



Economy Scrutiny Committee

Date: Thursday, 9 March 2023

Time: 2.00 pm

Venue: Council Antechamber, Level 2, Town Hall Extension

There will be a private meeting for committee members only from 1:45pm on Thursday, 9 February in Room 2006, Level 2, Town Hall Extension.

Everyone is welcome to attend this committee meeting.

Access to the Antechamber

Public access to the Council Antechamber is on Level 2 of the Town Hall Extension, using the lift or stairs in the lobby of the Mount Street entrance to the Extension.

There is no public access from any other entrance.

Filming and broadcast of the meeting

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Membership of the Economy Scrutiny Committee

Councillors - Johns (Chair), Good, Moran, Noor, Raikes, I Robinson, Shilton Godwin and Taylor

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 Thursday, 9 February 2023.

5 - 18

5. The LTE Group Update: Strategy and Performance

Report of the LTE Group.

19 - 40

The LTE Group supports education, skills and professional development through five key organisations. This paper provides an update from two organisations within the Group: The Manchester College and Novus.

The updates are focused on the Committees area of interest as follows:

- 1) An update on The Manchester College's (TMC) progress, performance and contribution to Manchester's work and skills outcomes since the last update in 2022.
- 2) Specific case studies on the College's work within the digital sector as requested.
- 3) An update from Novus, at the Committee's request, on the work undertaken by Novus providing learning, skills and opportunity for offenders within prisons in the region and on release.

6. Labour Market and Recruitment

Report of the Director of Inclusive Economy.

41 - 66

This report provides an overview of the labour market in Manchester, how it has changed particularly in the last 3 years and the current issues and opportunities. It also shows the approaches being used by Manchester City Council in collaboration with partners to meet skill and labour market needs to combat the challenges faced by businesses and residents with the volatile economy and labour market conditions.

7. Manchester Adult Education Service (MAES) Performance Update 67 - 82

Report of the Director of Inclusive Economy and the Head of MAES.

This report provides information on MAES' performance in 2021/22 and the skills challenges in the city.

8. Landlord Licensing Post-Consultation To Follow

9. Overview Report 83 - 96

Report of the Governance and Scrutiny Support Unit.

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

Information about the Committee

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

The Economy Scrutiny Committee has responsibility for looking at how the city's economy is growing and how Manchester people are benefiting from the growth.

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

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Smoking is not allowed in Council buildings.

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Further Information

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This agenda was issued on **Wednesday, 1 March 2023** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 2, Town Hall Extension, Manchester, M60 2LA

Economy Scrutiny Committee

Minutes of the meeting held on Thursday, 9 February 2023

Present:

Councillor Johns (Chair) – in the Chair
Councillors Good, Moran, Raikes, I Robinson, Shilton Godwin and Taylor

Also present:

Councillor Midgley, Deputy Leader of the Council
Councillor Akbar, Executive Member for Finance and Resources
Councillor Hacking, Executive Member for Skills, Employment and Leisure
Councillor Rawlins, Executive Member for Environment and Transport
Councillor White, Executive Member for Housing and Development

Apologies: Councillor Noor

ESC/23/7 Interests

The Chair declared a non-pecuniary interest in item 7 – Levelling Up Fund and UK Shared Prosperity Fund Update.

ESC/23/8 Minutes

An amendment to the minutes of the previous meeting was proposed to reflect that Councillor Angela Moran submitted apologies.

Decision: That the minutes of the meeting held on Thursday, 12 January 2023 be approved as a correct record, subject to the amendment outlined above.

ESC/23/9 Local Plan Update

The committee considered a report of the Director of Planning, Building Control and Licensing which provided an update on the Local Plan. The report also provided an overview of current planning policy; an update on emerging planning policy (Places for Everyone and the Manchester Local Plan); a summary of the current consultation on updates to the National Planning Policy Framework (NPPF) expected this Spring; and potential future changes to NPPF via the Levelling Up and Regeneration Bill.

Key points and themes within the report included:

- The emerging Local Plan presented an opportunity to review current planning policy and will set out how the city should meet the need for new development over the next 15–20 years. It will identify where new development should happen, which green spaces and other aspects of the environment should be protected or enhanced, and how transport and other infrastructure will be improved;

- The range of policies included within the Local Plan to address key issues and challenges;
- The range of studies commissioned to provide the evidence base of the Local Plan;
- The timetable for the stages of the Local Plan's development, with adoption planned for winter 2024;
- The Places for Everyone local plan - a joint development plan of the nine Greater Manchester districts which will determine the kind of development that takes place in their boroughs - was nearing completion of hearing sessions and would undertake further round of formal consultation on any proposed changes to the plan in late 2023 and would be adopted by individual full councils;
- The ongoing government consultation on the proposed approach to updating the NPPF; and
- Changes to national planning policy proposed under the Levelling Up and Regeneration Bill 2022 (LURB).

Key points and queries that arose from the committee's discussions included:

- The internal scrutiny process of the Local Plan, and whether this would be subject to further consideration by this Scrutiny Committee;
- How the impact of future carbon emissions and rainfall could be forecasted to support the evidence-base for the Local Plan;
- The impact of implementing Schedule 3 of the Flood and Water Management Act 2010 concerning Sustainable Draining Systems (SuDS);
- The importance of a sense of place, and whether the city had the local services and infrastructure to support new emerging communities;
- The reforms to national planning policy proposed in the LURB and the implication of these on planning policy around affordable housing;
- If any further detail around Compulsory Purchase powers and Investment Zones was available;
- The impact of the government's recent building safety announcement on the Council's ability to hold developers to account on cladding issues;
- How planning powers are used to require developers to use local labour;
- Noting the Council's record for high-quality development, and querying whether the new National Development Management Policy Framework would require the Council to accept lower quality development in line with the revised policies;
- Whether the current evidence bases within the Council's strategies were sufficient; and
- Expressing concerns over the potential loss of flexibility for the Council through changes to the NPPF.

The Executive Member for Housing and Development introduced the item and highlighted the importance of the Local Plan for the city as it outlined the Council's ambitions and framework for development. He explained that the Local Plan would align with Places for Everyone which was a joint development plan between the nine

Greater Manchester authorities and was currently under inspection. This included targets for 50,000 affordable homes with 30,000 of these being social rent zero-carbon properties which aligned with Manchester's Housing Strategy. He explained that the Local Plan also encompassed policies and objectives around biodiversity, green spaces, and purpose-built student accommodation for which several studies had been commissioned to inform the evidence base of the Local Plan. He also provided assurances that residents and elected members would be consulted on the Local Plan prior to adoption and highlighted previous extensive feedback from residents and community groups.

The Director of Planning, Licensing and Building Control explained that the Local Plan acted as a planning policy framework and that this would align the Council's policies and ambitions to enable delivery these priorities through the planning process where feasible. She acknowledged potential challenges and stated that the Local Plan would be scrutinised by an Independent Examiner. She also explained that the refreshed Core Strategy was proposed to be adopted in 2024, which meant that evidence would need to be gathered and the Core Strategy subject to internal scrutiny processes by summer 2024 and officers were committed to meeting this deadline.

In response to a query from the Chair regarding internal scrutiny of the Local Plan, the Director of Planning, Licensing and Building Control explained that it was yet to be decided which commissioned studies would be submitted to the relevant Scrutiny Committee and it was suggested that Policy Panels may be utilised.

The Director of Planning, Licensing and Building Control acknowledged that much of the evidence being produced was contemporary and explained that the Council would engage with relevant parties to forecast an evidence base for the future.

It was stated that engagement would be undertaken with key stakeholders to identify the social infrastructure required and where capacity was available and census data would be used to gain an understanding of future population figures. It was acknowledged, however, that the Local Plan could not identify who would deliver key infrastructure and the Council would not have the authority to identify specific sites for dental and GP practices, for example. The Executive Member for Housing and Development cited developments at Victoria North as an example of where the Council is working with partners to consider infrastructure requirements at an early stage in the development process. Work was ongoing across the Council and discussions underway with government departments to ensure suitable infrastructure at Victoria North and a business case for a new tram stop at Sandhills in Collyhurst had recently been submitted. He noted that the Department for Education (DfE) often waited to assess how many children moved into the development, which he felt was often too late to provide the necessary provisions.

The Director of Planning, Licensing and Building Control explained that a national consultation was underway regarding the proposed revisions to housing figures within the NPPF, but this did not include reference to a devolution deal for Greater Manchester.

Members were also advised that the suggestion of streamlining the process for Compulsory Purchase Orders (CPO) had been discussed for many years with the Council participating in several rounds of consultation. The Executive Member for Housing and Development highlighted that funding for new homes within Places for Everyone would be provided to Homes England rather than the Council, which further demonstrated the need for greater devolved powers like those granted to London Borough authorities.

The Director of Planning, Licensing and Building Control stated that officers would welcome the proposal to make the CPO process easier and explained that there were certain circumstances where the Council needed to legitimately impose a CPO to deliver what was needed for the city. In response to a query around Investment Zones, the Director of Planning, Licensing and Building Control confirmed that no further information had been provided to the Council regarding the process for identifying potential Investment Zones. She explained that where planning powers were proposed to be reduced, the Council would have less control over the quality and delivery of development such as the ability to impose conditions regarding local labour. The Strategic Director for Growth and Development also highlighted that it had been referenced at a recent Conference of the North that Investment Zones would be relaunched and could be aligned more closely with universities although the detail of this remained unknown.

In response to a query regarding the impact of implementing Schedule 3 of the Flood and Water Management Act 2010 concerning SuDs, the Planning and Infrastructure Manager explained that this was a key aspect in the work of the 'Our Rivers, Our Cities' programme, which helped to inform the evidence base of the Local Plan, and there had been significant discussion on existing infrastructure. This was also at the forefront of business planning for United Utilities, who had commissioned a study of the upper River Mersey to assess water management.

The Director of Planning, Licensing and Building Control explained that a consultation was underway which proposed giving local planning authorities powers to not determine applications where there had been previous issues with the developer or applicant. A second consultation on the building safety levy was also underway which proposed making developers pay a levy prior to starting work. Both consultations were open to the public and links to these would be provided after the meeting. She also provided assurances that the Council would provide a robust response to these consultations subject to the approval of the Executive Member.

The Executive Member for Housing and Development explained that 49 developers had signed the Building Safety Pledge, which set out that leaseholders should not have to pay for any costs associated with critical fire-safety remediation work arising from the design, construction, or refurbishment of buildings of 11 metres and above. The Secretary of State for the Department for Levelling Up, Housing and Communities had recently issued legally binding contracts on this for developers to sign within six weeks and consequences, such as not receiving planning or building control permission, were in place for those who did not do this, which he welcomed.

Encouraging local labour through the planning process had been a key focus of the Council for many years. This had previously been achieved through a legal agreement and was frequently imposed through conditions to planning approval, although there were limitations to this. The review of the Local Plan would also look to improve on this.

The Director of Planning, Licensing and Building Control acknowledged that the proposed revisions to the NPPF could allow the government to reduce the matters dealt with by local planning authorities and their ability to adopt higher development standards. She reiterated that the Council was proud of the quality of development in the city and would continue to push for high-quality standards.

In response to a query from the Chair, it was confirmed that there was a substantial evidence base for the Council's strategies, but further expertise would be required in some areas to enable delivery through the planning process of key priorities.

Decision:

That the committee

1. notes the report, and
2. requests an update on the Local Plan in the next municipal year.

ESC/23/10 Housing Allocations Policy Evaluation

The committee considered a report of the Strategic Director (Growth and Development) which outlined an evaluation of the Council's social housing allocations scheme which had been undertaken following 24 months of operation to analyse its effectiveness.

Key points and themes within the report included:

- The scheme was designed to provide priority to rehousing applicants based on housing need, with priority within bands determined by length of time in the band;
- Demand for social housing remained high with over 14,000 households on the register, of which 8,000 were in bands 1-3 and in some form of housing need;
- The evaluation found that the overall objectives for the scheme were being met although there were increasing challenges around temporary and emergency accommodation;
- Allocations to those in priority need accounted for 64.8% of all lettings, compared to 31.6% under the old scheme;
- During the first two years of the new scheme, 40% of all allocations went to applicants on the housing register due to being homeless, compared to 19% in 2019/20;
- One of the main achievements of the scheme was the successful rehousing of a considerable number of young people who were ready to transition out of care;

- The COVID pandemic caused significant challenges with regards to repairing and refurbishing vacant properties but officers were working to make these properties available; and
- It had been necessary to make some minor changes to the process and the scheme to improve the situation around temporary and emergency accommodation. Proposed changes included awarding Band 2 status to prevention duty applicants and to permit those owed the prevention or relief duty to accept a private rented tenancy offer, to discharge either homelessness duty (prevention or relief) and to retain a Band 2 award for rehousing. These changes would encourage people to present at an earlier stage and encourage changes in behaviour to access alternative accommodation rather than temporary accommodation.

Key points and queries that arose from the committee's discussions included:

- Welcoming the changes and outcomes of the revised Policy;
- How the Council could keep residents experiencing domestic violence safe where they could not be moved straightaway;
- Whether there was an increase in those in band 2 as a result of the changes;
- The wait times for those with band 2 priority; and
- Noting an increase in the number of households in temporary accommodation, which was higher than in other Greater Manchester areas.

The Executive Member for Housing and Development introduced the item and explained that the report formed part of the 2-year evaluation of the revised Housing Allocations Policy which had been subject to extensive consultation. He explained that the changes looked at how the Housing Allocations Policy could help those with the most serious housing need, such as those experiencing domestic abuse and serious violence and those leaving care. He noted a challenge in the amount of housing stock available to allocate and a lack of investment in social housing over the last 13 years by the Conservative and coalition governments. He stated that the Council was working to deliver more social and affordable housing in Manchester and the Housing Strategy set out a target of 10,000 more homes in the next 10 years.

The Executive Member for Housing and Development also stated that the Policy sought to prevent homelessness before it happened, which he felt was a key strategy, and would award band 2 priority to those at risk of homelessness to try and prevent this.

The Head of Housing Access explained that the Council was the largest landlord in the city and let around 2,500 homes of which 90% were let to those in housing need. She reiterated challenges in demand and waiting times but there were a number of strategic priorities around children leaving care, overcrowding, domestic violence and prevention of homelessness. There were also challenges in suitable 4-bedroom and adapted properties within the housing stock. The Council worked with 14 housing provider partners, and she stated that there was a good working relationship with other providers. She also stated that the revised policy would allow more options and choices for those in need and would encourage them to present to the housing service at an earlier stage to prevent and relieve homelessness.

In response to a query regarding what could be done to keep residents experiencing domestic violence safe where they could not be moved straightaway, the Assistant Director of Homelessness stated that this was the third biggest cause of homelessness in Manchester and the majority of domestic violence survivors were helped either when they were already homeless or had made the decision to leave their existing home. He stated that there had been significant feedback from those living in temporary accommodation that wished they had the opportunity to stay in their existing home. He explained that the Council ran a Sanctuary Scheme which provided security measures to create a safer living environment and 30 installation schemes were delivered in 2021/22. He explained that the Council sought to give residents greater choice and control over the options in front of them.

The Assistant Director of Homelessness expressed his belief that there would not be an increase in the number of people within band 2, as the changes would encourage people to present to the Council earlier and get the same level of help as previously. The changes would also help with housing stock challenges and reduce the need for B&B accommodation. The Deputy Leader of the Council stated that the change was already having a positive impact for frontline staff in the homelessness service as it allowed for a more positive and hopeful experience with those presenting to the Council.

In response to a member's query regarding why Manchester had a higher number of households in temporary accommodation than other Greater Manchester authorities, the Deputy Leader acknowledged the increase but stated that this needed to be considered in the context of policies implemented by the Conservative-Liberal Democrat coalition government and subsequent Conservative governments since 2010 which had a cumulative impact on the exponential rise of homelessness across the country. She stated that a lack of investment in affordable homes, benefit caps, the 'Bedroom Tax', rising rents, lack of increase in housing allowances and other austerity cuts had caused the increase in homelessness and demand for temporary accommodation. She provided assurances that the Council was working to address these issues and reiterated the Chair's point that a report on the wider Homelessness service had been provided to a recent meeting of the Communities and Equalities Scrutiny Committee.

The Executive Member for Housing and Development highlighted that Manchester was a significantly bigger area compared to other boroughs within Greater Manchester and it would be better to consider temporary accommodation figures per 1000 of the population. The Assistant Director of Homelessness also suggested comparing figures with other core cities to gain a more representative insight.

Decision:

That the committee

1. notes the report, and
2. endorses the changes to the process and the proposed minor amendment to the allocation scheme, to help reduce the numbers of households that require temporary accommodation.

ESC/23/11 Levelling Up Fund and UK Shared Prosperity Fund Update

The committee considered a report of the Strategic Director (Growth and Development) which provided a summary of the UK Shared Prosperity Fund as it applied to Manchester, including the context of the UK Government's Levelling Up agenda and the competitive Levelling Up Fund (LUF) which it sat alongside.

Key points and themes within the report included:

- Manchester was classed as a Priority 1 area for Levelling Up by the Government, based on need for economic growth, improved transport connectivity and regeneration;
- 2 bids were submitted by the Council in LUF Round 1, of which one – 'Culture in the City' – was successful. A bid to regenerate Withington Village was unsuccessful. A bid submitted in LUF Round 2 to regenerate Wythenshawe Town Centre was also unsuccessful;
- Culture in the City aimed to deliver 8,282m² of high quality, affordable, technology and creative work and production spaces at HOME Arches and Campfield Market, with £19,822 million awarded from LUF;
- The Shared Prosperity Fund (SPF) was launched in April 2022 as a replacement for European Structural and Investment Funds (ESIF) following Brexit, and the distribution of this across all areas of the UK meant that Greater Manchester's proportion of this is substantially lower than that from ESIF; and
- Manchester was allocated a total of £5,013,823 in SPF for Communities and Place funding which was prioritised for investment in district centres.

Key points and queries that arose from the committee's discussions included:

- Welcoming the Executive Member's recommitment to investing in Wythenshawe town centre;
- Whether there was any indication from government to increase local funding allocations to account for the fact that some areas had disproportionately been unsuccessful with LUF and other funding schemes;
- Welcoming support for business start-up and incubation, and querying if there were any additional contingencies to support businesses during the cost-of-living crisis;
- Conveying frustration at the government rule introduced during the decision-making process that any applicant council who had been successful in Round 1 would be unsuccessful in Round 2 and the time and resources that this misused;
- How SPF could work with local labour market policies and how this would help residents;
- The process for unsuccessful funding bids;
- The devolution trailblazer scheme for Greater Manchester;
- Whether the Council is consulted on funding simplification; and
- The criteria for SPF and how are resources assigned to evaluate this.

The Executive Member for Housing and Development explained that the UK Shared Prosperity Fund and Levelling Up Fund were two funding pots which the government released as part of their wider Levelling Up strategy. He stated that the Council had submitted a strong bid in round 2 of the LUF for £20million to transform and invest in Wythenshawe which was rejected without formal notification to the Council. He stated that he had some concerns with the LUF allocation process generally as it made local authorities compete against each other, but he reiterated the commitment of the Council's Labour administration to investing in Wythenshawe.

The Strategic Director (Growth and Development) stated that the Council had tried to access LUF resources to support ambitious developments and plans and explained that the Council had one successful LUF bid for 'Culture in the City' despite subsequent unsuccessful bids in Withington and Wythenshawe. She explained that the SPF would be targeted in and around Withington to develop elements of the unsuccessful LUF bid and in Moston in line with the Council's objectives and Neighbourhood Frameworks. She also stated that some Community and Place funds from the SPF were yet to be allocated and proposals would be developed in line with Neighbourhood Frameworks.

The Strategic Director (Growth and Development) explained that there was limited funding for business start-up and incubation spaces, but Manchester had received almost £2million of funding for this and a Hub and Spoke model was in place to target support in different areas of the city. She highlighted that the SPF did not provide the same amount of funding as its predecessor ESIF, but officers were working to maximise its impact in the city in consultation with Executive Members.

In response to a query regarding whether the government might increase local funding allocations when an area had been unsuccessful with LUF and other funding schemes, the Strategic Director (Growth and Development) stated that there were no indications of this. She informed members that there would be a third round of LUF bids, and the Council would await further detail on the criteria for this before deciding whether to resubmit the Wythenshawe bid or submit a new bid for other parts of the city.

Members were informed that the Council was seeking greater certainty over funding through the devolution trailblazer negotiations.

Members were also advised that there was no dedicated support for businesses during the cost-of-living crisis within the SPF. The Director of Inclusive Economy advised members that The Growth Company was providing support for business through its "Here for Business Campaign" and the Greater Manchester Combined Authority (GMCA) had brought forward some SPF funding to help The Growth Company with this. This included clinics and in-person sessions in each local authority area in Greater Manchester.

The Director of Inclusive Economy explained that GMCA administered the Supporting Local Business and Work & Skills priorities within the SPF and would work with the Council to design how this would operate in practice. On labour market interventions, she advised the committee that a 'deep dive' had recently been undertaken on economic activity in the city which could be used as an evidence base to inform the design. She acknowledged challenges in that the totality of the SPF funding was less than that of ESIF and with a 3-year timeframe with the labour market intervention toward the end of this, this could be an issue for those distant from the labour market.

In response to a question regarding the capital gateway approval process, the Strategic Director (Growth and Development) informed the committee that this was an internal process for submitting an item to the Capital Programme, with proposals progressing from CP1 and CP4 as they are further developed and costed, and she confirmed that those projects which were unsuccessful in the LUF bids would be subject to this process.

The Strategic Director (Growth and Development) explained that various officer groups across the GMCA, such as the GM Directors of Place and GM Chief Executives Group, would review any proposals for a devolved single pot of funding. Various proposals had been put forward with a number of different priorities on issues such as transport, housing and work and skills. This would shape the Council's approach to funding as it would provide a greater degree of flexibility should the proposals be accepted.

It was also stated that the Council was subject to evaluation around the number of jobs and employment space created, low carbon impacts and training and apprenticeship opportunities arising from SPF funding. This was reported to GMCA who fed back to the government on Manchester's behalf. The Principal Resource and Programmes Officer advised that this was relatively modest and the Grant Funding Agreement which dictated the level of monitoring was very similar to that of ESIF previously.

Decision:

That the report be noted.

ESC/23/12 2023/24 Budget

The Committee considered a report of the Deputy Chief Executive and City Treasurer which outlined the Council's latest forecast revenue budget position, and the next steps. Following the Provisional Local Government Finance Settlement announced on 19 December 2022, the Council was forecasting a balanced budget for 2023/24 and 2024/25. The risk moved to the next Spending Review period in 2025/26 where a shortfall of £57m was forecast and this would reduce to £40m after the proposed use of £17m smoothing reserves.

Key points and themes within the report included:

- The Finance Settlement meant that the budget gap identified in November could be closed, without the need for further cuts and savings, and provided some opportunity for reducing the quantum and rephrasing some of the savings;
- It was now proposed that options of £36.2m be progressed, a reduction of £6.1m, although additional funding streams announced as part of the Settlement came with several spend requirements, and additional pressures had emerged since the November Scrutiny report;
- £16m of reserves per annum were being used to close the pre-Settlement budget gap and would be rephased to support a sustainable position, particularly to support closing the budget gap in 2024/25 and to deal with the significant risks faced in 2025 and beyond;
- A proposal to increase the Council Tax precept by 2.99% and the Adult Social Care precept by 2% was reflected in the base and would be alongside targeted support to residents who are most vulnerable;
- The Settlement also gave some scope for targeted investments which would put the council in a more sustainable position to face the next spending review in 2025;
- Indicative workforce reduction of 60 Full-Time Equivalent (FTE) posts linked to savings proposals was anticipated to be managed through natural turnover and vacancies;
- A second phase of the budget consultation was underway and provisional results from this would be provided to the Executive on 15 February, with a full analysis to Budget Scrutiny on 27 February; and
- The next steps for the budget process.

The Executive Member for Finance and Resources wished to place on record his thanks to the Deputy Chief Executive and City Treasurer and her team for all their hard work following the settlement announcements. He stated that the budget settlement needed to be considered in the context of over a decade of austerity imposed on Manchester. He further referenced the impact of inflation, population growth in the city and the cost-of-living crisis all had on budgetary pressures. He commented that the Government had failed to communicate their financial decisions for city, noting the recent experience of announcements of the Levelling Up bids.

He commented that the Provisional Local Government Finance Settlement announced on 19 December 2022 provided greater financial certainty than anticipated and enabled some proposed cuts to be removed or deferred.

Members expressed their disappointment at the inaction of and lack of communication by the government referred to by the Executive Member and commended the Executive and officers for their work in identifying the budget proposals.

a) **Growth and Development 2023/24 Budget**

The committee considered a report of the Strategic Director (Growth and Development) which provided a further update to members on the priorities for the services in the remit of this committee and detailed the changes to the initial revenue budget options proposed by officers in November 2022. It highlighted how the Provisional Local Government Financial Settlement, announced on 19 December 2022, reflected a change in government policy in relation to funding inflation and social care pressures and provided an opportunity to review the quantum and phasing of savings. It was consequently proposed that options of £36.2m were progressed, of which £2.169m was within the remit of this Scrutiny Committee.

Key points and themes within the report included:

- The Growth and Development directorate was made up of City Centre Growth and Infrastructure, Strategic Development, Strategic Housing, Planning, Building Control and Licensing, Investment Estate, Manchester Adult Education Service (MAES), Work and Skills and Digital Strategy;
- The Growth and Development directorate has a gross budget of £35.5 million and generates £44.8 million in income;
- The Highways service was within the remit of this scrutiny committee and has a gross budget of £25.1 million;
- Earlier proposals presented in November 2022 suggested savings options of £3.54m over three years but the Provisions Local Government Finance Settlement provided more funding than had been forecast and enabled both the quantum and phasing of savings to be reviewed to ensure minimal impact on service delivery;
- Savings of c£2.044m over the three-year period were initially proposed for Growth and Development and savings options of £100k had been removed from this following the review;
- Savings of £354k over three years were initially proposed for the Highways service but, following review, these had been reduced by £129k to a revised total of £225k. The revised proposals were made up of a combination of increased income of £160k and deleting two vacant positions amounting to £60k;
- Other changes to the proposals suggested in November 2022 included reducing opportunities to capitalise on staffing costs with the Investment Estate service from £250k to £150k per annum and to invest £300k to provide additional resources to enable the establishment of a new team within City Centre Growth and Infrastructure, and to provide additional capacity to the Highways Development Specialist team;
- An overall reduction of 2 Full Time Employees (FTE) was anticipated as part of the savings proposals and these were both vacant posts; and
- The directorate continued to be affected by Covid-19, particularly in the Investment Estate service, and work was ongoing to assess requests for rent holidays on a case-by-case basis, and the cost-of-living crisis.

Key points and queries that arose from the committee's discussions included:

- How an economic recession could challenge income generation within the Growth and Development directorate and
- Welcoming the decision to remove savings from temporarily reducing gully cleansing.

The Executive Member for Housing and Development reiterated the impact of austerity over the previous 13 years on the city, council, and residents. He highlighted that the Growth and Development directorate was an income generator and that the budget proposals before the committee sought to maximise these opportunities. This would be used to help in funding affordable homes, planning, regeneration, and retrofitting. He also stated that the Council would be able to expand on what it delivers, particularly around social and affordable housing, if the government provided fair funding.

The Executive Member for Employment, Leisure and Skills echoed comments already made and highlighted that Manchester was a financially well-managed Council. He stated that insufficient government funding constrained the Council's ambitious plans and objectives.

The Strategic Director (Growth and Development) highlighted that additional resource had been secured to further progress works on active travel and to develop and plan for strategic infrastructure across Manchester.

The Executive Member for Environment and Transport stated that the Highways directorate also generated income for the Council. She explained that the Active Travel Strategy had progressed, but additional and fairer funding would have allowed this to be implemented at pace. The Head of Finance also highlighted that some savings had been removed following receipt of the Provisional Local Government Finance Settlement.

In response to a query from the Chair around the potential impact of recession, the Strategic Director (Growth and Development) expressed confidence in the income generation assumptions within the budget proposals and stated that these were robust. She highlighted that significant income was generated through rent from Manchester Airport and the directorate was working on several other areas of income generation, such as the Strategic Asset Management Plan which allowed the Council to take a more strategic approach to assets, and a review of the management of the Council's commercial estate.

Decision:

That the Committee

1. notes the report, and
2. endorses and recommends that the Executive approve the budget proposals.

ESC/23/13 Overview Report

The committee considered a report of the Governance and Scrutiny Support Unit which provided details of key decisions within the committee's remit and its work programme. It also included the Economy Dashboard for information.

Decision:

That the report be noted.

**Manchester City Council
Report for Information**

Report to: Economy Scrutiny Committee – 9 March 2023

Subject: The LTE Group Update: Strategy and Performance

Author: John Thornhill, Chief Executive, LTE Group.
Rachel Curry, Principal Manchester College & Group Deputy CEO
Peter Cox, Managing Director, Novus

Summary

The LTE Group supports education, skills and professional development through five key organisations. This paper provides an update from two organisations within the Group. The Manchester College and Novus.

The updates are focused on the Committees area of interest as follows:

- 1) An update on The Manchester College's (TMC) progress, performance and contribution to Manchester's work and skills outcomes since the last update in 2022.
- 2) Specific case studies on the College's work within the digital sector as requested.
- 3) An update from Novus, at the Committee's request, on the work undertaken by Novus providing learning, skills and opportunity for offenders within prisons in the region and on release.

Recommendations

Members are asked to;

- 1) Consider and comment on the information in the report; and
 - 2) Note the challenges flowing from the reclassification of FE providers effective from November 2022.
-

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>The LTE Group is a partner in Greater Manchester's commitment to becoming a carbon neutral city region by 2038 and has targeted an emissions reduction of 13% every year. This includes the TMC brand new city centre campus becoming zero carbon by 2028, investing in more IT and digital delivery for colleagues and learners, reducing journeys and travel, investing in training for new green initiatives such as new facilities for apprentices working on electric buses through the Total People division.</p>
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Our Manchester Strategy outcomes	Summary of how this report aligns to the OMS
<p>A thriving and sustainable city: Supporting a diverse and distinctive economy that creates jobs and opportunities</p>	<p>The LTE Group is a key economic contributor within the city not only as one of the City's largest employers, but also in underpinning Manchester Skills and Economic plans, support for reduced reoffending and access to work for ex offenders, progression for apprentices, and the Groups headquarters that support wider UK activity is based in Manchester employing many professionals in IT, HR, Marketing, Finance, Web development and more. The Group spends millions in local supply chains and also creates jobs and opportunities through its large scale infrastructure investments.</p>
<p>A highly skilled city: world class and home grown talent sustaining the city's economic success</p>	<p>The Group via The Manchester College supports 20,000 people in Manchester to be equipped with the right skills to be employed within the Manchester and Greater Manchester economy. The College delivers approximately 44,000 qualification aims each year, with 94% of its students progressing to a positive destination in further study or work in 2021. The College is the number one college in GM for technical and vocational educations and with its recent Queens Anniversary Prize award leads the way nationally here.</p>
<p>A progressive and equitable city: making a positive contribution by unlocking the potential of our communities</p>	<p>The Group via Novus supports many learners returning to Manchester and Greater Manchester each year from prisons and supports education and skills development to enable reduced re offending on release. In addition our Novus Works team works with regional and national employers to place people into work on release. The Group advocates access for all and via The Manchester College assures a non-selective approach, connecting Manchester communities to key growth sectors within the city. The College's student cohort is in the lowest quartile of Colleges based on Index of Multiple Deprivation 2019. 75% of Manchester College's student population are from widening participation postcodes, the</p>

	majority of students are from BAME communities and in 2021/22 59% of 16-19 students entered the College without GCSE English and maths compared to 43% across GFEs nationally. Students positively progress within the College regardless of starting point, with 94% of students progressing to positive destinations in 2021
A liveable and low carbon city: a destination of choice to live, visit, work	The LTE Group and Manchester College has a strong commitment to environmental sustainability. This is embedded within the management of the existing estate, the new estate and changing employment practices to support flexible or hybrid working, promotion of public transport and reduced journeys. The Group supports access to the our pass travel support scheme for thousands of Manchester young people every year.
A connected city: world class infrastructure and connectivity to drive growth	The LTE Estate Strategy has delivered new world class assets across the city that will continue to support our growth ambitions over the next decade and beyond. In developing the estate the Group has worked in partnership with Manchester City council to release land for several hundred much need homes and extended office accommodation in key areas of the City helping support new infrastructure development for the future.

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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.

- National Achievement Rate Tables 2018/19
- The Manchester College learner outcome report 2021/22
- LTE Group Inspection Report 2019
- Novus – HMPPS report February 2023

1.0 Introduction

- 1.1 Members should note some significant and important changes in the status of LTE Group and its different organisations since our last report to economic scrutiny. Notably, that all FE and skills providers were reclassified by the office for National Statistics on 30th November 2022 and are now classified as “Central Government”. This will mean very different ways of working and responding to local need from the way we have been able to work in the past. The Group Chief Executive is currently consulting with senior stakeholders on the implications of these changes for implementation of skills strategy and initiatives in support of the wider City and Greater Manchester strategies. This initial consultation aimed at forming an updated view of issues or opportunities to work with DfE on as we transition to new ways of working.
- 1.2 This paper provides an update on two key areas of the LTE Group’s activity in the City and members should reflect on the attached updates on the work of The Manchester College and the work of our Novus prison education and offender rehabilitation teams in light of this new and changed operating context.
- 1.3 The work of the college, our place in the city, and our growing level of support in more areas of the city is well understood by members, but perhaps the work of our Novus teams is less publicised but equally important.
- 1.4 Members may also be well aware of the activity of our own local prison HMP Manchester but today we want members to understand that the way the prison service delivers its public mission means that there are many more offenders supported across other locations across the North preparing for resettlement, work, housing and more in local communities. Novus is the main provider in England and Wales for this activity and LTE Group in one form or another has been delivering support for offenders for more than 30 years and is now a national leader in this specialist field.

The Manchester College

Key areas covered:

- An overview of the College’s Vision 2027 Strategy and associated curriculum strategy
- The Manchester College – T level Strategy, including digital case studies
- UCEN Manchester – higher technical strategy, digital case study on CISCO
- Learner outcome performance 2021/22
- Progress of the Manchester College’s Estates Strategy

Novus

Key areas covered:

- An overview of the offer for offenders in custody
- The broad geographic nature of prison support and where Manchester residents will return from
- How education and skills training is commissioned and delivered
- Our work, unique to Novus, through Novus works, to help ex offenders into work or self employment
- Case studies examples of local residents on release

2.0 Background

2.1 This report was last received by the committee on 10 February 2022.

3.0 The Manchester College

3.1 Context

3.1.1 Ofsted last inspected the College in February 2019. The inspection judged the College to be good against all aspects of the inspection framework and in each type of provision. Under the new Education Inspection Framework, all Colleges in the further education sector will be inspected again by September 2025 against very different aspects and priorities. The college strategy has continued to major on being the leading provider of technical, vocational and professional education locally and nationally. This was recognized in 2022 with a Queens anniversary award for leading work in this field.

3.2 The Manchester College Engagement with Ofsted since 2019

3.2.1 The College was selected by Ofsted to be part of a national, longitudinal survey intended to inform DfE, policy makers, current and prospective providers of T Levels and T Level transition programmes and their students and employers about the progress of T Levels. Inspectors visited the College in February 2022 and again in January 2023 to look at how the College is delivering T Level programmes, how we are working with employer partners, how we are teaching course content and our students experience of T Levels so far.

3.2.2 As this was a research visit the inspectors did not provide any feedback to the College but the experience of what they called ‘professional dialogue’ with colleagues, provided lots of rich detail on how inspectors triangulate everything said by the teacher or manager or employer with the direct experiences they hear about from our students. We also had some lovely reflections from employers on how prepared our students are for their placements, including how some are ahead of the PGCE and higher apprentices whom the employers also took on placements. The inspectors indicated that some of our examples of good practice will find their way into their final summative report in summer 2023. The anonymised report will contain collective judgements about the implementation of T Levels and the Transition Programme and will not make judgements about individual providers.

3.3 The Manchester College’s Learner Cohort

3.3.1 In line with the College’s strategy, The Manchester College is an inclusive, non-selective College with a very high proportion of its students, particularly in the 16-18 age group, being from disadvantaged backgrounds. Key features of our student cohort are:

- The College’s student cohort is in the lowest quartile of colleges based on Index of Multiple Deprivation 2019
- Almost two-thirds of students are from deprived postcode areas

- The proportion of students in the 16-18 age group joining the College in 2021/22 with A*-C/9-4 in GCSE English and Maths was 16 points. below the national average
- The College is also one of the most ethnically-diverse in the country, with the majority of funded students in both age groups belonging to students of diverse ethnicities
- In 2021/22, the College had some 5,600 16-18-year-old students (approximately 33% of the student population), accounting for over 25,000 enrolments, who studied courses from pre-entry to level 4
- The 16-18 cohort comprised 45% female students, 55% male students
- 16-18 students from students of diverse ethnic backgrounds represented 51% of 16-18 students; 79% resided in deprived postcode areas; young people in care and recent care leavers represented 6% of the cohort, a smaller proportion than in previous years; 26% of 16-18 students declared a learning difficulty or disability
- 42% of 16-18 students studied level 3 qualifications
- Adult students represented a slightly larger proportion of the College's student cohort with nearly 6,400 students on adult learning programmes in 2021/22, representing 38% of students and totalling over 18,000 enrolments
- The majority of adult students (56%) are female though this proportion is lower than the previous year following an increasing 3-year trend
- 55% of adult students were from diverse ethnic backgrounds, 74% resided in deprived post code areas, and 13% declared a learning difficulty or disability.

3.4 **The Manchester College - 'College Vision 2027 Strategy' and associated curriculum strategy**

3.4.1 In 2020 the College's 2020 strategy outlined two key propositions 'Be Amazing' and 'Careers not Courses', and set ambitious targets for the College to go beyond the delivery of excellent qualification outcomes for students, and deliver curriculum that is co-created, co-delivered and co-branded with employers in all sectors, guaranteeing a minimum of two weeks external work placement for all L2 and L3 vocational students, with 25% of 16-18 year olds on employer led programmes with a 40 day industry placement.

3.4.2 The College's Vision 2027 Strategy aims to build on the successes and achievements of the College 2020 Strategy and continues this ambitious focus on technical excellence, working with employers to ensure the College curriculum meets their needs, with a clear focus on meeting the skills needs of Manchester and Greater Manchester, and where students will have even better opportunities to prepare for a future career.

3.4.3 Embedded within the Vision 2027 Strategy the College has initiated development of a new curriculum strategy.

- Establishing Industry Excellence Academies – Including T Levels Transition to T Levels and Employer led programmes with an embedded industry placement. The input of our partners not only helps ensure that our courses are aligned with current industry skills demands but also means that students benefit from

industry practitioners delivering lessons, industry mentors and a 40-day industry placement

- Establishing Centres of Excellence – developing level 2 technical education provision to ensure all students have an initial entitlement of 2 weeks external work placement with an ambition to progress to industry placements for all
- Establishing Learning Hubs and further improving our foundation learning entitlement - including transition year, ensuring sector-based foundation curriculum and broader engagement curriculum (including schools transition)
- Further aligning and developing the adult skills offer to key growth sectors and skills shortages – the College is undertaking a review of its adult strategy, in partnership with Manchester City Council which will be completed by July 2023
- Re-aligning the Curriculum Support Entitlement
- The Centres of Excellence Property Strategy.

3.4.4 All of this positions the college well to respond to the new FE reform agenda and the local need demanded through Local skills improvement plans.

3.4.5 In 2021/22, the College delivered 75 (T Level) and 222 Capacity Delivery Fund Industry Placements, 3,468 work placements opportunities and worked with 1,860 employers, covering every subject area, with employers across Greater Manchester and the North West, and with these employers saying that 9/10 of the College's students are ready for the workplace. Excellence Academies where students will have even better opportunities to prepare for a future career.

3.5 **The Manchester College – T level Strategy, including digital case studies**

3.5.1 As part of the Curriculum Strategy associated with the College's Vision 2027 Strategy the College was successful in gaining approval to run the following T Levels and Transition to T Levels from September 2021:

- Construction Route
 - Design, Surveying and Planning
 - Onsite Construction
 - Building Services Engineering
 - Engineering and Manufacturing Route
 -
- Digital Route
 - Digital, Production, Design and Development
 - Digital Support and Services (delivery 2023)
 - Digital Business
 - Business and Administration Route
- Education Route
 - Education and Childcare
- Health and Science Route
 - Healthcare
 - Healthcare Science
 - Science

3.5.2 There are currently over 300 students enrolled across these programmes.

3.5.3 Industry Advisory Boards across all areas with employers have informed a range of decisions regarding T Level delivery, from aspects of delivery to CPD for staff. Working in partnership with employers the College has successfully gained employer commitment with endorsed T Levels in the three of the current four routes and has a range of employer partners for all routes:

- Construction Route – Kier Construction
- Digital Route – Lloyds Banking Group (see case studies below) and Silverchip
- Health and Science Route – HHS and Manchester University
- Education and Childcare Route – Multiple employer partners

3.5.4 In 2023/24 the College has been approved to build on its T Level and Transition offer in the following areas:

- Hair and Beauty Route
- Catering and Hospitality
- Creative and Design Route
- Agriculture, Environment and Animal Care
- Additional aspects of the Digital Route

3.5.5 Whilst formal T-level and transition programmes have only been in place since September 2021, student performance to date is very positive. Pre entry summer schools, combined with initial advice and guidance, have ensured that students could make fully informed choices about what was right for them, and their future

intended destinations. Retention on all of programmes and attendance remains very high with both above 90%.

Digital Case Study – Partnership With Lloyds Banking Group

The Manchester College has a long-standing relationship with Lloyds Banking Group spanning 7 years with one of our main links being Bernard Adjei; a former TMC student; as part of the Lloyds Bank 'RISE Programme' (Reach, Inspire, Support and Empower) .

In 2021 John Banks, Apprenticeship delivery manager, at Lloyds Group, contacted the College with an interest in recruiting T level industry placements in their Manchester office.

Two students from the 2021/23 Digital Production Design & Development pathway cohort, Elizabeth Smithe and Roddick Mujib (see case studies below), were successfully recruited on placement. Both students have since been offered a higher apprenticeship with Lloyds on completion of their T-Level qualification.

In 2023 as part of Lloyds expansion of their T-Level Project over 3 major locations; Manchester, Wales and London, The Manchester College has been offered circa. 20 placements across all 3 digital pathways. 46 students have since attended an apprenticeship week event, held on 9th February, at Lloyds Manchester offices where Roddick and Elizabeth presented their positive experiences to the group.

Student Case Study

Elizabeth Smite – T level in Digital Production, Design and Development

Liz completed 332 hours of placement with Lloyds Banking Group between the April and August of Year 1 of her studies. Liz's confidence has grown massively during this time and she performed so well and impressed Lloyds staff members so much that she has been offered an Apprenticeship with the Group at the end of her qualifications in year 2.

Lorretta Kiely at Lloyds Bank said "Liz was set a piece of Design work in the last 2 weeks of her placement and I was blown away with what she produced. Liz was proactive in reaching out to different members of staff to call upon existing expertise in the team and she put together a very thorough, well thought out and clear presentation. Her level of work was incredibly high, she came up with new innovative ideas and was confident in her delivery. She was capable of taking it back to the users perspective which is so important in Design work and she displayed very well rounded thinking"

Liz said "Not only have I developed my technical skills due to this experience, I also learnt a lot about the world of work. Before this I had no idea what to expect in an office environment and this has given me the insight I needed to confidently work with a real team. The level of support I have received from the staff at Lloyds Bank during my time here has exceeded my expectations and I have loved every minute of my time here. I am so grateful for the Apprenticeship offer and look forward to what comes next!"

Student Case Study

Roddick Mujib – T level in Digital Production, Design and Development

Roddick completed 374 hours of placement with Lloyds Banking Group between the April and August in Year 1 of his studies. Roddick's has made such an impact on the staff at Lloyds Bank that he has been offered an Apprenticeship with the Group at the end of his qualifications in year 2.

Sam McGreevy at Lloyds Bank said *“Roddick has recently been working on the SQL database. SQL wasn't a language Roddick was used to using but he was committed to learning this and was very proactive in reaching out to different members of staff to ask questions to help him with his understanding. He also presented his design work to a group of 100 staff members and we were so impressed with his confidence in doing this – there's not many colleagues who would feel comfortable presenting to a room this big! It was an absolute pleasure having Roddick in the team. We have all really valued having him in the team, he has been a great asset!”*

Roddick said *“The skills I learnt with regards to SQL is helping me massively in my 2nd year of studies as we are now covering this in College. I really enjoyed the mini staff interviews I did at the beginning of my placement as I got a chance to learn what the developers do, how they solve problems and most importantly how they collaborate with each other - this is not something I can learn in the classroom so has been really helpful. I have developed a lot more than just my technical skills during this placement – learning how to communicate with colleagues, receiving feedback, implementing improvements based on that feedback and presenting to colleagues has been invaluable for my confidence!”*

3.6 UCEN Manchester's Higher Technical Education – Digital Case Study

- 3.6.1 UCEN Manchester is TMC's sister organisation, delivering higher technical and degree provision to over 1,200 students. UCEN Manchester will also fulfill the development of Higher Technical Qualifications (HTQ's) as these are further developed through DfE qualification reform in the years ahead.
- 3.6.2 In September 2021 the UCEN Manchester Strategy 2025 was launched - the five-year strategy informed by a review of national and local government policy, student demand, and the quality of the provision we offered. This Strategy positions UCEN Manchester as a College-based higher education provider with a national reach, and saw the creation of a Faculty and School structure to better meet the needs of different groups of students. Central to this was our 'Be HE' ethos, a belief that both students and staff would benefit from the development of a genuine higher education environment and experience as opposed to simply viewing ourselves as 'Higher Education in a Further Education College'.
- 3.6.3 The Strategy also clearly articulated the need to offer a differentiated curriculum to students, focused chiefly on 3-year BA/BSc (Hons) degrees or Higher Technical Qualifications, to better serve the largely different cohorts within our two Faculties.

3.6.4 Manchester's focus on the development of strong, employment-focused provision, co-created with employers and enhanced by professional accreditation is evident in the digital case study below. Within UCEN Manchester's Faculty of Higher Technical & Professional Industries, a new school of digital and cyber security has been established. This includes the Cisco Networking Academy as set out in the case study:

Higher Technical Case Study – CISCO Networking Academy

Cisco Networking Academy is an IT skills-to-industry program and one of the longest-running, purpose-driven digital skills program in the world. UCEN Manchester is a Cisco Academy Support Centre (ASC), A Cisco Academy (CA) and Cisco Instructor Training Centre (ITC). When Cisco curriculum is fully integrated in to teaching, it means students not only achieve their main qualification aim but get an additional professional qualification, while also ensuring the curriculum is up to date and relevant. Examples of this in practice are where UCEN Manchester integrate Cisco courses into its foundation and top up degrees with various levels of cyber security, networking and programming.

In 2022/23 UCEN Manchester launched a pilot stand-alone programme with Python programming, Cisco CyberOps and Cisco as a self-paced distance learning course on a roll on roll off basis and on demand. Target audiences are people who wish to upskill, retrain, or just have an interest in these emerging technologies. Cisco Network Academy has enabled us to meet the demand of people who do not wish or have time to attend the traditional face-to-face classes with fixed start and end dates.

We have just started to support [DiSH](#) which is a new cyber security consortium who have recently become a Cisco Academy based in the same building as GCHQ. “Manchester City Council has selected a consortium led by Barclays Eagle Labs to operate the new Greater Manchester Digital Security Hub (DiSH). DiSH offers startups and growing digital security businesses with access to mentors and coaching, dedicated growth programmes through Barclays Eagle Labs and a new industry accelerator created by our partner, Plexal”. Working in collaboration with [DiSH](#) we are able to pick up the more technical training opportunities for our HE students as well as employer engagement for our T-level provision, as they are very interested in becoming a full employer partner as part of our Industry Excellence Academy.

The Manchester College has also been working with Cisco to integrate the curriculum into the T Level programme. We have implemented some of Cisco netacad into T level course with the IT Essentials course in year 1 and then CCNA1 in year 2. As a Cisco academy we are working with Cisco and other educational institutions to facilitate a central hub of shared resources and mappings for T-levels. While this project is in its infancy, other institutions have already joined us where the vision is to have a central hub of collaboration and sharing of resources can take place.

UCEN Manchester has just signed The Dean Trust as a Cisco Network Academy and are in talks with them to find ways in supporting them deliver in the community with a “parent and pupil” study model. We have also just secured a contract with the Open University to run their Cisco days schools starting in 2024.

We are well on our journey to gain Cisco Premier or Premier + status in the next 12 months.

3.7 The Manchester College - Learner outcomes performance 2021/22

3.7.1 The academic year 2021/22, was the first year that 16-18 students undertook fully assessed qualifications since 2018-19. In the intervening years, overall 16-18 outcomes were largely generated using a variety of Covid-19 methodologies, such as centre assessed (CAGs) and teacher-assessed grades (TAGs). Comparison therefore to last years' 16-18 rates will be meaningless and not used as a comparator by Ofsted. For adults the picture is even more complex. The some stand-alone adult provision were not subject to any Covid-related methodologies, however, significant numbers of adult students completed various other qualifications alongside young adults, such as Awards / Diplomas, which were subject to Covid-related methodologies. The national rates for benchmarking purposes have not yet been published for 2021/22 but are expected imminently. The College delivered a strong outcomes performance in 2021/22 as follows:

- Achievement rates for 16-18 students have increased by 2pp since 18/19 and remain 7.7pp above the last set of national published rates
- Achievement rates for adult students have increased by 0.2pp since 20-21 and are 2.4pp above national rates
- Achievement rates across all ages currently remain in line with 18-19 rates, though could increase by another 0.2pp, and are 4.7 pp above national rates
- Retention rates for both 16-18 and adults exceed national rates and All ages have improved since 18-19 and are 3pp above national rates
- Pass rates are very strong across all age groups and exceed national rates.
- 16-18 achievement rates remain significantly above the national rate for all levels with the exception of Level 3. However, once current national rates become available later in the year, we fully expect to exceed them
- Adult achievement rates at Entry and L1 continue to exceed national rates. Whilst they have fallen below national rates at L2 / 3, once current national rates become available later in the year, we fully expect to exceed them
- ESOL achievement rates remain very high across all ages and levels
- Achievement rates for students with high needs continue to exceed those of their College peers
- Achievement rates for 16-18 students with free school meal entitlement, looked after children, and care leavers, are in line with, or exceed, their peers
- Student progress on all qualifications measured by Alps was excellent to outstanding
- Students with high needs in the discrete provision made very good progress against preparation for adulthood targets (PfA). This is a significant achievement as it was a weakness identified at the last inspection
- Whilst 16-18 achievement rates at L3 dipped below 18/19 rates, we expect to exceed current national rates once they are published
- Adult achievement rates at L2 and L3 are below 18/19 national rates, though again we expect this picture to look more positive once current national rates are published.

3.8 The LTE Group/Manchester College's transformational estates strategy

Update on Phase 1

- 3.8.1 Members received an update on the College's estates strategy at its last meeting. We are pleased to report that Phase 1 of the estates transformation is now complete, on time and within its £140m budget.
- 3.8.2 The flagship project, City Campus Manchester, a brand-new £96m campus in Manchester City Centre, with its specialist technical facilities for courses linked to the digital and creative sectors, opened to the first cohort of students in September 2022. Early engagement with schools and young people to raise awareness of the curriculum strategy and routes to specialisation, as well as the amazing spaces from which this high-quality technical education is being delivered, had an incredibly positive impact on student recruitment with student numbers in excess of the planned volumes for 2022/23, and applications are considerably up for 2023/24. Student feedback on the new campus has been similarly positive, with general themes of how aspiration it feels, and 'better than university' accommodation.
- 3.8.3 As part of the strategy there has also been a £25m investment in renovating and expanding the Openshaw Campus, to provide new facilities for our students in Sport, Health and Social Care, Childhood Studies, Public Services and Construction & Engineering. As reported to the previous meeting of the committee at which the College presented, this project was completed in September 2021, again on programme and on budget and the facilities are now being fully utilized by students. Summer 2022 saw the final work at Openshaw completed with the opening of a full-sized, floodlit 3G full multi-sport pitch with home and away team changing rooms, direct access to the pitch and a seated spectator space will also be available. The official opening of the Openshaw facilities has been universally well received by members, students, parents and employers and student numbers have grown quickly in line with expected demand.
- 3.8.4 The existing sites of Wythenshawe also saw investment in summer 2022, with the opening of new facilities for hair and beauty and animal care enabling the closure of the Northenden campus.

Update on Phase 2

- 3.8.5 The LTE Group made an application for funding from the DFE's Post-16 Estates Transformation Fund for Phase 2 of its estates strategy which is to replace its Shena Simon campus with an extension to the Phase 1 building at City Campus Manchester. The Phase 2 building totalling £36.3m would accommodate business, financial and professional services. The application was approved with DFE grant of £18.5m, with the LTE providing the match for the remainder. As this building is still not large enough to accommodate all the curriculum at Shena Simon, part of the Nicholls campus will be retained until the remaining funding is secured to complete Phase 2.
- 3.8.6 The procurement process is underway currently for the main contractor for the Phase 2 building, and design has progressed to planning application stage. The LTE Group Board will take the final decision on whether to proceed with the Phase 2 building once the final costs are known in July 2023. The decision as to whether or not to proceed also has to be considered within the new context of the ONS

reclassification of a further education Colleges into the public sector with immediate effect in November 2022. This reclassification impacts College commercial borrowing, with new borrowing required to be via government rather than commercial lending, and has led to lengthy details for the sector as the DfE establishes processes to approve existing and new borrowing facilities for Colleges.

N.B. Currently LTE Group cannot commit beyond the initial design phase to this project until DfE establishes viable options to commercial financing that allow our match funding to be used on the project in the same way we have for Phase 1.

- 3.8.7 This may present a risk to elements of the wider city strategy and any changes will link to our existing financial partnership with MCC.

Post-16 Capacity

- 3.8.8 Alongside the Estates Transformation Fund, the Government also opened a Post-16 capacity fund. Given the College is at capacity currently, the LTE Group/The Manchester College worked with the City Council to submit three bids for funding from this fund to tackle the challenge of space need, linked to the significant increases in post-16 school leavers over the coming years. If successful, the bids would create additional accommodation at the new City Campus, Openshaw and Wythenshawe. The DfE is said to be announcing the outcome of the process in Spring 2023.

N.B. Delivery of this significant strategic need is dependant on the same progress as above on alternative financing options for FE providers.

Update on Disposals

- 3.8.9 Members will recall that securing capital receipts from the disposal of vacated assets was a critical element of the LTE Group's financial plan to self-fund the majority of the investment in the new estate. Where possible LTE Group sought to generate a win win at each location to support other strategies across the City such as housing, health, transport, low carbon.

- 3.8.10 Progress on disposals was as follows:

- Spinningfields - St Johns Campus acquired for office & flexible workspace capacity.
- Moston – Acquired by social housing provider, One Manchester.
- City Centre surplus land – Acquired by social housing provider, Clarion
- Northenden Campus – Acquired by Miller homes in partnership with social housing provider Wythenshawe Community Housing Group
- Fielden Campus – continued educational use by the Islamic Educational Trust, which in turn freed up their existing sites for residential use
- Welcomb Street – disposal of this site to support the need for light industrial capacity in East Manchester.

4.0 Novus: Prison Education

4.1 Overview of Novus

4.1.1 Novus is LTE Group's dedicated unit working with offenders to support rehabilitation through education, training and employability programmes. Novus works with passion to create the foundations for change and believe in the power of our services to improve lives. LTE Group and colleagues based in Manchester is a national leader in this specialist field.

4.1.2 For almost 30 years (as part of predecessor Manchester colleges), Novus has been helping offenders change direction and we are proud to have directly contributed to the sustainable rehabilitation, resettlement, and employment of tens of thousands of individuals across England and Wales.

4.1.3 Our education offering varies in our different locations to cater to the demands of the region, however, we offer several keystone courses that embed the most vital lessons.

These are:

- Careers, information, advice and guidance (CIAG)
- Vocational, technical and trade skills training
- Functional skills - Maths and English
- Essential digital skills
- Creative enrichment
- Higher level and distance learning programmes

4.1.4 Based in the City of Manchester, Novus is the leading provider of prison education in England and Wales employing over 1,700 colleagues who operate in over 50 locations, including prisons across the following HM Prison and Probation Service (HMPPS) groups: Central Headquarters support and professional support roles are also based in Manchester for Novus.

- Greater Manchester, Merseyside and Cheshire (GMMC, excl HMP Manchester which also has a national remit as part of the High Security Estate).
- Cumbria and Lancashire
- Tees and Wear
- Yorkshire
- West Midlands
- Women's Estate North (inc HMP Styal)
- London
- Under 18 YOIs at HMYOI Wetherby and HMYOI Cookham Wood
- Wales at HMP Berwyn and HMPYOI Parc

4.1.5 During non covid years, Novus delivers to over 60,000 learners per annum, including c2,500 learners per annum who resided in the City of Manchester and Greater Manchester (GM). Based on latest data, where only GM level information is available, GM residents and Novus learners in custody are mainly located at the following prisons (based on volume in descending order):

- HMP Risley (Warrington)
- HMP Hindley (Wigan)

- HMP Thorn Cross (Warrington)
- HMP Liverpool
- HMPYOI Styal (female prison, Wilmslow)
- HMP Buckley Hall (Rochdale)
- HMP Altcourse (Liverpool)
- HMYOI Wetherby (under 18 youth estate, Yorkshire)

Source: HMPPS February 2023

Note: Excludes sites where Novus does not deliver ie HMP Manchester (National High Security Estate with national function) and HMP Forest Bank (private operator site by Sodexo, holds a significant amount of GM residents)

4.1.6 In addition to the above, Manchester residents may also be held, albeit in lower numbers, at prisons in Yorkshire, Cumbria and Lancashire, West Midlands and North Wales.

4.2 Commissioners, Need and Performance

- 4.2.1 Policy and commissioning responsibility for prison education in England rests with the Ministry of Justice (MoJ). In relation to the adult estate, current contracts have been let under the MoJ's Prison Education Framework (PEF) commencing in April 2019 for a period of 4 years. These contracts have been recently extended until March 2025 whilst the MoJ implement the procurement of the next generation of contracts, Prison Education Service (PES).
- 4.2.2 Of the 122 prisons in England and Wales, 14 are operated by private companies. Depending upon the terms of the operator contract, most operators are responsible for procuring education at these sites. Novus currently works as a provider at some G4S and Sodexo locations and works in over 50% of publicly run prisons nationally.
- 4.2.3 The under-18 youth estate education provision is procured by the Youth Custody Service (YCS) based within the MoJ. There are currently 4 YOIs in England, Novus recently commenced new 7 year contracts after successfully retaining contracts during a re-procurement process in 2022 at HMYOI Wetherby and HMYOI Cookham Wood.
- 4.2.4 Prisons are an extremely challenging environment in which to operate due to HMPPS regime operations challenges resulting in learner allocation and attendance challenges, the environment where over 25% of facilities were built during the Victorian period and ongoing HMPPS prisons officer vacancy levels. In addition, the learning cohort complexities are a significant magnification of community support needs, prison learners initial assessment found that most were at entry level 1-3 (equivalent to primary school): 57% in English and 61% in maths plus 29% had a learning difficulty/disability (LDD) but recently the Criminal Justice Joint Inspectorate estimates that this could be as high as 50% (Source MoJ, Prison Strategy White Paper December 2021). Specialist provision for special educational needs, neuro diversity, support for learners with addiction and other dependencies is needed across all prisons.
- 4.2.5 Ofsted do not grade the Novus provision but undertake inspections of whole prison activity in partnership with HM Inspectorate of Prisons with assessments made at total prison level. For the academic year ending 31st July 2022, Novus had an

- Achievement rate of 93%
- Learner satisfaction rate of 88%
- Contractual quality delivery of 95%

4.3 **Progression and Resettlement – Novus Works**

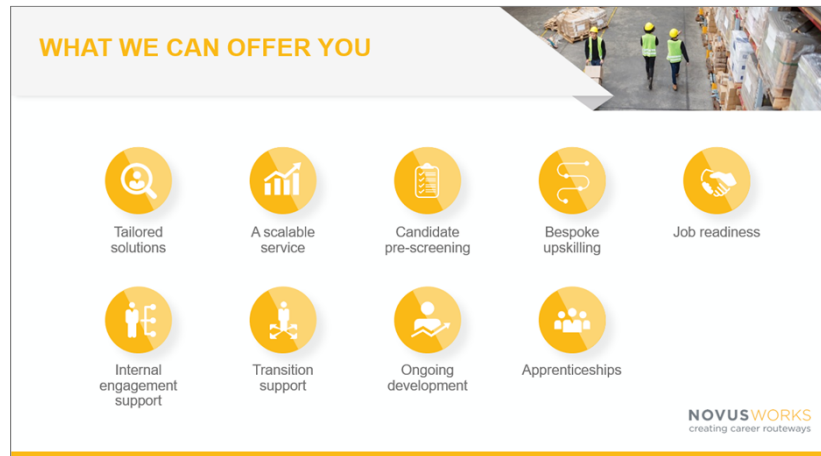
4.3.1 Novus Works is a partnership and collaboration service between Novus and select employers which provides qualifying organisations with a free pre-selection, upskilling, placement and integration service and our learners with an opportunity to build a better future through employment on release from custody.

4.3.2 This service is part of LTE Groups social mission and contribution in the communities we work within. Critical to reducing reoffending is to support ex-offenders into employment on release from custody, in addition this cohort is an underutilised employer talent pool:















- 11 million people in the UK have a criminal record; 1 in 3 adult males aged 18 – 52 have a criminal record
- 25% of the working population have a significant conviction
- Only 17% of ex-offenders manage to secure a job within a year of release
- Re-offending costs the UK up to £18 billion per year
- Ex-offenders who find work upon release are less likely to re-offend
- 92% of inclusive employers say it's enhanced their reputation – often helping them win new contracts

4.3.3 Novus Works helps transform lives, improving the life chances of individuals and their families, and having a positive impact on local communities and society. Each year we successfully support around 1,500 ex-offenders to successful progress on release from custody.

4.3.4 Novus works offers the following support services to employers



4.3.5 Over the years, Novus has built successful and effective partnerships that work to the benefit of offenders and ex-offenders. We have developed partnerships with national, regional and local employers to create programmes to develop viable routes into employment to improve learners’ opportunities on release. Key partner employers include:

 Keepmoat Homes	 Premier Waste Recycling	 Hatton Traffic Management	 Groundwork
 Hire Association Europe (HAE)	 Wates	 CPJ	 Social Pantry
 Greene King	 Only A Pavement Away	 Bluegyp	 Willmott Dixon Interiors
 Kier	 The Pret Foundation		

4.4 Case Study Examples

- 4.4.1 Below are a number of current examples of Novus resettlement support from custody, developing education further or working with employers to support individuals and local communities.

Supporting education progression at HMP Thorn Cross

Education and further training - There are currently two men from the Manchester area at Salford University studying a Masters Degree in Digital Marketing.

We have a learner who has just been accepted into Salford University starting in the September intake studying a Masters Degree in Project Management. Prior to being sentenced he completed an Honours Degree at Manchester Metropolitan.

Progression into digital arts across GMMC Prison Group

Working in partnership with Manchester Hip Hop Archive to implement an 8 week programme into the curriculum across all sites to identify how digital, art and radio can be linked and support progress into employment.

Resettlement and employment initiative - The Sharp Project

A collaboration programme to identify how we can link programmes to the skill shortages and job opportunities in the creative industry in Manchester. This is a development build on the existing Digital Youth Hub programme for young adult prisoners at Hindley and Risley.

Cara Brickwork

A progression initiative for job opportunities and apprenticeships with Cara in Manchester and Greater Manchester area. Cara Brickwork – Family run Bricklaying business based in Irlam. Currently interviewing for two apprenticeships in Bricklaying.

Hydes Brewery

Employment progression programme for job opportunities across Greater Manchester. Two learners currently being supported through the interview process.

Joseph Holt

Employment progression programme for jobs and apprenticeship opportunities for venues in Manchester and wider across Greater Manchester area.

Bluegyp Plastering

A well-respected drylining contractor based in Manchester delivering high quality interior systems across the North West of England have employed men for a construction site in Manchester City Centre.

Pret A Manger

An ongoing programme with Pret supporting and identifying learners at Risley for employment at Manchester Pret Venues including management roles.

5.0 Recommendations

- 5.1 Members are asked to consider and comment on the information in the report and also note the challenges flowing from the reclassification of FE providers effective from November 2022.

**Manchester City Council
Report for Information**

Report to: Economy Scrutiny Committee – 9 March 2023

Subject: Labour Market and Recruitment

Report of: Director of Inclusive Economy

Summary

This report provides an overview of the labour market in Manchester, how it has changed particularly in the last 3 years and the current issues and opportunities. It also shows the approaches being used by Manchester City Council in collaboration with partners to meet skill and labour market needs to combat the challenges faced by businesses and residents with the volatile economy and labour market conditions.

Recommendations

Members are asked to discuss the report and provide comment on the analysis provided within the report.

Wards Affected: All

Our Manchester Strategy outcomes	Contribution to the strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	The report will provide detail on how collaborative working with partners supports the creation of skills, employment and training opportunities that aids business growth and connect employment opportunities to our residents.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The report will address the theme of inclusion, and how we have ensured that more of our residents are able to benefit from the city's economic success.
A connected city: world class infrastructure and connectivity to drive growth	The report addresses the theme of digital skills and how we can ensure that residents can develop the digital skills they need to access and be successful in the labour market and that digital businesses in the city have the access to the talent they need to continue to grow.

Financial Consequences – Revenue

None.

Financial Consequences – Capital

None.

Contact Officers:

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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.

- Our Manchester Strategy – Forward to 2025, Executive (March 2021)
- Work and Skills Strategy 2022-27 (February 2022)
- Work and Health Report (October 2021)
- Employment and Training Opportunities from Major Capital Programmes (January 2023)

1.0 Introduction

1.1 This report provides an overview of the labour market in Manchester, how it has changed in the last 3 years, including current issues and opportunities and the approach taken in Manchester to meet sector and area needs. It also shows the approaches being used by Manchester City Council in collaboration with partners to meet skills and labour market needs to combat the challenges faced by businesses and residents with the volatile economy and labour market conditions.

1.2 The report covers:

- Overview of the labour market – key intelligence and trends for employment and sector growth
- Strategy and approach – the Manchester Employment Partnership’s strategic approach and activity to co-ordinate a response and shape the future labour market
- Sector recruitment – examples of activity supporting health and social care and construction sectors, work to support digital and hospitality features throughout the report also.
- Area recruitment – examples of activity supporting North, Central and South areas of the city.

1.3 The City’s labour market remains tight with comparably low unemployment, high number of vacancies and demand for basic and higher-level skills from candidates across our core sectors. The labour market has overcome challenges in the last year through partnership working with a strong combined focus of delivering an inclusive and highly skilled local economy. The report includes several case studies that demonstrate partnership approaches to delivering recruitment and core and technical skills pipelines.

There have been notable successes including:

- Over 48 Manchester businesses supported on their bespoke recruitment needs by the City Council.
- 28 providers and 138 people attended a specialist health and social care recruitment event in September 2022.
- 19 businesses and 173 people attending the first Central Library recruitment event in November 2022.
- 12 Airport Roadshows held around Greater Manchester to support recruitment.
- 55 careers events between March and September 2022 directly supporting the Airport with more than 1000 Greater Manchester residents gaining jobs.
- 24 Manchester City Council staff deployed onto interview panels to support Manchester Airport recruitment in 2022 to increase capacity with 400 hours of support.
- Over 150 sector-based work academies have been delivered to Manchester residents with over 25 delivered from the Airport Academy including 18 for airport security.

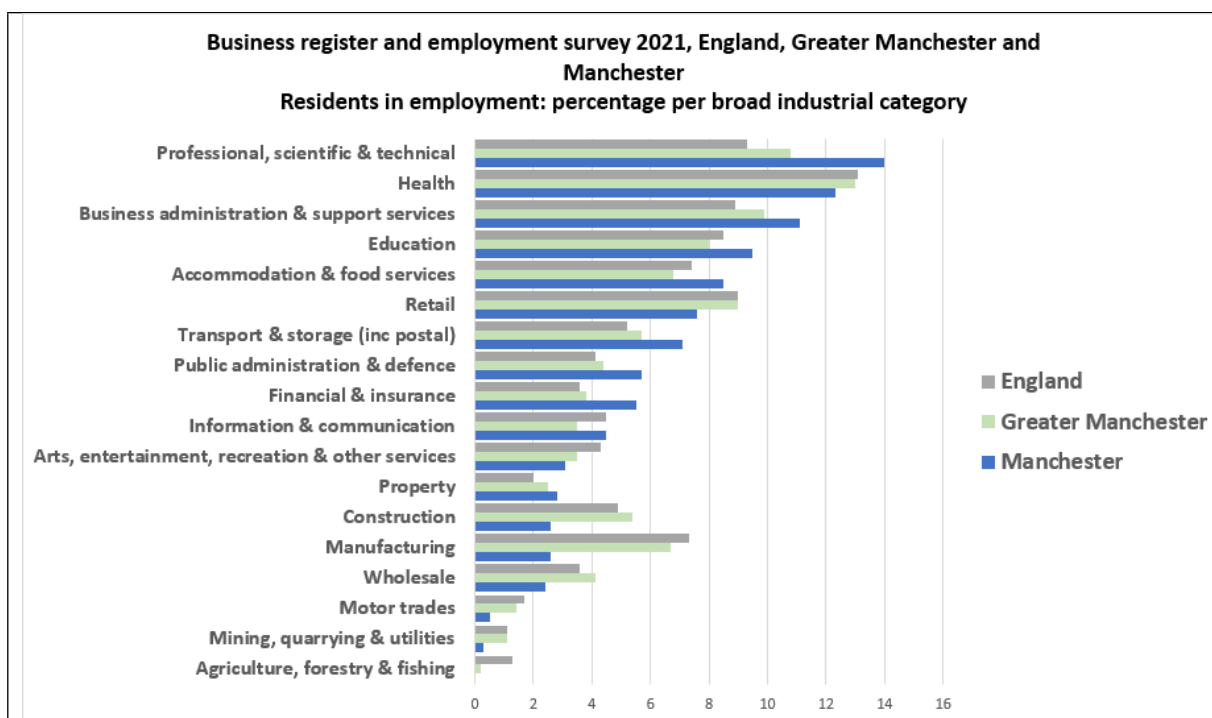
- 11,000 Manchester residents into work through the DWP the Way to Work Campaign in 2022.
- Worked with over 70 digital champion volunteers who have supported over 500 residents to increase their digital access and skills to support employability.
- New world class learning facilities opening in the city to expand the pipeline of talent entering the labour market, especially in the digital sector.

2.0 Overview of the Labour Market

2.1 The UK and local economy have seen unprecedented changes in the last 3 years with Brexit and COVID19 both having an impact. The war in Ukraine has led to geo-political instability which has in turn contributed to increasing prices. The “cost of living crisis” has seen surging inflation rates to 10.1% and interest rates of 3% affecting prices of essentials such as food, energy, and housing costs.

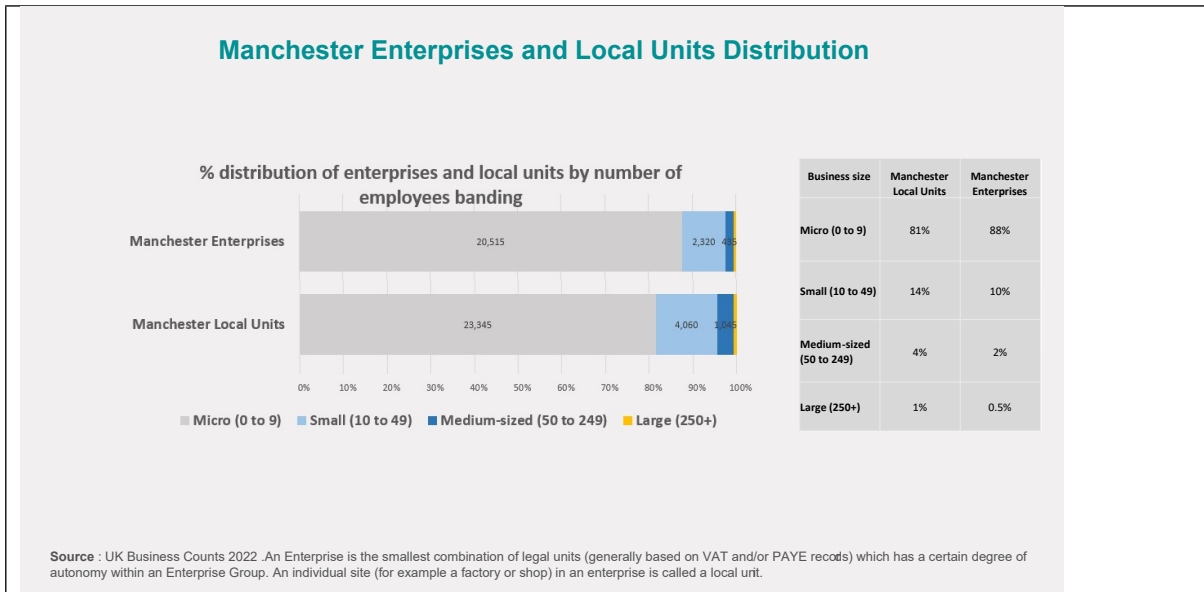
2.2 Retail, hospitality and the visitor economy were amongst the worst affected sectors by lockdowns, leading to increased pressures on the workforce and a shortage of labour when emerging from the pandemic. There is a general uncertainty and increased business risk, disrupted supply chains and highly variable business and market conditions. The end of furlough did not result in high unemployment through redundancy; however, the longer-term impact of the difficult market has impacted businesses with a slight increase in HR1 (redundancy notices), issued in the winter of 2022.

2.3 Our most vulnerable communities lack protection against current volatility and challenges in the economy. This was highlighted in the Build Back Fairer: The COVID19 Marmot Review.

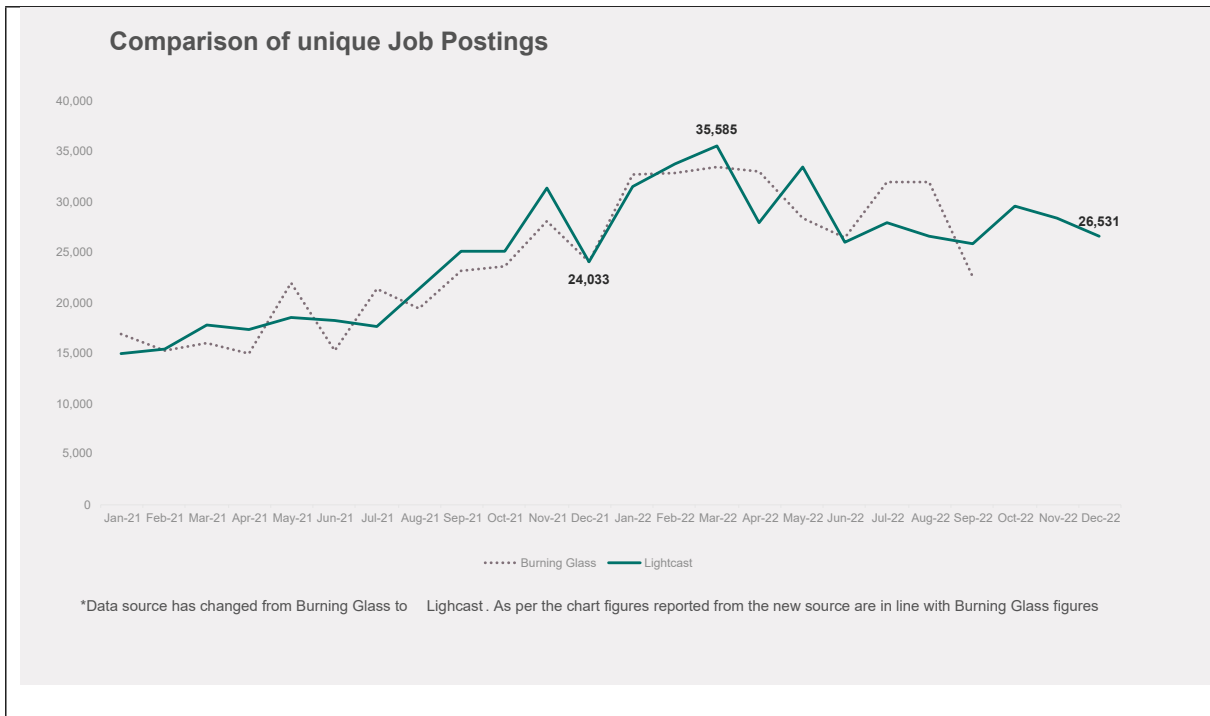


2.4 The main sources of employment in Manchester are in professional, scientific, and technical then health, followed by business administration and support services then education. One in five jobs in Greater Manchester is now located in Manchester city centre, and there are 27% more jobs in the city centre since 2015. Main sectors of employment growth are:

- Business, Financial and Professional services: +31,000
- Hospitality, Tourism, Sport: +5,000
- Construction: +5,000



2.5 The diagram above shows the make-up of businesses by their size. This indicates that the majority of businesses are micro with less than 9 members of staff employed. Large business employing more than 250 people contribute substantially to employment in the city despite making up 1% of the total number of businesses.

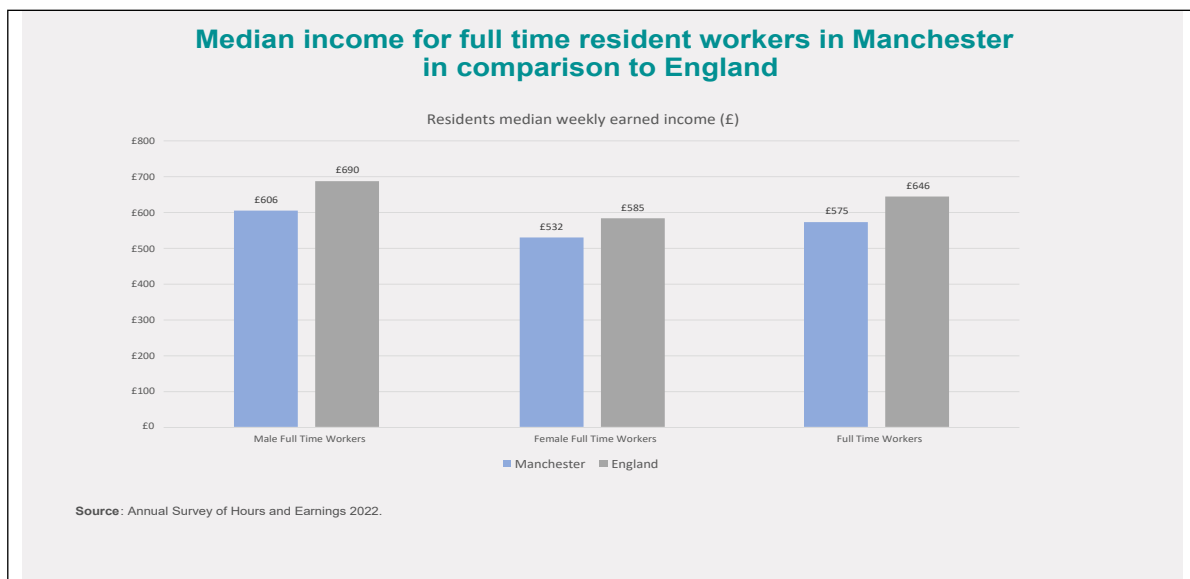


- 2.6 Vacancies have been buoyant in recent years despite fears of high unemployment. Data from Lightcast shows that there was a peak in job postings in March 2022 reaching a 3-year record high of 35,585. When comparing December 2022 against 2021 there has been an increase of 10.4%. From October 2022 there has been a downward trend indicating that high inflation is impacting on the labour market with reducing vacancies.
- 2.7 Recruiting talent in the current labour market remains an issue for Manchester businesses. There is competition for talent across the economy, as well as in sectors and industries where this has been a longer-term issue such as digital and construction. The Growth Company SIT Rep Report (December 2022/January 2023) showed, for overall recruitment, that 23% of firms are currently recruiting new staff, and 13% said they had difficulties recruiting. The main occupational groups recruiting for are in customer facing roles (41%), managerial (12%) and others not listed (22%). The number of pay-rolled employees in Manchester has increased by 9.9% since November 2019 and currently stands at 250,618 in November 2022. This rise in pay rolled employees emphasises that the labour market is still tight with high demand across all sectors. Just 2% of businesses said they were in the process of considering making redundancies.
- 2.8 The Growth Company has reported workforce skill gaps with 54% of firms reporting that their workforce skills are only 'partly' at the level to meet business plan objectives. The main technical skill gaps identified are specialist skills (30%), knowledge of products/services (11%), and solving complex problems (11%). The main people and personal skill gaps identified are sales skills (18%), managing or motivating staff (12%), and team working (12%).
- 2.9 A Manchester 'Skills for Life' universal approach has been developed which aims to raise the profile of core skills. The five key skills are Communication,

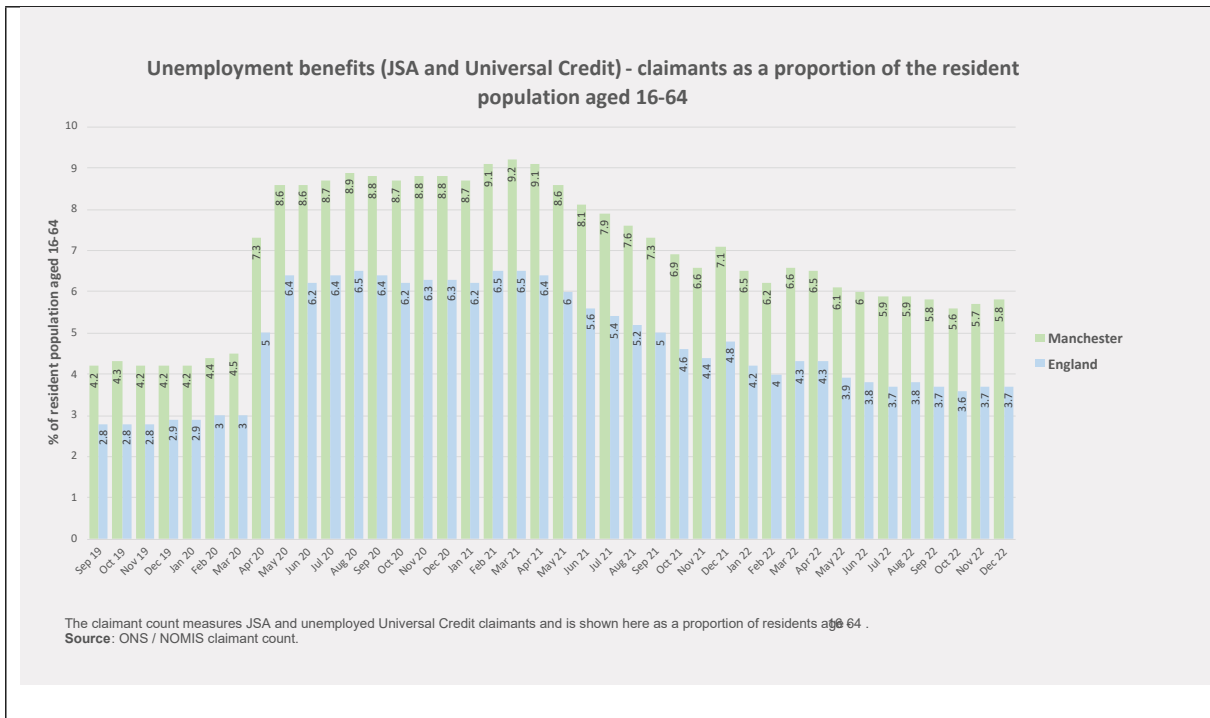
Problem Solving, Self-belief, Self-management, and Teamwork. The approach aims ensure young people have transferable skills to adapt and gain roles within an evolving jobs market. Adult Education Budget courses in the city also support people aged 19+ to increase their core skills with packages of support aimed at employability.

- 2.10 Changes in recruitment practices have seen more digitally led recruitment which can disadvantage those who are digital excluded. Feedback, received from the British Chamber of Commerce, through business surveys is showing that employers believe the UK workforce needs to be future proofed following the pandemic to adjust to a new working environment particularly around the use of technology to increase productivity. There has to be a focus in the workplace on managing wellbeing and mental health issues to aid in the identification and creation of support strategies. There will be a requirement for more flexible working practices to underpin the culture. Businesses need to be tailored around how to communicate effectively using the varied channels of communication and technological advancements with the move to more hybrid working practices. Priorities for training have shifted towards wellbeing and digital advancements. The Growth Company reported that 54% of firms said they are looking to increase investment in workforce development in the next 12 months.

3.0 Manchester Residents

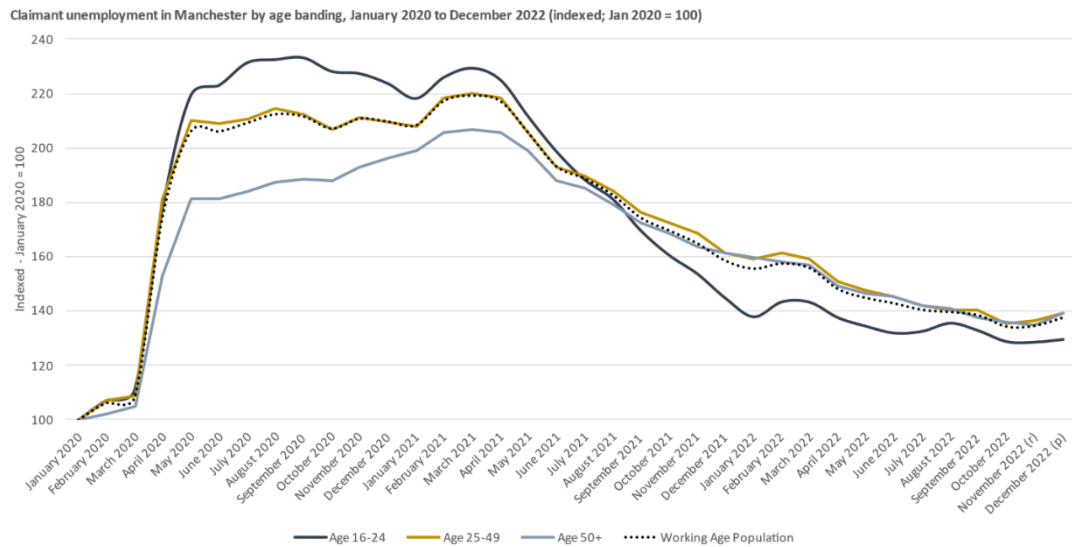


- 3.1 Manchester residents, on average, receive 11% lower income than people within England. In real terms this equates to £71 less per week than other areas of the country. For women, they receive £53 less than other women across the country but this increases to £114 less per week than other areas of the country for all of full-time workers.



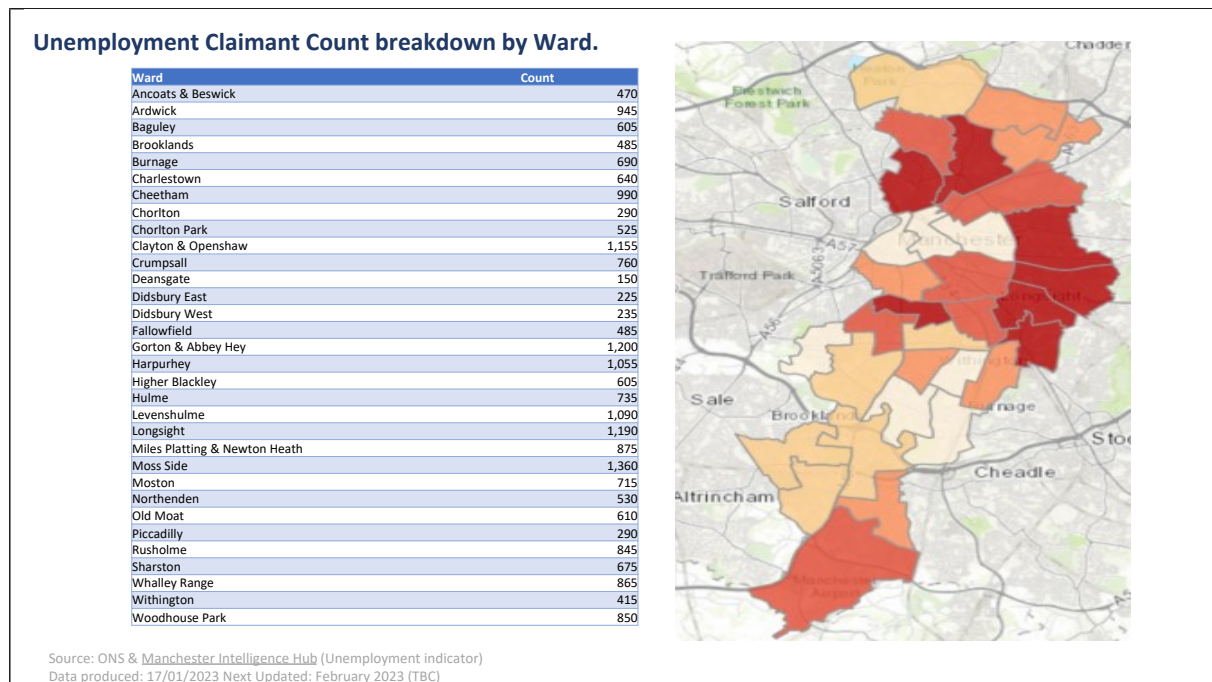
- 3.2 The UK unemployment rate was at 3.7% between October 2022. According to the ONS, this is one of the lowest rates since 1974. It has led to employers experiencing a tight labour market where it can be difficult to recruit. Even though this is the case, Manchester still has the second highest unemployment rate of the English core cities with the Unemployment Claimant Count standing at 22,325 in November 2022. It stands at 5.7% which is 2% higher than the whole of England at 3.7%.
- 3.3 March 2021 saw the high point of unemployed claimant counts in Manchester at 35,895. Since that point the Unemployment Claimant Count rate had been declining month on month until December 2022 (showing a 2.2% increase from November 2022). As of October 2022, Manchester has the second highest number of UC claimants of any English core city.

Claimant Unemployment by Age Groups

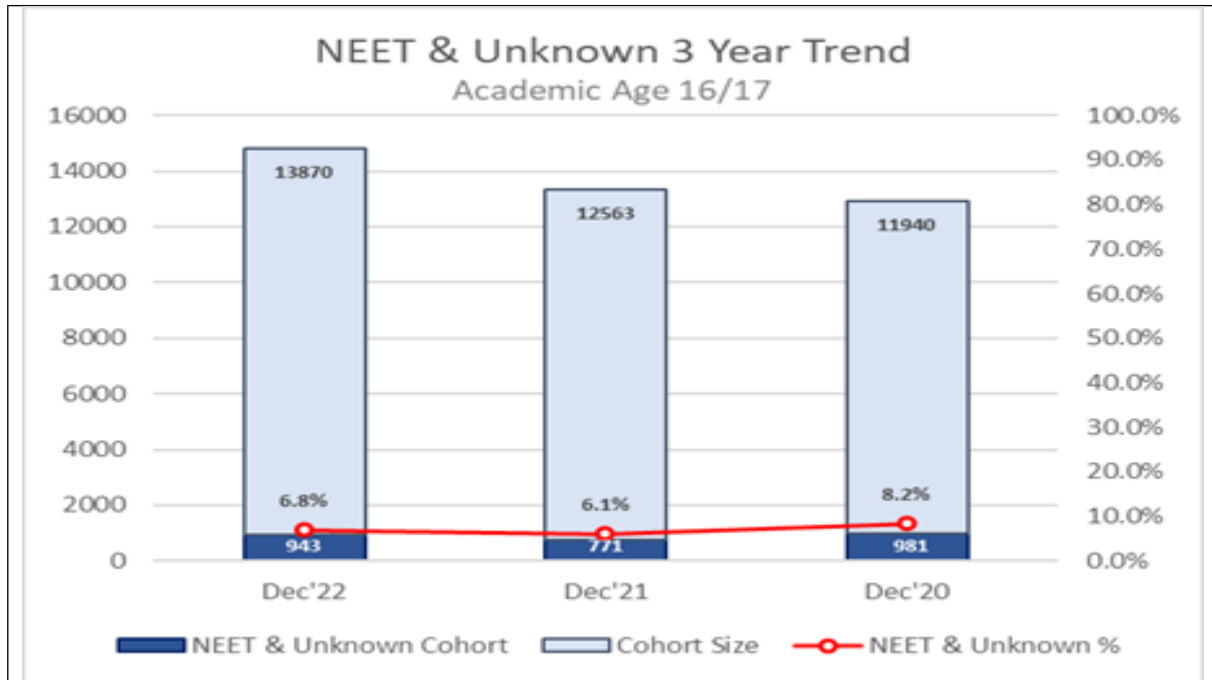


Source: Claimant Count, ONS
Data Released: 17/01/2023 Next Updated: February 2023 (TBC)

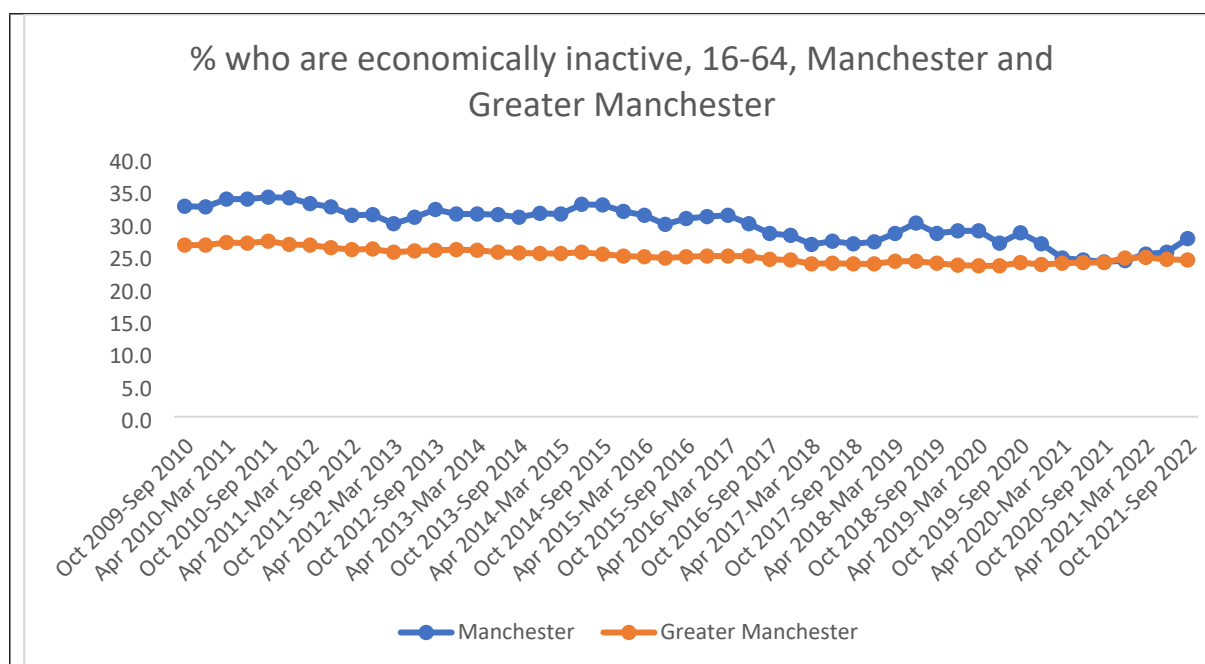
3.4 During the previous 3 years all age groups have followed the similar pattern with an increase in claimants from March 2020 starting to reduce around spring 2021. Recently claimant unemployment has risen slightly. Provisional data for December 2022 shows that there has been an increase across all age groups, with the age groups 25-49 and 50+ areas of focus moving forward.



3.5 The ward in Manchester with the highest unemployment claimant count is Moss Side with 1,320. Gorton & Abbey Hey has the second highest rate in Manchester with 1,195, Longsight ranks third highest with 1,135 claimants. There are 6 wards with over 1,000 individuals within the unemployment claimant count.



- 3.6 In the coming year there will be an increase in young people entering the labour market. There has been a significant increase in the academic age 16 and 17 cohort since last year. The cohort has grown from 12,563 last year to 13,870 this year which is a rise of 1349 (10.4%). This places additional pressure on the skills system as young people participate in learning.
- 3.7 Overall, the combined NEET and unknown figures have increased to 943 (6.8%) in December 2022 compared to the previous year of 771 (6.1%). The graph shows the increase in cohort from 2020 in comparison to the numbers of NEET and unknown.
- 3.8 Overall, the numbers of young people who are participating in RPA (Raising the Participation Age) compliant education and training has increased to 12,657 (91.3%) in December 2022. Last year this was 11,601 (92.4%). Considering the larger cohort size this year, this still shows a 6.8% increase in the numbers of young people participating this year.



3.9 The graph above shows the percentage of economically inactive people in Manchester and Greater Manchester over the past 12 years. The percentage for Manchester has varied hitting the highest point of 32.8% between July 2014 to June 2015. Manchester has been considerably higher than Greater Manchester until 2021 when the percentages are comparable. This picture changes during 2022 when Manchester moved 3% higher than Greater Manchester. The City's economic inactivity rate is driven by Students 34%, Looking after family/home 26%, and Long-term sick 20.9%. The impact of health conditions on the labour market can be seen in the high volume of Employment Support Allowance (ESA) claimants in Manchester (currently 19,912). ESA is now a legacy benefit due to be phased out by 2028. It is important to note that some Manchester residents are joining this benefit type while some join Universal Credit and therefore it is important that we continue to monitor both. Increasing economic activity through skills, health and employability activity will support the labour market.

4.0 Strategy and Approach

4.1 Strategic Approach

4.1.1 Manchester's Work and Skills Strategy (2022-27) received Executive approval on 29 June 2022. It sets out how we will use learning and employment to meet the Our Manchester Strategy vision of being a more highly skilled city and how we will help create a more inclusive and low-carbon economy in Manchester - where more of our residents are connected to our City's success. The strategy is based on five key priorities:

- Thriving and Sustainable - making sure that Manchester is a thriving place where people can get good jobs with fair pay
- Highly Skilled - ensuring Manchester is a place that helps local people of

- all ages to learn, in school and beyond, so they can get good jobs
- Progressive and Equitable - creating an inclusive and equal city where everyone can thrive and easily get support when they need it
- Connected - making sure everyone in Manchester has the skills, technology and transport they need to connect with opportunities and services, in person and online
- Liveable and Zero Carbon - the city will reduce its carbon emissions to zero by 2038 at the latest.

4.1.2 The Manchester Adult Education and Skills Plan 2019-2025 underpins the Work and Skills Strategy and provides a focus on labour market, looking at current and future employment opportunities, business skills requirements and the current employment status and skill levels of residents.

4.2 Interventions

4.2.1 Manchester's labour market is supported by several types of interventions for adults as set out below. These interventions are essential in shaping and responding to the labour market.

- Jobcentre Plus (JCP) - delivered primarily from 8 JCP offices across the City and the Employer Suite in Manchester Town Hall Extension, in the first 6 months of 2022 11,000 Manchester residents were supported into employment under the Way to Work approach. The JCP offer is the primary route for newly unemployed or those available for work to enter employment via support from their Work Coach or Disability Employment Advisor. For those claimants that require additional and more intensive support JCP refer onto several programmes. JCP also drive provision through specific schemes such as Way to Work and Kickstart (case studies below).
- Work programmes – these programmes include the GMCA commissioned Working Well Work and Health Programme and nationally commissioned Restart programme. These programmes are designed for residents who are further away from the labour market with one or more barriers to employment (including skills and health conditions). The tailored one-to-one support is a level above the intervention by JCP supporting fewer claimants.
- Apprenticeships – Includes Levy and non-Levy funding for 16+. The apprenticeship system has been redesigned over the last 5 years with new standards and a levy system on employers. This provision enables the learner to earn while they study over a longer period of time. Apprenticeships numbers have fallen nationally, and the employers are increasingly reporting challenges in delivering this form of provision. Traineeships were an entry point pathway provision to apprenticeships but have recently been ended by Government due to low take up and challenges with delivery.
- Adult Education Budget – this is commissioned by GMCA through devolution arrangements. It provides learning for adults 19+ including basic skills and employability programmes. Sector Based Work Academy (SBWA) programmes are an example of short-term provision funded by

the skills system to enable residents to access targeted employability training bespoke to an employer and labour market.

- National Skills Fund – this provision funds Bootcamps which initially focused on digital but have been broadened out to meet labour market requirements. They typically last for 12 weeks and provide an intensive pathway into the chosen bootcamp area.

Case Study One - Department for Work and Pensions Interventions

Way to Work

From January 2022, Way to Work was a national approach to help people benefit from the record number of vacancies available in the jobs market. This included many in sectors vital to national recovery following the Covid pandemic with a goal to get half a million claimants into work by the end of June 2022.

The end of June 2022 saw the conclusion of the campaign, and Jobcentre Plus supported over 11,000 Manchester residents into work. This was achieved through regular contact with customers, better engagement with employers in the job centres and collaborative working with the Authority understand the local labour markets and build more links with employers. They were able to increase direct interviews in the job centres, thereby linking customers with employers face-to-face resulting in job offers.

Kickstart

The Kickstart Scheme was announced by the Chancellor in July 2020. The aim was to support 18–24-year-olds into work as this group of residents had been disproportionately affected by COVID19. A Kickstart paid placement was for 25 hours per week and would last for 6 months. The salary was funded by the Government at national minimum wage for their age. By the end of the scheme, they had helped 3,000 young people be placed via Manchester job centres. Of these, their key Gateway Organisations, have reported 75% - 85% of these young people have continued in employment or moved into education.

Case Study Two - Sector Based Work Academies and Adult Education Budget

The **Sector-based Work Academy Programme (SWAP)** is to help people who are ready to start a job and need support to learn the skills and behaviours that employers in particular industries look for. Placements are designed to help claimants build confidence to improve their job prospects and enhance their CV, whilst helping employers in sectors with current local vacancies to fill them.

SWAPS have been delivered in all sectors including Health and Social Care, Digital, Security, Retail, Warehouse, Transport, Facilities Management, Education, Construction, Hospitality and Administration. Over last 12 months just over 150 SWAPs have been delivered in Manchester job centres to support their customers.

AEB funding, worth over £90m annually, was devolved from Central Government in 2019. Greater Manchester Combined Authority (GMCA) manage this budget. Adult learning, within this fund ranges from community learning (non-accredited) to

Level 3. Manchester City Council's role is to work with the AEB provider network to advocate for learners and employers and challenge the skills eco-system, whereby it is not meeting local needs. A key priority is to mobilise adult learning, to enhance the presence of delivery across the city region. Between 1st August 2021 and 31st July 2022:

- 1,276 Manchester residents enrolled onto AEB digital courses.
- 1,652 digital learners, from across Greater Manchester, accessed courses in Manchester.

Case Study Three - Skills Bootcamps

GMCA has secured £7m, in April 2022, for Skills Bootcamps. The Bootcamps, for those aged 19+, provide sector specific training and guaranteed interviews with employers. The programme is fully funded for unemployed residents and co-funded, by employers, for existing employees. Within this Digital Skills Bootcamps (worth approximately £4.5m), which aim to help reduce the skills shortages across the sector, were commissioned by GMCA in June 2022. Manchester City Council is working with industry, bootcamp training providers and GMCA, to maximise the uptake, tweak existing delivery to align with employer needs and feed into the co-design of future Bootcamp commissions. Digital bootcamp delivery started in July 2022, so it is too early to provide impact data. Nevertheless, it is anticipated that 941 Greater Manchester residents will engage with the digital bootcamps with a sustained employment target of 75%.

4.3 Partnership Working

- 4.3.1 The Council works in partnership with employers across Manchester to support their current recruitment needs including creating future pathways into employment (Appendix A sets out the businesses supported by the Council in the last 12 months). Support offered is bespoke and tailored around business needs. Being a first point of contact, with key local knowledge and links into employment pathways and partnerships, the team is able to add valuable expertise to guide businesses around their unique requirements. The offer can be provided in a variety of ways including support with the recruitment process with vacancy promotion, applications, giving details of Government promotions and events like roadshows and recruitment fairs as well as offering guidance on the use of work placements, internships, and apprenticeships.
- 4.3.2 The Council created and managed an Employment Partnership to provide a rapid response to large-scale redundancies and coordinated support to those economically affected by COVID19 across Manchester. This was a partnership approach between Manchester City Council, Job Centre Plus, the Growth Company and Combined Authority to enable joint working and support for businesses. Referrals were received through HR1s (reporting on employers making redundancies), employers, residents, and partner organisations. The area of focus included:

- Establishing and maintaining relationships with employers in sectors at risk of redundancy.
- Business support and training offer to support the retention of staff.
- Skills offer for staff at risk including sector-based work academies.
- Ensuring that work clubs and the local infrastructure can support neighbourhoods in the city most adversely affected.

4.3.3 The Council will continue to work in partnership with employers across Manchester to support their current and future recruitment needs. This will be overseen by the Employment Partnership to ensure a collaborative partnership approach with employment providers alongside DWP. This work has already commenced with ongoing support being offered to businesses on their large-scale recruitment throughout 2023 and beyond with organisations like Co-op Live, Manchester International Festival, Manchester Foundation Trust and the HS2.

Case Study Four - Employment Partnership Hospitality Response

In Summer 2021 the Employment Partnership worked with City Co and other organisations to support the hospitality sector to recruit following the devastating impact of lockdowns on the sector. Many workers had left the sector for logistics roles and previous sources of temporary labour such as students had also been impacted.

The Employment Partnership worked with established sector bodies to create employment marketing bulletins (providing career advice, skills and training information, live vacancies to residents), focus work and skills provision to create pathways and encourage unemployed clients into opportunities, create Sector Based Work Academies and broker relationships with Jobcentre Plus with hospitality employers. This activity supported the sector in its recovery and introduced employers to new recruitment approaches.

5.0 Sector Recruitment

5.1 Health and Social Care

5.1.1 Social care employers have experienced considerable difficulties in retaining staff in particular with care staff that provide direct care and support. In March 2022 almost two thirds of social care employers were recruiting with hard-to-fill vacancies reported as support workers, care workers or assistants.

5.1.2 The Council supported the sector by providing a specific jobs bulletin to explain the opportunities available in working for the NHS and different roles across the health and social care sector within Manchester. Case studies were provided on what is it like working in health and social care as well as signposting the 4,500 bulletin subscribers to different pathways into the sector, learning providers and the type of skills required to be successful in the roles.

5.1.3 The Manchester Adult Education and Skills (MAES) promoted roles within Manchester City Council adult social care to previous students to their health and social care courses. This involved inviting previous learners to an information session where they were briefed on what it is like working for the Council, the roles available and the rewards/benefits being offered. Out of the 40 invites sent 15 people attended with 3 securing a job. From this MAES plans to work with Council on a long-term basis with a view for team to engage with students at the start of their course to gauge who might want to progress to one of these opportunities and build this into the planning of the courses.

5.2 Manchester City Council's Reablement and DSAS

5.2.1 Manchester City Council's Reablement and DSAS teams have been struggling to recruit to direct care and support roles which mirrors the trend in the sector. The Council engaged with local colleges to build relationships and strengthen pathways directly into the Reablement and DSAS roles for students studying in Manchester.

5.2.2 An information session was held for all Xaverian and Loreto Colleges students who were studying on health and social care programmes to highlight the roles that are available. Strong relationships have been created with The Manchester College with regular communication and information sharing. An information session was held in June 2022 with all students who were leaving courses. Overall, 52 students and 3 tutors attended as well as the recording being disseminated to all students who could not attend. It resulted in DSAS successfully recruiting 3 Manchester residents.

5.3 Supporting Manchester's Commissioned Providers

5.3.1 In March 2022 the Council surveyed over 200 Adult Social Care (ASC) providers in Manchester. When asked what area they felt was their biggest priority or area of concern, over 30% of providers stated it was recruitment. The survey showed that 69% do not have someone dedicated to hiring and instead this function it is mainly managed by the care management team. Almost 40% of respondents described their recruitment processes and success as poor, with a further 39% describing this as okay but hiring takes a lot of time and effort. Only 28% described this as good. Overall, 21% had over 11 current vacant positions, 19% had over 6 positions, 29% had up to 5 positions and 31% have 1-2 positions they are were recruiting for.

5.3.2 In response a targeted health and social care recruitment event that was held at the end of September 2022 at the Etihad campus. The event was successful with 138 people attending and feedback obtained from 91 of them. 88% thought the event was outstanding or good. Out of the 91 people who gave feedback, 27 said they received an interview on the day of which 16 stated they were offered the job on the day subject to recruitment checks.

5.3.3 There were 28 providers attending with 89% stating the event was good or outstanding. Nine providers interviewed more than 5 people on the day and 47% of providers had 5 people that visited their stand, completed an

application form with the intention of attending for an interview at a later date. Other outcomes included 31 applications to go onto the Steps in Care courses and Manchester Adult Education Centre (MAES) being able to promote their offer to providers and attendees.

- 5.3.4 *“The careers event was a good opportunity for The Manchester College students to explore the opportunities of various agencies and organisations within health and social care. As tutors, we encouraged the students to go to each stand and introduce themselves to the employers, explaining to them that they are health and social care students looking for part time work. On the day, some students were successful in terms of being interviewed and being offered a job subject to checks based on their interview skills.”* Sharon Howard and Jeanette Murray - Tutors from The Manchester College.

5.4 Construction

- 5.4.1 Manchester’s construction pipeline continues to be a key driver for investment in the city with the latest analysis undertaken in 2021 shows a £5bn 2021-2025 Manchester pipeline. Key levers for the Council including MCC procurement 20% Social Value weighting and Planning Local Labour conditions create employment and skills opportunities for Manchester residents and the opportunity to challenge traditional recruitment and training with a local focus, however the sector has long faced challenges in recruiting the people it needs and lacks diversity.
- 5.4.2 The construction sector has been cited as seeing some of the worst skills and labour gaps when compared with other industries. Competition with other sectors for skills is getting more intense. CITB [Construction Skills Network](#) report estimates an additional 53,200 workers will be required per year from 2022-2026. Construction also has an ageing workforce based on research conducted by the Chartered Institute of Building (CIOB) and a reliance on agency/contract work shown in the Institute for Employment Studies report for [CITB \(Jan 2022\)](#). This is driving up rates of pay and providing appeal for short term insecure contracts.
- 5.4.3 The Council are working to address the skills challenge and is engaged with a multitude of partners to establish support mechanisms, to ensure residents are well engaged to maximise the opportunities through emerging industry specific courses and programmes including skills bootcamps, development of T-Levels and flexi apprenticeships.
- 5.4.4 The Manchester Construction Skills Network (MCSN) brings together tier one construction contractors who have an interest in Manchester and the wider Greater Manchester region, with an aim of alleviating the construction industry skills gap through effective delivery of social value and skills provision. The group meet quarterly with involvement from CITB giving current insight into training, funding, and skills.
- 5.4.5 The Manchester College is investing in its premises to accelerate and deliver construction skills training alongside employers at both their Wythenshawe

and Openshaw campuses. The [Industry Excellence Academy](#) for Construction and Engineering provides a unique learning platform to gain a Level 2 or Level 3 qualification and a placement with an industry employer of at least 15 days.

5.5 Digital

5.5.1 The Digital Sector continues to grow and be essential to Manchester's highly skilled ambitions, employing 88,000 people and worth over £5bn. The 2023 Manchester Digital Skills Audit shows that 78% of digital companies saw expanded revenue growth with 72% increasing staffing levels in the last year. Recruitment continues to be a challenge for this sector, 43% of digital companies were unable to fill their digital and tech vacancies (while still high is an improvement of 11% on 2022). Employers reported that lack of desired skills (60%), unable to meet salary demands (45%) and lack of applications (30%) were the main reasons for inability to recruit. This sector has adapted well to hybrid working and has benefited from attracting talent from across the country by enabling people to not relocate. The main route into the industry is through Degree (53%), apprenticeship (40%), degree apprenticeship (23%) or retrain/upskill/bootcamp (17%). Further work is needed to diversify technical roles in the sector with regards to gender, age and ethnicity with 2023 results comparable to previous years.

5.5.2 The Manchester Digital Strategy and Work and Skills Strategy are aligned on increasing digital inclusion, skills and diversification of talent. The city has seen new investment in world class facilities in 2022 (School of Digital Arts, The Manchester College City Centre Campus) with the new Institute of Technology starting in 2023 with National College for Digital Skills/ADA's involvement. Alongside investment in learning facilities there has been a continued focus on strengthening the Digital Skills Network in the city to support the talent pipeline and co-ordination and delivery of digital bootcamps and complimentary vocational provision (See Case Studies in section 4). Encouraging Manchester residents to pursue sustainable and highly skilled careers in the Digital Sector remains a core priority to support inclusive growth.

6.0 **Area Recruitment**

6.1 **Central**

6.1.1 Recruitment Events

6.1.2 The Council are planning to hold 3 recruitment events per year in Central Library within the Performance Space. The aim is to create links for Manchester residents wanting to secure Manchester jobs with Manchester businesses who are struggling to recruit due to the tight labour market and skills shortages. Work in Central and the City Centre focuses heavily on the firms listed in Appendix A who have been supported in the last 12 months.

6.1.3 The first event was held on 2nd November 2022 and the central location enabled accessibility ensuring that the event was inclusive for all residents.

There was a total of 16 employers offering jobs from a variety of sectors as well as support services including DWP, Manchester Adult Education Service and Smart Works. The event was a success with 173 people attending. Out of the 150 people who agreed to provide information 25% live in North Manchester, 27% central and 10% from South Manchester. There were 38% from other local authority areas. Of the people attended 8% stated they have a disability and 60% are BAME. On the 24th January 2023 an Emergency Services recruitment event was held including armed/specialist forces. This specialist event was attended by just under 100 people.

6.1.4 SME Support

6.1.5 As part of the SME Business Support Roadshows, the Council visited high streets and district centres to hold discussions with employers to assist with any recruitment needs. Outcomes can be for one vacancy for an employer rather than volume recruitment. Other guidance can be around exploring the routes to apprenticeships leading to help being offered via the Growth Company to talk through the process of taking on an apprentice. Offers to support business recruitment are explored with a collaborative approach using the Growth Company recruitment support and the Work & Skills offer around promotion of roles, for example, through the Work & Skills Bulletin.

Case Study Five - Hospitality - Treehouse Hotels

Through the Employment Partnership, the Work & Skills Team were made aware of Treehouse Hotels' intention to expand to Manchester in Spring 2023 and made contact to build relationships supporting them with their recruitment campaign (SH Hotels & Resorts is a global brand management company. Treehouse Hotels is one of their collection of hotels already operating in London). The City Council supported Treehouse's introduction to the City's labour market and supported the development of a recruitment and advertising strategy. Partnerships were also created with Manchester International Festival, local schools, the Mustard Tree, and Fare Share as well as Manchester Young Lives (MYL).

"We are looking forward to working together (with Treehouse Hotels) to help the disadvantaged young people that we work with to achieve success" Sam Parsons, from MYL.

Introductions were achieved with The Manchester College resulting in them joining their Hotel Alliance Group, where the business is one of 4 from the hospitality sector, that will support in the development of the curriculum, offer work experience, and promote their job opportunities to students. They are being fully supported in their recruitment campaign with the use of the DWP's Employer Suite, recruitment events and extensive promotion of their roles. The main bulk of recruitment will take place in February and March 2023.

6.2 North

6.2.1 North Manchester Construction Recruitment

6.2.2 The North Manchester Strategy sets out the shared ambition of key partner organisations to use the planned investments as a stimulus to drive economic regeneration and improved health and wellbeing to the local population. The Council supported the development of the North Manchester Social Benefits Framework, which enables partners across North Manchester to work collaboratively to achieve social value outcomes for residents. This includes a commitment to moving Manchester residents into sustainable, good quality and living wage employment opportunities connected to North Manchester General Hospital and the Victoria North developments.

6.2.3 To date, the outcomes for North Manchester social benefit work, include:

- 1015 jobs have been created across the developments in total. 100% of employees across all projects are paid the Real Living Wage.
- 7% of all jobs have been taken by North Manchester residents, an increase from 5% in the previous quarter.
- 35% of all jobs across the developments are from Tier 1 and Tier 2 localities (North Manchester wards, All Manchester, Bury, Oldham, Rochdale and Salford).
- 490 hours of volunteering has been committed to date across the community resilience, digital and zero carbon themes.

6.2.4 NHS – Manchester Foundation Trust (MFT)

6.2.5 MFT are working with the Council to develop an enhanced health career pathway focussed on North Manchester General Hospital (NMGH). The overall objectives include increasing North Manchester residents accessing MFT employment opportunities in NMGH. Many approaches are being explored including:

- Working with the DWP in a collaborative approach to support North Manchester residents to access employment opportunities with utilisation of the jobcentre's in Cheetham Hill and Newton Heath to undertake engagement and information session to jobseekers.
- Review of application and recruitment strategies, due to 40% of job applications to MFT being started but not submitted.
- Supporting the Armed Forces community to access opportunities both within the NHS itself and the scheduled developments of the hospital.
- The arrangement of various pop-up events to engage the community by undertaking small employment fairs, training and development provision, work experience and offering a provision of up-to-date Information Advice and Guidance.

Case Study Six - Work Clubs and Manchester Foundation Trust

Work clubs operate across Manchester who provide a range of support specifically targeting disadvantaged groups and communities who are experiencing barriers to work. An opportunity was identified to collaborate with the NHS who are experiencing difficulties in recruitment due to the current tight labour market and focus on supporting these groups into employment to their entry level roles and pre-employment opportunities. A pilot was undertaken during the Autumn 2022 when all 8 North funded work clubs were invited to attend an online upskilling session delivered by Manchester Foundation Trust. Staff from 6 of these work clubs attended on the day and all received the information on pathways into the NHS, the different types of roles/careers available, how to support residents in applying as well as myth busting information to eliminate barriers for residents who have a fear of applying.

The session was successful, with work clubs commenting on the fact that they felt confident in encouraging residents to apply and support them through the application process. John Curtin from NMCP stated *"we recently attended one of the upskilling classes, where we not only found the session interesting and very informative. It was bursting with great opportunities for local people with masses of vacancies available"*. Due to the success of the pilot, plans are in place to roll out the sessions to Central and South work club staff. This will aid plugging the gaps in recruitment shortages and enable easier pathways into employment for Manchester residents.

6.3 South

6.3.1 Manchester Airport

6.3.2 Airport City is one of the largest investment and employment hubs in the North of England. Capitalising on its opportunities and ensuring that residents benefit from the scale of job and training opportunities available within Airport City is central to work and skills delivery in South Manchester. Manchester City Council supports this agenda through a variety of joint working arrangements with public sector partners such as, Manchester Airport Group (MAG), The Airport Academy (AA) and MIDAS, in addition to Airport City and Enterprise Zone employers such as Amazon and Virgin Media.

6.3.3 In 2020 work with MAG was re-aligned to support existing airport staff impacted by organisational change. Employees of MAG and its supply chain were offered dedicated assistance through In-Work GM and the Help to Get Work schemes. The Employment Partnership led the redundancy rescue support with DWP colleagues providing on the ground support where needed. Virtual Manchester Airport careers events were held on 8th December 2021 and 25th January 2022. These events were promoted to all residents, support services and work clubs. As part of the Employment Partnership approach DWP have held 12 Airport Roadshows around Greater Manchester with over 25 Sector Based Work Academies (SWAPS) delivered from Airport Academy since March 2022 including 18 MAG Security SWAPS.

Case Study Seven - Manchester Airport Recruitment Support

Activity

- With a post-pandemic spike in demand for travel and staff shortages the Airport passengers faced long queues with some flights being cancelled. Manchester City Council co-ordinated and deployed staff to support with direct recruitment on interview panels in a collaborative approach to bridge the gap in the vacancies available. In total there were 24 staff deployed with daytime re-deployment staff hours totaling 349 hours and overtime evening and weekend staff working 52 hours.
- On 24th March 2022, MAG, Airport Academy DWP and Work and Skills coordinated a large-scale airport careers event at the Wythenshawe Forum, with 30 airport employers and over 600 residents attending.
- On 24th May 2022, a careers event was held at the Wythenshawe Forum for airport and airport supply chain roles, in addition to wider Airport City and South Manchester opportunities. Just under 600 residents visited on the day. 27 employers attended the event, together with employment support services for residents to access jobs, training, advice, and guidance opportunities.
- On 22nd September 2022, a smaller Airport City careers event was held at the Wythenshawe Forum for MAG, Airport City and Airport supply chain employers requiring additional staff beyond the 2022 summer peak period. 14 employers attended the event, alongside employment support services. 212 residents visited on the day.
- To compliment Airport City recruitment, the Council together with colleagues from DWP arranged a general careers event for South Manchester residents on 28th April 2022 at the Forum. There were 323 residents in attendance at the event, with 38 employers and 6 providers showcasing jobs and training opportunities both at the airport and across South Manchester.
- The Work and Skills Team, together with partner organisations such as DWP have also assisted MAG to deliver smaller scale Manchester Airport Jobs roadshow events across Manchester as a wraparound to the large-scale airport careers events. In total 55 careers events have been held between March and September 2022. As a result of this MAG has directly engaged with approximately 1600 residents. DWP have reported over a 1000 of their Greater Manchester customers have gained jobs.

Resident Pathway to Work

Manchester resident J was out of work was hoping to refocus his career aspirations towards a role at the airport. J attended a careers event where he spoke to the MAG Airport Academy Team. After receiving advice from the team, he enrolled on a two-week sector-based training course. This programme helped him with confidence building, mental health awareness, CV building, interview techniques, aviation terminology and teamworking skills. The course also provided J with formal qualifications to improve his employment chances, including customer service and basic aviation awareness.

These qualifications, together with airport employer specific training received at the academy acted as a bridge for J into employment, via a guaranteed interview with

Jet2. In May 2022 J was employed by Jet 2 in a Customer Service role. J: *'The Airport Academy gave me confidence in my own abilities. The training I received was very informative and helped me to find a job at the airport'*.

7.0 Forward Look

- 7.1 The City's labour market, employment and skills policy needs to shape future inclusive economic growth and also be responsive to changing demands and external influences such as Government policy and global economic trends.
- 7.2 The Local Skills Improvement Plan (LSIP) is flagship Government policy of employer lead skills design. Greater Manchester chamber of Commerce began its role of designated Employer Representative Body (ERB) for GM in September 2022. The Chamber's role is to work alongside the business community, training providers and stakeholders including the City Council. The LSIP must contain actionable priorities outlining changes required to help individuals improve their skills and prospects and provide business with workforce they need.
- 7.3 The LSIP will be based on consultation, engagement and research and submitted to Government in May 2023. The City's key growth areas of digital and tech, construction, business finance and professional services and hospitality need to sit at the heart of the LSIP and wider policy. The City's labour market and employment and skills policy will also continue to support sectors that face challenges such as health and social care.

8.0 Conclusion

- 8.1 Manchester has responded well to the issues created by a rapidly changing labour market. The city has supported sector recruitment (hospitality) and specifically Manchester Airport to rebuild their labour force in a challenging environment. Attracting skilled labour is a pressure that many sectors and businesses are facing, unemployment remains comparably low and economic inactivity continues to drive a tight labour market. This may have longer term benefits to the local economy as pay and benefits reflect the recruitment landscape with the Real Living Wage Place and Good Employment Charter programmes at the forefront of our approach.
- 8.2 The demand for both core and higher skills places emphasis on the delivery of the Manchester Adult Education Skills Plan as part of the delivery of the Work and Skills Strategy. In a tight labour market providing the employability and skills opportunities for residents who are inactive or disengaged from their career aspirations is essential.
- 8.3 The Employment Partnership will continue to lead the City's response (proactive and reactive as needed) through the recession to deliver a thriving, sustainable, inclusive and highly skilled and connected economy. Major recruitment drives for Manchester International Factory and Co-op Live will be

considerable areas of focus in 2023 alongside the development of the employer driven Local Skills Improvement Plan lead by Greater Manchester Chamber of Commerce.

Appendix 1: List of Businesses supported by the Work and Skills Team

Business Name	High Level Recruitment	Local Level Recruitment
Adana Construction		Y
Bank of New York Mellon	Y	
Biffa		Y
Boohoo	Y	
Bowmer and Kirkland		Y
Breakthrough UK		Y
Cityco		Y
Co-op Live	Y	
Dance Syndrome		Y
Department for Digital, Culture, Media & Sport (DCMS), Home Office, Department for Business Energy, and Industrial Strategy (BEIS)	Y	
Ecosave Gas and Power		Y
Euro Foods	Y	
Factory Project		Y
Fareshare		Y
Fujitsu	Y	
Gariff Construction Ltd		Y
Getir	Y	
Greater Manchester Police	Y	
Greenwich Leisure	Y	
Grounds Maintenance, MCC		Y
Growth Company		Y
Health and Social Care, MCC	Y	
High Speed 2 (HS2)	Y	
Hologic		Y
Laing O'Rourke	Y	
Logistics Companies, GM Wide	Y	
Manchester Craft and Design Centre		Y
Manchester International Festival	Y	
Manchester Foundation Trust/NHS	Y	Y
MMU	Y	
NG Bailey		Y
Northwest Ambulance Service	Y	
PlanBee MCR	Y	
Pricewaterhouse Coopers (PwC)	Y	Y
Reed Agency		Y
Royal Exchange Theatre	Y	
S4B		Y
Sheldon's Bakery Openshaw	Y	
Shelter		Y
Sheridan Suite		Y
Streetwise Opera		Y
The Hut Group	Y	

Treehouse Hotels	Y	
Virgin Media		Y
WERIT	Y	
Winning Hearts and Minds		Y
Wood Street Mission		Y
Yes Manchester		Y

**Manchester City Council
Report for Information**

Report to: Economy Scrutiny Committee – 9 March 2023

Subject: Manchester Adult Education Service Performance Update

Report of: Director of Inclusive Economy
Head of MAES

Summary

The purpose of this report is to provide information on MAES performance in 2021/22 and the skills challenges in the city.

Recommendations

Members are recommended to consider and comment on the information in 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

MAES has a sustainability plan to raise awareness and promote behaviour change with staff and learners. It includes actions across the course programme and in MAES venues to reduce energy use and increase recycling in our centres and the community.

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	MAES provision enables residents to contribute to and benefit from a good quality of life as active citizens and ensures that Manchester's businesses have the skills and talents they need to prosper, contributing to a more inclusive economy.
A highly skilled city: world class and home-grown talent sustaining the city's economic success	MAES provision is focused on improving skills to enable learners to progress to employment and/or higher-level skills and careers. It is a fundamental building block to enable more of our residents to begin their skills pathways.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	MAES provision assists residents who are disadvantaged in obtaining work because of low skills & language barriers. MAES supports residents into sustained and healthy work with opportunities for in work progression. The service

	course offer and enrichment activities also play a fundamental part in improving integration and developing greater community cohesion.
A liveable and low carbon city: a destination of choice to live, visit, work	MAES provision is embedded in communities, making it an accessible and sustainable offer and MAES is working to embed carbon literacy as part of its learning offer.
A connected city: world class infrastructure and connectivity to drive growth	Improving the digital skills of Manchester residents is a key contribution that MAES can make to this theme ensuring that more of our residents are connected.

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Background documents (available for public inspection):

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

Manchester Adult Education and Skills Plan 2019-2025

1.0 Introduction

- 1.1 The purpose of this report is to provide information on MAES performance in 2021/22 and the skills challenges in the city.
- 1.2 MAES is a successful service that delivers core provision aligned to the strategic skills priorities for GMCA (Our People, Our Place) and Manchester City Council (Our Manchester) to develop a more inclusive economy and ensure all Manchester residents have access to the skills they need to participate. The provision, both for adult skills and community learning include vital components of the skills required for routes into employment, well-being, inclusion, and community cohesion, such as ESOL, English, Maths and Digital proficiency. Operating from centres geographically spread across Manchester, the MAES provision is accessible and provides adults with learning opportunities at the heart of their local community.
- 1.3 In 2021/22, the majority of learners made good progress and achieved qualifications and/or personal learning goals.
- Good achievement of Community learning goals at 88.6%
 - Good achievement rate for Adult Skills at 86.3%
 - Outstanding achievement of GCSE high grades 4-9 in Maths (77.9%)
 - Good achievement of GCSE high 4-9 in English (62.5%)
- 1.4 MAES like all Adult Education providers has not had its funding increased with inflation for more than a decade. This required MAES to rely on the use of its reserve and limited efficiency gains to ensure a balanced budget, in 2021/22 the Service completed a significant restructure with the aim of putting it on a secure financial footing resulting in an overall net zero draw on reserve. This was largely successful however there are still significant cost pressures within the system which has resulted the Service needed to plan based on the use of some reserve.
- 1.5 In some areas the MAES estate has improved, for example, use of the newly opened Gorton Hub. However, other MAES venues such as Greenheys (Moss Side), Newton Heath and Withington are in need of urgent attention.

2.0 Background

- 2.1 MAES is part of the Work and Skills team in the Directorate for Inclusive Economy. Its provision makes an important contribution to the Greater Manchester priorities and the Manchester Local Industrial Strategy with its focus on People, Place and Prosperity. MAES has a key role in improving the skills and qualifications of Manchester residents so that they can access employment and benefit from and contribute to economic growth.
- 2.2 In 2021/22 MAES continued to work with other key providers and stakeholders to support the Manchester Adult Education and Skills Plan which was launched in November 2019. Its ambitious vision is that by 2025 Manchester will be the best city in the UK for adult education and skills, which will be integral to the growth of the city, the integration of our communities and the prosperity of our residents.

- 2.3 The vision for MAES continues to be: **To deliver inspirational adult education that connects Manchester’s adults to their potential, their community and their future.**

Four objectives:

- Connecting to potential – enable individuals to build on their strengths & develop the skills and mindset they need to succeed
- Connecting to community – equip learners with the skills and confidence they need to engage with and contribute to their community
- Connecting to futures – empower learners to progress with determination and clarity about their next steps
- Connecting to employers – provide employers with access to a skilled and resilient workforce and the opportunity to shape MAES provision

These were agreed for the period 2020 – 2023 and as a result a review will take place in academic year 2022-23.

- 2.4 Leaders and managers have aligned MAES provision with Manchester's plans and priorities to promote an organisational culture which is ambitious for what learners can achieve. This focused provision enables learners to develop skills and behaviours and achieve their goals and qualifications.
- 2.5 MAES provides agile and flexible provision which contributes to the achievement of the Manchester Work and Skills plan priorities, Working Well and Early Years and Early Help strategies. Our unique selling point is a community-based model of informal/first step learning and qualification courses delivered in 8 adult learning centres and over 50 community venues. We work with partners and stakeholders to co-design and deliver services to meet individual, employer and community needs and to support the city’s strategic priorities.
- 2.6 MAES has a unique role to play in the city's neighbourhood approach to ‘bring services together’ to share expertise, avoid duplication and plug gaps in local provision. As a provider of community learning each MAES centre meets local priorities with optimum impact for local people.
- 2.7 MAES expertise and niche is in delivering both qualification courses (Adult Skills) and non-qualification courses (Community Learning) with the largest cohort aged 25-50. We also deliver a small programme for 19–24-year-olds with learning difficulties. The Adult Skills programme includes Maths and English up to GCSE, English for speakers of other languages (ESOL) and Vocational courses in Health & Social Care and Childcare & Education. The Community Learning programme includes Everyday English, Preparation for Work, Digital Skills, Community Interpreting, Talk English plus a programme of short courses promoting healthy living and improving access to health information and advice. MAES also commissions projects and engagement activities as a preparation for further learning, work and to improve health and wellbeing.

2.8 MAES learners include those who have left compulsory education with no or low qualifications, recent immigrants who have poor English language skills, some of whom are highly qualified in their country of origin and residents who have had long periods of unemployment or no work history, many with mental health issues. The provision enables residents with low skills and complex dependencies the opportunity to improve the skills, qualifications, attitudes and behaviours they need to secure and progress in work and become less dependent on public services. Our employed learners come to improve their skills and qualifications in order to secure sustainable employment and progress at work. Most of the job outcomes are in the education, health, care, retail, hospitality and facilities sectors.

3.0 Current Projects

3.1 In collaboration with the Work and Skills Team, MAES have initiated a sustainability project which began in November. The aims of the project are:

1. To establish a whole-service approach to carbon literacy training and awareness raising at MAES which enables learners on all courses to develop their skills and knowledge.
2. To identify and establish a range of opportunities and community projects through working with key partners, which will enable adult learners to develop their understanding of carbon literacy.
3. To create and deliver a discrete MAES Carbon Literacy curriculum for delivery in Manchester communities.

A project manager has been appointed to lead on this work. She has devised a training programme which equips teachers to deliver content on carbon literacy and sustainability to learners across the breadth of MAES courses. To date, this first half of this training has been delivered to 95 teachers and 10 Climate Champions have been trained from among MAES' teaching staff. A baseline assessment on environmental issues has also been sent to all MAES learners so that project content can be pitched appropriately.

The project manager has initiated a [newsletter](#), so that partners, staff and learners can stay up to date with progress of. She is also currently planning a range of environmental opportunities for learners to participate in, including sustainability fairs that will take place at MAES centres in February and March.

3.2 Cost of Living – MAES has been working with Learning and Development and will deliver a series of 1-hour webinars on Teams around supporting residents with the cost-of-living crisis. They will be attended by front line staff from various council departments and to other organisations such as NHS. We have delivered two workshops so far which have been very well received. We are also planning to deliver the programme to VCSE organisations from April.

4.0 New Programmes

- 4.1 MAES expanded its Level 3 (A-level equivalent) provision for 2022/23; adding Leadership and Management, Counselling Skills, Health and Social Care and Mathematics in Context to the offer. In the first term, 108 learners enrolled on these courses.

These qualifications became fundable in April 2021, along with a suite of others which are regarded as being 'high value' for the needs of the labour market. The qualifications are suitable for residents who are in employment in front line roles but looking to progress their careers further, as well as those who want to gain higher level skills before beginning their careers in these sectors. MAES intends to continue to grow its provision at this level in the next academic year as these qualifications enable residents to access quality employment in a range of sectors.

- 4.2 Sector based Work Academy Programmes (SWAPs) whereby a learning provider collaborates with a recruiting employer and DWP to train residents for specific vacancies, continue to be delivered successfully by MAES. In the last 12 months, the service has delivered these programmes in collaboration with the Civil Service, Virgin Media and Premier Inn. Around 70% of participants have secured employment as a result of participating in a MAES SWAP, a 10% increase on the previous year.

5.0 Performance and Funding 21/22

- 5.1 For the teaching year 21/22, both GMCA and the ESFA confirmed that there would be a return to the pre pandemic performance and management rules this meant that MAES (and all other grant funded providers) were paid on an agreed profile up to the contractual value. However, at the end of the contract year (Nov 22) a reconciliation process would take place which would determine if there were any unspent/unearned funds which would need to be returned to the funder. MAES therefore returned £58k to the GMCA less than 1% of contract value. This is a positive position as MAES was still experiencing a residual impact of the pandemic which impacted on overall recruitment, and lower attendance levels in the early part of the year when the omicron variant was impacting.
- 5.2 Targets and key performance indicators are set each year and performance is monitored monthly by MAES senior leaders. Headline Service level performance indicators are detailed in the table below.

MAES Performance Indicators	Actual 20/21	Targets 21/22	Actual 21/22	Actual % of Target
Adult Skills Formula Funding	£3,089,806	£3,558,733	3,507,461	98.55%
Learners No (All Streams)	9153	10,000	9,865	98.65%
Adult Skills Learner No	3382	3,000	3,098	103.26%
Community Learning No	5771	7,000	6,767	96.67%
Adult Skills Enrolments*	6616	4,769	7,562	158.56 %
Community Learning Enrolments*	10349	11,776	11,036	93.72%
National Qualifications Achieved	1915	2,500	3330	133.20%

*An enrolment is a start on a course therefore a learner can have multiple enrolments.

MAES Performance Indicators	Actual 20/21	Targets 21/22	Actual 21/22	Percentage point Variation to target
Adult Skills Retention Rate	89.80%	95%	95.2%	0.20%
Community Learning Retention Rate	90.60%	91%	91.2%	0.40%
Adult Skills Achievement Rate	74.70%	86%	86.3%	0.30%
Community Learning Achievement Rate	88.00%	88%	88.6%	0.60%

- 5.3 In 21/22 the service reached 98.65% of its recruitment targets for the year. (9,865 learners against a target of 10,000) this compares favourably with the Covid impacted year of 20/21 where performance was 87.17%. Performance varied depending on the type of provision. The participation for Adult Skills provision was 103.26% of target. Achievement rates were 86.3% an increase of 11.6 percentage points over the covid impacted 2020/21. Achievement rates are a combination of factors, retention (if a learner stays on course) and pass rate when a learner achieves the qualification.
- 5.4 The total numbers of national qualifications achieved by MAES learners also increased from 1915 in 20/21 to 3330 in 21/22, an increase of 74% on the previous year.
- 5.5 Overall performance against the formula funding target was 98.55%. (£3,507 million as against a target of £3,558 million). A substantial improvement on the Covid impacted 20/21 Academic year when funding was 88.84% (£3,089 million against a target of target £3,478 Million).

- 5.6 Community Learning recruitment continues throughout the entire year and overall performance was 96.67% of target (6767 learners against a target of 7000) this compares favourably with the Covid impacted year of 20/21 where MAES achieved 76.94% of target. This included 1241 'harder to engage' learners, on programmes delivered by our Community Learning Fund Partners (CLF).
- 5.7 ESFA Funded 19-24 High Needs Funding participation figures were slightly under 46 against a target of 47 however the financial target was overachieved by some 2.45% because of the volume of learning within the programme.
- 5.8 MAES also piloted a small amount of Level 3 provision through the national/regional skills fund. The pilot performed well in terms of participation – 107.69% (84) learners against a target of 78, however, some of the recruitment took place later in the year which had an impact on funding levels and therefore overall performance against the financial target was 82.10%. The success of this pilot has meant that the MAES has been able to offer a larger level 3 programme in 22/23 as can be seen in the new programmes section above.

6.0 Enrolment/Recruitment Term 1 September to December 22

- 6.1 The table below shows a breakdown by curriculum areas of MAES performance for Term 1 September to December. There were 5171 enrolments against a target of 5051 which is 100.23% of target. (See table below)

Curriculum Area	Target Course Enrolment Sept to Dec 22	Actual Course Enrolment Sept to Dec 22	% Target
English	748	706	94.38%
Maths	708	694	98.02%
ESOL	1664	1887	113.40%
Community Interpreting	210	175	83.33%
Vocational & ER	696	503	72.27%
Community Learning	496	720	145.1%
Digital Skills	386	323	83.67%
Prep for Work	96	124	129.16%
STEPS	47	39	82.97%
Total	5051	5171	100.23%

- 6.2 We are taking further actions in term 2 and 3 to ensure that that current shortfall in English/Maths Vocational, Digital and Community interpreting is recouped/minimised. This includes Infilling into existing provision where appropriate, selective additionality and additional recruitment campaigns for

new courses. We are working with colleagues from MCC and our subcontracted partners to increase referrals to the STEPS programme.

- 6.3 MAES has commissioned provision from six community partners in 2022/23. These include:

Back on Track	Run a range of courses, activities and volunteering opportunities with unemployed adults going through a period of recovery or rehabilitation, having experienced problems with alcohol or drugs, offending, homelessness and mental health.
Impact for All	Run courses aimed at raising self-confidence, improving skills and motivation, tailored for local unemployed Longsight residents and the barriers they face to gain employment.
Proper Job	Run courses which use drama with psychotherapy-based approaches to empower unemployed individuals, raise confidence and lead to positive change.
Reform Radio	Run courses which focus on personal development and employability through social media training for young adults aged 19-30.
Sonder Radio	Run courses that promote wellbeing, reduce isolation, advocate digital inclusion and support unemployed people aged 50+ into work, volunteering and further learning.
Sow the City	Run courses in foraging and growing and cooking food from scratch, to support sustainable living and help with cost of living.

- 6.4 Performance to date of CLF partners is as follows.

Community Learning Fund Commissioned Provision	Target Course Enrolments Sept to Dec 22	Actual Course Enrolments Sept to Dec 22	% Target
Back On Track	933	1042	111.6%
Impact for All	200	250	125%
Proper Job	140	175	125%
Reform Radio	105	96	109%
Sonder Radio	48	41	85.41%
Sow The City	80	32	40%
	1506	1636	108.63%

Impact for All, Proper Job, Back on Track and Reform Radio have recruited particularly strongly against profiled targets. Sow the City the new provider, has struggled to recruit to its innovative courses and is therefore struggling against original profiled target.

The Service held performance review meetings with each partner in December to identify areas of concern Sow the City were asked to consider reducing the contractual targets and consequent funding we have now agreed a revised level of funding that we and the provider believe is achievable.

7.0 MAES Review of the Quality of Education

7.1 MAES are in scope for a full Ofsted inspection by the end of 2025. In order to measure the progress made since the last inspection, a review of the Quality of Education was commissioned and carried out by an external organisation.

7.2 The review concluded that MAES has the following strengths:

- Leaders plan and sequence an ambitious curriculum to ensure that it reflects well the needs and priorities of learners and employers
- Curriculum meets needs well including through careful consideration and selection of partner organisations
- Well selected and committed governors understand and align with the provider's values and priorities
- Leaders and staff promote and implement digital skills so that learners acquire these well and can apply the knowledge and skills they have gained in their wider lives
- Staff are well qualified
- Learners' behaviours and attitudes are excellent. Staff have high expectations of, and ambition for, learners, and as a result classrooms are calm and orderly, and learners demonstrate a strong commitment to learning
- Information, Advice and Guidance (IAG) are strong
- Service self-assessment report is well written and is sensibly evidenced

7.3 The review highlighted that MAES has the following areas for improvement:

- Sharing of practice
- The use of ILPs
- Staff preparation for inspection
- Review of work placements

8.0 ESOL and ESOL Advice Service

8.1 Manchester ESOL Advice Service was established by MAES in July 2019 in partnership with The Manchester College (TMC) with one-off £197k funding from the Ministry of Housing, Communities and Local Government (MCHLG). Based on its initial success MAES, TMC and the GMCA committed resources to continue the Service in 20/21, 21/22 and 22/23.

- It provides a **single gateway** for adults with English language needs in Manchester to access the learning that is right for them
- It is a **partnership between 23 providers** in Manchester including the WEA, community ESOL organisations and training providers
- **A centralised waiting list** is at the heart of this approach. Providers no longer hold their own, separate waiting lists and do not carry out their own assessments for ESOL after their open enrolment period in August/September

The mapping of ESOL provision and establishment of regular communication between the ESOL providers in Manchester, has led to a better understanding of the provision available and enabled us to work collaboratively to address the gaps and ensure a more effective use of existing resources.

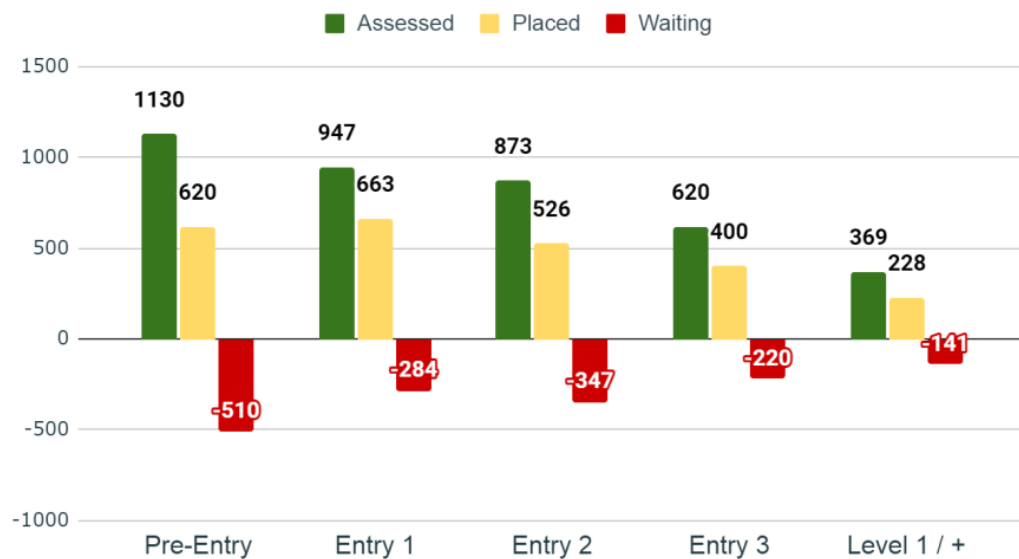
Providers can maximise the use of existing spaces on courses quickly and efficiently with the referrals made through the ESOL Advice Service. Learners are contacted and offered a place only if they meet eligibility requirements for each course and are assessed at the level required to join the course.

Comprehensive data reports on the demand and unmet need and custom reports have been created and shared with ESOL providers and stakeholders to inform their planning and delivery.

- 8.2 We have been leading the other 9 Greater Manchester local authorities to replicate the model in their areas. This work is supported financially by GMCA who were keen to see the Manchester model operating across Greater Manchester. So far 7 of the other local authorities are up and running and further work is being done to get the remaining two operational. Local ESOL hubs deliver assessments for people resident in their areas and run a referral service to ESOL provision in their local authority area, including the management of one waiting list per area that serves all local providers. Manchester is providing central coordination, including cross-area placements where it meets the learners' needs, and has supported the development of the local ESOL hubs including constructive and practical assistance such as editable tools and templates, relevant training and support for data collection and evaluation activities.
- 8.3 We have further developed our website at www.gmesol.org with clear and useful information for learners, stakeholders and ESOL providers including a bank of links to resources by level to support delivery. There are links to online learning for learners to use independently where possible while they are waiting for a place. We have also developed a referral pathway on the website, whereby an organisation, a professional or a friend can refer a learner, with their consent. Both parties are then contacted with details of the assessment date and outcome. This has been welcomed by referrers, from DWP to Ukrainian sponsors.
- 8.4 **August 2021 – August 2022**

In 21/22, the Manchester ESOL Advice Service completed a total of 4,385 assessments (an increase from 20/21 of 12%). 2,349 (53.6%) were online and phone assessments and the rest took place face-to-face. We are moving further away from online and phone assessments this year, as we have found face-to-face to be more effective and accurate.

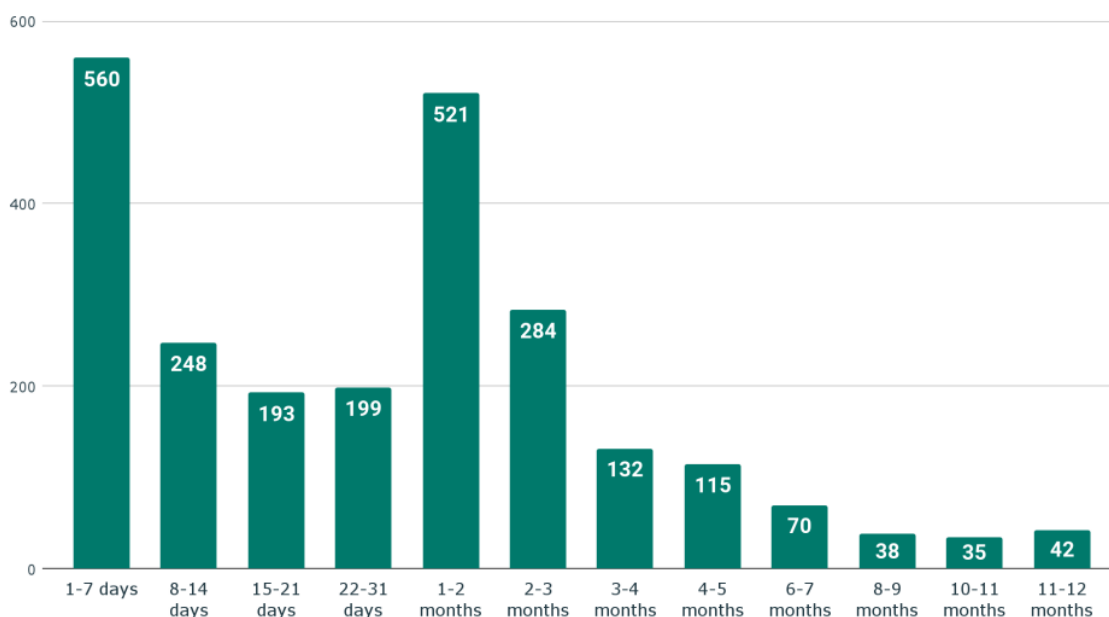
Learners assessed, placed and waiting



A total of 2,347 (61%) learners were placed on a suitable course. This is an increase of 390 more residents being offered places compared to 2020/21. 1,502 learners remained on the waiting list. However, 809 (53.9%) of all learners on the waiting list have been contacted with an offer of at least one suitable course.

A high proportion of learners (70.6%) joined a course within three months of being placed on the centralised waiting list. 560 of these learners were offered a learning opportunity at the time or within a week of their assessment. The breakdown of average waiting times from assessment to joining a class in the chart indicates that the likelihood of joining a course decreases with the time on the waiting list- only 17.8% of all learners who were placed (300 individuals) accepted the offer of a course after they had been on the waiting list for over 3 months.

Average waiting times from assessment to class



In 2021/22, Manchester ESOL Advice Service achieved a number of positive outcomes for learners, ESOL providers and stakeholders and the wider impact on a strategic level through collaborative work on the Greater Manchester ESOL Advice Service.

The key outputs include:

- Comprehensive data reports on the demand and unmet need and custom reports. Bi-monthly reports shared with ESOL providers and stakeholders have led to optimising provision, i.e. helping fill the gaps quickly and efficiently and setting up new provision based on the evidence of need, which created additional 136 spaces at Pre-Entry-Entry 2 levels, as well as ESOL and digital skills courses, and bespoke learning programmes for learners with BNO visas and their dependants.
- Establishing clear referral routes for stakeholders looking for ESOL provision for their customers, which has led to a steady increase in referrals, particularly from JCP offices. The service has run bespoke assessment sessions for Job Centre referrals, including in Mosley Street and Rusholme JCP offices. ESOL awareness sessions were held with Job Centre work coaches to promote the ESOL Advice Service and to highlight the referral process. The data has demonstrated that these measures have had a positive impact, as there has been a 33% increase in the conversion rate of referral to assessment since January 2022, with 1,026 JCP customers having been assessed overall.
- 61% of all assessed learners (2,437 individuals) have joined a suitable course following an assessment. Learners have access to and are made aware of a greater number of options than if they registered with one provider and 82.4% of all assessed learners have been offered at least one course or learning opportunity.

- Collaborating with other local authorities in Greater Manchester and supporting new local ESOL Hubs (Oldham and Stockport) based on the Manchester model and developing agreements and processes to enable collaborative working between the participating areas.
- Developing and maintaining the website at www.gmesol.org with clear application and referral processes, as well as useful information for learners, stakeholders and ESOL providers across seven local authorities in Greater Manchester, including a bank of links to resources by level to support online learning.

8.5 September 2022 – January 2023

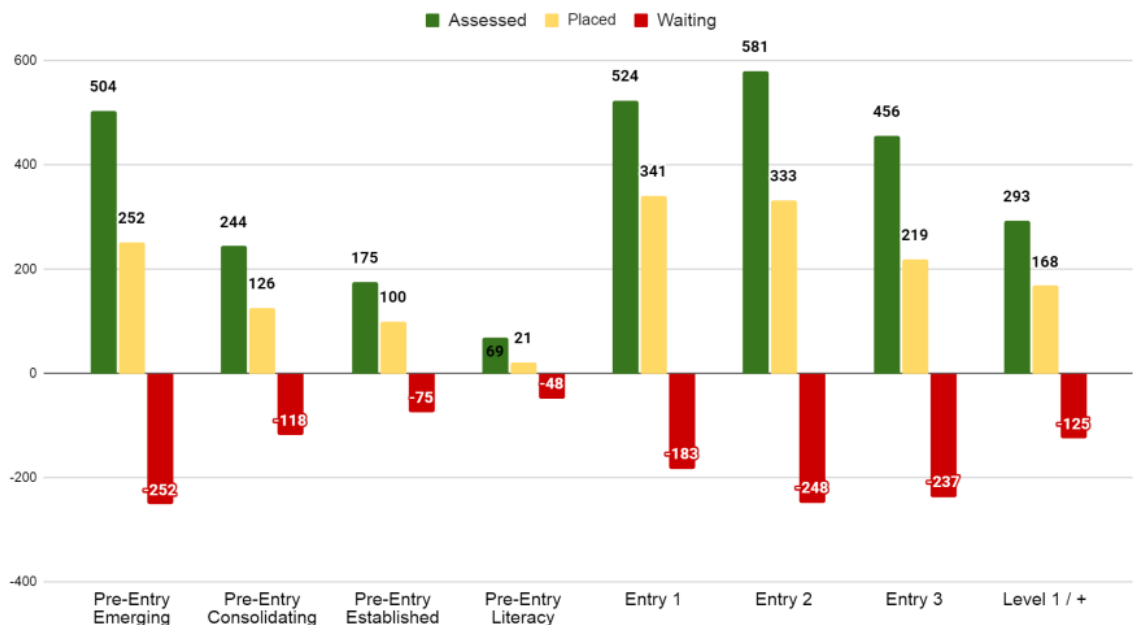
There has been a continuing demand for ESOL courses across Manchester. Since August 2022, face-to-face assessments have been delivered in the following venues:

- 5 MAES venues - weekly
- 4 Manchester College campuses - weekly
- 2 Job Centres - bi-weekly
- Migrant Support, Caritas Refugee Education and Impact 4 All - as needed.

From September 2022 to January 2023, 2,983 2,147 assessments have been completed. This is an increase of 836 (39%) on this point last year.

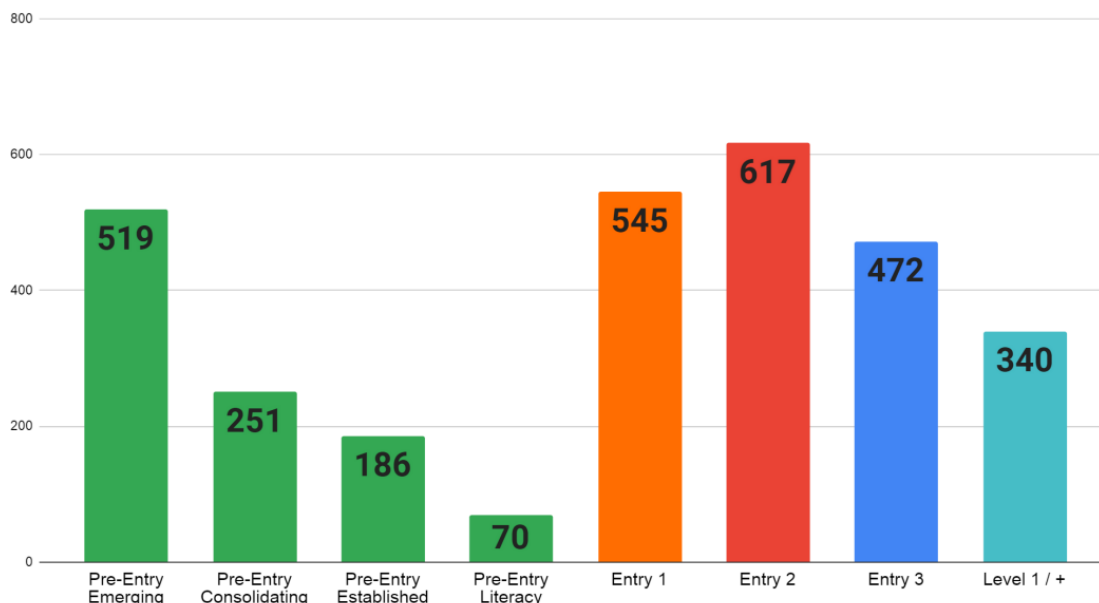
A total of 1,565 (54.8%) learners have been placed on a suitable ESOL course following an assessment so far in 22-23. An additional 414 learners have been placed from the 2021-22 waiting list. 1,286 remain on the 2022-23 centralised waiting list, 622 of the learners who remain on the waiting list have been offered at least one learning opportunity.

Learners assessed, placed and waiting



Overall, the majority of Manchester residents looking to join an ESOL course have been assessed at low levels, ranging from Pre-Entry to Entry 2 (73%). In the updated 2022-23 screener, the Pre-Entry level has been subdivided to ensure that low level learners can be placed in a provision that is suitable for their individual needs. The data clearly demonstrates that the highest demand is courses for the lowest level- Emerging Pre-Entry (519 learners). Waiting lists are the longest at Pre-Entry in each area, particularly in the East of Manchester with 131 learners still waiting for a place.

Levels of learners



9.0 Priorities for the current academic year

9.1 For the service to continue to support the priorities of Manchester and the wider community, it must successfully return to a position of financial stability where it provides a high-quality service to residents. It is important that the service focuses on the following priorities for the remainder of the current academic year:

- Implement a new curriculum planning process. This plan aims to ensure that the efficient use of resources is maximised therefore shortfalls in recruitment and funding are addressed.
- Improve headline achievement rates to meet national rates, (potentially between 88% and 92%)
- Improve headline pass rates on adult skills programmes to 95%
- Continue to work on the future shape of MAES, to ensure that it is financially sustainable, agile and can respond to current & future need and opportunities.

9.2 The priorities outlined above will allow MAES to continue to exist as a service that is a financially sound, high-quality provider of Adult Education and Skills.

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**Manchester City Council
Report for Information**

Report to: Economy Scrutiny Committee – 9 March 2023

Subject: Overview Report

Report of: Governance and Scrutiny Support Unit

Summary

This report provides the following information:

- Recommendations Monitor
- Key Decisions
- Work Programme

Recommendation

The Committee is invited to discuss and note the information provided.

Wards Affected: All

Contact Officers:

Name: Charlotte Lynch
Position: Governance and Scrutiny Team Leader
Telephone: 0161 219 2119
Email: charlotte.lynch@manchester.gov.uk

Background documents (available for public inspection):

None

1. Monitoring Previous Recommendations

This section of the report contains 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
10 November 2022	ESC/22/44 Revenue Budget Update	That a briefing note on the Strategic Assets Management Plan be circulated to members of the committee.	Awaiting response. Further email sent on 23/02/23.	Rebecca Heron, David Lynch
12 January 2023	ESC/23/3 Update on Public Engagement for Manchester Active Travel Strategy and Investment Plan	That the full MATSIP document reflects the Committee's comments and includes definitions as to what is meant by "inequalities of access" as stated at section 3.4(d) of the report.	Awaiting response	Phil Havenhand, Rob Scott

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 **1 March 2023**, 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.

Subject / Decision	Decision Maker	Decision Due Date	Consultation	Background documents	Officer Contact
Development and Growth					
<p>The 2-bed rate in temporary accommodation (2022/11/24A)</p> <p>Equalise the 2-bed rate for properties in temporary accommodation.</p>	<p>Strategic Director (Neighbourhoods)</p>	<p>Not before 24th Dec 2022</p>		<p>Commercially Sensitive</p>	<p>Nicola Rea nicola.rea@manchester.gov.uk</p>
<p>Strategic land and buildings acquisition 2019/06/03C</p> <p>The approval of capital expenditure for the purpose of the strategic acquisition of land and buildings to support the Eastlands Regeneration Framework</p>	<p>City Treasurer (Deputy Chief Executive)</p>	<p>Not before 1st Dec 2022</p>		<p>Checkpoint 4 Business Case & Briefing Note</p>	<p>Richard Cohen r.cohen@manchester.gov.uk</p>
<p>Disposal of site of former Chorlton Leisure Centre for residential development (21/05/13A)</p>	<p>Strategic Director - (Growth and Development)</p>	<p>Not before 13th Jun 2021</p>		<p>Report to the Strategic Director of Growth and Development</p>	<p>Mike Robertson m.robertson@manchester.gov.uk</p>

Approval to the terms for the leasehold disposal of the site of the former Chorlton Leisure Centre for residential development.					
<p>Restructure of existing multiple ground leases at Manchester Science Park into a new overriding single head lease (2021/07/16A)</p> <p>Restructure of existing multiple ground leases at Manchester Science Park into a new overriding single head lease.</p>	Strategic Director - (Growth and Development)	Not before 16th Aug 2021		Report and recommendations	Mike Robertson m.robertson@manchester.gov.uk
<p>Strategic approach to developments of social homes via a city-wide New Build Local Lettings Policy (LLP) (2021/08/10A)</p> <p>Executive adopts the New Build LLP for immediate implementation.</p>	Executive	16 Nov 2022		Report and recommendations	Martin Oldfield m.oldfield@manchester.gov.uk
<p>Land at Downley Drive, New Islington/Ancoats (2022/02/18B)</p> <p>Land disposal by way of lease for residential</p>	Strategic Director - (Growth and Development)	Not before 18th Mar 2022		Report and recommendations	

development at Downley Drive, New Islington/Ancoats.					
<p>Disposal of the former Gala Bingo, Rowlandsway, Manchester, M22 5RS (2022/05/19A)</p> <p>Approval to the terms for the leasehold disposal of the former Gala Bingo, Rowlandsway, Manchester, M22 5RS.</p>	Strategic Director - (Growth and Development)	Not before 19th Jun 2022		Report to the Strategic Director of Growth and Development	Joe Martin, Development Surveyor joe.martin@manchester.gov.uk
<p>This City - new scheme development (2022/06/17B)</p> <p>To give capital expenditure approval to build a mixed development of market and accessible rent properties, initially through the Council before transferring to a Council-owned company during the build.</p>	City Treasurer (Deputy Chief Executive)	Not before 17th Jul 2022		Report and recommendation	Alan Caddick, Interim Director of Housing and Residential Growth Alan.Caddick@manchester.gov.uk
<p>Housing Affordability Fund Budget (2022/06/28B)</p> <p>The approval of capital expenditure for affordable housing via a dedicated</p>	City Treasurer (Deputy Chief Executive)	Not before 28th Jul 2022		Checkpoint 4 Business Case	Yvette Ryle, Project Manager Yvette.ryle@manchester.gov.uk

HAF budget.					
<p>Large Scale Renewable Energy Project (2022/07/13B)</p> <p>To purchase a large scale solar farm, associated storage and maintenance arrangements.</p>	Executive	18 Jan 2023		Executive Report	Leader
<p>Lower Campfield and Upper Campfield - granting of new ground leases (2022/09/07A)</p> <p>Approval to the granting of new ground leases to allow the repair and refurbishment of both buildings by the lessee.</p>	Chief Executive	Not before 6th Oct 2022		Report to the Chief Executive and Strategic Director of Growth and Development	David Norbury david.norbury@manchester.gov.uk
<p>This City: Contractor and Design Team Fees (2022/08/10A)</p> <p>To approve capital expenditure for the delivery of This City: Norther Quarter (Postal Street) in order to appoint a contractor under a Pre-Construction Services Agreement to progress work on a mixed development of market and</p>	City Treasurer (Deputy Chief Executive)	Not before 10th Sep 2022		Checkpoint 4 Business Case	Sarah Narici sarah.narici@manchester.gov.uk

Manchester Living Rent properties until planning permission has been granted.					
Electric Vehicle Charging Strategy (2022/09/12A) The approval of the Draft Strategy and agreement to its publication.	Executive	14 Dec 2022		Report and recommendations	Phil Havenhand, Interim Head of Infrastructure & Environment Phil.Havenhand@manchester.gov.uk
Land at Kelbrook Road (2022/11/14A) Approval to dispose of land at Kelbrook Road for development	Strategic Director - (Growth and Development)	4 Jan 2023		Report to the Strategic Director – Growth & Development	Thomas Pyatt, Development Surveyor Tel: 0161 234 5469 thomas.pyatt@manchester.gov.uk
Manchester Active Travel Strategy and Investment Plan (2022/11/21A) To adopt the Manchester Active Travel Strategy and Investment Plan	Executive	18 Jan 2023		Report to Executive - Manchester Active Travel Strategy and Investment Plan	Rob Scott robert.scott@manchester.gov.uk
Gorton District Centre Masterplan (2022/12/12A) To approve the masterplan for future development and investment within Gorton District Centre	Executive	18 Jan 2023			Richard Cohen r.cohen@manchester.gov.uk
Leasehold disposal of Unit 5, Nuovo A, Great	Strategic Director -	Not before 11th Jan		Briefing Note	Richard Cohen r.cohen@manchester.gov.uk

<p>Ancoats Street (2022/12/13B)</p> <p>To approve a 15 year lease of Unit 5, Nuovo A</p>	<p>(Growth and Development)</p>	<p>2023</p>			
<p>Local Authority Housing Fund to obtain and refurbish property for sustainable housing (2022/01/18A)</p> <p>To approve capital expenditure to obtain and refurbish property in order to provide sustainable housing for those unable to secure their own accommodation under the Afghan Citizen Resettlement Scheme (ACRS), Afghan Relocations and Assistance Policy (ARAP) (collectively referred to as the Afghan Schemes), Ukraine Family Scheme, the Homes for Ukraine and the Ukraine Extension Scheme (collectively referred to as Ukraine schemes).</p>	<p>Executive</p>	<p>Not before 18th Feb 2023</p>		<p>Capital Strategy report</p>	<p>Martin Oldfield m.oldfield@manchester.gov.uk</p>
<p>Lease Renewal to National Express at Chorlton Street Bus</p>	<p>Director of Development</p>	<p>28 Feb 2023</p>		<p>Delegated Decision Report to Head of</p>	<p>Ken Richards k.richards@manchester.gov.uk</p>

Station (2023/01/31A) Approval to renew the lease to National Express for a period of up to 10 years.				Development and Director of Development	
Disposal of land at Central Park (2023/02/16B) To approve the disposal of a plot of land at the site known as Central Park	Director of Housing and Residential Growth	Not before 16th Mar 2023		A report to Director of Strategic Housing & Development	
Disposal of land and buildings at Vaughan St, Manchester M12 5FQ (Space Studios) (2023/02/23A) To agree the disposal of land and buildings at Vaughan St, Manchester M12 5FQ (Space Studios) on a 250-year leasehold, subject to delegations to finalise the terms, commercial and legal agreements	Executive	22 Mar 2023		Part A and Part B report to the Council's Executive on 22nd March 2023	Ken Richards k.richards@manchester.gov.uk
Highways					
TC013 - Supply of Concrete and Bedding (2022/08/26A)	City Treasurer (Deputy Chief Executive)	Not before 26th Sep 2022		Confidential Contract Report with	

<p>Renewal of the Supply of concrete and bedding framework to supersede the existing framework where one of the two providers has ceased trading and the new bedding requirement cannot be met.</p> <p>The purpose of the framework is to supply volumetric concrete & bedding to support Civil Engineering projects in the Highways Directorate</p>				Recommendations	
<p>Highway Investment Patching Defect Repairs additional funds (2022/10/12A)</p> <p>To approve capital expenditure to undertake further areas of highways patching work, the project helps to improve the condition of our highway</p>	City Treasurer (Deputy Chief Executive)	Not before 10th Nov 2022		Checkpoint 4 Business Case	Paul Swann p.swann@manchester.gov.uk
<p>Northern Quarter Area 2 - Construction and supervision Cost (2023/01/11A)</p> <p>Approval of capital</p>	City Treasurer (Deputy Chief Executive)	Not before 11th Feb 2023		Checkpoint 4 Business Case	Ian Halton, Head of Design, Commissioning & PMO ian.halton@manchester.gov.uk

expenditure for the Construction and supervision Cost for the diversion works					
<p>Safer Streets - Manchester Cycleway (2023/01/23A)</p> <p>To approve capital expenditure to implement a number of interventions to help improve safety and perception of safety along the route.</p>	City Treasurer (Deputy Chief Executive)	Not before 23rd Feb 2023		Checkpoint 4 Business Case	Ian Halton, Head of Design, Commissioning & PMO ian.halton@manchester.gov.uk
<p>Levenshulme and Burnage Active Neighbourhood (2023/02/20A)</p> <p>Approval of a capital budget funding virement to deliver the latest design of the project incorporating additional safety features.</p>	City Treasurer (Deputy Chief Executive)	20 Mar 2023		Capital Programme Update Report	Ian Halton, Head of Design, Commissioning & PMO ian.halton@manchester.gov.uk

3. Economy Scrutiny Work Programme

Thursday 9 March 2023, 2pm (Report deadline Tuesday 28 February 2023)

Item	Purpose	Lead Executive Member	Lead Officer	Comments
LTE Group update	To receive an update from the LTE Group on its performance and strategy. The update report will also provide information on the work of Novus to support ex-offenders.	Councillor Hacking	John Thornhill LTE Group Angela Harrington	
Manchester Adult Education Service (MAES)	To receive and update from Manchester Adult Education Service on performance.	Councillor Hacking	Brian Henry Angela Harrington	
Update on Manchester's Labour Market	The Labour Market in Manchester in line with national trends has experienced a period of volatility following covid, with vacancies across the foundational economy as well as in key growth sectors. This report will set out the latest position along with the approaches being used to meet skill and labour market needs.	Councillor Hacking	Angela Harrington	
Landlord Licensing Post-Consultation	To receive a report on landlord licensing and how this can address the impact of poor-quality property and management standards.	Councillor White	David Lynch Fiona Sharkey Nicholas Cole Henry Tomsett	Originally scheduled for Feb 2023 – deferred with Chair's agreement to allow full analysis/information to be available.
Overview Report	This is a monthly report, which includes the recommendations monitor, relevant key decisions, the	-	Scrutiny Support	

	Committee's work programme and any items for information.		Officer	
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Items to be scheduled

Item	Purpose	Lead Executive Member	Lead Officer	Comments
Design for Life and Rightsizing	TBC	Cllr White	Dave Thorley	
Food Poverty	To receive a report on how the Council is addressing and trying to mitigate food poverty, with particular reference to the Food Grant scheme and the decision-making behind it.	Councillor Midgley	Shefali Kapoor	
This City Plan	To receive an update on the progress of This City's strategic and scheme specific activities.	Councillor White	Becca Heron David Lynch	Deferred from Feb 2023 to June 2023 with Chair's agreement
Road Safety	TBC	Councillor Rawlins	Kevin Gilham	See minutes from 12 January 2023.
Local Plan Update	To receive a report on the Local Plan. The Manchester Local Plan guides development within Manchester and was previously known as the Local Development Framework.	Councillor White	Julie Roscoe Duncan McCorquodale	See minutes from 9 February 2023.
Purpose Built Student Accommodation	TBC	Councillor White	Becca Heron Dave Roscoe	To be received in May 2023.

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