



Communities and Equalities Scrutiny Committee

Date: Tuesday, 6 December 2022

Time: 10.00 am

Venue: Council Antechamber, Level 2, Town Hall Extension

Everyone is welcome to attend this committee meeting.

There will be a private meeting for Committee Members only at 9.20 am in the Council Antechamber.

Access to the Council 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.

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Membership of the Communities and Equalities Scrutiny Committee

Councillors - Hitchen (Chair), Azra Ali, Benham, Chambers, Connolly, M Dar, Evans, Hilal, Hussain, Iqbal, Johnson, Ogunbambo, H Priest, Rawson, Sheikh, Whiston, Wills and Wilson

Agenda

1. Urgent Business

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

2. Appeals

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

3. Interests

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

4. Minutes

To approve as a correct record the minutes of the meeting held on 8 November 2022.

Pages
5 - 14

5. [10.05 - 10.30] Our Manchester Voluntary and Community Sector (OMVCS) Fund

Report of the Assistant Chief Executive

Pages
15 - 28

This report provides an update on the process that has been followed to refresh the OMVCS funding programme for 2023-26. The report describes the steps that have been taken, as well as providing an overview of the applications received and the current position. The Committee is given an indication on next steps and timescales for decisions.

6. [10.30 - 10.55] Public Open Spaces CCTV

Report of the Strategic Director (Neighbourhoods)

Pages
29 - 38

This report details the policy and procedure developed following the review of Public Open Space CCTV. It details how we will ensure that the significant investment in CCTV is targeted effectively in the city whilst ensuring compliance with the Information Commissioners Office Code of Practice for surveillance cameras.

The Committee is invited to comment on the report prior to its submission to the Executive on 14 December 2022.

7. **[10.55 - 11.20] Compliance and Enforcement Services - Performance in 2021/22** Pages 39 - 80
Report of the Strategic Director (Neighbourhoods)

This report provides an update on demand for and performance of the Compliance and Enforcement service during 2021/22. The report also provides a forward look at challenges and future workload pressures as a result of changes to legislation, policy and areas of growth that will have an impact on the work carried out by Compliance and Enforcement teams.

8. **[11.20 - 11.50] Community Safety Update** Pages 81 - 104
Report of the Strategic Director (Neighbourhoods)

This report provides an update on the range of work delivered to address the priorities in the strategy and includes updates on our city centre and Wynnstay Grove Public Space Protection Orders (PSPOs). It also includes information on how partners work to help people feel safe in the city centre, including the role of Licensing, taxi marshals, pubwatch and event security.

9. **[11.50 - 12.00] Overview Report** Pages 105 - 116
Report of the Governance and Scrutiny Support Unit

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

Information about the Committee

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

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

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

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

Smoking is not allowed in Council buildings.

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Further Information

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

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This agenda was issued on **Monday, 28 November 2022** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 2, Town Hall Extension (Library Walk Elevation), Manchester M60 2LA

Communities and Equalities Scrutiny Committee

Minutes of the meeting held on 8 November 2022

Present:

Councillor Hitchen - In the Chair

Councillors Azra Ali, Benham, Chambers, Connolly, M Dar, Evans, Iqbal, Johnson, H Priest, Ogunbambo, Rawson, Sheikh, Whiston, Wills and Wilson

Also present:

Councillor Midgley, Deputy Leader

Councillor Rahman, Statutory Deputy Leader

Councillor Akbar, Executive Member for Finance and Resources

Councillor Hacking, Executive Member for Skills, Employment and Leisure

Councillor Igbon, Executive Member for Vibrant Neighbourhoods

Councillor Simcock, Chair of the Resources and Governance Scrutiny Committee

Councillor Karney, Lead Member for the City Centre

Andy Burnham, Mayor of Greater Manchester

Baroness Bev Hughes, Deputy Mayor of Greater Manchester

Chief Superintendent Richard Timson, Greater Manchester Police (GMP)

Apologies:

Councillor Hilal

CESC/22/42 Minutes

Decision

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

CESC/22/43 Crime and Policing

The Committee considered the report of the Police, Crime and Fire team, Greater Manchester Combined Authority (GMCA) which was a highlight report of crime and policing issues for discussion with the Mayor and Deputy Mayor of Greater Manchester.

Key points and themes in the report included:

- Lifting GMP out of special measures;
- Resources;
- Progress with IT systems;
- Reducing crime and anti-social behaviour in neighbourhoods;
- Operation Vulcan in Cheetham Hill and Strangeways;
- Roads policing and safe travel;
- Violence reduction and county lines; and
- Equality and diversity.

Andy Burnham, Mayor of Greater Manchester, outlined the journey of change that GMP had been through, leading to His Majesty's Chief Inspector of Constabulary (HMIC) taking GMP out of special measures recently, and the speed with which this improvement had been achieved. He highlighted the progress made across a range of areas including handling of calls from the public, time taken to respond to incidents, the quality of the response and an increase in prosecutions. He also highlighted that there had been an increased use of stop and search powers while also having a reduction in the number of complaints. He reported that a significant amount of the frontline officer posts that had been lost due to austerity had been restored and highlighted further funding from the Home Office for police officer recruitment, advising that increasingly people wanted to join GMP. He emphasised the importance of making roads policing a priority. He highlighted Operation Vulcan, which had been launched the previous week, and Operation Avro, which he advised was visible, positive policing which made an impact in communities and increased their confidence in GMP; however, he recognised that still much more needed to be done and also that, while it was not the subject of today's meeting, there were major learnings to be taken from the Manchester Arena Inquiry report.

Baroness Bev Hughes, Deputy Mayor of Greater Manchester outlined how GMP had been able to make the progress it had made so far and how it would continue to do so. She informed Members that those involved in the recruitment of the new Chief Constable had been very clear about the criteria they were looking for, including a genuine commitment to a public service ethos, the ability to build leadership capability in GMP and transparency and willingness to work in partnership and she outlined how Chief Constable Stephen Watson met those requirements.

The Committee also received a presentation from Chief Superintendent Richard Timson of GMP. The key points and themes in the presentation included:

- The journey to improvement;
- Restructures;
- The force-wide approach to reduce demand on public services;
- Police operations; and
- Public and Elected Member engagement.

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

- Work to address violence against women and girls, including the impact so far and plans to continue this work;
- The confidence of communities in reporting crimes such as speeding and anti-social behaviour, including problems getting through on the 101 non-emergency number and residents who are not able to use online chat, and concern that under-reporting of crime in some areas would affect how police resources were deployed;
- What direct engagement would GMP be doing to restore public confidence in the police and how would this tie in with the Community Safety Strategy;
- Reducing serious youth violence;
- How many officers were needed to meet GMP's aims;
- The important role of Police Community Support Officers (PCSOs) and whether those who left were being replaced; and

- What more was needed from the national government to provide Manchester residents with more police and emergency services support.

The Deputy Mayor of Greater Manchester advised that violence against women and girls was a very important area of work. She informed Members about the campaign to tackle attitudes towards sexual harassment, which had been started with the #IsThisOkay video. She advised that this was a key campaign underlying the strategy, that it would continue, including a second video, and that they were bringing boys and men into the conversation about tackling this unacceptable behaviour when they witnessed it. She informed Members about the Safer Streets programme, work with the Council on the Women's Night-time Charter, the Good Night Out Guide and Operation Lioness and reported that there was a wide array of work taking place. She informed Members that work was also taking place on Domestic Abuse, rape and serious sexual assault and reported that GMP would be one of 14 police forces taking part in Operation Soteria Bluestone, a scheme which aimed to transform the policing response to rape and serious sexual offences.

Chief Superintendent Richard Timson informed the Committee that there was a force-wide delivery plan for addressing violence against women and girls and scrutiny of that work. He outlined some of the initiatives taking place, working with partners including the student community, including the Sexual Violence Action Network, the Ask Angela initiative and work to set up something similar to the third-party reporting centres which already existed for hate crimes, where students could report sexual violence. The Chair emphasised the importance of supporting all young people, not just students.

The Mayor of Greater Manchester acknowledged the Member's comments about public confidence in reporting crime and advised that there was still work to be done. He reported that call answering on the 999 and 101 numbers had improved dramatically, with the precept having been used to recruit more call handlers, but he recognised that sometimes it could still take too long to speak to someone on the 101 non-emergency number. He advised that live chat was a good option for those who were online and should be promoted more. He informed Members about a new community messaging system which had first been introduced in Trafford and was now being introduced in Manchester and he offered to provide the Committee with further written information on this. He advised that public confidence was based on the speed of call answering and the quality of that initial interaction and then the response that came from that. He reported that GMP was already improving on these and that these improvements would continue.

The Mayor of Greater Manchester stated that serious youth violence was a major concern. He advised that this was a societal issue, not just a policing issue, and that, through the Violence Reduction Unit, a more sophisticated response was being developed. He advised that many young people in the region were living in fear and that a lot of the young people who carried weapons did so because they were afraid, not because they were intending to commit acts of violence. He informed Members about eight community-led pilot projects taking place across Greater Manchester, to address the issues. He stated that he believed this was the right approach to addressing the problem and, with perseverance, would lead to results. Chief Superintendent Richard Timson outlined some of the root causes of youth violence

which needed to be addressed, working in partnership with local communities and organisations who worked in those communities.

The Deputy Mayor reported that there was evidence from Manchester Metropolitan University that the work in communities in relation to youth violence did lead to a sustained reduction in offences. In response to the question about community engagement activity to improve public confidence in GMP, she informed Members that GMP had undertaken a large consultation with local communities over the summer and that engagement work would continue. She stated that she could not provide a figure for what she considered the ideal number of officers; however, at the end of the national officer uplift programme, GMP would have about 8,100 officers, which was significantly higher than the 6,000 it had dropped to during the austerity measures. She highlighted that a large number of these would be recently recruited, inexperienced officers, so further work would be needed to develop their expertise. She advised that the Chief Constable was undertaking a review to ascertain the correct numbers of PCSOs and police officers in each team, although she was not aware of any current decision not to replace PCSOs who left.

The Mayor of Greater Manchester advised that public confidence would be built over time due to local beat officers working in the same neighbourhoods and developing relationships and also by providing a good quality response and the publicising of that response. He advised that Councillors had a key role to play in this. In response to the question about what was needed from the national government, he said that long-term stability in terms of investment in policing was needed, with resources commensurate with the level of threat and harm in communities. He advised that this also applied to council funding as cuts to local government also impacted on community safety. He reported that the government and all political parties in Westminster needed to understand the current situation with local services and the pressures on local people and the risk that further austerity cuts would present.

Chief Superintendent Richard Timson reported that officer capacity and capability were both important and that GMP had lost a lot of that capability during the austerity period, as experienced officers left and were not replaced, and that GMP was working to build that capacity up again. He added that there were a lot of experienced police officers due to retire in the next couple of years. He advised that the cost-of-living crisis presented another challenge as it tended to lead to an increase in vulnerability and criminality.

The Chair thanked the guests for attending the meeting and invited them to attend a future meeting. She asked Chief Superintendent Richard Timson to provide an update at a future meeting on the communications work, public confidence and how the journey to improvement was going and she thanked the guests, and everyone at GMP, for their work. The Statutory Deputy Leader welcomed the opportunity to hear from the three guests at today's meeting and the improvement journey that GMP was on.

Decisions

1. To invite the guests to attend a future Committee meeting, including asking Chief Superintendent Richard Timson to provide an update on the communications work, public confidence and how the journey to improvement is going.
2. That the Members' questions which had not been raised during the meeting, due to time constraints, will be sent to the Mayor's Office for a response.

CESC/22/44 Revenue Budget Update - Cover Report

The Committee considered the report of the Deputy Chief Executive and City Treasurer that set out the financial challenge facing the Council, the latest forecast position, and the next steps.

Key points and themes in the report included:

- The Council was forecasting an estimated budget shortfall of £44m in 2023/24, £85m in 2024/25, and £112m by 2025/26. After the use of c£16m smoothing reserves in each of the three years, this gap reduced to £28m in 2023/24, £69m in 2024/25 and £96m by 2025/26;
- Setting out the high-level position;
- Describing the officer-identified potential savings options to reduce the budget gap totalling £42.3m over three years;
- Noting that even after these proposals there remained a budget gap of £7m to close to get to a balanced budget in 2023/24 and further savings options would be developed between now and January 2023 and be reported back to scrutiny committees in February; and
- Each scrutiny committee was invited to consider the current proposed changes which were within its remit and to make recommendations to the Executive before it agreed to the final budget proposals in February 2023.

Decision

To note the report.

CESC/22/45 Neighbourhood Directorate 2023/24 Budget

The Committee considered the report of the Strategic Director (Neighbourhood Services) which was the first in the cycle for the budget programme 2023-26. It set out an overview of the services within the remit of this scrutiny committee and their key priorities. The budget growth assumptions in the Medium-Term Financial Plan were set out. The report provided a draft set of officer proposals for further savings for 2023-26, developed in the context of the financial challenge facing the Council.

Key points and themes in the report included:

- Providing an overview of the service and priorities;
- A description of the service budget and the proposed changes;

- Describing the proposed savings programme;
- Workforce implications;
- Equality and anti-poverty impact; and
- Future opportunities and risk.

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

- That the Council had been put in the difficult position of having to identify cuts this year and in previous years, through no fault of its own;
- Concern about the impact of job losses in this economic climate;
- Proposals for reducing the hours that the Art Gallery was open;
- The importance of libraries, galleries and culture to the well-being of Manchester residents, in particular recognising the role that libraries played in supporting people, and the impact of the cuts that the Council was being forced to make;
- The impact on local community groups of the proposal to reduce the Neighbourhood Investment Fund (NIF) for each ward;
- Staff turnover in Community Safety and Compliance; and
- The proposed withdrawal of the Central Library digital media lounge.

The Strategic Director (Neighbourhood Services) recognised the vital role that libraries played and advised that officers had been very careful to ensure that the cuts proposed did not result in libraries closing or reducing their opening hours. In response to a Member's question, he reported that it was not envisaged that there would be a significant environmental impact of the proposed savings but that there could be a reduced capacity to increase the work to tackle climate change, for example, reducing the capacity for the NIF to support community projects could mean that some local environmental projects did not receive this funding.

In response to a question about the vacancy factor referred to in the report, the Head of Finance explained that this was a way of taking into account that not all staff would be at the top point of their salary grade, that there would be a natural turnover of staff, with posts vacant for a short period, and that not all staff would be in the pension fund, which the Council contributed to. In response to a question about inflationary pressures, he advised that the figures in table one in the cover report included elements of inflation, where they tended to be held corporately rather than under individual directorates.

The Senior Operational Lead (Galleries) reported that the savings proposal related to reducing gallery opening hours would be achieved through removing vacant posts in the visitor engagement team. She advised that her service was reviewing how to reduce the gallery opening hours, which could be through closing for an additional day or opening later in the morning.

The Head of Compliance Enforcement and Community Safety reported that there were recruitment and retention problems in the Licensing Out of Hours team due to the shift work and her service was reviewing the shift patterns. She advised that the problems with recruiting to Trading Standards posts was part of a national problem, which the Council was addressing through a "grow your own" programme.

Therefore, she advised that they were not anticipating that the underspend on staffing would be as high in future.

The Citywide Services Manager explained that the digital media lounge had been temporarily closed during the pandemic but had not re-opened and the proposal was to keep it closed. He advised that the lounge had provided access to Mac computers but that these had since been re-located into the Music Library within Central Library. He reported that the digital media lounge had also provided additional desk space, commenting that the amount of study space in the Music Library in Central Library had been slightly increased. He also informed Members about the proposed reduction in the stock team, which would be achieved by people leaving and removing vacant posts. He advised that this was linked to the reduction in the book fund and also to improved technology, which meant that less data-inputting was required when new stock was bought. In response to a question from the Chair, he acknowledged that the proposed reduction in the book fund would be a challenge but advised that officers would look at the areas of purchasing which would have less impact on residents, such as electronic information subscriptions, and stated that he was confident that it would have little impact on the purchasing of books for children.

In response to questions from a number of Members in relation to events, the Strategic Director (Neighbourhood Services) explained that officers had tried to protect funding for important community events and those that had the largest impact on the city, economically and socially, and that, following this consideration, it was proposed that funding be removed from the Christmas Lights Switch On and New Year's Eve Fireworks. He advised that these events could still take place if they were funded by a different source and that these would be savings, not money which would be reinvested elsewhere. He reported that proposals relating to Bonfire Night events were being submitted to the Environment and Climate Change Scrutiny Committee, including looking at doing alternative community events. He advised that this year, when the Council had not re-introduced its Bonfire Night events after the pandemic, was being used as a trial and that decisions would be subject to an assessment of the impact this had had on communities and neighbourhoods. The Chair advised that the Committee would be receiving a report on this at a future meeting. In response to further questions, the Strategic Director (Neighbourhood Services) advised that the Christmas Lights Switch On would not have taken place this year, regardless of the budget proposals, because Albert Square was not available; however, the proposal was to not fund this event in future years. He advised that the events which it was proposed not to fund either had less of an impact or could potentially be funded from other sources. He advised that the costs of Bonfire events had been increasing and the intention was that the Council would fund other events in the autumn but not bonfires and fireworks, subject to the assessment of what had happened this year. He clarified that the proposals for Bonfire Night would involve making savings of £40,000 but using the rest of the money to fund alternative events.

The Executive Member for Skills, Employment and Leisure stated that no one wanted to be making these decisions but the proposals were being put forward as the ones which would have as limited an impact on the economy of the city and on residents' well-being as possible.

The Executive Member for Vibrant Neighbourhoods thanked officers for their hard work in developing these proposals and advised that Members' feedback would be taken on board.

The Statutory Deputy Leader expressed concern about the wider impact of the cuts that the Council was being forced to consider.

Decision

To note the report, subject to Members' comments.

CESC/22/46 Homelessness Directorate 2023/24 Budget

The Committee considered the report of the Strategic Director (Neighbourhood Services) which set out the priorities for the services in the remit of this Committee and detailed the initial revenue budget changes proposed by officers.

Key points and themes in the report included:

- Service overview and priorities;
- Service budget and proposed changes;
- Workforce; and
- Future opportunities and risks.

The Deputy Leader expressed concern at the cuts that the Council had been faced with over 12 years and the cumulative effect of this, and the factors which were contributing towards people becoming homeless. She highlighted that it was not proposed to reduce the gross homelessness budget as this was an important area; however, it was proposed that, by investing in work to prevent homelessness, savings could be made over the next few years on the amount of money spent on housing people in bed-and-breakfast accommodation and other temporary accommodation.

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

- To support investment in work to prevent homelessness;
- How much certainty there was about the potential saving from a change in the Allocations Procedure to allow people to be classified as Homeless at Home at the Prevention stage, as referred to in Appendix 1;
- How much certainty there was that savings to bed-and-breakfast costs could be made through investing in prevention, given the complexity of the issues relating to homelessness and the cost-of-living crisis; and
- To request that the report on Homelessness which was scheduled for the Committee's January 2023 meeting include information about the work being done to factor in the additional challenges associated with the cost-of-living crisis.

The Chair recognised the hard work of those working in the Homelessness Service and asked that the Committee's thanks be passed on to the frontline staff.

The Executive Member for Finance and Resources stated that the reports presented were currently officer proposals only. He stated that the Government's Autumn Statement and final financial settlement were still to be announced. He stated that the public consultation on the Council's Budget had commenced and would run until 7 January 2023, adding that difficult decisions would need to be taken and it was important to hear the views of Manchester residents. He commented that the financial situation the Council found itself in was not the fault of the Council, adding that the Council was a well-managed and financially responsible organisation and this could be evidenced. He stated that the fault was the direct result of ideological decisions taken by the government over the previous decade. He stated that the budget cuts imposed on Manchester had been unfair. He stated that, if Manchester had received the average cuts to funding, the Council budget would be £77m per year better off. He stated that it was calculated that the gap in Local Authority funding nationally was in excess of £3bn, adding that it was estimated that one in six councils could run out of money next year. He called upon the government to protect councils as these provided essential services for some of the most vulnerable in society, especially in the context of the cost-of-living crisis. The Chair supported these comments.

Decision

To note the report, subject to the above comments, and to note that the Committee will be receiving a further report on homelessness at its January meeting.

CESC/22/47 Overview Report

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

Decision

To note the report and agree the work programme.

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Manchester City Council Report for Information

Report to: Communities and Equalities Scrutiny Committee - 6 December 2022

Subject: Our Manchester Voluntary & Community Sector (OMVCS) Fund

Report of: Assistant Chief Executive

Summary

This report updates Members of the Committee on the process that has been followed to refresh the Our Manchester Voluntary and Community Sector funding programme for 2023-26. The report describes the steps that have been taken, as well as providing an overview of the applications received and the current position. The Committee is given an indication on next steps and timescales for decisions.

Recommendations

The committee is invited to note and comment on the contents of this paper.

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 OMVCS funding programme aims to support VCSE organisations to advance the City's zero-carbon in the operation of their functions. The programme recognises that some VCSE organisations will need support and guidance on how this can be proportionately achieved and seeks to build this into the fabric of the refreshed programme. All applicants to the fund have outlined their zero carbon activities to date and what their plans are to further this priority in the period 2023-26.</p>
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Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Manchester's VCSE sector generated a total income of around £500 million in 2019-20 and in addition to its paid workforce, created over 160,000 volunteering opportunities, with volunteers giving about 481,000 hours each week, valued at about £242 million per year (<i>Manchester State of the VCSE Sector report, 2021</i>). The OMVCS fund plays a critical role in supporting the health and sustainability of the sector and contributes to these outcomes.
A highly skilled city: world class and home-grown talent sustaining the city's economic success	The VCSE organisations supported through this fund are run and supported by a diverse range of skilled workers, including boards of trustees, those in paid roles and those providing support voluntarily. In addition to providing work opportunities, many of the funded organisations provide employability support (including but not limited to skills development through volunteering), often working with those communities and individuals requiring specific types of support to benefit from Manchester's economic success.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	A critical feature of the OMVCS Fund is to support organisations whose primary funded activity is to work in a strengths-based way with individuals and communities, to maximise their potential and have an active contribution in Manchester. This includes organisations providing activities targeted on a geographical, community or characteristic basis, delivered through a diverse range of supportive approaches.
A liveable and low carbon city: a destination of choice to live, visit, work	OMVCS funded organisations frequently work with residents to celebrate their achievements, contributions and identities. Organisations promote Manchester as a place of choice by celebrating the value and diversity of the City and its people. The programme promotes the City's commitment to be a Real Living Wage City, with all applicants outlining their current progress towards paying the Real Living Wage, and stating their commitment to accreditation under the Living Wage Foundation during the funded period.

A connected city: world class infrastructure and connectivity to drive growth	VCSE organisations have progressed the digital inclusion agenda significantly in the last three years, adapting service delivery to online and / or blended options (accelerated by the response to the coronavirus pandemic), and working with key stakeholder groups to address and remove digital barriers. As a result, some resident groups (i.e. older people, people with English as an Additional Language, people with sensory impairments) are more able to connect with VCSE services than previously. This focus on digital inclusion is reflected in many of the applications submitted to the 2023-26 OMVCS programme.
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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 Voluntary & Community Sector Refreshed Funding Programme report*, Communities and Equalities Scrutiny Committee, 19 July 2022

1.0 Purpose of Report

- 1.1 The Our Manchester Voluntary and Community Sector (OMVCS) Fund is Manchester City Council's largest grant funding programme to the voluntary, community and social enterprise (VCSE) sector. Originally established in 2018, the programme provides £2.4 million of investment per annum in the VCSE sector, on a three-yearly basis. The programme has been refreshed to ensure it retains a strategic fit with the refreshed Our Manchester Strategy: Forward to 2025 and reflects some of the key changes that have affected the City, its people and the VCSE sector during the funding period to date.
- 1.2 Further to the report brought to the Communities and Equalities Scrutiny Committee in July 2022, this report updates Members on the process followed to refresh and launch the new round of OMVCS funding. It also provides a summary overview of the applications received, the current position, and the next steps.

2.0 Background to the VCSE Sector in Manchester

- 2.1 Manchester has a diverse, talented, thriving VCSE sector that achieves significant impacts for the City's residents. The City's diversity is largely reflected in the VCSE sector, both in terms of its characteristic make-up, as well as the sizes and types of organisations that make up the sector. The sector plays many important roles in helping to deliver the aims of the Our Manchester Strategy: Forward to 2025. As previously noted by this Committee, the 2021 Manchester State of the VCSE Sector report identified that in Manchester:
 - There are over 3,800 VCSE organisations in the City (up from around 3,390 in 2017) although the total income of the sector in 2019-20 was around £500 million, down from £540 million in 2017
 - The VCSE workforce includes over 162,000 volunteers (an increase from about 111,00 in 2017) giving over 480,000 hours each week (278,000 in 2017). This is valued at £242 million per annum, which is down from the £252 million valuation in 2017
 - 85% of organisations are bringing at least one source of non-public funds into the City (89% in 2017)
 - 66% of organisations are 'micro' (annual income of under £10k; same as in 2017), often providing support to specific communities of identity and / or geography
- 2.2 The challenges faced by the City in recent years have been reflected in the VCSE sector and in turn, have featured heavily in the applications submitted to the OMVCS Fund. There is a prevalence of support to residents living in poverty, which in many instances has been exacerbated by the Cost of Living Crisis but in some cases, has been caused by it. There is a great deal of work to address health conditions, including mental health, many of which are related to ongoing health inequalities but which again have been heightened by recent challenges. There is also a strong thread of inclusion and work to address inequality in the applications received.

- 2.3 This reflects the impact of the VCSE sector's work on some of the City's biggest challenges, and underlines the importance of funding bodies having a continuing commitment to VCSE funding, such as the Council's commitment to this programme.

3.0 Summary of OMVCS Fund and the Refresh Process

- 3.1 The first round of the OMVCS Fund ran during the period 2018-2021, and was aligned to the original Our Manchester Strategy. It was extended in the two subsequent years (2021-23), given the urgent challenges faced during Covid-19. During that time, the fund has supported 63 VCSE organisations to deliver high quality (and increasingly, during the pandemic, adaptive and responsive) approaches which have improved outcomes for Manchester residents and helped to make progress towards the City's strategic aims.
- 3.2 Work began in early 2022 to review and refresh the OMVCS Fund, taking on board the views of a wide range of stakeholders, primarily VCSE sector groups from different communities of identity and geography, to develop a new programme. This was followed by a co-design process to further refine proposals. The key features of the refresh process are:

Purpose	<p>The statement of purpose was refreshed to better articulate the wider context the fund sits within:</p> <p>The purpose of the OMVCS Funding Programme is to sustain and support a healthy and thriving local voluntary sector in Manchester, so that it can continue to support the city's residents and focus on what the sector excels at.</p>
Aims	<p>Applicants would need to meet at least one of the following aims:</p> <ol style="list-style-type: none"> 1. Addressing inequalities and building inclusion We aim to strengthen the contribution of Manchester's VCSE sector to take action that addresses the inequalities experienced by a diverse range of people in the city. 2. Promoting communities' health and wellbeing We aim to support the services and assistance delivered by Manchester's VCSE sector, have a positive impact on the health and wellbeing of residents and address some of the day-to-day barriers that prevent people from being well. 3. Tackling poverty We aim to support VCSE sector work that creates routes out of poverty for Manchester residents, such as through work, skills, advice, food and basic living support. We want to focus on addressing some of the conditions and causes that lead to poverty, working to prevent some of the poorest outcomes.

Expectations	<p>As well as meeting basic eligibility criteria, applicants were also asked to demonstrate how they work in according with the five following expectations:</p> <ul style="list-style-type: none"> • Demonstrating impact - how they have made a positive difference to Manchester residents in the last 18 months • Well-run - demonstrating that they are structured and managed well to make the best impact through their activities • Strength-based approaches - how they work with and build on the unique strengths, capacities and knowledge of Manchester citizens of each community and area in the city. • Collaborative - that they are connected to organisations to enhance the quality and scale of their work • Value for money – that across an application can demonstrate how they meet the principles, the impact that is delivered against the investment needed and the total contribution to the programme aims. <p>These were the original principles of the OMVCS programme which through the refresh process were clarified and adapted to account for the changes in the sector since 2018 and the impact of Covid-19.</p> <p>It was agreed that all applicants must meet the above expectations, but those requesting larger amounts of funding would be asked to provide more and different types of evidence. This information was outlined in additional guidance provided to applicants that was available on the Council's website.</p>
Funding Sizes	<p>Through the refresh process it was agreed to adapt the upper and lower funding amounts.</p> <p>The fund is split into three sizes of grant, all of which will be allocated for a period of three years:</p> <ol style="list-style-type: none"> 1. Small: between £30,000 and £120,000 over the life of the grant (£10,000–£40,000 a year). 2. Medium: between £120,001 and £210,000 over the life of the grant (£40,001–£70,000 a year). 3. Large: between £210,001 and £300,000 over the life of the grants (£70,001 - £100,000 a year).

- 3.3 A full outline of the engagement and co-design process, and the prospectus for the OMVCS 2023-2026 fund which outlines all of these changes can be found within the [last report to the committee](#) on this programme, in July 2022. At that time, Our Manchester Funds Team was finalising the proposals for the new fund and preparing to launch it in September 2022. The following section outlines the progress since July 2022, which includes an overview of the assessment process.

4.0 Progress Update July – December 2022

Launch and Applications Overview

- 4.1 Prior to and throughout the fund launch, the Our Manchester (OM) Funds Team hosted several open and targeted information events. These were attended by 175 VCSE representatives (which included sometimes more than one representative of the same organisation), and whilst detailed equality monitoring data was not gathered for individuals, 48 individuals described their organisation as being Black, Asian and Minority Ethnic led.
- 4.2 The programme opened for funding applications on 1 September 2022 and closed on 10 October 2022. Support available for applicants included:
- The prospectus and supporting detailed guidance on how to fill in their applications
 - An information video explaining the key criteria of the fund (this was made widely available via the Council website and included closed captions to maximise its accessibility)
 - An online eligibility checker, so organisations could easily check whether they (and their partners, in the case of partnership bids) could apply to the fund
 - A word version of the application, so that organisations could prepare their answers in advance of using the online Smart Survey form (this was a specific request identified through the engagement process with the voluntary sector, who said that this would make applying more accessible and easier for them)
- 4.3 Throughout this period, Macc, the City's VCSE infrastructure provider, provided support to organisations specifically in relation to the OMVCS Fund. Support included bookable one-to-one eligibility and proposal support sessions, alongside application advice and reviews. 18 groups were supported with one-to-one eligibility assessment for the Our Manchester VCS Fund and circa 30 groups were supported with draft applications. These figures do not include telephone and email queries about the fund from other groups.
- 4.4 Macc created a Frequently Asked Questions (FAQ) document which was regularly checked with the OM Funds Team to ensure accuracy and consistency with the fund guidance. The FAQ document was shared on Macc's website and emailed to groups to support them in their application process.
- 4.5 Following the closure of the application process, a summary of the numbers was as follows:

Number of applications received	217
Applications failing first sift	5 (1 fail, 4 errors)
Eligible applications	212
Total amount requested from the fund (across 3 years)	£33,989,693

- 4.6 The OM Funds Team undertook the first sift of the applications, to check all applications against the eligibility criteria for the fund. Only five applications failed the first sift, suggesting the guidance on eligibility was clear, accessible and easy to follow. This resulted in 212 applications for the assessment panel to review.
- 4.7 By comparison, the first OMVCS programme received 144 applications with 113 to be reviewed following first sift checks. The programme has risen in profile considerably in the intervening years, at the same time as other longer-term funds of its type have become harder to access. It was always likely that the refreshed fund would be substantially oversubscribed, and demand would far outweigh the available budget. For context, it is likely that in the region of 70 applications can be supported from the available budget, which is only around a third of the number received.
- 4.8 It should be noted that the OMVCS programme represents just one source of the Council's funding to the VCSE sector and whilst it is the most substantial and does have unique features compared to other funds, it sits within a wider Council funding landscape. Further to that, the Council's funding commitment sits within a wider funding context in the City, and through its infrastructure contract, Macc can support VCSE groups to identify suitable alternative sources of funding.

Assessment Panel Process

- 4.9 Following the first sift process, an assessment process has taken place. The assessment panel was brought together based on individuals' relevant expertise to the fund, experience with and in the voluntary sector, and availability. As agreed at the co-design stage, it was important that the panel included Council officer perspectives relevant to the funds and its aims, but that it should also include contributions that were independent from the Council and that there should be some diversity reflected in the panel make-up.
- 4.10 The panel was chaired by Millie Brown, Collaboration Manager at Macc, who acted as an independent and non-voting chair, ensuring the process was carried out robustly and as planned. The panel members were as follows:

Keiran Barnes	Policy and Programmes Manager (Communities and VCSE), MCC
Val Bayliss-Brideaux	Head of Engagement (Manchester), Manchester Integrated Care System
Paul Furley	Commissioning Development Specialist, Adult Social Care, MCC
Mandy Salmon	Neighbourhood Manager, MCC
Carol Ann Whitehead	Co-founder and Managing Director, The Zebra Partnership
Barry Young	Equalities Specialist, MCC

- 4.11 Panel members were provided with training, which included:

- Clarity over the purpose, aims and priorities of the fund
- A test-run of the assessment and deliberation process and templates
- A focus on conscious and unconscious bias and the importance of irradicating bias from the assessment process
- Insight on common barriers that applicants experience
- An opportunity for the panel to learn about each other's backgrounds and skills within the panel process

- 4.12 The face-to-face panel process extends across 35 hours over 5 days in November and December. This is in addition to the large number of hours each individual panellist has spent assessing and scoring all of the 212 eligible applications and the half day training session.
- 4.13 Applications have been scored on the following six areas. Both the applicants and the assessment panel were provided with guiding principles for what a high scoring application should include, and how these criteria would be weighted in the assessment process:

Area	Weighting %
1. Link to aims of the programme	30
2. Demonstrating impact	20
3. Well run	20
4. Collaborative	10
5. Strengths based approach	10
6. Value for money	10

- 4.14 Each panel member individually scored all applications and recorded the reasons for their decisions on the templates provided by the OM Funds Team. Panels were organised by size of application (small, medium, large) to ensure decisions were consistent and proportionate to what was being applied for. At the time of writing this report, the small and medium grant panels have been held and initial ranks and deliberations have been recorded. The final panel sessions will be held on 1 and 2 December, before the Committee is scheduled to meet, and an update on the latter stages of the panel process can be shared at the meeting.
- 4.15 Applications that have consistently scored either very highly or very low across all panellists and all funding criteria have been identified as either recommended for funding, or not meeting the criteria that would deem them fundable respectively.
- 4.16 Applications that have been less consistently high or low scoring have been systematically considered by the panel, looking for evidence to support each element of the assessment criteria. This has enabled the panel to determine which should be taken forwards as potentially fundable and which have not. All potentially fundable applications are subject to a balancing exercise. This exercise seeks to ensure that the panel is able to recommend a funding portfolio of high-ranking applications that will:

- Support the funding programme's core purpose and aims
- Proportionately target areas of under-representation across neighbourhoods and communities of identity, including but not limited to North and East Manchester VCSE organisations, VCSE organisations that are Black, Asian and minority ethnic-led, VCSE organisations supporting people who have experienced racial inequality
- Demonstrate a balanced range of organisations by size, type and activities that deliver against the funding programme's aims

4.17 To support the balancing process, data from and about the applications will be combined with relevant city data / priorities (e.g. Ward information from the Cost of Living Crisis Stakeholder Pack). The independent chair and the OM Funds Team will support the panel to ensure that the recommended portfolio has been arrived at by following a robust process and reflects the priorities and needs of the city as much as was possible from the submitted applications.

5.0 Overview of Applications Received

5.1 Below is an overview of the data drawn from the 212 eligible applications to the OMVCS Fund, for the Committee's information. This demonstrates the scale and breadth contained within the applications and offers reassurance about the ability of the eventual cohort of funded organisations to support the programme's purpose and aims. This data should be read with several caveats in mind.

1. That the data provided is based on application data and is best viewed as indicative rather than authoritative. The programme relies on organisations to be able to gather supply the data requested, which is not consistently the case. In addition, due to the nature of area-based delivery and community work, many organisations support residents from outside of their immediate areas, so the correlation between location and beneficiary numbers is not a robust one.
2. The information provided is regarding all eligible applications received. The final portfolio of fundable organisations will only be circa 30% of these, and the data around proposed delivery (taking into account the caveat above) will likely look different. The balancing process, however, will ensure that a rounded and qualitative approach is taken to ensuring funded activity provides a meaningful and effective contribution to the aims of the programme and the Our Manchester strategy, rather than basing it on these statistics alone.
3. Organisations record demographic information using different methodologies and not all organisations applying to the fund capture data in the ways the application requested. It has therefore not been possible to provide a reliable breakdown of demographic data.

Asks of the Programme

5.2 The majority of applications received were from individual organisations. Only 6 eligible bids (2.8%) were from partnerships. The majority of bids were

pitched in the medium category and the total ask of the funding from the programme was just over £34 million across three years (actual budget is £7.2 million across three years). This clearly demonstrates the level of oversubscription to this fund, and the challenges that the VCSE sector faces in identifying funding of this type.

Funding Category (over 3yrs)	Applications in this category	As a percentage of eligible bids	Total ask in each category	As a percentage of total ask
Small (£30,000 – £120,000)	81	38.2%	£7,511,328	22%
Medium (£120,001 – £210,000)	95	44.8%	£16,445,543	48.2%
Large (£210,001 – £300,000)	36	17%	£10,139,322	29.7%
TOTALS	212	100%	£34,096,193	100%

- 5.3 The proposals submitted all addressed one or more of the funds' aims. Many applicants identified all the fund's aims as being relevant to their activity. A breakdown of coverage against the aims is summarised in the table below. The extensive coverage of all the aims in the eligible cohort offers reassurance that the final funded cohort will have a positive impact across these areas in the coming three years.

Funding Category	Count	As a percentage of eligible bids
Addressing inequalities and building inclusion	176	83%
Promoting communities' health and wellbeing	196	92.5%
Tackling poverty	146	68.9%

- 5.4 Around 30% of the applications were from applicants stating that they already held the Living Wage Employer accreditation. Of those that did not, the large majority committed to pursuing this within the first two years, if funded. The team will work with successful applicants who are not Living Wage Employer accredited to help them achieve the period 2023-25.

Where applicants are based

- 5.5 The majority of applicants (circa 81%) are registered in the Manchester area. The largest proportion are in Central Manchester. Due to the way that postcode data correlates to Ward boundaries, it has not been possible to identify the correct area for four organisations, however all four are in either North or Central.

Area	No of applicants registered in area	As a % of eligible applicants
North	44	20.8%
Central	86	40.6%
South	39	18.4%
Outside Manchester	39	18.4%
Unknown (North/Central)	4	1.9%
TOTALS	212	100%

Proposed delivery

- 5.6 Applicants are proposing a wide range of activities and provision across Manchester. The following tables show where applicants propose to deliver their activities, both in terms of building on existing work and expanding to cover other areas of Manchester where applicable. There is a good spread of organisations proposing to deliver in each of North, Central and South Manchester.

Areas where applicants propose to deliver activity	Count	As a % of eligible applicants
North (one or more wards)	145	68.4%
Central (one or more wards)	161	75.9%
South (one or more wards)	144	67.9%

Demographics

- 5.7 From the demographic data provided (noting the caveats around this, as explained above), applicants indicated that they collectively worked with over 444,000 people in the last 12 months. This included residents across all protected characteristics including ethnic minorities, as well as other priority groups such as carers and armed forces veterans.
- 5.8 Data was provided which gave an indication across sexual orientation, disability, ethnicity and belief, but cannot be relied upon as being statistically robust. The OM Funds Team will undertake work over the life of the fund to improve the understanding of how these characteristics are reflected in the delivery of services. Funded organisations will receive support to improve their demographic reporting where appropriate.

6.0 Next Steps

- 6.1 As previously noted, at the time of writing this report, the panel assessment process has not concluded. The following timescales and activities map out the remainder of the panel, decision-making and follow-on processes through to commencement of funding on 1 April 2023.

Action	Timescale
Conclusion of the assessment panel process	2 December 2022
Proposed funded organisations for the new OMVCS 2023-2026 fund to be approved by the OMVCS Programme Board	w/c 19 December 2022
Organisations informed of outcome and due diligence process begins	w/c 2 January 2023
Due diligence process is completed	w/c 27 February 2023
New programme begins	1 April 2023

- 6.2 The decision to inform applicants of the outcome of the process as early as possible in January has been taken in recognition that many unsuccessful applicants may want to quickly make contact with the OM Funds Team and / or Macc to look at additional support or alternative funding options. Both teams will be on close-down over the Christmas period, and the judgement has been taken to inform applicants at a stage when they can readily make contact with the relevant officers.
- 6.3 A verbal update on the outcome of the panel process will be provided at the committee's meeting on 6 December, outlining the statistical coverage of the proposed programme against the available information. It is important to note that this will be before any decisions on individual bids are taken, so data will be thematic and will not include the names of individual applicant organisations. Officers will welcome the committee's comments on progress to date, but will not be able to divulge individual bid information, as the information will not be in the public domain.

7.0 Conclusions

- 7.1 This report offers assurance that the planned process for the OMVCS refresh and launch, as reported to this committee in July 2022, has been followed and continues to its conclusion to a high standard. The OM Funds Team would like to publicly thank the funding panel for their hard work.
- 7.2 In addition to the process, this report offers assurance of the ability of the applicants to the fund to deliver against the programme's purpose, aims and priorities. As noted earlier in this report, the breadth, talent and diversity of Manchester's VCSE sector is vital in providing residents with support in the most challenging times, and that is reflected in the applications received.
- 7.3 Following the decision-making and informing processes have concluded, the OM Funds Team will continue to work with Macc to ensure that unsuccessful applicants are able to access relevant and appropriate support and / or funds, as well as ensuring that successful applicants also receive ongoing support throughout the funding period.
- 7.4 The committee is asked to note and comment on the contents of this report.

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Manchester City Council Report for Resolution

Report to: Communities and Equalities Scrutiny Committee – 6 December 2022
Executive – 14 December 2022

Subject: Public Open Spaces CCTV

Report of: Strategic Director (Neighbourhoods)

Summary

This report details the policy and procedure developed following the review of Public Open Space CCTV. It details how we will ensure that the significant investment in CCTV is targeted effectively in the city whilst ensuring compliance with the Information Commissioners Office Code of Practice for surveillance cameras.

Recommendations

The Committee is recommended to:-

Endorse the recommendation to the Executive

The Executive is recommended to:-

Approve the Policy and Procedure for legitimacy and effectiveness of CCTV in the city.

Wards Affected: All

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

None

Equality, Diversity and Inclusion - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments
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By introducing a consistent criteria and regular review of the installation of CCTV in the city this will ensure that communities are not disproportionately impacted, or underserved by CCTV. Cameras will be sited in line with guidance to ensure that it is for a specified purpose which is in pursuit of a legitimate aim and necessary to meet an identified pressing need.
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Manchester Strategy outcomes	Summary of how this report aligns to the OMS/Contribution to the Strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	
A highly skilled city: world class and home grown talent sustaining the city's economic success	
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	
A liveable and low carbon city: a destination of choice to live, visit, work	The proportionate and appropriate use of CCTV in the city will contribute to the safety of the city to make it a destination of choice to live, visit and work.
A connected city: world class infrastructure and connectivity to drive growth	

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Background documents (available for public inspection):

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

Community Safety Strategy 2022-25

CCTV Code of Practice

1.0 Purpose of the Report

- 1.1 This report details the policy for the targeted placement of CCTV cameras across the city to ensure they are used effectively and in line with government guidance. The policy supports the CCTV Code of Practice which was agreed at the Council's Executive on 17th November 2021.

2.0 Background

- 2.1 The Council's CCTV Code of Practice reflects the Home Office Surveillance Camera Code of Practice and updated ICO Data Protection Code of Practice for surveillance cameras and personal information. It references the Home Office's Surveillance Camera Code of Practice, prepared in accordance with section 29 of the Protection of Freedoms Act 2012 and lists the guiding principles contained within it (See Appendix One).
- 2.2 The first principle for a CCTV camera being at a particular location is that it must be for a specified purpose which is in pursuit of a legitimate aim and necessary to meet an identified pressing need.
- 2.3 Historically CCTV cameras were installed in the city for different reasons, including investment in an area through regeneration, or in response to crime or anti-social behaviour in an area. This means that there are significant disparities of coverage across the city that do not correspond to a pressing need. CCTV cameras have broadly been maintained within each ward and so these disparities have remained over the last decade resulting in areas maintaining a greater number of cameras on the basis of historic investment.
- 2.4 In Moss Side, GMP invested in a significant number of cameras to deal with crime issues that were prevalent over 10 years ago. These cameras were owned by GMP but monitored through the MCC CCTV system. Following the upgrade to the CCTV platform in 2018 these cameras were no longer compatible and GMP did not replace them. This decision was taken after consideration and, taking into account, that GMP own no other cameras across Greater Manchester. This has left a gap in coverage in some areas that are identified as having a pressing need.
- 2.5 To ensure the Council was complying with the requirements of the codes of practice, and to address the discrepancies in the CCTV coverage of the city, the CCTV Board has proposed a review of Public Space CCTV Cameras in their current locations.
- 2.6 It should be noted that MCC CCTV is not the totality of surveillance in our neighbourhoods. CCTV is used by individuals and businesses, and this will also be used by police to detect crime, safeguard individuals and carry out investigations.
- 2.7 Consideration has also been given to the fact that CCTV, whilst a well-known response to crime, is not always the best or most effective tool for responding

to crime and anti-social behaviour in an area. Our CCTV is overt and therefore individuals can easily prevent identification from CCTV footage.

3.0 Investment in CCTV

- 3.1 Significant investment has been made to upgrade the CCTV system in the city in recent years including the upgrade to the platform in 2018 and this year will see £618k investment in upgrading 169 cameras that are over 7 years old.
- 3.2 Additional funds have also been secured to expand the number of flytipping cameras that can be deployed across the city to address areas that are subjected to sustained flytipping.
- 3.3 It is key that this investment is used to ensure that CCTV is being deployed to address a pressing need and to address the crime that impacts people who live, work and visit Manchester.

4.0 CCTV Board

- 4.1 A CCTV Board has been established to review and oversee the additional investment in CCTV and to identify the proposed policy to implement the effective use of these resources.
- 4.2 The CCTV Board includes representation from MCC, Neighbourhoods, Community Safety, Capital Programmes and Highways, Compliance, Democratic Legal Services, Events, Public Realm, Greater Manchester Police and Cityco.
- 4.3 The Board has agreed an approach to include:
 - Identification of the effectiveness of the CCTV cameras that are operating on the CCTV platform,
 - A process for the ongoing review of the effectiveness of individual cameras,
 - The ability to respond to pressing need for cameras in response to emerging problems
 - Assurance of compliance with appropriate guidance.
- 4.4 An initial review of effectiveness of all cameras will take place on approval for the policy so new replacement cameras are fitted in compliance with the guidance.

5.0 Policy and Procedure for CCTV legitimacy and effectiveness

- 5.1 The following criteria will be used to determine the legitimacy and effectiveness of a CCTV camera in a location:
 - Average crime density (GMP Data)
 - Average harm density (GMP Data)

- Number of times used in a 12-month period* (CCTV Control Room data)
- Number of hours/minutes used for in a 12-month period* (CCTV Control Room data)
- Number of occasions on which footage was released to GMP in a 12-month period

5.2 The priority crimes that may be influenced using CCTV are identified as follows:

- assaults (violence with injury),
- robbery,
- rape,
- drug dealing,
- affray (and violent disorder)
- possession of weapons

5.3 For each criterion, scores are identified to take account of locations that scored the same, and scores are given an order score. The order score for each criterion at each current camera location is added together to create a list of camera locations in order of effectiveness.

5.4 There will be regular opportunities to review whether the CCTV cameras are legitimate and addressing the areas with the greatest need, in accordance with the defined criteria. Requests that relate to the types of crimes that GMP have advised are best influenced by CCTV as set out in section 5.2 of the report will be considered on a quarterly basis by the CCTV Board.

5.5 CCTV moves within wards that are supported by the local partnership will be facilitated locally.

5.6 New requests for CCTV made by residents, councillors, police, council officers or others will be considered by the local partnership, who will agree whether it meets a pressing need and is the most appropriate intervention to address the concerns raised. If there is not a camera that can be repositioned from within the ward, this will be put to the Board for consideration for a priority move.

5.7 The Board will consider the request from the Neighbourhood, alongside information on crime and harm data, usage and control time of existing cameras, as well as factors such as proximity to other cameras and identification of an appropriate location for the camera. This will ensure a consistent approach to prioritising CCTV coverage across the city.

5.8 Local councillors will be able to feed into the proposals for new locations and will be informed of any proposals that impact on cameras within their ward.

5.9 Where additional CCTV is not supported the local partnership will be asked to consider other appropriate interventions that may tackle the issue for example

engagement with local community, environmental improvements, activity to target individuals.

6.0 Additional Cameras

- 6.1 Whilst there are no additional cameras recommended in this note, it was considered helpful to set out the associated costs to ensure members have access to all relevant information.
- 6.2 A new CCTV Camera costs £2,892 (if at least 5 ordered), the connection to the Council's CCTV Wireless network costs £6k, and therefore the capital cost of one camera is £8,892, the transmission and maintenance costs are then £981 per camera per year.
- 6.3 Resources in the CCTV control room would also need to be considered if additional cameras were installed.

7.0 Legal Advice

- 7.1 Article 8 of the European Convention on Human Rights ('ECHR') concerns the right to family and private life. The right contained in Article 8 is known as a qualified right which means that there may be circumstances in which some interference with it is justifiable. This right means that an individual has the right to the level of personal privacy which is compatible with a democratic society, taking into account the equivalent rights and freedoms of others. Any interference with this right by the Council will be subject to a test of necessity. The Council is permitted to interfere with an individual's Article 8 right to privacy if the interference has an obvious legal justification. This could, for example, be because the interference is necessary for the prevention and detection of crime. In addition to having a legal justification, the amount of interference with the right must be proportionate to the end result achieved and only go as far as is required to achieve that result. In summary the Council's use of overt CCTV in a public place must be in pursuit of a legitimate aim, necessary to meet a pressing need, and proportionate.
- 7.2 The Council also needs to ensure that the use of CCTV and the location it operates in actually achieve the specific purpose(s) for which it is being used. Therefore, reviews should be carried out periodically to confirm this is the case.
- 7.3 In using CCTV cameras, the Council will be processing personal data relating to identifiable living individuals and needs to comply with both the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. When processing personal data, the Council must comply with key data protection principles including fairness, accountability, transparency and respect for the rights that individuals have under the data protection legislation. It is therefore important that the Council identifies an appropriate lawful basis for processing the personal data under Article 6 of the UK GDPR and justifies any processing to be necessary and proportionate.

- 7.4 The policy has been drafted in line with the above legislative requirements with a particular focus on demonstrating whether each of the CCTV cameras operated by the Council meet a pressing need and also achieve the specific purpose(s) for which they are being used. Where the proposed Review's finding is that a camera does not meet that criterion, it will recommend the camera is moved to a different location where its use is justified. If the cameras in question remain in their existing location the Council will not be complying with its statutory obligations and will potentially be a risk of someone complaining to the Information Commissioner's Office ('ICO') that there is an unwarranted interference with their right to privacy. If this happened the ICO could issue a decision that the Council's use of CCTV is not compliant with the ECHR and/or the UK GDPR leading to a loss of public confidence, reputational damage and in the worst-case scenario enforcement action.

8.0 Recommendations

- 8.1 It is recommended that the committee approve the Policy and Procedure for legitimacy and effectiveness of CCTV in the city.

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Appendix One

Biometrics and Surveillance Camera Commissioner Guiding Principles

System operators should adopt the following 12 guiding principles:

1. Use of a surveillance camera system must always be for a specified purpose which is in pursuit of a legitimate aim and necessary to meet an identified pressing need.
2. The user of a surveillance camera system must take into account its effect on individuals and their privacy, with regular reviews to ensure its use remains justified.
3. There must be as much transparency in the use of a surveillance camera system as possible, including a published contact point for access to information and complaints.
4. There must be clear responsibility and accountability for all surveillance camera system activities including images and information collected, held and used.
5. Clear rules, policies and procedures must be in place before a surveillance camera system is used, and these must be communicated to all who need to comply with them.
6. No more images and information should be stored than that which is strictly required for the stated purpose of a surveillance camera system, and such images and information should be deleted once their purposes have been discharged.
7. Access to retained images and information should be restricted and there must be clearly defined rules on who can gain access and for what purpose such access is granted; the disclosure of images and information should only take place when it is necessary for such a purpose or for law enforcement purposes.
8. Surveillance camera system operators should consider any approved operational, technical and competency standards relevant to a system and its purpose and work to meet and maintain those standards.
9. Surveillance camera system images and information should be subject to appropriate security measures to safeguard against unauthorised access and use.
10. There should be effective review and audit mechanisms to ensure legal requirements, policies and standards are complied with in practice, and regular reports should be published.
11. When the use of a surveillance camera system is in pursuit of a legitimate aim, and there is a pressing need for its use, it should then be used in the most effective way to support public safety and law enforcement with the aim of processing images and information of evidential value.
12. Any information used to support a surveillance camera system which compares against a reference database for matching purposes should be accurate and kept up to date.

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Manchester City Council Report for Information

Report to: Communities and Equalities Scrutiny Committee - 6 December 2022

Subject: Compliance and Enforcement Services - Performance in 2021/22

Report of: Strategic Director (Neighbourhoods)

Summary

To provide members with an update on demand for and performance of the Compliance and Enforcement service during 2021/22. The report also provides a forward look at challenges and future workload pressures as a result of changes to legislation, policy and areas of growth that will have an impact on the work carried out by Compliance and Enforcement teams.

Recommendations

That Members note and comment on the report.

Wards Affected: All

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

Many areas of work undertaken by the Compliance and Enforcement Services have a positive impact on working towards achieving the zero- carbon target for the city. This includes areas such as the work of the Environmental Protection team who comment on environmental aspects of planning applications, undertake Air Quality Monitoring and work with partners to reduce contributions of emissions from domestic burning and emissions from idling vehicles, use of electric vehicles in our teams, enforcement of compliance with Energy Performance Certificates and work to prevent inappropriate burning of waste.

Equality, Diversity and Inclusion - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments

This report outlines work the teams do to protect the public and the environment to make our neighbourhoods places where people want to live, work and socialise which will include engagement and education of residents and business owners from diverse backgrounds ensuring that our approach is inclusive, fair and that our services are accessible to all. The report also demonstrates the service's commitment to protecting the most vulnerable, and/or disadvantaged from those who will use illegal means to target groups for financial gain.

Manchester Strategy outcomes	Summary of how this report aligns to the OMS/Contribution to the Strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	By enforcing the law in a fair, equitable and consistent manner and taking firm action against those who flout the law or act irresponsibly, businesses are assisted in meeting their legal obligations while providing safe legally compliant jobs across a range of sectors
A highly skilled city: world class and home-grown talent sustaining the city's economic success	Providing advice and assistance to businesses to help them understand and comply with regulations contributes to thriving businesses which support the city's economy.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	
A liveable and low carbon city: a destination of choice to live, visit, work	Addressing nuisance issues to support individuals to live in successful neighbourhoods. Ensuring a safe and compliant night-time economy to sustain the city as a destination of choice. Supporting work to improve air quality and address contaminated land. Creating places where people want to live and stay.
A connected city: world class infrastructure and connectivity to drive growth	

Full details are in the body of the report, along with any implications for:

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

Financial Consequences – Revenue

None

Financial Consequences – Capital

None

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Background documents (available for public inspection):

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

Report to Communities & Equalities Scrutiny Committee 7th December 2021:
[Compliance and Enforcement Service – Overview of the role of the service and performance to date](#). Report of Strategic Director (Neighbourhoods).

1.0 Introduction

- 1.1 This report sets out the key areas of demand and how the teams performed across the whole service in 2021/22. The workload of the service is a combination of planned regulatory work such as inspection programmes; regulatory compliance activities such as assessing planning and licensing applications; reactive work such as investigating complaints from customers and proactive and project work to pick up on issues that are causing problems but may not be being reported or are intractable issues that need a focused, joined-up and targeted approach.
- 1.2 Due to the nature, breadth and complexity of the work undertaken by the service, successful partnership work is vital in achieving the desired outcome of thriving neighbourhoods. C&E teams work closely together and with services across the Council such as the Events Team, Neighbourhood Teams, Highways, Waste & Recycling, Public Health, Planning, Building Control & Licensing as well as external partners such as Greater Manchester Police, Greater Manchester Fire & Rescue Service and HMRC. Without day-to-day collaboration with partners, targeted days of action and joint project work, the service would not be able to achieve and sustain effective outcomes as evidenced by the examples provided in this report.

2.0 Background

- 2.1 The Compliance and Enforcement service brings together the services responsible for fulfilling the Council's statutory duties in respect of protecting the public and the environment and ensuring that businesses and residents comply with a range of legislation that helps to make our neighbourhoods places where people want to live, work and socialise.
- 2.2 The teams that make up the Compliance and Enforcement services are:
- **Neighbourhood Compliance Teams (NCT)** – based within the three neighbourhood areas of North, Central & South, the teams are responsible for compliance & enforcement across these areas, ensuring that local communities have safe, clean and attractive neighbourhoods to live in. Their particular focus is resident & business compliance with waste disposal & recycling; untidy private land; visual disamenity of private buildings & land; fly-tipping; littering; dog fouling; obstruction of pathways & pavements; flyposting; empty properties, alarms, burning and removing unauthorised encampments.
 - **Environmental Crimes Team (ECT)** – responsible for works carried out in default; contract management; enforcement support; prosecutions; dog control; management of contract for on street litter enforcement; alleygating maintenance and Public Spaces Protection Orders relating to gating and dog control.
 - **Neighbourhood Project Team (NPT)** - responsible for investigating incidents of fly-tipping in conjunction with Biffa, taking enforcement action against those

who illegally dispose of their waste and delivering the Commercial Waste Project.

- **Food, Health & Safety & Airport Team (FHS)** – responsible for regulating food safety and food standards; health and safety in certain premises; dealing with complaints and requests for service; accident investigations; public health in relation to infectious disease control; port health and the importation of foodstuffs arriving at Manchester Airport.
- **Environmental Protection Team (EP)** – responsible for dealing with the environmental aspects of planning applications; providing technical support to strategic regeneration schemes; noise control at large events and providing advice before and during exhumations to ensure they are carried out safely and in a dignified manner. The team discharge the council's regulatory duties in relation to contaminated land; industrial processes; air quality and private water supplies.
- **Licensing and Out of Hours Teams City Centre and City Wide (LOOH)** - responsible for licensing enforcement and for addressing a range of issues that can arise both during and outside of normal working hours e.g., licensed premises enforcement; street trading; domestic and commercial noise enforcement; busking; begging etc. These teams provide cover over 7 days providing a service during the day, evenings and at night. In the city centre the team also deals with resident & business compliance with waste disposal, untidy private land; fly-tipping; littering; dog fouling; highway obstructions including skips; flyposting; etc.
- **Trading Standards Team (TS)** - responsible for enforcing a wide range of criminal legislation aimed at protecting consumers and maintaining standards of fair trading e.g., counterfeiting; product safety; sale of age restricted products such as fireworks, alcohol, cigarettes, knives, solvents etc.; rogue traders; doorstep scams and regulation of weights and measures.
- **Housing Compliance & Enforcement Team (HCT)** - responsible for ensuring that privately rented properties meet acceptable safety and management standards. The team manage the licensing of HMOs and selective licensing schemes and deal with complaints regarding private rented housing ranging from complaints about disrepair to preventing unlawful eviction and harassment.
- **Compliance & Enforcement Support Team (CST)** – responsible for intelligence and evaluation of project-based activities, producing management information and monitoring service performance. The team also undertakes a wide range of desk-based compliance activities in support of the specialist teams: e.g., creating programmed inspection plans; verifying waste management contracts; food business registration; verification surveys and checks and management of the debt recovery and enforced sales processes. The team is also responsible for producing service wide statutory returns.

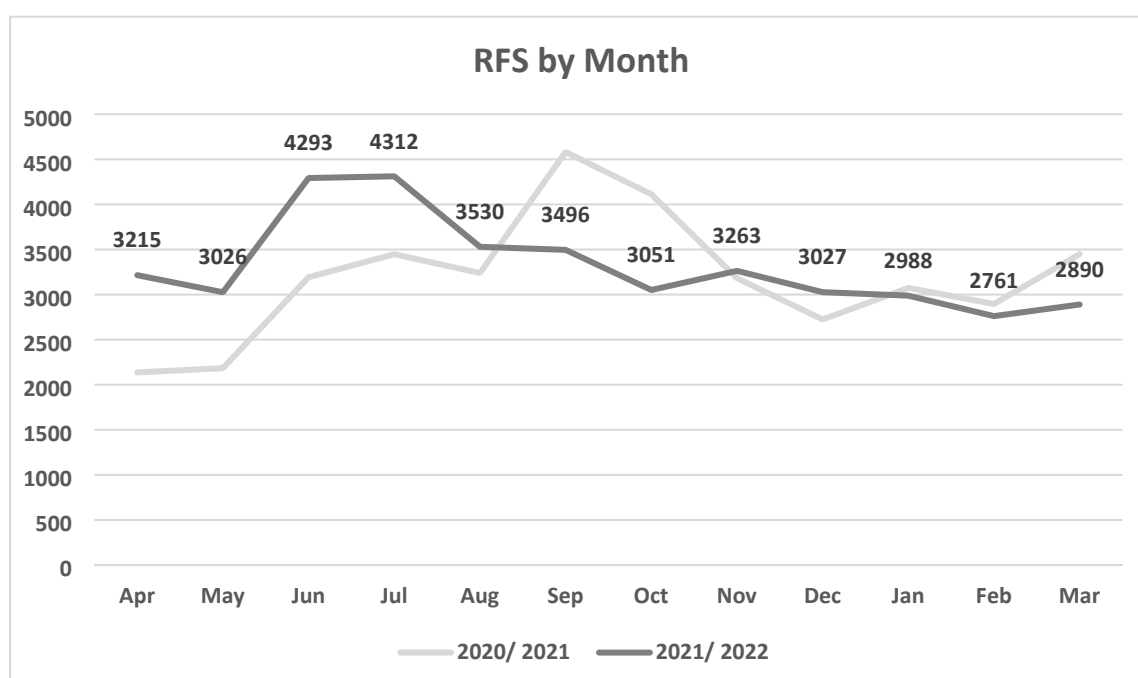
- 2.3 The service takes an Our Manchester approach to achieving compliance, working on the principle that the vast majority of citizens and businesses in Manchester want to do the right thing. Sometimes people are not sure what they need to do and our approach to achieving compliance includes working with people and giving them the chance to get it right.
- 2.4 The City Council's [Corporate Enforcement Policy](#) outlines the approach that officers should take when considering enforcement action. The policy is an overarching policy that applies to all the Council's Services with enforcement duties, although some services have specific Legislative Guidance and Regulations which set out the enforcement requirements in these services. The appropriate use of the full range of enforcement powers, including prosecution, is important, both to secure compliance with the law and to ensure that those who have duties under it may be held to account for failures to safeguard health, safety and welfare or breach of regulations enforced by the Council. In deciding on the most appropriate course of action officers should have regard to the principles set out in the policy and the need to maintain a balance between enforcement and other activities, including inspection, advice and education.
- 2.5 The policy states that an open, fair and proportionate approach will be taken in dealing with breaches of legislation which are regulated and enforced by the Council. Raising awareness and promoting good practice in regulated areas is the first step in preventing breaches, and officers of the Council will signpost to guidance on aspects of the law where requested to do so. Best efforts will be used to resolve any issues where the law may have been broken without taking formal action when the circumstances indicate that a minor offence may have been committed and the Council is confident that appropriate corrective action will be taken. However, there may be occasions when the breach is considered to be serious and/or where informal action is not appropriate. In such cases immediate enforcement action may be taken without prior notice and as noted above some services have specific Legislative Guidance and Regulations which set out the enforcement requirements in these services.
- 2.6 Case studies are included to illustrate the diverse nature of the issues that the service helps to resolve and to demonstrate the outcomes of our partnership work.

3.0 Demand

- 3.1 A total of 39,852 requests for service (RFS) were received in 21/22 compared to 38,221 in the previous year, a 4% increase in demand. This excludes proactive and programmed work which are addressed later in the report. 95% of all RFS Service Level Agreements were achieved which is consistent with previous years.
- 3.2 Figure 1 shows that the volume of RFS received by the service increased between May to July, which coincides with the further lifting of pandemic restrictions, to include the re-opening of indoor venues such as pubs, restaurants and cinemas and up to 10,000 spectators allowed to attend the larger outdoor seated venues such as football stadiums. June and July had

the highest volume of requests with these two months totalling almost 22% of all RFS received in the year. From July to August there was an equally steep decline which coincided with the removal of most remaining legal limits on social contact and the final closed sector of the economy re-opening, including nightclubs. The removal of most legal limits meant there was no longer a legal gateway to enforce COVID related legislation and this contributed to a reduction in demand. However, the Covid Response Team based in Environmental Health continued to provide invaluable education and support to workplaces in a variety of businesses sectors.

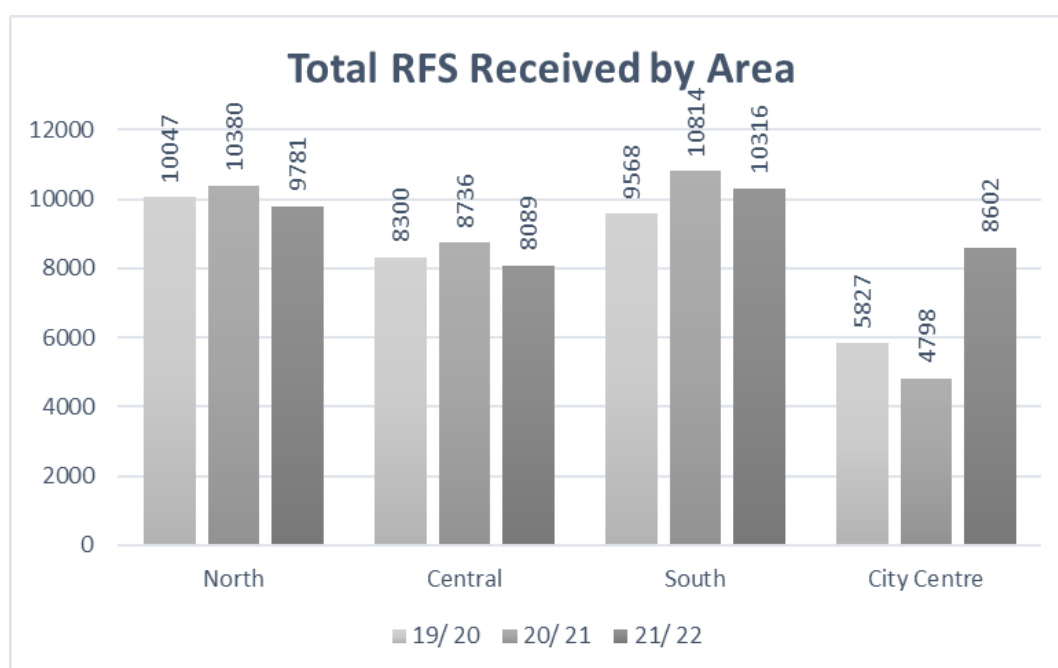
Figure 1. RFS Volume comparison by month and year



- 3.3 During the 2-year period (April 2020-March 2022) the Environmental Health Covid Response team was established using time limited funding via the Contain Outbreak Management Fund. Their main area of work was to help businesses and event organisers by advising and guiding them through lockdowns, reopening and surges in community infection rates. The team worked closely with the Health Protection Team following up on intelligence and engaging with businesses, issuing information updates, support, help and advice. The team also distributed COVID tests to workplaces and worked with Manchester Test and Trace colleagues during testing and vaccination pop ups. The Team dealt with over 2700 requests for service from businesses and the public, carried out over 4400 proactive engagement visits, responded to over 3,000 workplace incidents, investigated 299 outbreaks, assessed 1690 cases where two or more unrelated individuals tested positive, across 1261 businesses, and monitored 1818 individual cases for potential escalations. In addition, the Environmental Health Contact Tracers worked on Support to Self-Isolate with Manchester Test and Trace colleagues, offering vital help, support, and advice to Manchester people during their isolation periods.

- 3.4 Figure 2 compares the overall volume of RFS received, by area, over the last 3 years. The graph excludes RFS that have no specific ward assigned (3064). These mostly relate to Trading Standards issues such as notifications of unfair commercial practices where businesses that are located outside of Manchester operate across the city, but also include such things as COVID-19 requests for general advice and contact tracing information requests where we have not been provided with, or are unable to locate, an individual's address. Demand across most of the city has decreased slightly apart from in the City Centre which saw a substantial increase of 79% (4798 to 8602). This figure is skewed due to an individual complainant making multiple reports on a single issue, without providing the detail needed to resolve the complaints. If these complaints are removed the actual increase is 69% (4798 to 8117).

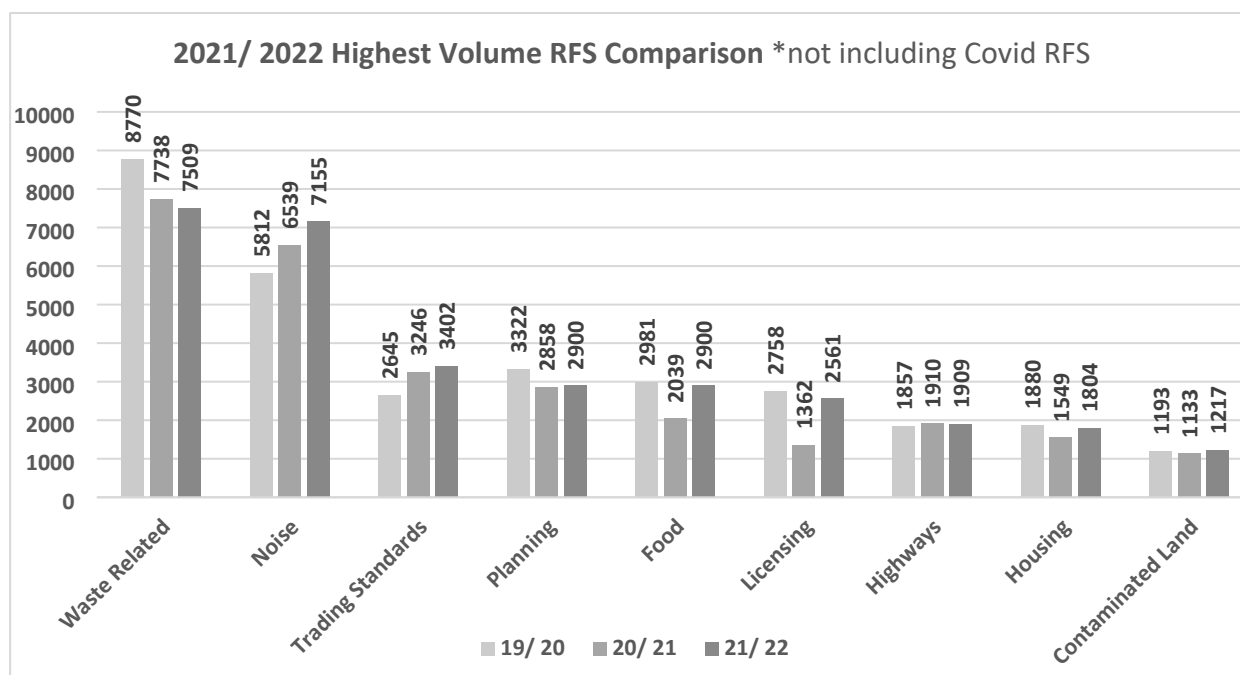
Figure 2. RFS Volume comparison by area and year



- 3.5 The key areas of increase in the city centre are Licensing work which increased by 83% (745 to 1366), and Food Safety related work by 100% (344 to 689). Licensing increases were mainly applications for temporary events 354% (120 to 545), and new licence applications 51% (90 to 136). Food Safety work includes new food premises registrations 158% (92 to 237), and food safety issues 185% (33 to 94).
- 3.6 The increase in City Centre Licensing work was linked to the positive action taken by the council to support the hospitality sector during the pandemic, and post July, the lifting of the remaining pandemic related restrictions within the Night time Economy (NTE) which brought with it a rise in RFS back to pre-Covid levels.
- 3.7 The sources of highest demand across the City are set out in Fig.3. For consistency and in order to provide a more accurate like for like comparison to

the previous year, COVID-19 RFS are excluded. As previous years, waste remains the highest volume of RFS received accounting for 19% of the total.

Figure 3. Highest volume of RFS category comparison by year



3.8 Waste Related RFS

3.8.1 A total of 7509 waste related RFS were dealt with in 21/ 22 compared to 7738 in 20/21. 43% in the North, 32% in Central, 20% in South and 4% in City Centre. 66 jobs (1%) were recorded as being Out of Manchester. These are cases where the source of fly-tipping originated outside of Manchester or on the border with a neighbouring authority. Comparing areas to the previous year, the South has seen the greatest reduction by 9% (1625 to 1478) followed by the North with 4% (3362 to 3228). The City Centre has seen the greatest increase by 11% (270 to 301) followed by Central with 2% (2391 to 2436).

3.8.2 35% (2600) of the 7509 waste related RFS were proactively identified and investigated. In the main, this was done by our Neighbourhood Project team (NPT) who work closely with Biffa to address incidents of fly-tipping and pursue legal action where appropriate. To note, these are fly-tipping cases referred for investigation and do not include fly-tips removed by Biffa where no evidence to identify perpetrators was found. The remaining waste RFS are from the public and jobs logged by MCC officers. These figures have been decreasing year on year since 2019 although in 21/22 the reduction was less than 1% (4946 to 4909). Through sustained efforts to proactively address waste issues within our neighbourhoods, including the partnership work with Biffa, targeted work with commercial waste and use of CCTV to both prevent and prosecute for fly-tipping offences, we expect the downward trend in waste related complaints to continue.

Case Study 1. Fly-tipping Prosecutions (Citywide)

Ardwick

In May 2021, a pharmacy in Ardwick was prosecuted for a commercial waste duty of care offence under s34 Environmental Protection Act 1990. Evidence was found by Biffa operatives and an officer in the Central Neighbourhood Compliance Team. The company failed to attend an interview under caution so they were prosecuted for the offence. The company also failed to attend the hearing at the Magistrates' Court and were found guilty in their absence. They were fined a total of £1475 including costs.

Rusholme

Neighbourhood Compliance Officers received reports of fly-tipping to the rear of Wilmslow Road, Rusholme. On investigation evidence was found and Legal Notice was served. The business owner did not comply, and the waste was removed in default. The company was prosecuted in the Magistrates Court and fined £5625 including costs, for fly-tipping and escape of waste.

Case Study 2. Fly-tipping Investigation CCTV (Ancoats & Beswick)

A fly-tipper was caught on Council CCTV cameras on 2 separate occasions fly-tipping large amounts of waste from his white Mercedes Sprinter Van onto Branson Street, Ancoats & Beswick. The defendant pleaded guilty at the court hearing and was fined a total of £1,660 including costs.



A second fly-tipper was caught on CCTV driving onto Branson Street and dumping items from the vehicle on the ground. Further CCTV evidence on the same day showed the same vehicle, return again, reverse up to the wasteland and dump more items including a mattress before driving off.

At an interview under caution the fly-tipper admitted the offence. He was initially given a FPN of £400, however, this remained unpaid, so a case was submitted to court. He failed to attend the first court hearing and a warrant for his arrest was issued. He was prosecuted for two offences of fly-tipping waste with total fine/costs of £1000

The site has since had barriers installed across the roads around Branson Street, which has been successful in stopping the constant fly-tipping in this location.



Case Study 3. Fly-tipping Investigation CCTV (Woodhouse Park)

A complaint was received from a resident to say they had witnessed a fly-tipping incident in Woodhouse Park. A vehicle registration, CCTV and a statement was provided. Upon contacting the registered keeper of the vehicle, they provided the details of the person driving the van.

The dumped waste was searched, and evidence found relating to a resident, who confirmed that she had paid the same man £50 to remove her waste after contacting him on Facebook. He admitted to the offence, saying he had acted on impulse and made a mistake. He was fined a total of £1,228 including costs. This case demonstrates the important role residents play in helping to address fly-tipping in their areas.



Case Study 4. Fly-tipping Investigation CCTV (Miles Platting & Newton Heath)

A referral was received to investigate a large amount of waste on land at Oldham Road, Miles Platting. A notice had previously been served on the landowners, which wasn't complied with, so the Environmental Crimes Team (ECT) arranged for contractors to clear the land.



As a result, the landowners were faced with a bill of £1264 to cover the cost of the waste clearance. So far, there have been no further issues on this site.

- 3.8.3 In the City Centre commercial district and Northern Quarter the city centre Public Spaces Protection Order (PSPO) has been a useful additional tool to educate and ensure businesses comply with their waste responsibilities. In 21/22, the LOOH team carried out 155 interventions at commercial premises, achieving compliance in the majority of cases through the business taking immediate action to cleanse public areas where business waste has been left out. This has had a positive impact on the areas covered. Where officers have repeatedly engaged with premises to seek compliance or it is determined an offence is more serious, a fixed penalty is issued. In 21/22 a total of 8 fixed penalty notices were issued to businesses in the City Centre PSPO area.

Case Study 5. PSPO - Commercial Waste (City Centre)

Ongoing, regular engagement with a business in Back Piccadilly regarding overspilled waste was not achieving the required change. Officers therefore used the PSPO and issued a fixed penalty notice of £100. The fixed penalty notice was paid, the overspilled waste was cleared, and officers have noted that this business has continued to manage their waste responsibly.

The action taken reinforced that Council officers do seek to work with businesses, but businesses must also play their part or appropriate enforcement action will be taken.

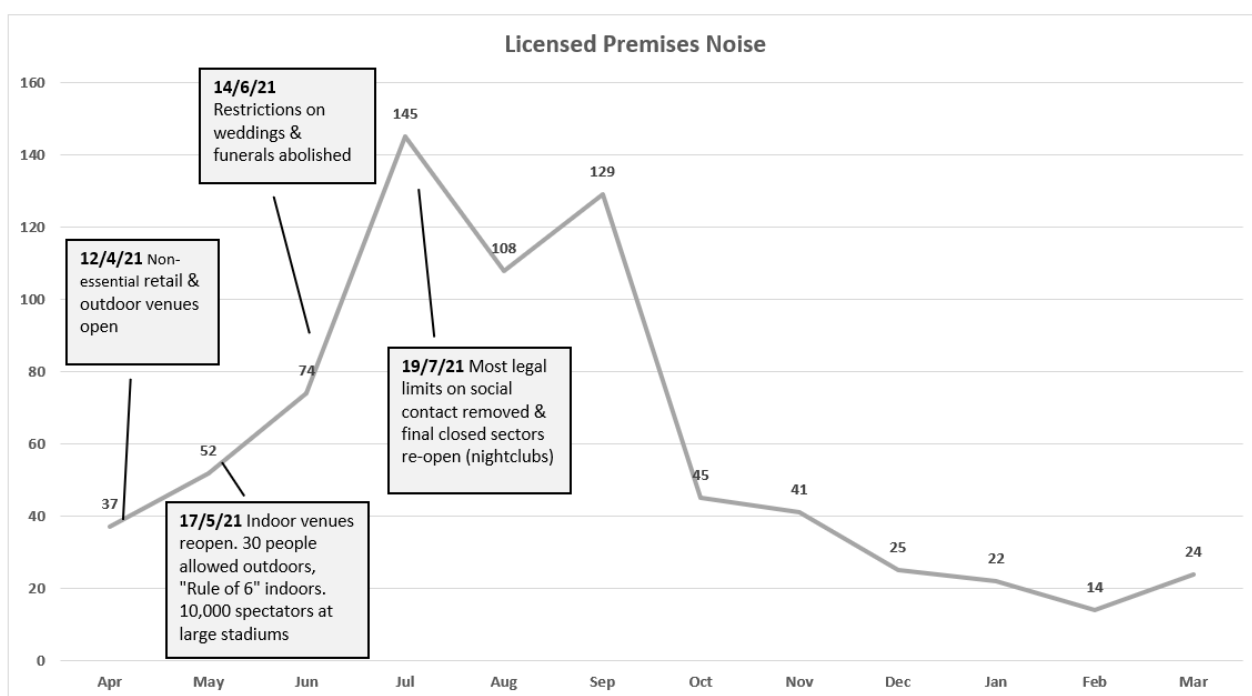
Case Study 6. PSPO - Commercial Waste (City Centre)

Commercial waste was found on Stevenson Square in the Northern Quarter within the designated PSPO area. Whilst most of the waste was contained within waste carrier sacks there was noticeable overspill on to the pavement. Officers engaged

with the businesses responsible advising them of the PSPO requirements. All excess waste on the highway was cleared away within fifteen minutes. This case demonstrates that the PSPO encourages a collaborative approach to gaining compliance quickly without having to resort to formal action/ financial penalty.

3.9 Noise RFS

- 3.9.1 Noise RFS have increased by 9% (6539 to 7155). RFS include domestic noise, licensed premises and construction noise. The largest increases related to noise from Licensed premises which increased by 430% (135 to 716), Noise “other” increased by 74% (247 to 431) which includes noise from buskers, pa systems, fireworks and revving cars. The largest decreases in relation to noise complaints were construction noise 20% (398 to 319), Alarms 17% (457 to 378) and commercial noise 7% (499 to 466).
- 3.9.2 The North of the city accounted for 22% of all Noise jobs, Central 22%, South 38% and City Centre 17%. Less than 1% (5) of jobs were not linked to a specific ward, these are RFS where the source of the noise is outside Manchester e.g., where a Manchester resident who lives on the border of a neighbouring Local Authority has complained about noise, and 48 jobs (less than 1%) that are general enquiries in relation to noise. The North had the largest reduction in noise complaints, reducing by 6% (1703 to 1597) in 21/22. The City Centre had the largest increase of 40% (854 to 1197) in 21/22.
- 3.9.3 In 20/21 noise from licensed premises reduced by 74% from the previous year due to COVID restrictions on businesses. However, in 21/22 noise complaints from Licensed premises saw the largest percentage increase at 430% (135 to 716) as businesses fully re-opened with events and footfall increasing. Figure 4 shows the number of licensed premises noise jobs received by the service in 21/22. It is notable that complaints rose from April to July coinciding with the gradual lifting of restrictions in those months. The most significant rise coincided with the lifting of restrictions on gatherings at weddings and funerals in June. Complaints then reduced from July rising sharply again between August and September coinciding with the return of students at the start of the academic year. There was a significant reduction during the remainder of the year.

Figure 4. Licensed Premises Noise RFS received during the year

Case Study 7. Noise – Licensed Premises (Clayton & Openshaw)

In October 2021 LOOH team received complaints of loud music from a restaurant on Ashton New Road in Openshaw. The premises was committing offences under the Licensing Act, selling alcohol, and providing regulated entertainment outside of the times permitted on their licence. In line with our Corporate Enforcement Policy officers attempted to work with the operator to gain compliance. However, the operator continued their unlawful operation, so a review of their licence was submitted.

At the hearing, the Licensing Committee agreed and granted the additional licence conditions requested by the LOOH officer as well as reducing the hours for licensable activities. The committee also agreed to apply conditions to regulated entertainment within deregulated hours* and restricted regulated entertainment from taking place beyond 10pm on certain days.

**Under the Licensing Act 2003 relevant entertainment does not require a licence if before 23:00. However, the act makes a provision that, at a review, a decision can be authorised to regulate entertainment (at any time of the day) by way of conditions on a licence.*

Case Study 8. Noise (Moston)

An individual from Moston was successfully prosecuted following the breach of a noise abatement notice. 2 breaches were witnessed in August 2020 and a seizure was carried out. The case was heard in court in July 2021. The perpetrator was fined a total of £1816 including costs.

3.10 Trading Standards RFS

- 3.10.1 Trading standards complaints include issues with product safety, consumer scams, doorstep crime, underage sales, illicit tobacco, weights and measures, animal welfare and counterfeiting. A total of 3402 RFS were received in 21/ 22 which is a 5% increase from 3246 in the previous year. The breakdown is North 362, Central 210, South 190, City Centre 179 and Citywide enquiries 883. The majority of RFS (46%) relate to businesses/organisations not located in but who operate in Manchester. This is an increase of 8% from the previous year attributed to increased complaints and notifications under unfair trading regulations which includes 'scams'.

Case Study 9. Scams (Cheetham)

Trading Standards officers helped a vulnerable person to avoid being scammed. Following receipt of an advice letter from Trading Standards the wife of the vulnerable person contacted the team to ask for assistance regarding a catalogue account that had been fraudulently set up in her husband's name. Officers raised this with the fraud team at the catalogue company and they closed the account and put steps in place so that if anyone tried to open an account in his name again it would have to be verified by his wife.

- 3.10.2 The largest increase is in RFS relating to commercial practices, unfair trading/consumer protection including sale of illicit tobacco. The service has also received a number of requests for new animal licences for activities such as dog breeding and daycare/ home boarding, which is unsurprising given the significant increase in dog ownership during the pandemic. There are also still complaints being received about illegal puppy breeding and the Trading Standards team is working with partners in the RSPCA to investigate these.
- 3.10.3 To address the increase in complaints relating to illicit tobacco, Trading Standards has been carrying out test purchases and subsequently inspecting premises with the assistance of a tobacco detection dog. A large number of seizures have been made of illegal tobacco which includes both counterfeit and wrongly labelled tobacco which has been illegally imported. Many of these cases are being investigated with a view to prosecution. Illicit tobacco is a blight on our communities with the sale of cheap tobacco facilitating people to continue to smoke rather than quitting and providing a possible pathway for young people to start smoking. There are also links to organised crime. Linked to this are complaints about non-compliant disposable vapes where they are incorrectly labelled, and the tank size is too big. The team has seized

significant quantities of these products. We are also seeing an increasing number of complaints about disposable vapes being sold to young people which we are addressing through carrying out test purchasing with young volunteers.

Case Study 10. Illicit Tobacco – (Rusholme)

Between November 2020 and June 2021 an investigation was launched into a business suspected of supplying illicit tobacco. Seizures of illicit tobacco were made from the business on two separate occasions. On the first occasion more than 11,000 cigarettes and 900g of rolling tobacco were found behind the counter of the premises, as well as in boxes and a rucksack. On the second occasion a tobacco dog assisted Trading Standards in detecting 600g of rolling tobacco and more than 2,000 illegal cigarettes stored behind the counter and from a hidden compartment built into the wall.

At a hearing held at Manchester Magistrates' Court the Rusholme business was charged with breaches of Tobacco and Related Products Regulations, as well as breaches of Trademark Regulations. The company director who claimed a haul of thousands of illegal cigarettes were for 'personal use' has been fined £16,000. No representative from the company attended the court hearing, and guilt was proven in absence, with the company ordered to pay a total of £18,750.

Case Study 11. Unsafe goods (Cheetham)

A business on Derby St, Cheetham and the company director were prosecuted for offences related to unsafe toys including toys containing excess phthalates (which is harmful if ingested by a child over a long period of time if sucked or chewed) non-compliant labelling and toys allowing direct access to battery compartments without a tool, posing a risk for an electrochemical burn. The company was fined £9000 with costs of £1171 and the director was fined £2400 with costs of £1151. The director was also disqualified from being a director for three years.

- 3.10.4 Trading Standards continue to receive complaints about scams and rogue traders carrying out unsatisfactory work at people's homes. The team is working with victims, especially more vulnerable consumers, to help prevent similar things happening to them again. Officers receive referrals on a monthly basis from the National Scams team who intercept scam mail and refer details of victims who have responded whether that be putting their personal details on forms or actually sending money through the post to scam companies. Trading Standards officers write to victims to advise them and find ways of tackling and reducing the amount of scam mail they receive. Recently the National team has worked in partnership with the Federal Trade Commission (FTC) on a successful prosecution against a company involved in scams and managed to secure funds to be returned to victims in the form of prepaid Mastercards. 12 victims in Manchester have been identified for monies to be returned with amounts ranging from £45 to £700. Trading Standards has been

working closely with Age UK and their newly developed scams team in referring victims who may need further advice or support with their finances.

3.11 Planning RFS

- 3.11.1 Planning work includes consultation on planning applications, pre-application consultations and review of conditions attached to planning permission. This area of work has slightly increased with 2900 RFS received in 21/ 22 compared to 2858 RFS received in 20/ 21. The breakdown is North 29%, Central 21%, South 20% and City Centre 30%. Citywide general enquiries/consultations less than 1%.

3.12 Contaminated Land RFS

- 3.12.1 Contaminated land RFS, have increased by 7% from 1133 to 1217. The Environmental Protection team is responsible for implementing Contaminated Land Regulations. The regulations require each local authority to inspect its area and where contaminated land is identified as defined in the Act arrange for it to be cleaned up.

3.13 Food and Health and Safety RFS

- 3.13.1 Food RFS increased by 41% compared to the previous year (2039 to 2880). Food RFS includes food hygiene complaints such as poor cleanliness, pest infestations and food poisoning issues and food standards complaints include labelling irregularities and failure to comply with allergen information and control systems. The breakdown for food RFS is as follows: North 21%, Central 22%, South 24% and City Centre 24%. There were also 9% citywide RFS cases for such things as requests for advice on setting up a food business.
- 3.13.2 The largest increase in Food work has been the registration of new food businesses and businesses found to be trading without registration. New food business registrations increased from 550 to 1031 in 21/22 an 88% increase. These figures are new food businesses that go on to trade. It is estimated that approximately 300 new food business applications don't actually open but the work to assess them will still have taken place. Through proactive visits and other intelligence, we have also found a significant increase in food businesses who are trading but have failed to register which has increased from 83 to 237 (186%).
- 3.13.3 The figures reflect a continuing increase in home food businesses and the popularity of online food delivery websites. The pandemic accelerated an already growing business area, so the increased demand is not surprising and is in line with the growth trend from 2017 to date. This increase has added additional pressure on team resources as there are unique challenges in assessing suitability to prepare food in a home setting including difficulty gaining access as this type of business does not typically operate during normal working hours. Online food websites such as Deliveroo, Uber Eats and Just Eat will not accept a food business until they are registered and awaiting

an inspection from the responsible Local Authority which adds additional pressure to the team. Typically, officers have found that home food business operators are generally compliant with food hygiene and safety standards.

- 3.13.4 The team also deal with H&S and Airport work. Health and Safety work includes accident and complaint investigations, review of risk assessments for events (particularly events involving lasers and pyrotechnics), inspection of tattooists, ear piercing and electrolysis services. This area of work has increased slightly from 163 in 20/21 to 186 in 21/22. Airport work includes clearing imported commercial consignments of non-animal and animal products for human consumption, food contact materials such as plastic kitchenware and organic consignments. Airport work increased slightly from 894 in 20/21 to 945 in 21/22. This work aims to ensure the safety of food being imported and protect public health by preventing the introduction of organisms and diseases into the UK. The team is also a Port Health Authority and works closely with the UK Health Security Agency (previously Public Health England) in dealing with any infectious disease issues and pests on planes.

Case Study 12. Health & Safety in the workplace (Whalley Range)

An officer visited a small supermarket premises in Whalley Range in August 2021 and during the inspection found that the restrictor plate guard was missing from the mincing machine which could have caused a serious injury to staff working at the shop.

The Officer served a prohibition notice to prevent the machine being used until a restrictor plate was fitted preventing access to the mincing blades, or any other equally effective measure.

The business complied with the notice by replacing the old machine and providing a safe new mincing machine with a restrictor plate. This is an example of how the food team ensure the safety of workers and reduce health & safety risks at places of work.

3.14 Housing Compliance RFS

- 3.14.1 Housing RFS cover damp, drainage, fire precautions, heating and hot water, gas and electric, unlawful eviction and tenant and landlord disputes. The service received 1804 RFS in 21/22 compared to 1549 the previous year, an increase of 16%. The RFS breakdown is North 38%, Central 34%, South 24% and City Centre 4%. The 3 main categories of complaints received were dampness and leaks 671, unlawful evictions 185 and heating and hot water 184. RFS for dampness and leaks remains the highest volume RFS received by the Housing Compliance team year on year.

Case Study 13. Housing Defects – (Levenshulme)

In December 2021, the Housing Compliance and Enforcement team received a complaint from a family, living above a takeaway, that had no heating despite bills being included in the rent. On inspection, it was found that the gas meter, located in a shop rather than the flat itself, had been removed. The inspection also uncovered that the property was completely unsuitable for the family (mother father, 2 teenage son and a 12-year-old daughter who were all sleeping in the lounge and had only basic cooking and sanitary facilities).

The hazards posed to the tenants were serious including excess cold due to the lack of heating, fire safety due to the lack of detection between commercial and residential and the access to the flat being through the shop, overcrowding due to the only habitable room being the lounge, where the family slept, and electrical safety as there was an open consumer unit with loose wires

Following the inspection officers served an emergency prohibition notice, meaning that no one could remain / sleep in the building until the landlord removed the hazards. The family were temporarily accommodated through Housing Solutions and a referral was made to social services for the safeguarding of the children. This case demonstrates the important role the team plays in helping improve housing conditions for our most vulnerable citizens

- 3.14.2 In 19/20 the number of unlawful eviction RFS was 241, in 20/21 this reduced to 148 and in 21/22 this has increased to 185 (25% increase). The team will monitor this trend closely to see if this continues to increase and identify the reasons behind it. When the team receive a complaint of harassment or potential illegal eviction, both the tenant and the landlord are contacted. The main objective is to ensure tenants are aware of their rights, with the desired outcome being that, where appropriate, the tenant will be able to maintain their tenancy and to make landlords aware that they need to follow the due legal process when attempting to evict a tenant.

Case Study 14. Breach of HMO Regulations – (Longsight)

The Management of HMO Regulations (2006) are in place to ensure basic property and management standards including fire safety, for the benefit of tenants in the private rented sector.

A large property agent on Dickenson Road, Longsight was issued a civil penalty notice in August 2020 after a House in Multiple Occupation (HMO) managed by the company was found to be in breach of HMO regulations. The company appealed the fine through the First-Tier Residential Property Tribunal, however the tribunal upheld the Council's decision to impose the penalty agreeing that the agent was guilty of 'systematic failings' and the breaches were significant enough to warrant the Civil Penalty Notice, ordering the company to pay £21,499.

Housing Compliance officers found fundamental fire safety breaches, including obstructions to escape ways, doors that could not be unlocked without a key in the event of fire and no installed smoke alarms on initial inspection. The management

company also failed to provide a gas safety certificate when requested, and deficiencies were found in the electrical installation. Parts of the property were also found to be in a poor state of repair.

Officers attempted to engage the management company on a number of occasions to address the issues at the property and support them to mitigate the serious fire safety breaches, such as fitting temporary fire alarms, but to no avail.

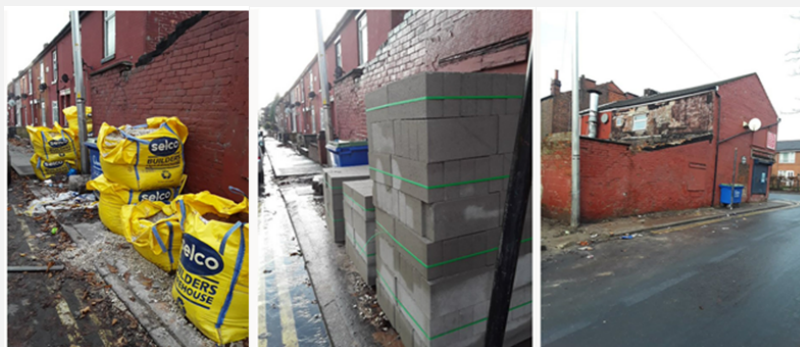
The investigation of the property on Dickenson Road was part of a focused day of action targeting private rented sector properties on the road, which led to the Council issuing two emergency prohibitions (prohibiting the use of the property with immediate effect), two notices for emergency repair works, two improvement notices and four £300 demand notices. This day of action investigation work also led to a separate prosecution for breaching a formal notice served to mitigate Health and Safety risks in a residential property.

3.15 Highways Related RFS

- 3.15.1 Highways related RFS cover issues such as obstructions, muddled sites and overhanging vegetation. There was no change in volume of work in this area with 1,909 jobs received in 21/22 compared to 1,910 received the previous year. In addition to the reported jobs NCT officers also proactively address obstructions they come across as they patrol their areas including obstructions that can be easily removed such as goods displayed beyond the curtilage of a small business or A boards. These matters are usually resolved informally at the time so are not captured in the stats.

Case Study 15. Highway Obstruction – (Harpurhey)

Hillier Street North, Harpurhey, Builders working at a property used the pavement to store various building materials dangerously forcing pedestrians onto the road. Officers served notice to get the obstruction removed from the pavement.



3.16 Licensing RFS

- 3.16.1 Licensing work was relatively consistent over the 3-year period from 17/18 - 19/20 but dropped by almost 51% in 20/ 21 due to the closure of licensed

premises and licenced activities during pandemic lockdown periods. Licensing work in 21/22 has, however, returned to pre-covid level increasing by 88% (1362 to 2561). Licensing work includes responding to new applications, licence suspensions, consideration of temporary event notifications (TENs) and requests related to premises licence conditions. All areas of the city have seen an increase when compared to 20/ 21. In the North of the city the increase was from 180 to 359, In Central from 162 to 334, in South from 273 to 498, and in the City Centre from 745 to 1366.

- 3.16.2 A premises licence can be suspended if the holder of the licence fails to pay the fee due from one or more previous financial years. Referrals of suspensions from the Licensing Unit enable enforcement officers to ensure premises are not operating whilst their licence is suspended. In doing so this encourages businesses to pay the fee to reinstate the licence and therefore the work of the LOOH team contributes to achieving income maximisation for the Council. The team has also increased checks on pavement applications and licences and dealing with subsequent issues.
- 3.16.3 The service has also seen an increase in the number of TENs due to people now being able to enjoy events and celebrations previously delayed or suspended due to the pandemic and the temporary increase in the allowance for temporary event notices.

Case Study 16. Licence Review (City Centre)

In September 2021 a serious incident of public disorder took place at a nightclub in the City Centre. The nightclub had previously been investigated for a number of incidents including noise from music and car horns, antisocial behaviour linked to drug misuse and fighting alongside the breach of conditions of the licence.

The front barriers and door to the entrance of the club were rushed by a large group of young men requiring a large scale response from GMP. A subsequent Summary Review was sought by GMP, supported by LOOH. The matter was considered by the Licensing and Appeals Committee who imposed further conditions on the licence.

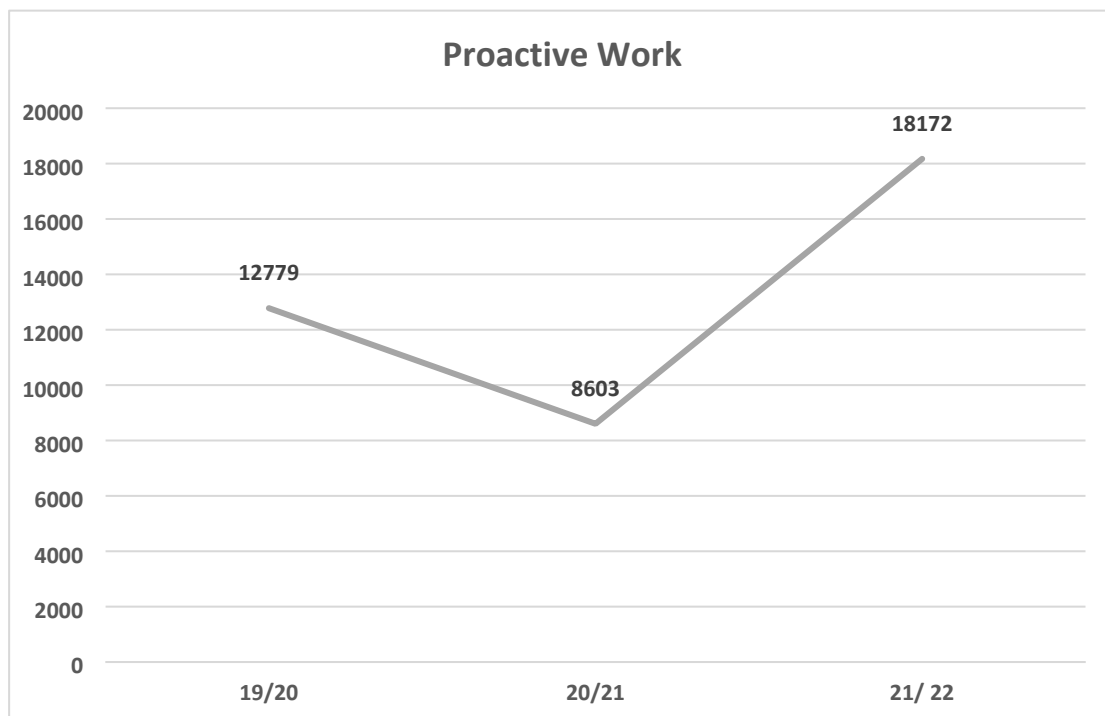
These stringent conditions were carefully monitored by LOOH Officers and appear to have had the desired effect. The noise complaints stopped. The antisocial behaviour from outside the premises ceased. Regular resident group meetings have been held with the nightclub management and since the hearing the residents have been extremely positive about the complete turnaround the changes have made.

In March 2022 GMP provided evidence, including this case, to substantiate their application for a Tilley award, in relation to the close partnership working between GMP and LOOH. This is an award presented for excellent partnership working between GMP and their partners in support of each other to benefit the wider community.

4.0 Proactive Activities

- 4.1 Proactive work provides the opportunity to give advice and support to businesses who want to be compliant, as well as holding to account businesses who don't follow the advice given. Establishing and maintaining positive relationships with businesses also supports compliance in times of uncertainty, such as having to quickly adapt to changes with new legislation and guidance, or as we are currently seeing, acute economic pressures with the increasing cost of energy and other business overheads. Businesses are making difficult decisions in response to the increasing economic pressure and while most businesses will work with us to ensure they continue to remain compliant, there will be some, either as a result of uninformed decisions or refusal to act on guidance, that will require more formal interventions.
- 4.2 Figure 5 shows all proactive activity by year. In 20/21 proactive work was initially impacted as a result of the pandemic, where proactive activities dropped by 32% (12779 to 8603). Proactive work for 21/22 increased significantly in the main due to the services' response to support businesses in managing the impact of COVID. In total proactive jobs increased by 111% (8603 to 18172) compared to the previous year.

Figure 5. Volume of proactive activity by year



- 4.3 Fig 6 shows the highest volume proactive work areas and how they compare to the previous year. These accounted for 92% of all proactive work done, with COVID-19 related work alone accounting for 58% of all proactive work. As mentioned in section 3.3 when COVID-19 restrictions and RFS reduced, the team increased proactive efforts in education and support, working closely with Health Services to ensure public safety.

Figure 6. Highest volume proactive categories

Job Type	2019/ 2020	2020/ 2021	2021/ 2022	Difference	% Change
COVID 19	0	2938	10524	7586	258.20%
Non-Commercial Waste	2343	2375	2634	259	10.91%
Licensing	2461	929	1853	924	99.46%
Commercial Waste	2569	755	1770	1015	134.44%

4.4 COVID-19

4.4.1 As detailed in the 20/21 Performance Report, aligned with the public health response to COVID-19, teams were quick to channel resources into new and emerging COVID-19 workstreams such as managing outbreaks and clusters, test and trace support and investigating cases of COVID-19 in business premises and workplaces. Officers also ensured business practices were COVID-19 secure, providing advice, testing kits, site visits and where necessary, taking enforcement action to ensure compliance. The redirection of resource onto COVID-19 related work meant that teams were continuously working to prioritise workload while also managing high volumes of COVID-19 related demands. The following is an overview of the work that was carried out from August 2021 to March 2022 in response to the COVID-19 pandemic.

4.4.2 **Aug - Sept 2021:** Due to the increase in cases reported, Environmental Health Officers working with businesses on risk assessments were brought in to the Environmental Health Outbreak Control Team to help investigate small clusters within businesses.

4.4.3 Officers worked on engagement visits targeting gyms, offices, retail premises and follow up engagement with the hospitality sector on the National Risky Venue Alert Scheme. The scheme notified the team when there were 2 or more cases testing positive on the same day in a venue. Covid Response Engagement work also targeted the 8 defined areas/wards as set out in the Public Health Covid Response Plan. Partnership work was undertaken with the Testing Team and Manchester Foundation Trust on testing and vaccination events and joint engagement.

4.4.4 **Oct - Dec 2021:** Mask wearing, and good hygiene practices were encouraged during Covid Response engagement visits as the requirement for social distancing had been removed. Covid Risk assessments were still in place at

this point so these were being checked. Priority work, at this time, was the delivery of actions identified in the Health Protection Covid 19 12 Point Plan. Work was undertaken with event organisers on their Covid controls including the Conservative Party Conference, Christmas Markets, ice rink and Lightopia. Engagement work also continued as the number of positive cases began to increase over Christmas and into January 2022.

4.4.5 Jan - March 2022: New Regulations were introduced for the display of signage regarding requirements for wearing face coverings. Engagement work continued with 671 advice visits carried out resulting in 76 warning letters being issued. No formal action was taken as the regulations were disbanded before a legal assessment was determined. Tens of thousands of positive cases were recorded in January 2022, which led to the team adopting a different approach to cope with the increased demand

4.4.6 Feb/March 2022 – The Prime Minister issued a 'Living with Covid' Statement and Test and Trace/contact tracing ended at the end of Feb 2022. This resulted in a huge drop in RFS. Engagement continued but was increasingly hard with no regulations to enforce. The team assisted in promoting the vaccination programme.

Case Study 17. COVID-19 – Proactive education (City Centre)

Officers visited a business premises on Hilton Street to establish if they had an issue with COVID cases and whether they needed any advice, as intelligence had shown that 2 or more people had checked into the business premises within their infectious period. Officers found that although staff managed some aspects well such as regular cleaning of high touch point areas and the card payment machine, tables cleaned after every use and a full deep clean at the end of every day, there were a number of risks that were not managed well. Officers worked with the business to address the following issues:

- Staff did not have regular Lateral Flow Tests (LFT) – Officers advised management to encourage staff to take regular LFT's at least once a week to mitigate the risk of COVID-19.
- Hand sanitizer was not available – Officers advised management to place hand sanitizer at the entrance and strategically around the premises, which would mitigate the risk of contracting Covid -19
- QR code and hand sanitizer signage was not displayed – Officers advised it would be good practice to display the QR code to give the customers the option to use it and that it was necessary for hand sanitizer signage to be displayed following the government guidance.
- Ventilation - premises did not have air conditioning, the windows and door were closed at the time of visit.

- Risk assessment not seen -. Officers advised management to update the risk assessment with current government guidance and submit a copy to officers which was provided.

All points raised were addressed by the business,

4.5 Proactive Non-Commercial Waste Work

- 4.5.1 Proactive work around non-commercial waste activities increased in 21/22 by 11%. This work includes domestic waste, fly-tipping and waste on land where there is no evidence of commercial involvement. There has been an increase year on year in proactive activity to address fly-tipping incidents and in 21/22 this area of work increased by 98% (373 to 738). As noted in section 3.8 RFS for fly-tipping are falling mainly due to the focus of the proactive work.

Case Study 18. Waste (Moston / Harpurhey)

PDPAs served to address excessive waste at a property on Edale Avenue, Moston and to resolve unsightly land off Gill Street, Harpurhey, right,



Case Study 19. Waste (Miles Platting & Newton Heath / Crumpsall)

Waste issues in a garage on Crayford Road, Newton Heath, and at the front of a Crumpsall property, were both resolved following the serving of a PDPA Notice by Compliance Officers.



Case Study 20. Waste (Burnage)

Following previous issues at a privately owned bin store on Burnage Lane, NCT officers noticed that waste was building up again. The investigating officer liaised with the Managing Agent to ensure that the waste was quickly removed, and that the area was secured so that it was only available to occupants of the flats. The officer also asked the Neighbourhood Team to carry out some education with the occupants of the flats to help them manage their waste more effectively.

Case Study 21. Waste (Ancoats & Beswick)

Waste was found by Biffa Operatives on Clayton Lane. Details were found in the waste relating to an address in Salford. After writing to the address, investigating officers were contacted by the resident who explained they had contracted a third party to remove the waste. They failed to check that the person was authorised to transport waste or had a waste transfer licence with the Environment Agency. They could not provide any evidence of the transaction so; the case was prosecuted, and the resident fined £892.



Case Study 22. Waste Partnership Work Examples (North & South)

North NCT, Neighbourhoods, Waste & Recycling and Neighbourhood Project Team met to devise a plan of action to address the continual fly-tipping in the alleyway between Wellington and Hallworth Road, Crumpsall. As a result, a joint day of action took place on the 2 streets as well as other measures to monitor fly-tipping activity and check for evidence indicating the source, engagement with residents and undertaking a bin audit at each property.

A joint site visit was undertaken with Neighbourhood Compliance officers, officers from the Environment Agency and the landowner on Honey Street, Cheetham, to review the land at the rear of the property being used as a waste storage site. Photographic evidence had indicated that the landowner had been using the location for this purpose but on this occasion, it was largely clear of waste. The landowner received a written warning from the Environment Agency against using the land in this way and was ordered to remove all waste by a set date. Failure to do so would mean prosecution. The owners fully complied with the warning and

have been advised that Neighbourhood Compliance Officers would continue to monitor this site.

South NCT officers supported colleagues in the Neighbourhood Team in June with the annual student clear-out week, ensuring students used the facilities provided for disposing of unwanted items, waste deposit stations were in place in areas across Fallowfield, Old Moat, Withington and Victoria Park. NCT Officers carried out additional patrols during June in order to check properties and gardens for any abandoned waste, in total 14 legal notices were served.

4.6 Proactive Commercial Waste Work

- 4.6.1 Proactive commercial waste interventions increased by 134%, from 755 in 20/21 to 1770 in 21/22. The main reasons being the reopening of commercial businesses following lifting of pandemic restrictions leading to an increasing amount of waste being created by businesses.
- 4.6.2 In 21/22 644 businesses were inspected as part of commercial waste projects involving the Neighbourhood Project Team and Neighbourhood Compliance Teams with support from the Environmental Crimes Team. Checks were made to ascertain if businesses had commercial waste contracts in place also known as a duty of care. Where the 'Duty of Care' cannot be provided at the time of the visit a S34 Environmental Protection Act 1990 (EPA) notice is served. 379 S34 notices were served on non-compliant businesses. Officers also check for litter on shop fronts or rubbish in yards and report any other concerns to relevant teams such as planning, Trading Standards, food safety and pest control.
- 4.6.3 Officers also check that the waste contracts meet the needs of the business in terms of the quantity and capacity of waste containers, the frequency of collections and the storage of the containers with no overspill or side waste. If the business is not compliant in these areas officers will serve legal notices under S47 EPA1990 and ensure compliance through monitoring.
- 4.6.4 These illegal activities have a detrimental impact on our communities. Without intervention these issues would become worse. Enforcement is always a last resort but will be taken where necessary.

Case Study 23. Waste – Partnership Work (Central Wards)

During the last quarter of 21/22 Central NCT worked in partnership with GMP, the Neighbourhood Team, NPT, ECT and colleagues from Parking Services on various projects.

A project along the Wilmslow Road corridor to address issues with commercial waste led to the service of 9 Section 47 notices for commercial waste management 1 duty of care notice and 2 notices for waste that would attract or cause harbourage of pests. This resulted in over £19,000 in fines from prosecutions.

A project was also carried out on Stockport Road near East Road to address waste emanating from both commercial premise and residential flats above the shops, The NCT officers served section 47 and section 46 notices on a number of residential proprieties to resolve the issues around the escape of waste and lack of waste receptacles. The Central NCT have not received any further complaints from Members about this area since carrying out this project.

Working alongside colleagues in the Neighbourhood and Waste & Recycling teams, officers investigated options for target hardening in problematic fly-tipping hotspots. In the last quarter of 21/22, Gytes Lane (off Sandfold Lane) in Levenshulme was secured against future fly-tipping by the installation of a barrier.

Case Study 24. Waste – Partnership Work (Central Wards)

Following a referral from the Biffa Investigation team the NPT identified that the waste had been dumped by a solicitor's firm which also did not have a commercial waste contract in place, so the business was fined £400 for fly-tipping and a further £300 for failing to have a commercial waste contract

Case Study 25. Waste – Partnership Work (South)

South NCT - Project work on the 4 banks junction in Chorlton/ Chorlton Park has been taking place jointly with South NCT officers, the Neighbourhood Team and Neighbourhood Project Team. This scheme has seen officers working with commercial businesses checking waste contracts and serving demand notices where necessary. South Neighbourhood Compliance Officers have also been concentrating on escape of waste, and where necessary have served legal notices while the Neighbourhood Officers and colleagues from the Waste & recycling Team have been engaging with occupiers of the flats above shops and educating them on disposal of their waste and how to recycle. Joint working on this project is continuing to be delivered and the area is beginning to look a lot better.

4.7 Proactive LOOH Work

- 4.7.1 Proactive licensing jobs, which are, in the main, visits to licensed premises, increased from 929 in 20/21 to 1853 in 21/22, a rise of 99%. The City Centre LOOH team has carried out significant work with partners to ensure that appropriate safeguarding measures are in place both with venues and in general in the City Centre as an area where many young people, including students new to the city, will be going out to bars and clubs for the first time. Safeguarding and vulnerability visits are conducted with a focus on premises popular with new students and younger groups who may be more likely to become vulnerable. Incidents of reported spiking are followed up with a partnership visit to premises that have been named by the alleged victim as many reports are made after the victim has already left the premises and the premises may be unaware. Training is being developed through the Licensing Multi-agency partnership to be delivered to hospitality staff to enable them to recognise the different symptoms and effects of recreational drugs.

- 4.7.2 Helping to keep people using the NTE safe is also supported through partnership initiatives including a welfare unit, student and village angels and production of the 'A Good Night Out Guide'. A mobile welfare unit which is staffed by St John Ambulance, on a Friday and Saturday night in the City Centre is moving to a unit within Great Northern Complex, which Great Northern are providing at no cost. The Student Angels which operate mainly on the Oxford Road Corridor, and around venues with a large student clientele, are planning on expanding the provision into Fallowfield and Withington. The '[A Good Night Out Guide](#)' is aimed at effectively communicating key safety advice, vulnerability messages and reporting mechanisms within the Night time economy and has been developed in partnership with colleagues at GMCA and with input from partners such as, universities, student focus groups, GMFRS, PH and GMP.
- 4.7.3 One of the issues the City Centre PSPO addresses is illegal street drinking. The LOOH team has engaged in partnership days of action alongside GMP led by ASBAT colleagues with a focus on dealing with street drinking in public places across the city centre including Market Street and Piccadilly Gardens. Activity has centred on engagement with groups or individuals with alcohol being disposed of or removed and in some circumstances groups dispersed. Officers have also visited retail outlets serving alcohol to provide education on PSPO provisions and posters have been made available to premises. In total 371 interventions and 205 confiscations of alcohol were carried out in between 18 May 21 and 31 Aug 22.

Case Study 26. Events & illegal Street Trading (City Centre)

<p>Unfortunately, events and concerts can attract illegal street trading. The LOOH team work closely with the Arena to protect the public from such traders who can be intimidating and aggressive in their sales approach</p>
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<p>During an enforcement operation a street trader, who is known to operate at such events, threatened and assaulted four MCC officers. Violence against officers when doing their jobs is not tolerated and the ASBAT team secured an injunction, for 12 months, banning the trader from the area around the Arena at the times concerts take place, protecting both the officers and the public. The trader was also prosecuted for the assaults and was sentenced to a 12-month Community Order in which he must undertake 100 hours of compulsory unpaid work for the community and participate in a Rehabilitation Activity Requirement.</p>

<p>Both criminal and civil cases are as a result of the courage of officers in standing up to criminal behaviour to ensure that others, whether they be MCC officers, business or guests to the city are not subject to such abuse in future.</p>

5.0 Programmed Activities

- 5.1 In addition to requests for service and proactive work there are 2 main areas of programmed work, which are Food and Licensing.

5.2 Food Programme

- 5.2.1 The annual programmed inspection of food businesses is one of the largest demands on the team. In 21/22 there were 5460 food premises on the City Council's database with 2,205 food businesses due an inspection compared to 2,074 due the previous year, and an additional 1,268 new food businesses that required an inspection
- 5.2.2 As a result of Covid and not being able to carry out food inspections during lockdown, the Food Standards Agency set out a national recovery plan to deal with the backlog of inspections focussing on the highest risk premises. The recovery plan has 2 phases and a series of targets within each phase, all of which must be completed by March 2023. The Food team has successfully completed and met all target dates in phase one and part of phase 2 of the recovery plan. The team is on target to complete the remaining targets in phase 2. Between the 1/04/2021 and the 31/03/2022 the team carried out 2462 Food Hygiene interventions at food premises and also established that a further 650 premises had ceased trading.
- 5.2.3 The recovery plan focuses only on the higher risk premises and does not set a target date for interventions at lower risk premises. However, the team has exceeded the expectations of the recovery plan and in addition have completed 975 interventions at low-risk premises. They achieved this using a range of interventions such as on-line and telephone questionnaires and visits.

5.3 Licensed Premises Inspection Programme

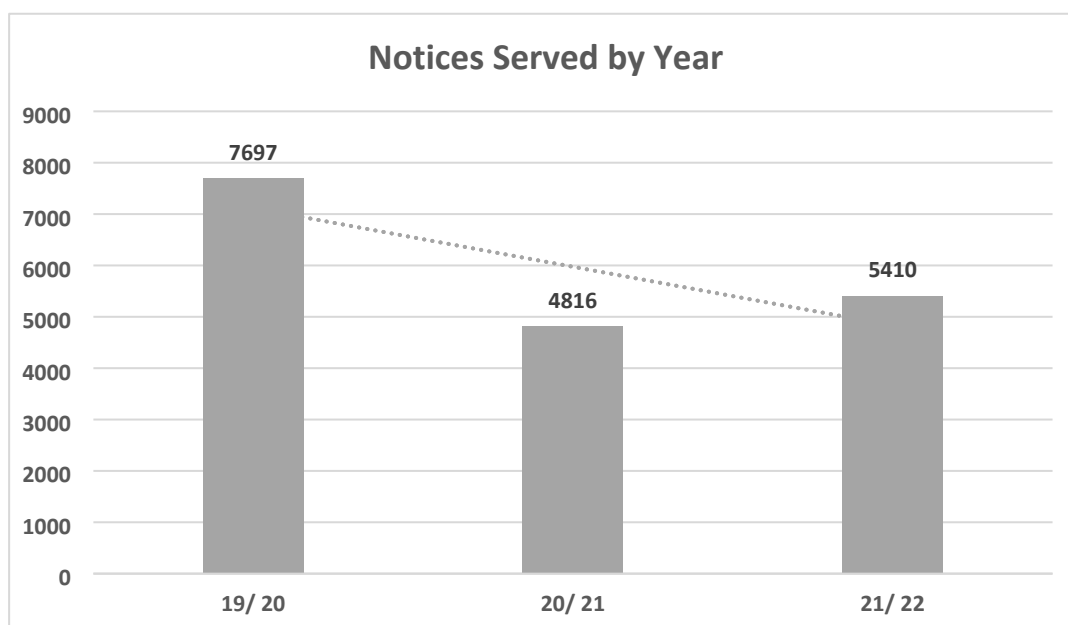
- 5.3.1 Although there is no statutory inspection programme of licensed premises the LOOH team is piloting a project to ensure that all licensed premises are visited on a programmed basis based on the risks associated with each premises such as its size and the activities that take place.
- 5.3.2 It has been positive to note that high levels of compliance have been found in premises inspected during the pilot with 80 of the 221 premises being fully compliant and 141 requiring some fairly minor interventions to achieve full compliance such as changes to signage, smoking and or dispersal policies. In line with the corporate enforcement policy officers work with licensed premises to achieve compliance. This approach helps to develop trust with the industry, using inspections as a support tool to assist businesses to maintain compliance with legal requirements. Developing and maintaining good relationships with businesses makes them more likely to seek advice in the first instance, ultimately reducing the need for enforcement action. The inspection outcomes provide a baseline to measure progress in this area, where we expect to see a shift toward full compliance.

- 5.3.3 The introduction of this programme is not intended to replace the flexibility of the current targeted approach but rather to support it; ensuring that all licensed premises are inspected periodically and, on a frequency that reflects the risks associated with each premises.

6.0 Formal Enforcement Action

- 6.1 In line with the Corporate Enforcement policy and the Our Manchester approach, in the vast majority of cases compliance is achieved through working with people and using informal means. However, where formal action is required to achieve compliance, it will be taken. Figure 7 shows in 2021/ 22 5410 legal notices were served compared to 4816 in 2020/ 21. This is a 12% increase.

Figure 7. Notices served yearly comparison



- 6.2 Where a legal notice is served, if the person or business complies with the requirements of the notice, which may include discharging liability by paying a fixed penalty notice, no further enforcement action will be taken. There is a high degree of compliance with legal notices making them a successful tool.
- 6.3 As shown in Figure 8, Environmental Protection Act 1990 Section 46 notices and Prevention of Damage by Pests Act 1949 (PDPA) notices were the highest volume notices served in 20/21. Section 46 notices deal with the incorrect presentation of waste for collection and can result in a fine if the notice is breached. Section 46 notices are used extensively by the Neighbourhood project Team in the South due to the high volume of student related waste issues.
- 6.4 The largest increases are in relation to notices specific to commercial waste. This is unsurprising due to the reopening of businesses after the pandemic. The Environmental Protection Act 1990 Section 34 requires the person or

business, on whom the notice is served, to produce satisfactory evidence of a waste carrier contract. The Sec 47 notice allows Officers to prescribe a waste contract.

Case Study 27. Commercial Waste Prosecution – (Rusholme)

On 24/03/22, a business on Wilmslow Road was found guilty of offences under s47 Environmental Protection Act 1990 (poor waste management) and s33 Environmental Protection Act 1990 (fly-tipping). The company was fined a total of £10,730 including costs.



Case Study 28. Commercial Waste prosecution – (Longsight)

On the 24/03/22, a business on Stockport Road Longsight, was found guilty of offences under s47 and s33 of the Environmental Protection Act 1990 (poor waste management and fly-tipping). The company was fined a total of £9,740 including costs.



Fig 8. Most frequently served notice types - yearly comparison

	2019/ 2020	2020/ 2021	2021/ 2022	% Shift
EPA 1990 Section 46 (Domestic waste)	2269	1433	1494	4%
Prevention of Damage by Pests Act 1949 Section 4 (Remove accumulation of waste that can attract pests)	1470	1148	1181	3%
FPN: EPA 1990 Section 87/88 (Litter/ Fly-tipping)	1181	962	906	-6%
EPA 1990 Sec. 34 (Commercial waste – waste contract request)	542	155	407	163%
EPA 1990 Sec. 47 (Commercial waste – prescribing waste contract)	313	134	272	103%

- 6.5 Notices under legislation such as the PDPA, Building Act and Housing Act can require the property/landowner to make improvements, clear waste and/or make a property secure within a specified time period. These notices often include a schedule outlining the type and standard of work required to make good the issues identified. If the owner fails to comply with the requirements of the notice, the case is escalated to the Environmental Crimes Team who arrange for Council approved contractors to carry out the outstanding work in default (WID). On completion of the work, an invoice is raised comprising of the contractor costs and the Council's costs for administering the process.

Case Study 29. Works In Default – (Levenshulme)

The Housing Team inspected a rented property in Levenshulme. Officers found the boiler was not working and in a dangerous condition, leaving the tenants with no heat or hot water.

After a referral to Environmental Crimes Team identified the house also had dangerous electrics, putting the occupants in serious harm, work in default was carried out to make the electrical system safe, the gas boiler also needed to be replaced. The landlord has been invoiced for this work and the housing team are taking further enforcement action due to the poor condition of the property.

Case Study 30. Works In Default – (Chorlton Park)
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<p>The Housing Team were involved in addressing an extreme hoarding case at a property in Chorlton Park. The conditions inside the property were such that they may have been contributing to a rodent infestation within the neighbouring houses.</p>
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<p>The Environmental Crimes Team (ECT) coordinated extensive works following a notice served under the Public Health Act 1936 including sensitively helping the property owner to salvage their belongings that were not contaminated or damaged. The property was pest –proofed to stop future infestations</p>
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- 6.6 The Compliance Support Team (CST) in conjunction with legal services, undertakes the recovery of WID debt and uses various means to recoup the costs incurred, including, where legally appropriate, use of powers that can result in the sale of property at auction.

- 6.7 Although recovery of the debt is prompted by the debt accrued for works carried out in default, by teams within the Compliance and Enforcement Service, the CST will also pursue any associated Building Control and/or Council Tax debt where possible.

- 6.8 In addition to assisting in bringing empty homes back into use, enforced sale reduces the level of officer time spent on future enforcement as the new owner of the property tends to take greater responsibility for the upkeep of their purchase. It is important to note, however, that for these benefits to be realised, there is a lengthy legal process, sale at auction and no guarantee that the new owners will improve or reoccupy the property/land although the likelihood is that they will.

- 6.9 In 21/22 £187,980 in principle debt plus £37,366 in interest was recovered.

- 6.10 Where notices are contravened or where cases are of a more serious nature more formal enforcement action can be pursued, such as civil penalties, community protection orders, directions, prohibitions and prosecutions. Figure 9 shows the number of successful prosecutions/civil penalties issued and results achieved across all compliance & enforcement teams. In 21/22 a total of 376 prosecutions were concluded by the service. As mentioned in the 20/21 performance report the reduction in prosecutions was impacted by the suspension and subsequent reduction of hearings in court due to COVID-19. This has led to a backlog of cases which are continuing to work their way through the courts.

Fig 9. 2021/22 prosecutions and penalty notices issued across C&E

Prosecution types 2021 /2022	No. of Prosecutions/CPNs	Total fines /charges /outcomes
Fly-tipping/ Littering prosecutions EPA 1990 Sec 87/88	276	£180,523.00
Commercial Waste Duty of Care – (Waste transfer/ escape of waste) EPA 1990 Sec. 33 /34	54	£70,832.00 1 x formal caution 3 x simple caution 3 x 12-month conditional discharge 3 x 6-month conditional discharge 1 x settled out of court
Toy Safety Regs 2011	8	£17,253.00 2 x Forfeiture of goods 4 x suspended sentence
Refuse Disposal (Amenity) Act 1978 Section 2	7	£4,834.00
Microchipping of dogs Regs 2015	5	£1,132.00
Commercial Waste Duty of Care (Control of waste from the premises) EPA 1990 Sec 47	4	£4,590.00
Local Gov. (MP) Act 1982	4	£5,655.00 4 x Forfeiture of goods
Tobacco and related products Regs 2016	4	£16,408.00 2 x Forfeiture of goods 1 x prison sentence
Trademarks Act 1994	3	£913.00 2 x community punishment order 1 x Forfeiture of goods

Consumer Protection Act 1987 Pt II	2	£170.00 2 x community punishment order
Furniture & Furnishings (Fire)(Safety) Regs 1988	2	£1,408.00
Flyposting – Highways Act 1980 Sec. 132	1	£474.00
Manchester City Council Act 2010 – illegal street trading	1	£1,126.00
Animal Health Act 1981	1	£484 1 x Forfeiture of goods
Elec Equip (Safety) Regs 1994	1	£700 1 x Forfeiture of goods
Registration, evaluation, authorisation and restriction of chemicals (REACH) Regs 2008	1	£2,200.00 1 x Forfeiture of goods
Unfair Trading Regs 2008 - Consumer Protection	1	1 x suspended sentence
Noise, Section 80 EPA 1990	1	£1,816.00
Housing Act 2004 – Failure to comply with an Improvement Notice	1	£582.00
Housing Civil Penalty Notices issued	12	£171,850 (invoiced) 3 x Breach of HMO licence condition

		6 x Breach of HMO management regulations 1 x Failure to apply for a Selective Licence 2 x Failure to comply with an Improvement Notice
Grand Total	389	£482,950.00

7.0 Ongoing Challenges

7.1 The following is an overview of some of the ongoing challenges and demands on the service.

7.2 Illicit Tobacco/ Counterfeit Goods

7.2.1 Illicit tobacco – With the cost of living crisis there is concern that there will be a further increase in the demand for and therefore production of illicit tobacco. Concealment and supply of illicit tobacco is increasingly more sophisticated, so investigations need to be supported by equally more detailed intelligence and robust partnership work. Test purchases using a third party has proved the most effective tool in identifying illicit tobacco and in building strong prosecution cases. Based on intelligence, working more closely with partners, the team will also step-up unannounced inspections in targeted areas, assisted by a tobacco detection dog where appropriate. Any illicit tobacco found will be seized and the business investigated with a view to prosecution. There is a wider public health issue as the supply of illicit tobacco enables people to continue smoking and makes it cheaper for young people to start smoking. The team works with Public Health partners to identify ways to assist people to stop smoking.

7.2.2 Strangeways – The Strangeways area has seen an increase in enforcement activity over recent years, including innovative use of enforcement powers, such as closure orders, to tackle the sale of counterfeit and unsafe goods. The Compliance and Enforcement Team will play a key role in Operation Vulcan which is a long term, police led, partnership initiative to rid the Strangeways area of the wide range of criminal activity and poor environmental appearance of the area.

7.2.3 Vapes – There is a significant issue with vapes that do not meet legal labelling and tank size requirements. Anything above 600 puffs is an indication that the tank size is above the permitted limit. Puffs ranging from 800-10,000 are regularly being found on sale. A huge amount of work has been done in this area, including seizures. A recent seizure saw around £80,000 of stock seized and in the Strangeways area 5586 vapes and 4260 electronic cigarettes were recently seized. Vapes are increasingly being used by young people and there are concerns that the labelling and content of certain products have a direct appeal to this demographic. Underage sales is a real challenge nationally and

evidence gathered by Trading Standards points to this becoming an increasingly complex issue.

- 7.2.4 Young People Vape Behaviour Survey - Annually there is a Young People's Alcohol, Tobacco and E-cigarette Survey. Trading Standards have 5 schools signed up to take part in 22/23. The study aims to monitor and evaluate the behaviour and attitudes of young people (15–16-year-olds) towards alcohol, tobacco and e-cigarettes. In 22/23, the focus will be on the issue of disposable vapes as head teachers and parents have informed officers that they are concerned that young people are accessing such products in increasing quantities. The survey will help to understand this behaviour and assist in targeting appropriate enforcement activity.
- 7.2.5 Avian Influenza - Each year outbreaks of Avian Influenza occur in the UK usually towards the winter months. As part of Trading Standards work in prevention and control of disease the team undertakes work to educate, guide and in a small number of cases, enforce on bird owners in the city including private owners, owners on MCC allotments and the general public visiting our parks and green spaces. In 2021/2022 the team undertook the largest operation to collect information on keepers and to ensure that bio-security measures were implemented. This work involved engaging with owners who may not have access to information, visits to owners including inspections and to enforce notices on those who would not comply with instructions. This work was also undertaken with the invaluable local knowledge of compliance officers within each of the neighbourhoods and the parks and allotment teams. All known keepers were supplied with digital or paper copies of what they needed to do to ensure that they were protected from Avian Influenza. In the year 21/22 no cases were reported within Manchester, however, in 2022 the UK has been hit with an unprecedented number of outbreaks (over 200 across the UK) which has led to an all-England and Wales Housing Order requiring all domestic birds to be kept indoors from 7 November 2022.

7.3 Food Safety/Health & Safety/Airport Work

- 7.3.1 Ensuring that all food businesses are compliant with the requirements of allergen management regulations is an ongoing challenge nationally and is recognised by the Food Standards Agency. The introduction of Natasha's law in 2021, has further highlighted this issue. Where businesses are found to not have suitable controls in place, to safely serve a customer with an allergy, business are asked to sign a 'stop agreement' not to serve customers until compliance is confirmed. There are 1491 stop agreements in place, Work to check compliance with the stop agreements is being followed up on a risk rated basis, using test purchases, dealing with highest risk businesses first. Where premises are not adhering to the agreements enforcement action will be taken. Those businesses that are working hard trying to comply with regulations will be supported to ensure they can provide food safely.

Case Study 31. Stop Agreements (Old Moat)

A food safety officer visited a small bakery in the Old Moat area to carry out a Food Hygiene and Food Standards inspection. When the allergen controls were checked the officer found that the business had not provided any signage to advise customers how to obtain allergen information and was not able to provide the customers with information on the allergens present in their bread. A stop agreement was signed by the business, meaning that they could not provide bread to any customers with allergies. The business was advised what works they needed to complete to meet the requirements of the allergen legislation and left a copy of the "Allergen Risk Assessment for Caterers" guidance at the business. The guidance document was produced by council officers to assist businesses with complying with the law.

An officer from the team contacted the business after the inspection and the Food Business operator advised that all works had been completed.

A revisit confirmed that the business owner had completed allergen training and had the certificate available. The allergen signage was on display at the premises and the allergen matrix and risk assessment had been completed. The officer noted that allergen controls and procedures were now in place and the allergen stop agreement could be lifted allowing the business owner to serve customers who have a food allergy.

- 7.3.2 Implementation of EU-Exit does not relate only to checks of imported foods at the Border Control Post at Manchester Airport. Companies in England that wish to export products to the EU must now obtain an Export Health Certificate to ensure the product will be accepted at borders across the EU. The team assess and issue Export Health Certificates in relation to non-meat products and in doing so economically support local businesses. The team charges for certificates on a cost recovery basis so although a small income stream is created this reduces the capacity for other areas of work.
- 7.3.3 Following the lifting of covid restrictions the events industry has returned to pre covid levels. The team has a key role to play in ensuring that food safety and health and safety requirements are in place at events. Due to the scale of the events taking place in Manchester, direct involvement is risk assessed by the size of the event and the risks it presents. A key issue at present is the appropriate use of lasers and pyrotechnics at events and officers have undergone specialist training to ensure event organisers properly control the risks.

8.0 Future Challenges / pressures

- 8.1 Recent years have seen significant additional legislation and regulation. Some areas of additional work and new pressures are set out below.
- 8.2 Environmental Health has responsibility for enforcing two new pieces of legislation to assist in tackling obesity. This legislation relates to calorie labelling legislation (6 April 22) and High Fat Sugar and Salt legislation (1

October 22). Staff have been trained, and communication materials prepared for businesses. This legislation will, however, have a resource impact as some inspections will take longer and there may be some follow up/enforcement action that will be needed in some cases.

- 8.3 The implementation of the Environment Bill 2021 will introduce new powers in relation to the burning of domestic fuel, for example wood burning appliances, by simplifying enforcement in 'smoke control areas' and introducing fixed penalty notices. There will also be a consultation on targets for ambient levels of particulate matter in the air, such as small dust, dirt, soot and smoke, known as PM2.5. Scientific research shows that exposure to these particulates increases mortality and morbidity rates particularly for those with pre-existing respiratory illnesses.
- 8.4 Many businesses in the city are offering novel beauty treatments that operate outside the control of the current registration scheme for ear piercing, tattooing and acupuncture. For example, Botox style injections and lip fillers. A consultation on a new licensing scheme covering a wider range of cosmetic treatments is expected. We will respond to the consultation and identify the resource required to administer and regulate this new licensing function.
- 8.5 The Food Standards Agency is consulting on changes to delivery of Food Standards and food hygiene interventions nationally which if implemented would create significant additional workload in this area.
- 8.6 The Food Standards Agency continues to push for the implementation of the mandatory display of Food Hygiene Rating Scores in food businesses, as already implemented in Wales, NI and Scotland. Implementation in the rest of the UK has resulted in an increase in food safety standards in these countries and this would be welcomed to support our on-going work to increase compliance.
- 8.7 The Health and Safety Executive (HSE) continues to increase the number of national priorities that Local Authorities may choose to focus on each year. This forms part of our health and safety at work intervention programme. The HSE has identified gas and electric safety in food businesses as an area of national focus This will be an area we will seek to include in our programme of work.
- 8.8 Businesses are increasingly having a larger and often sole presence online. using social media platforms such as facebook and instagram to advertise products and services. Products sold online may have been imported from all over the world and may not meet UK standards e.g., safety risk/be misleading to customers, make spurious nutritional or health claims etc. This is more difficult to regulate and ongoing investment in staff is required to ensure that we can continue to effectively regulate and enforce in this ever-changing environment.

- 8.9 The Government's White Paper proposals into reforming the private rented sector include, a number of areas such as the introduction of a decent homes standard. In Manchester we are already considering additional actions that can be taken locally to both improve intelligence about where poor housing conditions exist in the private rented sector and additional actions that can be taken to address them. This includes working more closely with partners to ensure disrepair issues they identify are referred to the Housing Compliance and Enforcement Team who will carry out a property inspection to ensure any issues are remediated quickly and reviewing our procedures to ensure that any vulnerabilities, including the age and health of children living in a property are captured at the point of triaging complaints about property condition in the private rented sector, to bring forward early interventions. Although additional government funding of £2.3m has just been allocated across the 10 Greater Manchester authorities, providing some much needed additional enforcement capacity, long-term sustainable funding is needed to support any new enforcement requirements that may be attached to any new powers introduced through further reforms in the private rented sector.

9.0 Summary Conclusion

- 9.1 The service has continued to work to clear the backlog of inspections following COVID and also to deal with the unexpected consequences of the past 2 years such as an increase in new food businesses and lack of experienced staff within the hospitality sector. Just as the service quickly and effectively positioned itself to deal with the impacts of Covid we are now ensuring we are in a place to respond and adapt to the issues emerging in the recovery phase which is likely to continue for some time. Recovery of the economy, loss of employment and the changes in the working and leisure habits of our communities all have a direct impact on the demands placed on the service. The work the teams do to protect the public and the environment to make our neighbourhoods places where people want to live, work and socialise is of utmost importance within this ever-changing socio-economic landscape. One of the ways we will work to achieve this is to ensure that partnership work continues to underpin our approach, enabling the effective sharing of intelligence, insights, and best practice. Good working relationships are essential in delivering shared desired outcomes, not just with other council services, regulatory bodies and partners but also with residents and businesses in the interests of achieving vibrant, equitable neighbourhoods.

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Manchester City Council Report for Information

Report to: Communities and Equalities Scrutiny Committee – 6 December 2022

Subject: Community Safety Update

Report of: Strategic Director (Neighbourhoods)

Summary

This report was requested by the Communities and Equalities Scrutiny Committee. It provides an update on the range of work delivered to address the priorities in the strategy and includes updates on our city centre and Wynnstay Grove Public Space Protection Orders (PSPOs). It also includes information on how partners work to help people feel safe in the city centre, including the role of Licensing, taxi marshals, pubwatch and event security.

Recommendations

The Committee is invited to consider and comment on the information contained in this report.

Wards Affected: All

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

None

Equality, Diversity and Inclusion - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments
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The Community Safety Partnership contributes towards the elimination of unlawful discrimination, harassment and victimisation, and other conduct prohibited by the Equality Act. The impact of the recently published Community Safety Strategy 2022-25 on protected groups was considered through an Equality Impact Assessment.

Manchester Strategy outcomes	Summary of how this report aligns to the OMS/Contribution to the Strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	
A highly skilled city: world class and home grown talent sustaining the city's economic success	
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	
A liveable and low carbon city: a destination of choice to live, visit, work	This report will highlight how the work to achieve community safety contributes towards this outcome by ensuring neighbourhoods are safe and therefore a destination of choice for people to live, visit and work.
A connected city: world class infrastructure and connectivity to drive growth	

Full details are in the body of the report, along with any implications for:

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

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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.

City Centre Public Spaces Protection Order
 Wynnstay Grove Public Spaces Protection

1.0 Introduction

- 1.1 This report provides an update on the range of work being undertaken to address the Community Safety Partnership's (CSP) strategic priorities. This includes details of activity and interventions taking place, an update on the city centre and Wynnstay Grove Public Spaces Protection Orders (PSPOs), and information on how partners are working together to help people feel safe in the city centre, particularly in relation to the night-time economy.

2.0 Background

- 2.1 Following consultation, data analysis, consideration of 'must do's' and reference to the Greater Manchester Police and Crime Plan 2022-25, the Community Safety Partnership launched its latest three-year strategy on 4 October 2022. The strategy contains five priorities:
1. Tackling neighbourhood crime and antisocial behaviour
 2. Keeping children and young people safe
 3. Tackling serious harm and violence
 4. Tackling drug and alcohol driven crime
 5. Protecting communities through changing offender behaviour
- 2.2 Underpinning these five priorities are common themes that are applicable to any or all the priorities. These include:
- Covid-19: impact and recovery
 - Mental health
 - Disproportionality
 - Race equality
 - Partnership working and communication
 - Improving data and information
- 2.3 Each priority has a number of 'we wills'. These are actions that the CSP is or will be carrying out over the three years to achieve its priorities.
- 2.4 Each of the five priorities are overseen by two Theme Leads with responsibility for the development, delivery, and reporting for their priority area. This includes developing plans, commissioning analysis and activity, allocating funding, monitoring activity and outcomes, and working with other Theme Leads on cross-cutting areas of work. The Theme Leads are also responsible for updating their section of the Community Safety Strategy Action Plan which allows the CSP to track progress.
- 2.5 Performance relating to all priorities is reported to a Core Group of the CSP Board comprising Theme Leads and the Partnership Analysts. Areas of concern are escalated to the CSP Board. CSP Board and Core Group meetings take place quarterly.
- 2.6 In addition to the Core Group and CSP Board, there are several thematic groups, forums, boards, etc. that are responsible for the delivery of the

strategy and that report to the CSP Board. These include the Student Safety Partnership, Domestic Violence and Abuse Partnership Board, Manchester Sex Work Forum, Reducing Reoffending Board, and the Serious Violence Board.

3.0 Community Safety Partnership Activity and Interventions

This section details some of the 'we wills' and their progress to date.

3.1 Tackling neighbourhood crime and antisocial behaviour

3.1.1 Student safety and antisocial behaviour

The CSP will engage with residents and focus on the local crimes of most concern to create safer communities. These include burglary, theft from person, robbery, vehicle offences, and environmental crimes.

The CSP will undertake early intervention and proactive multi agency operations to identify perpetrators and criminal behaviour, improve victims' chances, and reduce demand on services.

Victim-based crime in Manchester increased from 93.6 offences per 1,000 population in 2020/21 to 134.5 in 2021/22, a rise of 43.7% offences recorded by the police. This increase has been driven by two main factors: increased activity following the end of Covid-19 restrictions (including increased activity in the night-time economy), and procedural changes in the way Greater Manchester Police (GMP) records crime reports following an inspection report.

Victim-based crime in 2021/22 was close to pre-pandemic levels (which registered 139.3 in 2018/19), but the total for 2021/22 comprised more offences against the person, and fewer offences involving theft (including robberies). Acquisitive offences have increased since the early stages of the pandemic without so far returning to pre-pandemic levels. Increases in offences against the person are more likely to have been influenced by crime recording changes.

The CSP is involved in numerous initiatives aimed at reducing victim-based crime, antisocial behaviour (ASB), supporting victims, and targeting offenders.

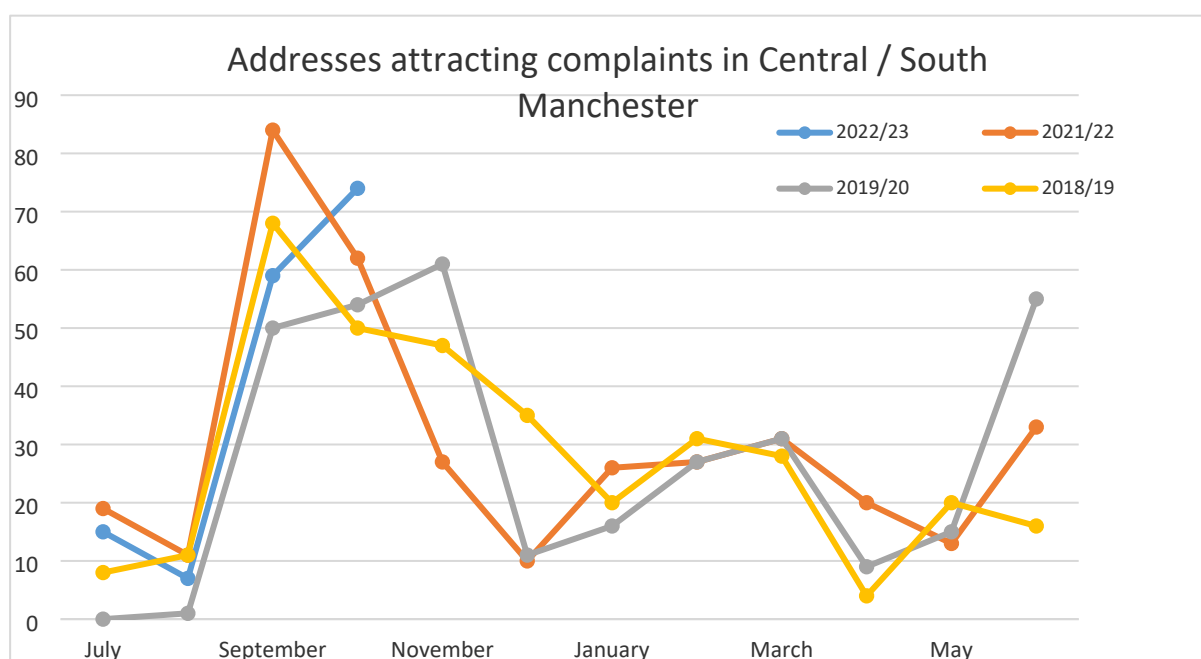
The Student Safe Operation commenced in September 2022 and includes targeted and preventative activity in relation to domestic burglary, robbery, and ASB. For the past five years, a joint programme has taken place that focused on the '12 streets' with the most properties that have attracted noise and ASB complaints in the previous three years. This took the form of multi-agency visits to student addresses, discussing the issues that had arisen there, and explaining the extra focus being given to the area as a result. This year a different approach is being taken. The '12 streets' now form the basis of the Community Neighbourhood Support Team patrols. A letter is hand delivered to all residents in this area explaining this focus, but actual visits are limited to the addresses that received Noise Abatement Notices the previous year or have been the subject of three or more separate complaints. This means that the visits are intelligence led. At these visits, students are provided with a

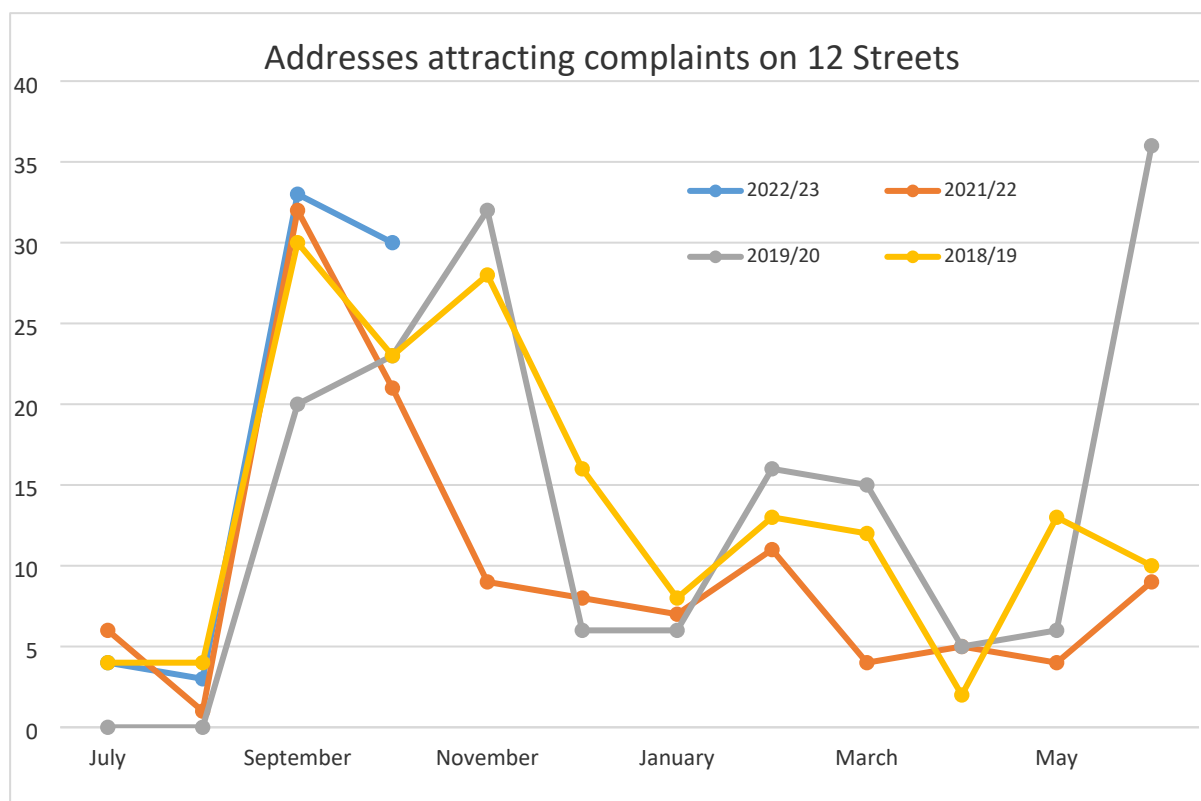
letter from both Universities, explaining the importance of being a good neighbour and outlining the consequences of inconsiderate/rowdy behaviour signed by senior members of staff. The joint visits to student properties that have attracted complaints of noise and ASB take place each Tuesday and Friday. As of 3 November 2022, there had been:

- 155 addresses attracting complaints
- 70 of these have been on the '12 street' area
- 9 are repeat addresses
- 4 addresses received Noise Abatement Notices

This underlines the fact that each case is being dealt with well and 94% of addresses that receive visits do not attract any further complaints.

The Universities are once again funding the Community Neighbourhood Support Team. The work of this Team enhances the existing Council contract with Mitie which consists of staff patrolling the 12 streets area between 10pm and 6am each Wednesday, Friday, and Saturday during term time and each night for the first few weeks of the student return in September. The graphs below show the number of addresses attracting complaints between 2018/19 and 2022/23 both in central and south Manchester and on the '12 streets'.





This work supports that of the Youth Engagement Team who work in the 'student' areas. The team includes dedicated officers that work full-time with universities and students across Manchester, to strengthen relationships and keep young people safe.

The work of the team is part of GMP's neighbourhood policing strategy, to work closer with educational establishments to help build positive relationships between young people and the police. This includes proactive work and engagement with students, raising awareness and offering support around issues such as burglary, theft, sexual violence, and drugs. It also includes sharing preventative information and encouraging students to report crime. Resources committed to the Youth Engagement Team have increased GMP's visibility in student areas and are enabling them to quickly respond to any issues and incidents that occur on campus. It is important that students have their say on issues in their local community and can raise concerns on matters which affect them. To encourage this, throughout the course of the academic year, the Youth Engagement Team plan on running initiatives such as: surgeries on campus, Q&A sessions, and a student specific Independent Advisory Group (IAG). In addition to prevention activity, the team will also be clamping down on all crime and enforcing where appropriate.

CSP allocated funding to the Student Safety Group (SSG) has financed personal security items such as personal attack alarms and anti-drink spiking kits used by GMP and university staff during Welcome Week events to support discussions around personal safety. In addition, the two universities and the SSG have funded the purchase of sexual abuse/harassment leaflet packs, used to support students in reporting, which include advice and information concerning:

1. 15 steps from report to court

2. What to do if you are a victim of sexual abuse or assault
3. What is sexual abuse and assault

3.1.2 Public Spaces Protection Orders

The CSP will collaborate with partners including Housing Providers, Greater Manchester Police (GMP), Greater Manchester Fire and Rescue Service (GMFRS), and the Council's Compliance and Enforcement Teams to use all appropriate tools and powers to tackle antisocial behaviour, particularly neighbour disputes, intimidation and harassment, and antisocial behaviour in public places.

The CSP will review and enforce our Public Spaces Protection Orders (PSPOs) that were introduced to restrict behaviours such as commercial waste, street drinking, obstruction, intimidation, and harassment in defined areas.

PSPOs are intended to deal with persistent antisocial behaviour in a public area that is detrimental to the community's quality of life. They do so by imposing conditions on the use of that area to ensure everyone can use and enjoy public spaces without experiencing nuisance and annoyance.

City Centre PSPO

To achieve our strategic objectives of a safe, clean, and welcoming city centre the Council and the police use a wide range of informal and formal powers to protect the public and tackle crime and ASB. These measures include community resolution, warnings, Acceptable Behaviour Agreements, Community Protection Notices, Injunctions, and PSPOs.

Following consultation in 2019, the decision was taken to make a Public Spaces Protection Order in the city centre to address a range of antisocial behaviours including:

- Consumption of alcohol
- Discarding Needles
- Urination and defecation
- Storage and collection of commercial Waste
- Health and/or safety risks related to obstruction and tents or structures

The order was made on the 21 July 2020 for a period of three years. The impact of the PSPO must be reviewed in advance of expiry in July 2023.

Covid restrictions were introduced in March 2020 and as a result the enforcement of the Order was delayed until non-essential retail and outdoor hospitality started to reopen on 12 April 2021. A period of engagement took place before enforcement activity was introduced from May 2021.

The delay to the enforcement of the PSPO has limited the period of operation of the PSPO and any related activity. This has restricted the level of data available to understand the impact and effectiveness of the Order to just over a year. Details of activity to implement the PSPO are detailed below:

Council and GMP officers have worked together on the PSPO alongside the use of a wide range of antisocial behaviour tools and powers including, Community Protection Warnings and Notices, ASB Injunctions and Criminal Behaviour Orders, with positive requirements to attend the Street Engagement Hub. On introduction of the PSPO, officers engage with those behaving antisocially and sought to offer appropriate support. Where the behaviour persisted, warnings were used to gain compliance before escalation to enforcement.

From 18 May 2021 to 31 August 2022 a total of 469 ASB PSPO interventions were recorded on the Council's database. These interventions involved interactions with 210 people. The type of interventions were 222 verbal warnings, 205 confiscations of alcohol, 13 referrals to other agencies, 3 written warnings, and 5 Fixed Penalty Notices. Enforcement action has focussed on the issues that are most prevalent in the city, in particular alcohol for which there have been 371 interventions. Anecdotally, there are more occasions when GMP officers have sought compliance with the alcohol prohibition and made referrals during their daily patrols that are not captured within this dataset. On average people have received two interventions e.g., asked to stop drinking or hand over their alcohol and a warning about drinking in the city centre in the future. A minority of people have received multiple interventions and their cases are considered separately to consider appropriate interventions beyond the PSPO.

Waste offences under the PSPO apply only to commercial waste and are limited to the commercial district and Northern Quarter in the city centre. However, officers are finding utilising the PSPO for escape of waste beneficial in making an immediate positive impact on the area, as it supports the area being cleansed within a specified time. We are finding that there is overall compliance with these requests, without formal action, 169 PSPO interventions have been made with 17 PSPO Article 7 FPNs issued.

The impact of this activity has been difficult to evaluate as a result of the delay in implementation but also because incidents of crime and antisocial behaviour during this time have been significantly affected by the impact of the restrictions in place related to the Covid pandemic. Consultation on extending the PSPO will go live in December 2022 to provide sufficient time to consult and consider the results of the consultation and review the order before its expiration. It is proposed that the concerns raised about Nitrous Oxide use in the city centre will be reflected in the consultation.

Wynnstay Grove PSPO

On 9 October 2020 the Council established a three-year PSPO that applies to the public areas surrounding the Marie Stopes UK Manchester Centre, Wynnstay Grove, Fallowfield. An update on the implementation on the Wynnstay Grove PSPO was reported on 19 July 2022. Consultation for the extension of the PSPO has been drafted and the Community Safety Team is working with Legal with a view to going out to consultation in the new year. This will enable the review of the consultation to take place before it expires in October 2023

Alcohol PSPO

The city-wide Alcohol Consumption PSPO was made by the Council on 29 April 2022 and has effect for three years. Details were presented at the January 2022 Scrutiny Committee.

Expedited PSPO

On 28 October 2022 the Council introduced an Expedited Public Spaces Protection Order (E-PSPO) to prohibit the harm caused by people protesting outside Covid vaccination centres across Manchester and harassing staff and visitors. The E-PSPO will be in place initially for six months and during this time statutory consultation will take place. The Council is required to consult with the police, the Police and Crime Commissioner, appropriate community representatives and owners and occupiers of land. An online survey has been published on the Council's website and officers are engaging face to face with people involved in the protests, NHS staff and volunteers, staff working at vaccination venues and where appropriate members of the public attending for a vaccination to inform them of the consultation. This consultation is open until 16 December 2022.

3.1.3 Safety in the city centre

The CSP will continue to direct multi-agency activity to address the impact of the night-time economy on areas of Manchester with particular focus on the safety of the city centre.

The CSP coordinates numerous initiatives aimed at keeping people safe in the city centre in the night-time economy (NTE).

The CSP commissions St. John Ambulance to operate a Welfare Unit in the city centre on Friday and Saturday nights between 9pm and 4am. It provides support to those who are vulnerable in addition to addressing medical needs. The Unit is currently located on Deansgate/Peter Street. However, it will shortly be moving indoors in the Great Northern Complex to a room provided to the CSP under the complex operators' social value offer. Interventions range from medical assistance due to intoxication, drugs, spiking or assault, to phone charging, or being safe place for those awaiting pick up from friends/family. NiteNet radios are provided for the staff so that they are linked in with venues, GMP, and other groups operating in the NTE.

In the run up to and over the festive period last year (26 November 2021 to 29 January 2022), the Welfare Unit operated 13 sessions with 88 people receiving clinical interventions. 43 people were aged between 18 and 25, 22 between 26 and 35, 6 between 36 and 45, and 9 were 46 and over. The reasons for presenting included:

- Intoxication through alcohol
- Injury from accident
- Injury from assault
- Intoxication from drugs
- Medical conditions

Referrals included 34 referrals from bars/restaurants/club staff, 20 self-referrals, 17 from St. John Ambulance, and 9 from the police. Outcomes included 24 people conveyed to A+E by St. John Ambulance, 31 returned home, 17 carried on with their night out, and 3 were conveyed to A+E by NWAS. 56 people indicated that without the Welfare Unit they would have phoned 999 for an ambulance.

The Student Angels and Street Pastors are volunteer groups that operate on weekend nights across different locations including the student corridor, Deansgate Locks, Withy Grove, and the Northern Quarter. They provide support to those individuals who have found themselves in vulnerable circumstances and enable a safe outcome. The volunteers attend the GMP Custodian briefing at the beginning of the night to ensure they are aware of current/emerging issues and to develop working relationships. NiteNet radios are provided for the staff so that they are linked in with venues, GMP, and other groups operating in the NTE.

Fortnightly Licensing Multi-Agency Partnership meetings take place where relevant agencies coordinate resources and work collaboratively to prevent and address issues relating to the licensable activity in the city. The meeting comprises organisations including Manchester City Council, GMP, CityCo, Greater Manchester Fire and Rescue Service (GMFRS), Trading Standards, Public Health, and ASBAT. Partners also engage with external bodies such as the SIA (Security Industry Authority) who attend the meetings as available, with the primary aim of promoting and ensuring public safety. The Partnership works together to review and submit appropriate responses to licence applications, tackle existing problems at licensed premises as well as proactively prevent issues and work with operators, and ensure that training and good practice is cascaded to teams. Most recently, the Partnership has input into two key initiatives aimed at promoting safety within the night-time economy: the Women's Night-Time Safety Charter and the Good Night Out Guide (see below).

Multi-agency partners also attend the local area network meeting for licensed premises, organised by CityCo's Night Time Economy City Manager. There are night-time economy networks established for the following areas:

- Northern Quarter West (Oldham Street to Shudehill)
- Northern Quarter East (Oldham Street to Tariff Street)
- Oxford Road (Southern Gateway)
- Peter Street area
- Central Retail District
- Spinningfields
- Castlefield
- Deansgate Locks

Meetings are held quarterly for each area (or in response to demand) to discuss and review topical issues for the respective areas. Officers also attend the monthly Village Licensed Business Association (VLBA) to provide similar input and support.

Pacesetter meetings take place weekly every Tuesday morning, chaired by Licensing and Out of Hours (LOOH) Compliance and comprising officers from Compliance and GMP. The meeting considers reports from the previous weekend to enable

collaborative interventions to take place in a timely manner, look at evidence gathered and develop any joint plans determined for the forthcoming weekend such as visits to licenced premises (VLPs), hotspot locations for ASB observations, event monitoring etc. 1,853 proactive VLPs were conducted by the Licensing and Out of Hours Compliance Team in 2021/22.

The city centre is an area where many young people, including students new to the city, go out to bars and clubs for the first time. The City Centre LOOH Team has carried out significant work with partners to ensure that appropriate safeguarding measures are in place both with venues and in general. Safeguarding and vulnerability visits are conducted with a focus on premises popular with new students and younger groups who may be more likely to become vulnerable. Incidents of reported spiking are followed up with a partnership visit to premises that have been named by the alleged victim as many reports are made after the victim has already left the premises and the premises may be unaware. Training is being developed through the Licensing Multi-Agency Partnership to be delivered to hospitality staff to enable them to recognise the different symptoms and effects of recreational drugs. All LOOH officers and managers have attended the ACT (Action Counter Terrorism) training and have received refresher training delivered by the Security Industry Authority (SIA).

Licensing has recently jointly delivered online workshops to licensed operators in partnership with GMFRS, advising on preparedness for the World Cup and festive period as well as highlighting key risks such as water safety. Water safety is an important issue particularly in relation to the night-time economy, especially in the city centre given the proximity to prominent nightlife areas. Representatives from the Licensing Unit and the Community Safety Team sit on the Manchester Water Safety Partnership (www.manchesterwatersafety.com). Any incidents affecting water safety in the NTE are reviewed by the Licensing Multi-Agency Partnership. Two water safety training courses for licensed premises were held in November at Deansgate Locks and in the Village to highlight the 'Don't Drink and Drown' campaign currently running from 21 November to 18 December. The Unit is also leading on the development of an accreditation scheme, the Manchester Standard, aimed at (among other things) promoting best practice around safety and vulnerability in the licensed sector.

The Licensing Unit is currently reviewing the Licensing Policy (which is likely to go out to public consultation early next year). This policy is key to providing the framework by which venues will be licensed in the city; providing advice and guidance to applicants and responsible authorities alike to ensure the licensing objectives are promoted and upheld. Ultimately the policy provides the vision for how all relevant stakeholders will work to deliver of a safe, inclusive, and vibrant social economy. Clear expectations are set around how venues will manage risk, with particular focus on relevant recently emerging issues such as spiking, women's safety, and counter terrorism measures.

A new set of model conditions was devised to incorporate Martyn's Law within the licensing process ahead of national legislation and the Licensing Unit has worked closely with Counter Terrorism Police and CityCo to facilitate the delivery of a successful programme of ACT (Action Counter Terrorism) Awareness training for all

operators and partners in Manchester. These sessions have proved popular with businesses with over 900 people having attended the sessions, held across licensed premises in the city centre, since they launched in late 2021. Further sessions will continue in 2023 and there is already a waiting list. The Martyn's Law conditions have also been incorporated into the pavement licensing regime as standard conditions, requiring operators to engage with counter-terrorism training, conduct security risk assessment and mitigate identified risks, and have a plan in place for dealing with terrorist incidents.

In addition to venue related work, the Unit also manages public safety with regards to taxis and private hire drivers and vehicles in the city. Manchester conducts stringent tests and checks on licence holders, including proactively checking driver DBSs on a quarterly basis. Active checks take place to ensure that vehicles are being driven by properly licensed drivers and to detect unlicensed (bogus) drivers who may be seeking to pick up vulnerable individuals. The Unit continues to work with GMP to deliver bespoke operations targeting unlicensed drivers, illegal plying for hire, and other offences within the sector. In the last 12 months, the Unit has reviewed 84 driver licences with the following outcomes:

Outcomes October 2021 to October 2022

Revoked	Suspended	Refused to Renew	Refused New App.	Suspension lifted	Warning Issued	Grant	NFA
11	17	7	8	1	13	23	4

Details of Manchester's approach concerning the safety of women and girls in the city was reported at the September 2022 Scrutiny Committee. The Women's Night-Time Safety Charter was launched on 23 September 2022. Businesses and groups operating in the city between 6pm and 6am are encouraged to sign up to the Charter and its seven pledges. As of 9 November 2022, over 100 organisations have signed up. A toolkit has been developed to support organisations through the pledges. This includes training, designing for safety, and supporting staff and the public. A training programme was launched on 8 November 2022 which had over 40 people from pledged organisations attend. The session was launched by the Leader of the Council. Training sessions are now planned to take place every couple of weeks. Dedicated pages on the Council's website contains information on the Charter and how to pledge support and can be found [here](#).

Manchester has also been working with GMCA and partners in the design of the Good Night Out Guide. Launched during student's Welcome Week in September 2022, this is initially aimed at students new to the city. However, it is anticipated that this will be rolled out to anyone who might visit Manchester. Information included on posters, leaflets, and online via a QR code include what to do if you need help, safe spaces, information on the St. John Ambulance Welfare Unit, Village Angels and Student Angels, and advice on planning your journey home and spiking. The guide has been well received by students, making it one of the most popular handouts at Welcome Week events, clubs, bars, and pubs in the city. Due to demand, there has been a second print run of the guide.

Manchester also supported national White Ribbon Day on 25 November 2022 to end violence against women and girls with a number of events and activities to raise awareness across the city.

3.1.4 ASB Policy and Case Review

The CSP will coordinate the statutory ASB Case Reviews, working with partners to give victims and communities a say in the way that complaints of antisocial behaviour are dealt with and helping to ensure that victims' voices are heard.

Following updates to the 'Anti-social behaviour powers: statutory guidance for frontline professionals' in June 2022, the Council is leading a review of the statutory ASB Case Review procedures. The review is being undertaken alongside a review of the Council's ASB Policy and Procedures.

Consultation on the reviews went live on 1 October 2022 and closed on 18 November 2022. In addition to an online public survey focus groups were held with children, people with lived experience of anti-social behaviour and those who had requested an ASB Case Review. Information about the consultation was shared via social media, with Councillors, the Greater Manchester Police and Crime Commissioner, Greater Manchester Police, Council Teams and Housing Providers.

The updates to the statutory guidance encouraged ASB Case Review procedures to make sure there is a greater focus on the impact of anti-social behaviour on victims, including that relevant bodies should always consider inviting the victim or, if more appropriate, a representative to a section of the case review meeting and highlighted that local areas can have independent chairs for the review meetings. These recommendations are consistent with how practice has developed in Manchester.

From 1st April 2021 to 31 March 2022 the Council coordinated 25 statutory ASB Case Reviews on behalf of the relevant bodies; the Council, Greater Manchester Police, local health teams and registered providers of social housing.

19 ASB Case Review requests met the threshold for review. 4 did not meet the threshold and 2 reviews are ongoing. For the 19 cases where the review threshold was met partnership meetings were held in 18 of the cases (one request was withdrawn) and recommendations made with the aim of stopping and preventing anti-social behaviour and ensuring victims are supported. Each person who requested a review received feedback and details of an action plan. These plans were bespoke to the specific circumstances of the ASB case but involved themes such as improved partnership coordination, providing clarity around reporting procedures, identifying opportunities for further investigation and support for victims.

For the refresh of the Council's ASB Policy and Procedure the consultation provided information about the development of trauma informed practice and included asking for views about improving our response times for cases that do not involve the use or threat of violence, developing a response to reports of potential CCTV intrusion between neighbours and considering how we can further support victims of anti-social behaviour.

The consultation responses will be analysed and in consultation with the Council's Legal Services Team the Policy and Procedures will be updated.

Consultation on the ASB policy review went live on 1 October 2022 to engage residents on content of the review. The consultation closed on 18 November 2022 and responses are being considered.

3.2 Keeping children and young people safe

3.2.1 Increase investment in youth provision

The CSP will work with our partners, especially those in the voluntary and community sector, to increase investment in youth provision and services, to offer young people alternative pathways.

For the past five years the CSP has invested in a programme of targeted activity aimed at keeping children and young people safe. The programme builds upon the learning and evidence base from previous investments and draws upon the voices and engagement of young people. Provision commissioned through a grant process in July 2021 has been extended into 2022/23. A commissioning process will be developed with the Youth Strategy Team for 2023/24.

The commissioned lead providers, 4CT Limited, Manchester Youth Zone, and Active Communities Network, deliver the following in target areas based upon crime analysis of serious violence rates and community engagement:

- Street based detached work
- 1-1 coaching and mentoring to support children and young people
- Targeted group work to support young people to access mainstream provision and opportunities
- Project work that progresses from street-based work
- Wrap around activity that supports individual children and young people
- Children and young people led advocacy and influencing work

Generally, at a national level, there is a spike in antisocial behaviour and violence during the summer period. Using additional funding from the Greater Manchester Combined Authority, the CSP commissioned youth providers to carry out targeted interventions in identified areas in North and East Manchester during the summer, focusing on young people of highest need and at risk of being involved in violence-related incidents. Interventions included detached daytime and evening provision, outdoor education trips, and sport and leisure activities.

The CSP will continue to work with Young Manchester and BBC Children in Need to draw in additional match funding to further the work linked to young people delivering social action in their local communities.

3.2.2 Early intervention and prevention

The CSP will invest in early intervention and prevention services, to ensure young people are identified sooner and offered services to prevent them from being drawn

into antisocial behaviour, exploitation, and criminal behaviour. Our Early Help Hubs will continue to play a pivotal role in this early identification and direction into support.

Through Manchester Youth Justice, a Remedi Restorative Practitioner has been placed in North, South, and Central Manchester and is linked in with the Engage Panels. Requests for support are received from the police, schools, and Early Help for children and young people displaying behaviours that are a risk indicator for potential future offending.

Remedi work with young people, enabling them to make good choices that achieve positive outcomes for themselves and others. Young people are empowered to reflect on different perspectives and are equipped with the tools that they need to make better choices, dealing with situations of conflict restoratively rather than violently or aggressively. The key aim is to reduce the criminalisation of children and young people on the periphery of the youth justice system. This is achieved through a restorative approach, getting to the underlying concerns, and focusing on strengths, with work and number of sessions tailored around the young person. Restorative interventions include effective communication; victim impact; knife crime programme; empathic thinking; and conflict resolution.

In 2021/22 the CSP commissioned a Remedi Restorative Practitioner in the Pupil Referral Unit (PRU). Following the success of these interventions the PRU have now funded this role for 2022-2024. During 2021/22, 50 young people were referred to Remedi with 472 sessions organised. As of the end of March 2022, 19 young people had successfully completed their sessions and there were 27 active cases open. There was an increase in attendance following interventions and a reduction in fixed-term exclusions.

The CSP will commission VCSE organisations to work with the Councils Antisocial Behaviour Team (ASBAT) to take a restorative approach with young people on the periphery of the criminal justice system. Empower young people to change their lives, make positive choices, and reduce criminalisation.

The CSP continues to commission Remedi to provide restorative solutions for young people identified by ASBAT. This involves engaging with young people on a one-to-one basis and through group work as well as supporting conflict resolution. Remedi provide support around behaviour, reducing behaviour sanctions and assisting with maintaining school attendance. A restorative justice practitioner is based within ASBAT and the impact that this resource has had for the children and their families, and the wider partnerships has been impressive. During 2022/23 Youth Justice and the Community Safety Team will continue to analyse the impact on families and the wider cost effectiveness for other services as this early intervention prevents children escalating and drawing further resource from statutory services. During 2021/22, 101 young people were referred to Remedi with 517 sessions organised. As of the end of March 2022, 41 young people had successfully completed their sessions and there were 34 active cases open. Feedback from young people include: *"I learnt that I need to listen and communicate calmly rather than getting annoyed and upset so quickly. People don't respond well to that and it sometimes makes things worse"*. Feedback from parents/carers include: *"Your approach is different from other professionals*

because she hasn't just listened, but she is trying to make those positive changes so thank you."

3.2.3 Trauma responsive approach

The CSP will continue to train our workforce to offer a trauma responsive approach to working with young people affected by adverse childhood experiences such as violence, domestic abuse, exploitation, and neglect, ensuring that they get the right support.

One Education continues to be commissioned to provide drama therapy sessions with young people on a one-to-one basis. These sessions help individuals to express their emotions, thoughts, and ideas through roleplay and psychotherapy techniques and have been tailored to young people's needs. In addition to drama therapy sessions, meetings/conversations are also held with a range of professionals and interested parties including the young person, parents, schools, Children and Adolescent Mental Health Service (CAMHS), Social Workers, and Speech and Language Therapy (SALT). This can include Looked After Children reviews, care planning, and strategy meetings. The specialist interventions One Education offer young people and their families enhance Youth Justice's trauma responsive offer by keeping children safe and giving them the right support. Outcomes from 2021/22 include:

- Improved emotional regulation and impulsivity
- Reduction in risk taking
- Reduction in violent behaviour/offending behaviour
- Better coping strategies and increased understanding of triggers
- Increase in education attendance or seeking work
- Increased motivation to change and avoid 'bad influences' and feeling that future aspirations are possible
- Increased communication with parents and engagement with 'professionals'

Further to this work, Youth Justice secured funding from Public Health and commissioned One Education to carry out research using participatory methodologies. The report is called 'Life After Lockdown' and involved a narrative research questionnaire with children, workshops with staff, and workshops with children.

CSP funding is also used to provide a youth provision in response to serious incidents, taking a trauma informed approach. This flexible support for young people was identified as part of the youth voice work undertaken by Reclaim.

3.3 Tackling serious harm and violence

This is a multi-layered priority which encompasses domestic violence and abuse, organised crime, Female Genital Mutilation (FGM), sexual exploitation, criminal exploitation, modern slavery/human trafficking, missing from home or care, and preventing violent extremism.

3.3.1 The Complex Safeguarding Hub

The CSP will work in partnership to protect people from serious harm and violence, particularly focusing on where there is a risk of exploitation and/or safeguarding concerns. This includes tackling domestic violence and abuse, modern slavery, crimes against people who sex work, harmful behaviours such as female genital mutilation, honour-based violence, and forced or sham marriages, and stopping people from being drawn into terrorism.

The Complex Safeguarding Hub

The Complex Safeguarding Hub provides a dedicated focus in relation to child sexual exploitation (CSE), child criminal exploitation (CCE), serious and organised crime, missing from home/care, and modern slavery. These are often hidden crimes with a connectivity between complex multiple vulnerabilities and criminal exploitation. Daily governance meetings, mapping, joint risk assessments, and information sharing across GMP, Social Care and Health systems are part of daily business. Investment has focused on developing intelligence-led, early intervention and preventative interventions at a neighbourhood level. Co-location at Greenheys Police Station has had a positive impact, particularly regarding quick access to intelligence and information sharing.

Demand for the Hub remains high with 240 children referred to the Hub in 2021/22. 54% of the referrals were for child criminal exploitation and 22% for child sexual exploitation. 72% of referrals relate to boys and 28% to girls. Children referred into the Hub tend to be older with almost half those referred aged 15/16 and almost a quarter aged 17/18. 41% have additional needs.

The Complex Safeguarding Hub has also undertaken training and awareness raising. A Day of Action took place in March 2022 focusing on hotels and raising awareness of CSE. This led to an increase in intelligence reports. A Week of Action also took place in October 2022. Training has been delivered to schools, the health sector including GPs, and police probationers. The Children's Society also delivered training to carers/residential staff on missing, vulnerability, and risk of exploitation.

The Hub underwent a Greater Manchester Peer Audit in July 2022. There was positive feedback regarding the strength of partnership work, with good examples of joint working in relation to disruption and support, timely responses to health needs and the Think Family approach, developing relationships with young people, and flexibility and ability of staff in supporting complex vulnerabilities. A plan is in place for addressing areas identified for further consideration.

Modern Slavery/Human Trafficking

Modern slavery data indicates that criminal exploitation was the main form of exploitation in 2021 with labour exploitation potentially remaining a hidden crime. There was an increase in exploitation of vulnerable adults with their properties 'cuckooed' (used for the storage and supply of drugs). Sexual exploitation is linked to several pop-up brothels, but overall numbers remain lower than criminal exploitation.

The CSP continue to commission AFRUCA who have been leading on the Manchester Against Modern Slavery Campaign for the past four years. Community

Champions have been recruited from different communities to raise awareness of modern slavery, including how to spot the signs and how to report concerns. The Champions understand the communities, speak the language, understand the culture, and have had shared experiences.

AFRUCA has reached more than 18,000 people since they started, through face-to-face work, online events, and social media. They continued to work and raise awareness during the pandemic, moving service delivery online. This year, AFRUCA has expanded the campaign in Black, Asian, and Minority Ethnic communities across Manchester. This has included providing direct support to victims of modern slavery which commenced at the beginning of the year. Throughout 2021/22 AFRUCA delivered a series of online and round table events with over 800 attendees. With their successful use of social media and digital platforms this reach increased to over 7,000 people. Round table events focused on areas of under reporting such as labour exploitation and domestic servitude, along with debt, and the impact on migrant families. 92% of attendees reported an improvement in awareness of modern slavery while 93% reported that following the training they could spot the signs and knew how to report modern slavery.

The CSP also commissioned Hope for Justice to deliver 15 training sessions for front line staff including homeless services. Barnardo's continue to provide training, advice, and guidance in relation to the National Referral Mechanism (NRM) and supporting trafficked children. Housing has emerged as a critical issue for victims along with follow up support and GMCA has been collating themes and evidence. The Modern Slavery Policy Statement was updated in June 2022 with contribution from all directorates in the Council.

Child criminal exploitation and family support

AFRUCA continue to be commissioned during 2022/23 to deliver a child criminal exploitation programme comprising support for families around County Lines, Child Trafficking, and other forms of child exploitation. To raise awareness of their offer, AFRUCA have held meetings with and provided presentations to local authority departments and teams, community groups and organisations, and local schools. The service also attends the following:

- Tackling Exploitation Group
- The NGO Forum
- Modern Slavery and Human Trafficking sub-group

AFRUCA has worked with 24 families in relation to CCE, working with parents/carers, and young people. This includes educating parents/carers on the signs and indicators of County Lines and providing support to young people. A Parents Forum also takes place on the last Friday of the month. Multiple issues have been uncovered including mental health, poverty, trauma, and accommodation. Some of the young people supported have experienced sexual and criminal exploitation and are extremely vulnerable. Families have been signposted to local organisations to help with support, advice, and counselling. This work has highlighted the importance of working with community assets such as AFRUCA.

3.3.2 Extremism and terrorism

The CSP will safeguard people from being drawn into extremism and terrorism and work with key sectors and institutions to address risks. The CSP will continue to understand and respond to new and emerging threats concerning all types of extremism, terrorism, and exploitation.

Prevent, Channel, and Manchester's RADEQUAL Campaign comprise a key element in tackling serious harm and safeguarding vulnerable people from being drawn into extremism. A report providing an update on Manchester's response to the National Prevent Review is being presented at a future meeting of this committee. The Counter Terrorism Local Profile was shared in September 2022 to identify new and emerging threats. The Profile informs the action plan for partners to ensure they are addressing key risks.

3.3.3 Organised crime

The CSP will identify and target Organised Crime Groups by disrupting and dismantling them, bringing offenders to justice, and making neighbourhoods safer.

Operation Vulcan is the operational name for the multi-agency targeted plan designed to rid Cheetham Hill and Strangeways of the criminal activity synonymous with the area, specifically targeting crime such as:

- illicit medication and the supply of drugs
- modern day slavery, enforced labour, and sexual exploitation
- organised and exploitative immigration
- money laundering
- counterfeit crime
- serious and violent crime
- community disruption and disorder

GMP has developed a dedicated and skilled team to work with partners to take a sustained problem-solving approach and coordinate interventions to target this criminality. The team aims to disrupt activity and dismantle networks, protect and support those most vulnerable, and ensure that the neighbourhood is safer and can thrive. This includes long-term community engagement.

An event was held on 2 November to bring together partners, share details of Operation Vulcan, and develop further the joint plan of action. Each section of the action plan details GMP's commitment to tackling the key problems listed above, each with a bespoke multi-agency support plan.

Below are some of the outcomes that will be used to measure success:

- demonstrable disruption of Organised Crime Groups (OCGs)
- positive arrest numbers and convictions
- increase in the number of referrals of vulnerable victims of crime into safeguarding services and the national referral mechanism

- increase in the number of referrals of drug users into treatment and support services
- increase in community intelligence leading to positive outcomes
- increase in community confidence
- sizeable seizure of assets
- data showing a decrease in criminality in the area
- closure of illegal businesses

3.3.4 Domestic violence and abuse

The CSP will protect people where there is a risk of exploitation, violence, domestic abuse, and repeat victimisation, while tackling perpetrators to reduce harm.

The CSP will work in collaboration with VCSE organisations and mental health services that offer specialist support to those individuals who have experienced domestic violence and abuse, sexual violence, exploitation, and harmful behaviours.

The CSP funds several initiatives to support Manchester's Domestic Abuse Strategy, details of which were presented at the June 2022 Communities and Equalities Scrutiny Committee.

3.4 Tackling drug and alcohol driven crime

3.4.1 National drug strategy

The CSP will support (through the lifespan of its current three-year strategy), the national ten-year drug strategy "From Harm to Hope", which is aimed at cutting crime and saving lives by breaking drug supply chains, delivering treatment and recovery services, and achieving a shift in the demand for recreational drugs.

The CSP will contribute towards the alignment of national expectations with local delivery and develop a local outcomes framework to sit alongside the national one.

In April 2022, the Office of Health Improvement and Disparities (OHID) announced the Supplementary Substance Misuse Treatment and Recovery Grant (SSMTRG), a grant funding scheme aimed at supporting local delivery of the From Harm to Hope strategy. Local authorities' use of the SSMTR grant should directly address the aims of the treatment and recovery section of the drug strategy. The outcomes are ambitious. Manchester has been identified as an 'enhanced area', benefitting from greater investment in year 1.

The Manchester Public Health Team has worked closely with partners on the application for the SSMTRG, building on the continued and sustained relationships between key agencies and services. A focussed steering group worked to identify the strengths, opportunities, and challenges and incorporate into a strategic and operational plan to deliver against the strategy objectives.

Local delivery of these ambitions aims to drive an improvement in the quality of the service for Manchester residents, ensure more people can access our community treatment services, and support a reduction in the number of caseloads of our practitioners and clinicians delivering substance misuse services.

Successful delivery of the 'From Harm to Hope' drugs strategy and investment will rely on co-ordinated action across a range of local partners, including enforcement, treatment, recovery, and prevention. Guidance for local delivery partners has been issued and sits alongside the drugs strategy to outline the structures and processes through which local partners should work together to reduce drug-related harm. In Greater Manchester, a decision has been made for the Greater Manchester Drug & Alcohol Transformation Board, chaired by the GM Deputy Mayor, to become the Combating Drugs Partnership for GM. The partnership will be co-chaired by the Deputy Mayor (who will become the SRO) and David Regan, Director of Public Health for Manchester, in his remit as drug and alcohol lead for Directors of Public Health in Greater Manchester.

3.4.2 Assertive engagement

Develop and implement assertive engagement approaches for people who frequently attend A+E due to alcohol to address their needs and behaviour and reduce hospital admissions and ambulance call outs.

Two assertive outreach workers, consultant time, and admin support are funded by the SSMRT. Posts are attached to the Alcohol Care Teams (ACTs) that work across the three hospitals in the city.

3.4.3 Capturing and disseminating information

The CSP will continue to commission Manchester Metropolitan University (MMU) to test seized drugs and support the Local Drug Information System in providing warning and alerts to services. Maintain up-to-date knowledge of new and emerging drugs and ensure that work supports cross-cutting issues, particularly around serious violence, the night-time economy, organised crime, neighbourhood crime, antisocial behaviour, and mental health.

A Greater Manchester Early Warning System Steering Group oversees the Local Drug Information System (LDIS) in addition to a GM Trends/Early Warning System/Samples meeting which decides on which seized drugs are put forward for testing. A local drug alert panel is in place to respond to test outcomes. GMCA commission the above but Manchester provides a funding top up to pay for additional testing. Local organisations are signed up to the LDIS and receive alerts providing timely notifications of drug related risks and harms to be shared with service users.

In 2018, the CSP and Public Health Team commissioned MMU's Substance Use and Addictive Behaviour's Research Group to undertake research to monitor emerging substance use trends. A monitoring system was developed and named Manchester Emergent Substance Use Survey (MESUS) with the findings from the first monitoring cycle produced in 2019. Since 2018, MESUS has grown and now captures information from across Greater Manchester. The GM MESUS aims to gather up to date information on changing and emerging substance use trends. The findings inform the LDIS and help to ensure that commissioners and service providers understand their local needs. The findings are broken down into user subpopulations

that include homeless and street-based populations, students, clubbers and LGBT+, young people, and prison population.

3.4.4 Pathways into treatment

The CSP will work to improve continuity of care pathways and attrition from prison to the community, ensuring that individuals access the care they need on release. This will reflect targets to ensure every offender with a substance misuse need has access to treatment by 2024/25.

The CSP will review pathways from prison to drug and alcohol residential services and increase the numbers accessing those services.

The CSP will work with partners to improve pathways into the community drug and alcohol service for those whose offending behaviour is linked to their substance use.

A Project Manager in Change Grow Live (CGL), Manchester's drug and alcohol treatment service, will oversee this work. This post will also work with the new Health and Justice posts employed by Probation. Additional posts in the Drug and Alcohol Social Work Team (Adults Directorate) are supporting this work.

3.5 Protecting communities through changing offender behaviour

3.5.1 Reducing Reoffending Plan

Through the Reducing Reoffending Board the CSP will coordinate the implementation of the Manchester Reducing Reoffending Plan.

The Reducing Reoffending Board has developed the Manchester Reducing Reoffending Plan. This plan localises the Greater Manchester Reducing Reoffending Plan and aligns with the Manchester Community Safety Partnership objectives. The plan aims to enable partners to collaborate effectively to keep communities safe by helping individuals to stop offending; improve accessibility to services for people on probation; develop and deliver new initiatives; monitor and evaluate performance; and influence the commissioning of services to achieve better outcomes for people who have offended in Manchester.

3.5.2 Accommodation support

To address the link between accessing and retaining accommodation and desistance from reoffending, the CSP will work with partners and providers to improve the accommodation offer for People on Probation. This includes supporting those leaving prison and moving into Approved Premises and further exploring options with private rented landlords.

The CSP continues to fund the Private Rented Landlord Scheme which provides accommodation for People on Probation (PoP) in emergency situations. The scheme offers Community Probation Practitioner's support to achieve accommodation outcomes for those whose life experiences, trauma, and related substance misuse can mean that they disengage or are deemed difficult to manage, leading to eviction

and intentionally homeless decisions. Obtaining and retaining settled accommodation is a key factor in successful rehabilitation.

The funding has allowed for the development of positive relationships with Manchester landlords to facilitate interim solutions and/or provide the opportunity for longer term settled accommodation when there have been no suitable alternatives. Sustainability of accommodation has yielded positive outcomes at 3-6 months especially in considering the needs of the cohort.

In recognition of homelessness legislation, accommodation is only provided to those ineligible for interim accommodation by the local authority and identified as ineligible for discretionary interim accommodation (A Bed Every Night). This includes the Ministry of Justice funded Community Accommodation Service Tier 3 (CAS3). CAS3 provides temporary accommodation for homeless prison leavers and those moving on from Approved Premises (CAS1) or the Bail Accommodation and Support Service (CAS2) and assistance to help them move into settled accommodation. Greater Manchester Probation Service co-commission CAS3 alongside Greater Manchester Combined Authority through local housing authorities, available specifically for people being released from prison who are identified as non-statutory (deemed non-priority need) and likely to be without accommodation upon release.

The Greater Manchester Homelessness Prevention Team works alongside the Private Rented Landlord Scheme to understand the cohort of people identified as likely to be homeless. This is to develop a greater understanding of why in order to work towards prioritising prevention or addressing gaps.

The CSP funding has played an important role in preventing homelessness for PoP who do not have the finances to secure their own property and in a competitive market are not prioritised for accommodation. This allows them to have a stable base with support to address their criminogenic needs and contributes to a reduction in their risk of further offending. Between 1 April and 30 September 2022, 32 People on Probation were placed into temporary or permanent accommodation. More than half were high risk who may otherwise have been homeless.

The CSP commissions Justlife to provide support to residents living in Unsupported Temporary Accommodation (UTA) (both those released from prison into UTA and those on community orders in UTAs) The Justlife Targeted Referrals Project also offers support around transition in CAS3. This additional support is specific to those people with multiple and complex needs.

Justlife is a person-centred organisation who provide support to PoP who are at risk of or experiencing homelessness (people leaving custody and people in the community). They help people on probation navigate criminal justice accommodation pathways and support them in achieving safe and sustainable accommodation. Between April and September this year, Justlife supported 27 People on Probation with 474 actions. These included:

- Addressing health issues: physical, mental, and substance use (including making and attending appointments with PoP)

- Addressing housing issues: arranging appointments, supported with moving into properties including into longer term supported accommodation and sheltered accommodation, and emergency assistance
- Addressing finance and employability
- Referrals into other services for issues including legal advice and mental health. Referrals have been made to Citizens Advice Bureau, No 93 (Harpurhey Wellbeing Service), Mustard Tree, Back on Track, CFO Hub, CGL, Trussell Trust (food bank), On The Out, and Manchester City Council among others.
- Reoffending prevention

4.0 Recommendations

The Committee is invited to consider and comment on the information contained in this report.

**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny Committee – 6 December 2022

Subject: Overview Report

Report of: Governance and Scrutiny Support Unit

Summary

This report provides the following information:

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

Recommendation

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

Wards Affected: All

Contact Officer:

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

Background documents (available for public inspection):

None

1. Monitoring Previous Recommendations

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

Date	Item	Recommendation	Action	Contact Officer
8 October 2020	CESC/20/38 Update on Work with the Voluntary, Community and Social Enterprise (VCSE) Sector During COVID-19	To request information on the financial support that has been given during the pandemic by the Council and external funders, broken down by equality strands, as well as information on any gaps in provision.	A response to this recommendation has been requested and will be circulated to Members.	Keiran Barnes, Programme Lead (Our Manchester Funds)
21 June 2022	CESC/22/22 Homelessness Update	To request a breakdown of the information in table 2.3 by protected characteristics.	A response to this recommendation has been requested and will be circulated to Members.	Nicola Rea, Strategic Lead (Homelessness)
19 July 2022	CESC/22/28 Community Events	To request that the Executive Member for Skills, Employment and Leisure circulate the criteria and timetable for the Community Events Fund, along with the Equality Impact Assessment and information on sports activities that are currently being funded across the city.	A response to this recommendation has been requested and will be circulated to Members.	Mike Parrott, Events Lead
11 October 2022	CESC/22/38 Homelessness Update	That the Chair, in conjunction with the Deputy Leader, write to the Secretary of State Levelling Up, Housing and Communities and invite them to visit Manchester to witness the experience of homelessness in Manchester.	This recommendation has been completed.	Rachel McKeon, Governance and Scrutiny Support Officer

8 November 2022	CESC/22/43 Crime and Policing	That the Members' questions which had not been raised during the meeting, due to time constraints, will be sent to the Mayor's Office for a response.	The questions were sent to the Mayor's Office on 16 November 2022.	Rachel McKeon, Governance and Scrutiny Support Officer
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2. Key Decisions

The Council is required to publish details of key decisions that will be taken at least 28 days before the decision is due to be taken. Details of key decisions that are due to be taken are published on a monthly basis in the Register of Key Decisions.

A key decision, as defined in the Council's Constitution is an executive decision, which is likely:

- To result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates, or
- To be significant in terms of its effects on communities living or working in an area comprising two or more wards in the area of the city.

The Council Constitution defines 'significant' as being expenditure or savings (including the loss of income or capital receipts) in excess of £500k, providing that is not more than 10% of the gross operating expenditure for any budget heading in the in the Council's Revenue Budget Book, and subject to other defined exceptions.

An extract of the most recent Register of Key Decisions published on **28 November 2022** containing details of the decisions under the Committee's remit is included below. This is to keep members informed of what decisions are being taken and, where appropriate, include in the work programme of the Committee.

Register of Key Decisions:

Subject / Decision	Decision Maker	Decision Due Date	Consultation	Background documents	Officer Contact
Framework for the provision of GM Online Library Service	Strategic Director	Not before		Report & Recommend	

Subject / Decision	Decision Maker	Decision Due Date	Consultation	Background documents	Officer Contact
(2022/10/27B) The appointment of Provider(s) for GM Online Library Service	(Neighbourhoods)	27th Nov 2022		ation	
Culture in the City - HOME Arches (2022/11/07A) To approve capital expenditure to address cost increases largely in relation to methodology, 3 rd party requirements and market pressures which are fixed.	City Treasurer (Deputy Chief Executive)	Not before 7th Dec 2022		Checkpoint 4 Business Case	Dave Carty d.carty@manchester.gov.uk
Factory International (2022/11/22A) To approve capital expenditure for cost pressures including inflation, market & supply chain pressures, client-side costs and fitting out costs.	City Treasurer (Deputy Chief Executive)	Not before 22nd Dec 2022		Checkpoint 4 Business Case	Jared Allen jared.allen@manchester.gov.uk
Financial approval of MCR Active Contract 2023/24 (2022/10/27A) Financial approval of 5 th year of MCR Active Contract for period 1 st April 2023 to 31 st March 2024.	City Treasurer (Deputy Chief Executive)	Not before 27th Nov 2022		Report to Deputy Chief Executive and City Treasurer	
Z-Arts Grant Agreement (2022/11/04A) To approve a three-year Z-Arts grant	Strategic Director (Neighbourhoods)	Not before 4th Dec 2022		Z-Arts Overview Report	

Subject / Decision	Decision Maker	Decision Due Date	Consultation	Background documents	Officer Contact
agreement with revenue support of £184,488 in 2023/4, 2024/5 and 2025/6					

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

Tuesday 6 December 2022, 10.00 am (Report deadline Friday 25 November 2022)

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Our Manchester Voluntary and Community Sector (OMVCS) Fund	This report provides an update on the OMVCS funding programme.	Councillor Midgley	James Binks/Keiran Barnes	
CCTV Policy	To receive a report on the CCTV Policy.	Councillor Rahman	Fiona Worrall/Neil Fairlamb/Sam Stabler	Executive report
Compliance and Enforcement Annual Performance Report	This report sets out the demand for and performance of compliance and enforcement services.	Councillor Igbon	Fiona Worrall/Neil Fairlamb/Fiona Sharkey	
Community Safety Update Report	This will provide an update on the range of work delivered to address the priorities in the strategy to include updates on our city centre and Wynnstay Grove PSPOs. To include information on how partners work to help people feel safe in the city centre, including the role of Licensing, taxi marshals, pubwatch and event security.	Councillor Rahman Councillor Igbon	Fiona Worrall/Neil Fairlamb/Sam Stabler/Fiona Sharkey	
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.	-	Rachel McKeon	

Tuesday 10 January 2023, 10.00 am (Report deadline Thursday 29 December 2022)

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Bonfire Night 2022	To receive a report on anti-social behaviour in relation to bonfires and fireworks around Bonfire Night 2022, including an assessment of the impact of the Council's decision not to hold Bonfire Night events and the views of Greater Manchester Police (GMP) and Greater Manchester Fire and Rescue Service (GMFRS).	Councillor Rahman	Fiona Worrall/Neil Fairlamb/Fiona Sharkey/Kylie Ward	Invite representatives from GMP and GMFRS
Homelessness Service Transformation	To include items requested by Members at the meeting on 21 June 2022, including the Transformation Programme, work to reduce the use of bed-and-breakfast accommodation, void properties, how the Housing Solutions and PRS teams are working together and how their systems are keeping pace with the private rented sector, the imbalance in the geographic spread of temporary accommodation provision, support to help people settle into their new accommodation and information on equalities and how different communities are being served by this work.	Councillor Midgley	Dave Ashmore/Nicola Rea	
Advice Services	To receive a report on advice services, including those delivered by housing providers.	Councillor Midgley	Fiona Worrall/Neil Fairlamb/Nicola Rea	
Overview Report		-	Rachel McKeon	

Tuesday 7 February 2023, 10.00 am (Report deadline Friday 27 January 2023)

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
2023/24 Budget Report	Consideration of the final 2023/24 budget proposals that will go onto February Budget Executive and Scrutiny and March Council. To include: <ul style="list-style-type: none"> Neighbourhoods Directorate 2023/24 Budget Homelessness Directorate 2023/24 Budget 	Councillor Akbar Councillor Rahman Councillor Midgley Councillor Hacking	Carol Culley/Fiona Worrall/Neil Fairlamb	
VCSE Support Review	This report describes the review and assessment process to date with a detailed timeline for further developments.	Councillor Midgley	James Binks/Keiran Barnes	February or March (TBC)
Community Cohesion Strategy	To receive a report on the Community Cohesion Strategy.	Councillor Rahman	Fiona Worrall/ Sam Stabler	
Libraries, Galleries, Culture and Leisure Annual Report	To receive an annual report on Libraries, Galleries, Culture and Leisure, including an update on each area and the results of the Cultural Impact Survey.	Councillor Hacking Councillor Rahman	Fiona Worrall/Neil Fairlamb/Neil MacInnes /Louise Lanigan	
Overview Report		-	Rachel McKeon	

Tuesday 7 March 2023, 10.00 am (Report deadline Friday 24 February 2023)

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Digital Exclusion	To receive a report on digital exclusion.	Councillor Hacking	Fiona Worrall/Neil Fairlamb/Angela	

			Harrington	
Immigration and Asylum	To receive a report on immigration and asylum.	Councillor Midgley	Dave Ashmore/Nicola Rea	
Equalities Update	To receive an overarching report, to include: <ul style="list-style-type: none"> the Communities of Identity report, informed by the Council's Corporate Peer Review conducted in 2021; an update on race and ethnicity since the report to the Committee's October 2021 meeting; Faith and belief; and Events to celebrate the diverse communities within the city. 	Councillor Midgley	Fiona Ledden/James Binks/Lorna Young	
Overview Report		-	Rachel McKeon	

Tuesday 23 May 2023, 2.00 pm (Report deadline Thursday 11 May 2023)

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Sex and Gender	To receive a report on sex and gender.	Councillor Midgley	Fiona Ledden/James Binks/Lorna Young	
Overview Report		-	Rachel McKeon	
Annual Work Programming Session	The meeting will close for the annual work programming session where members determine the work programme for the forthcoming year. To follow a presentation from the Director/Lead Officers on upcoming issues and challenges within the Committee's remit.	Councillor Rahman/ Councillor Midgley/ Councillor Hacking	Fiona Ledden/ Fiona Worrall/ Sam Stabler/Lorna Young/Keiran Barnes/Dave	

			Ashmore	
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Items To Be Scheduled

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Prevent/Radequal	This report sets out our response to the National Prevent Review.	Councillor Rahman	Fiona Worrall/Fiona Sharkey/Sam Stabler	
Support for People Leaving Prison	To include information on changes to probation services, how ex-prisoners are re-integrated into society and links with homelessness.	Councillor Akbar Councillor Rahman	Fiona Worrall/ Sam Stabler/ Dave Ashmore	
Youth Justice	To be scoped.	Councillor Rahman Councillor Bridges	Paul Marshall/ Fiona Worrall/Neil Fairlamb/Fiona Sharkey/Sam Stabler	Invite Chair of the Children and Young People Scrutiny Committee
Events	To receive a further report at an appropriate time which includes the Manchester Events Strategy, information on the geographic spread of the funded events and an update on work on the additional areas for development and improvement referred to in the report considered by the Committee on 19 July 2022.	Councillor Hacking	Neil Fairlamb/Mike Parrott	See minutes of the meeting on 19 July 2022.
Manchester Sport and Physical Activity Strategy	To request a further report including place-based activity across the wards, comparison of different areas of the city, coaching opportunities, the impact of the cost-of-living rise, work to engage people with different protected characteristics,	Councillor Hacking	Neil Fairlamb	See minutes of the meeting on 6 September 2022.

	including women, and providing activities to engage young people.			
Community Safety Strategy 2022-25	To receive a further report at an appropriate time, including the information requested by Members at the meeting on 6 September 2022.	Councillor Rahman	Fiona Worrall/Neil Fairlamb/Fiona Sharkey/Sam Stabler	See minutes of the meeting on 6 September 2022.
Serious Violence Strategy	To request a further report, including information on measuring the outcomes of the Strategy, work to tackle the increase in youth violence in north Manchester and disparities across different areas of the city.	Councillor Rahman	Fiona Worrall/Neil Fairlamb/Fiona Sharkey/Sam Stabler	See minutes of the meeting on 6 September 2022.
Crime and Policing	Following the item considered at the November 2022 meeting, to invite the guests from the GMCA and GMP to attend a future Committee meeting, including asking Chief Superintendent Richard Timson to provide an update on the communications work, public confidence and how the journey to improvement is going.	Councillor Rahman	Fiona Worrall/Neil Fairlamb/Sam Stabler	See minutes of the meeting on 8 November 2022.

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