategic Director (Neighbourhoods)	Not before 26th Dec 2021		Consultation responses and covering report	Sam Stabler s.stabler@manchester.gov.uk
<p>Financial approval of MCR Active Contract 2022/23 (2021/12/07A)</p> <p>Financial approval of 4th year of MCR Active Contract for period 1st April 2022 to 31st March 2023.</p>	City Treasurer (Deputy Chief Executive)	Not before 7th Jan 2022		Report to Deputy Chief Executive and City Treasurer	Yvonne O'Malley, Commercial Lead; Neighborhoods yvonne.o'malley@manchester.gov.uk
<p>Beswick Hub RFL Project (2021/12/14A)</p> <p>The approval of capital</p>	City Treasurer (Deputy Chief	Not before 14th Jan		Checkpoint 4	Neil Fairlamb N.Fairlamb@manchester.gov.uk

Subject / Decision	Decision Maker	Decision Due Date	Consultation	Background documents	Officer Contact
expenditure for the Beswick Hub RFL Project which will deliver a new rugby league coaching and educational facility on the existing rugby ground.	Executive)	2022			
<p>Extra Care - Russell Road LGBT Project 2019/03/01H</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
<p>Framework Agreement for the Provision of Temporary Accommodation for People with No Recourse to Public Funds (2021/02/03B)</p> <p>The appointment of providers to provide Temporary Accommodation for People with No Recourse to Public Funds</p>	Executive Director of Adult Social Services	Not before 1st Apr 2021		Report and Recommendation	Mike Worsley mike.worsley@manchester.gov.uk

**Communities and Equalities Scrutiny Committee
Work Programme – February 2022**

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

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Homelessness	To receive an update report.	Councillor Rahman	David Ashmore/ Mohamed Hussein	See July 2021 minutes
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	Executive report
Cultural Impact	To include the results of the Cultural Impact Survey.	Councillor Rahman	Fiona Worrall/Neil MacInnes/Louise Lanigan	
Libraries Strategy Update	To receive an update on the Libraries Strategy.	Councillor Akbar	Fiona Worrall/Neil MacInnes	
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 8 March 2022, 10.00 am (Report deadline Thursday 24 February 2022)

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Highways Crimes	To receive a report on highways crimes.	Councillor Akbar	Fiona Worrall	

Overview Report		-	Rachel McKeon	
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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	
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	
City Centre Public Space Protection Order (PSPO)	To request an update report on the PSPO to address anti-social behaviour in the City Centre.	Councillor Akbar	Fiona Worrall/Sam Stabler	

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