



Communities and Equalities Scrutiny Committee

Date: Tuesday, 7 March 2023

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 09.20 am in the Council Antechamber, Town Hall Extension

Access to the Council Antechamber

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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 7 February 2023.

Pages
5 - 14

5. [10.05 - 10.40] Digital Inclusion Update

Report of the Strategic Director (Neighbourhoods)

Pages
15 - 48

This report provides an update on the Council's digital inclusion work over the last 2 years.

6. [10.40 - 11.15] Equalities Update- to follow

7. [11.15 - 11.50] Our Manchester Voluntary & Community Sector (OMVCS) Fund

Report of the Assistant Chief Executive

Pages
49 - 102

This report provides an update on the OMVCS funding programme for 2023-26. The report describes the steps that have been taken to complete the funding assessment process, and details which organisations will be funded by the programme from 1 April 2023, subject to approval of the Council's annual budget and due diligence.

The report goes on to outline the background and process for developing the Supporting Communities Fund, and details the organisations in scope for it, subject to the same conditions above. The report describes the support available across both

programmes for funded groups and for unsuccessful applicants.

8. [11.50 - 12.00] Overview Report

Report of the Governance and Scrutiny Support Unit

Pages
103 - 112

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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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, 27 February 2023** 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 7 February 2023

Present:

Councillor Hitchen - In the Chair

Councillors Azra Ali, Benham, Chambers, Connolly, Evans, Hussain, Ogunbambo, H Priest, Rawson, Sheikh, Whiston and Wills

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 Douglas, Deputy Executive Member for Skills, Employment and Leisure

Andy King, MCRactive

Yawar Abbas, MCRactive

Nicky Boothroyd, MCRactive

Apologies:

Councillors Hilal, Iqbal, Johnson and Wilson

CESC/23/06 Minutes

A Member noted that Michael Gove had not responded to the Committee's invitation to visit the city and expressed concern that the distribution of the Levelling Up Fund had been unfair, noting that Manchester had not been awarded funding.

Decision

To approve the minutes of the meeting held on 10 January 2023 as a correct record.

CESC/23/07 Culture Annual Report

The Committee considered the report of the Strategic Director (Neighbourhoods) which provided an update on culture in the city.

Key points and themes in the report included:

- COVID recovery and impact of the cost-of-living crisis;
- Cultural Impact Survey;
- Core funding for culture;
- Zero carbon;
- Loads to Do;
- Manchester Culture Awards 2022;
- Collaborations and international partnerships;
- MADE – Manchester's Cultural Education Partnership;
- Music Education - My Hub;

- Classical Music collaboration; and
- Cultural Consortium.

Officers provided an overview of the presentation at appendix 1, highlighting that the figure on Board Members who were Manchester residents was 36%, not 24%.

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

- Asking about the organisations which were represented in the figures in the Cultural Impact Survey presentation;
- To recognise the important work of smaller, local projects, such as the community street art project Withington Walls, which might not be included in this data;
- That the percentage of audiences from Black, Asian and Minority Ethnic (BAME) communities was low and more needed to be done to improve this;
- The impact of class and socio-economic background on accessing and participating in cultural activities, how this intersected with other factors such as race and ethnicity and work to address this; and
- The impact of Brexit on the cultural sector.

The Statutory Deputy Leader informed the Committee about work which had been taking place for a number of years to widen access and participation in the cultural sector, identifying and removing barriers, and advised that this work was continuing.

The Policy and Programmes Manager (Culture) reported that all organisations on their mailing list were encouraged to take part in the survey and that it was mandatory for organisations which were funded by the Council. She advised that over 40 organisations had taken part in the survey, and that this now included the Palace Theatre and the Opera House, as well as many other larger venues, museums and galleries across the city and a number of smaller organisations; however, she advised that many of the commercial music venues across the city did not contribute to the survey. The Director of Culture informed Members about a piece of work which had been carried out in 2022 in relation to the music economy in Manchester. The Policy and Programmes Manager (Culture) advised that her team would welcome the opportunity to include Withington Walls in the survey. A Member commented that Ward Councillors could assist with distributing the survey to organisations they knew locally.

In response to a Member's question, the Director of Culture informed Members about the background to the Cultural Leaders Group and the development of the new Cultural Consortium, which, he advised, would be a more democratic and representative body of cultural organisations in the city. He informed Members about the impact of Brexit on the outdoor arts sector, on exporting work and working with international artists in the UK. He informed Members about a seminar which would be taking place at HOME to respond to some of these challenges and work to continue to link with other cities internationally. He reported that work to overcome socio-economic barriers to accessing culture focused on both outreach work and making events within venues more accessible, for example, through offering cheaper tickets. He advised that a number of venues across the city had this kind of offer and that they were working together to find ways to promote them more effectively. He

advised that outreach workers from different cultural organisations were now co-ordinating their work to ensure a better spread across different areas. He also highlighted the role of libraries in reaching communities.

In response to a Member's question, the Policy and Programmes Manager (Culture) confirmed that community-organised events and activities could be included on the Loads To Do website and she requested that organisers be signposted to the Culture Team.

In response to questions from the Chair about age, the Director of Culture reported that feedback he had received from across the sector indicated that the age group which had been slowest to return following the pandemic was the over-55s, commenting that there was still a feeling of vulnerability about COVID-19 and that people had got used to staying at home. He reported that a lot of older people in the culture sector had decided to retire or take early retirement around this time.

The Chair highlighted concerns that Councillor H Priest had raised in relation to her ward of Charlestown. These included disputing that there was a low level of participation in culture in Charlestown, stating that Charlestown had its own cultural offer which was not being valued or recognised, that the ward was instead being offered outreach work from external organisations and that a production set in Charlestown had won an award but without the involvement of local people. The Statutory Deputy Leader agreed that he would contact Councillor H Priest to discuss this.

The Chair thanked all the organisations in the culture sector and all the volunteers who helped to make many events possible. She also encouraged residents to look at the cultural offer that was available to them.

Decision

To note the report and presentation.

[Councillor H Priest declared a disclosable pecuniary interest due to undertaking freelance work as part of the Festival of Libraries, run by the City of Literature, and left the room for the items on the Culture Annual Report and the Manchester Libraries Strategy Update.]

[Councillor Azra Ali declared a personal interest as a Board Member of the Halle Concert Society.]

CESC/23/08 Manchester Libraries Strategy Update

The Committee considered the report of the Strategic Director (Neighbourhoods) which provided an update on the library strategy and presented a draft vision for libraries.

Key points and themes in the report included:

- Delivering the Library Strategy in 2022 and beyond;
- Central, neighbourhood, community and other libraries;

- Warm spaces and the cost-of-living crisis;
- Digital inclusion;
- Children and young people;
- Age-friendly libraries;
- Equalities, diversity, and inclusion;
- Culture and creativity;
- Archives; and
- Manchester City of Literature.

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

- Recognising the important role of libraries and that the national government should provide more money so that they could do even more;
- Praise for the work of the Library Service and the vision for the future of the service;
- Concern that people were reliant on the designated warm spaces offer in libraries, commenting that people should be able to afford to heat their own homes, with help from the state if necessary; and
- Sixth form students using university libraries and whether more could be done to engage with sixth forms and colleges to make students aware of Central Library and other Council libraries they could use.

The Executive Member for Skills, Employment and Leisure reported that, other than minor changes such as providing warm drinks, the warm spaces offer was no different from what libraries normally offered so it was promoting that libraries were warm, welcoming places.

The Head of Libraries, Galleries, Culture and Youth Services reported that people were spending longer in libraries. In response to a Member's question about school holidays, he reported that the activity offer during this period was currently being reviewed and that he would be happy to discuss this with Ward Councillors. He informed Members that the service would be working with the university libraries to develop a more joined-up approach, including looking at engagement with sixth forms. He reported that a large number of sixth form students did already use Central Library around examination time. The Deputy Executive Member for Skills, Employment and Leisure reported that students could also be signposted to local libraries and that consideration could be given to providing library maps.

The Chair praised the libraries and library staff in her ward, including the recent visit by the Royal Philharmonic Orchestra, and thanked all library staff for their work.

Decision

To note the report.

[Councillor H Priest declared a disclosable pecuniary interest due to undertaking freelance work as part of the Festival of Libraries, run by the City of Literature, and left the room for the items on Culture Annual Report and the Manchester Libraries Strategy Update.]

**CESC/23/09 Manchester Sport and Physical Activity Strategy 2022
Annual Update**

The Committee considered the report of the Strategic Director (Neighbourhoods) which highlighted the annual progress that had been made in the development and achievement of the Manchester Sport and Physical Activity Strategy (MSPAS) which included an update on the strengthened governance arrangements of MCRActive and identified areas of focus for 2023. An update had been provided against the refreshed strategic themes of the strategy (appendix 1) that were endorsed by Executive in September 2022; the amends were made to respond to the cost-of-living crisis and climate emergency and to ensure that the city built back fairer from the impacts of the global pandemic and remained on target to deliver a sustained increase in participation levels.

Key points and themes in the report included:

- Progress on the Manchester Sport and Physical Activity Strategy against the strategic themes, which were:
 - Encouraging residents to move more;
 - Positive experiences for young people;
 - Active adults increasing and sustaining activity levels;
 - World class sport that inspired positive change;
 - Active place and neighbourhoods;
 - Communicating with and connecting communities;
 - Realising the potential of the workforce; and
 - Contribution to a Zero Carbon City; and
- Next steps.

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

- Whether more could be done to promote events held in Manchester, such as the Rugby League World Cup;
- Was there any monitoring of whether events and activities led to an increase in people’s longer-term levels of activity;
- Lighting for outdoor sports facilities, particularly in parks;
- Work to reinvigorate the 16 and Under Free Swim Offer; and
- Making more school sports facilities available for community use.

Yawar Abbas from MCRActive acknowledged the Member’s comments in relation to the Rugby League World Club, noting that Manchester did not have a strong Rugby League Club network; however, he reported that the Super League Grand Final would be held at Old Trafford in future years, with the women’s and wheelchair finals held in Manchester venues over the same period, and that Rugby League was now based at the House of Sport in east Manchester. In response to a Member’s question about the definition of “active” in the Active Lives Survey referred to in the report, he advised that this was based on the Sport England measure of 150 minutes of activity during the week which raised the heartrate. In response to a Member’s question, he agreed to provide figures on numbers who were active broken down by age, including figures for children and young people. In response to a Member’s question, he reported that it had been identified that more coaches were needed to

meet demand in breakdancing, skateboarding, sport climbing and other emerging sports. In response to a question about community alliances and how Ward Councillors could be involved, he offered to progress this outside of the meeting.

The Strategic Director (Neighbourhoods) reported that a major event did not on its own trigger a significant increase in participation in sport so in Manchester every event bid had to include a legacy programme and for the Rugby League World Cup this had included a community development programme.

Nicky Boothroyd from MCRactive reported that, in relation to activities in leisure centres, they could monitor whether an event had led to people continuing to engage in physical activity; for example, she advised that, when families signed up for family activity days, this information was used to monitor whether they then joined any further activities. She reported that free swimming had to compete with other activities that were available to children and young people but that an update would be provided at a future meeting on the marketing campaign to promote free swimming. She provided an update on work taking place with schools to make sports facilities available for community use outside of school hours and offered to provide further information at a future meeting. She outlined work with the Parks Service, through the Capital Development Programme, to provide lighting for sports facilities, including using LED lighting for carbon reduction.

In response to a Member's question, the Executive Member for Skills, Employment and Leisure acknowledged that there was an issue with the booking system app, that work was taking place to resolve this and that an update could be provided at a future meeting.

In response to a question from the Chair about encouraging more women to be physically active, Nicky Boothroyd reported that there were a number of women-only gym and swimming sessions and that the design of the gym was important, with the heavy weights being located at the back of the gym.

In response to a question from the Chair, the Executive Member for Skills, Employment and Leisure noted that the Committee had asked a number of questions at its September 2022 meeting, including a question on the response to the cost-of-living crisis, that a written response had been prepared to these questions and that these would be circulated to Members after the meeting. The Chair asked that these be circulated to all Councillors. The Executive Member for Skills, Employment and Leisure suggested that the email to all Councillors should also include a copy of the report presented to the Committee, to which the Chair agreed.

The Chair thanked everyone for their work.

Decision

To request that the written response to the Committee's previous questions be circulated to all Councillors by email and that the report considered at today's meeting be attached.

[Councillor Ogunbambo declared a personal interest as the Chair of Blackley Football Club of Manchester]

CESC/23/10 Revenue Budget Update

The Committee considered the report of the Deputy Chief Executive and City Treasurer that set out the latest forecast revenue budget position, and the next steps.

Following the provisional finance settlement announced on 19 December the Council was forecasting a balanced budget for 2023/24 and 2024/25. The risk had moved to the next spending review period 2025/26 where a shortfall of £57m was forecast. This reduced to £40m after the proposed use of £17m smoothing reserves.

The report further described that in November 2022 scrutiny committees were presented with cuts and saving options totaling £42.3m over three years for consideration. The provisional settlement on 19 December reflected a change in government policy and provided more funding than initially expected. This had given the opportunity to review the quantum and phasing of savings. It was now proposed that options of £36.2m were progressed. The settlement also gave some scope for targeted investments which would put the Council in a more sustainable position to face the next spending review in 2025.

The Executive Member for Finance and Resources paid tribute to the Deputy Chief Executive and City Treasurer and her team for all their hard work in bringing forward the suite of budget reports following the settlement announcements. He stated that the budget settlement needed to be considered in the context of over a decade of austerity that had been imposed on Manchester. He commented that the decision to cut local authority funding was a result of ideological decisions taken by the Government, noting that the Government had failed to recognise or apologise for the instability they had caused to the national economy. He further referenced the impact of inflation, population growth in the city and the cost-of-living crisis that all impacted on budgetary pressures. He commented that the Government had failed to communicate their financial decisions for the city, noting the recent experience of announcements of the Levelling Up bids.

The Executive Member for Finance and Resources stated that the funding decisions of the Government had effectively forced the Council to increase Council Tax. He advised that the Council was able to deliver a balanced budget and Council Tax would be used to support the most vulnerable residents in the city; support the social care sector and invest in the future of the city.

Decision

To note the report.

CESC/23/11 Neighbourhood Directorate 2023/24 Budget

The Committee considered the report of the Strategic Director (Neighbourhoods) which provided a further update on the priorities for the services in the remit of this

Committee and detailed the changes to the initial revenue budget options proposed by officers in November 2022.

Key points and themes in the report included:

- Service overview and priorities;
- Service budget and proposed changes within the areas of:
 - Community Safety and Compliance; and
 - Libraries, Galleries and Culture;
- Workforce;
- Equality and anti-poverty impact; and
- Future opportunities and risks.

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

- To welcome that a number of budget savings options which had originally been put forward were no longer being considered, including proposals to reduce the Neighbourhood Investment Fund and gully cleansing but to express concern about cuts which might be needed in future years;
- Concern about the long-term impact of the financial situation on Manchester residents, especially deprived communities;
- While welcoming that there were few cuts being made, expressing frustration that the financial situation hindered the Council's ambitions for the city and to do more for Manchester residents;
- That Equality Impact Assessments should be provided; and
- The impact of cuts over a number of years on neighbourhoods and community safety.

In response to a Member's question, the Executive Member for Finance and Resources stated that, if the city had received the average cut in funding, Manchester would be £77m per year better off. He explained that the national Government had decided to use tax increases over the next two years to reduce debt levels and borrowing but that from 2025 it would use public sector spending cuts and that the Council would be left with a £40m deficit in 2025-2026, even with the use of reserves, unless there was a change of government. He outlined how the Council was investing in the city and key services and focusing on protecting the most vulnerable residents.

The Strategic Director (Neighbourhoods) informed Members that Equality Impact Assessments were undertaken where relevant but, as there were no proposals for service reductions, this was not required.

The Executive Member for Vibrant Neighbourhoods acknowledged that there had been a lot of pressure placed on services but praised staff's excellent work, particularly the Neighbourhood Teams, stating that they had been looking at how they could work more effectively, address inequalities and support local communities.

The Statutory Deputy Leader stated that the Council had been creative and innovative in response to 13 years of accumulated cuts in order to sustain a good level of service but that the situation was challenging and would become more and

more difficult in future years and that what was needed was a national Government which valued the important role of local government in supporting local communities.

The Chair thanked all the teams within the remit of this report.

Decision

To note the report.

CESC/23/12 Homelessness Directorate 2023/24 Budget

The Committee considered the report of the Strategic Director (Neighbourhoods) which provided a further update on the priorities for the services in the remit of this Committee and detailed the changes to the initial revenue budget options proposed by officers in November 2022.

Key points and themes in the report included:

- Service overview and priorities;
- Service budget and proposed changes;
- Emerging pressures and growth;
- Workforce;
- Equality and anti-poverty impact; and
- Future opportunities and risks.

The Deputy Leader highlighted the national and local rise in homelessness and the factors contributing to this. She advised that this meant that there was increasing demand for homelessness services while the Council's overall budget had been reducing; however, she reported, there would be no budget reduction or service reduction for the Homelessness Service this year and she highlighted the key points within the report. She thanked all the staff in the Homelessness Service for their work.

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

- To thank the Deputy Leader and officers for their work;
- To welcome that the homelessness budget was not being reduced and the work to build more social and affordable housing;
- Temporary accommodation, including the amount of time people were spending in temporary accommodation and savings to be achieved through reducing its use;
- The implementation of changes to the Allocations Policy; and
- Ending the routine use of bed-and-breakfast accommodation for families.

The Director of Housing Operations reported that the changes to the Allocations Policy had gone live today and that the impact would need to be monitored but that it should improve the prevention of homelessness and lead to more options and better outcomes for people at risk of homelessness. He drew Members' attention to a report which had been submitted to the Economy Scrutiny Committee on this and offered to share this with Members. He advised that the amount of time spent in

temporary accommodation varied depending on a number of factors, such as the size of the household and any support needs. He confirmed the commitment to end the routine use of bed-and-breakfast accommodation for families, with plans to have significantly reduced the number by June 2023. In response to a Member's point about changing people's perception of what happened if they presented as homeless, he agreed that culture change was needed and informed Members about work which was taking place to address this. In response to a question from the Chair, he confirmed that cost of living rises presented a challenge, with landlords likely to respond to higher interest rates by setting higher rents; however, he advised that the Council was being creative to find solutions and develop a mixed housing portfolio.

The Chair thanked officers in Homelessness for their work and reported that the Committee would be receiving an update report on homelessness in the new municipal year.

Decisions

1. To note the report.
2. To request that the Committee be provided with a copy of the report on the Allocations Policy which has been submitted to the Economy Scrutiny Committee.

CESC/23/13 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.

**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny Committee – 7 March 2023

Subject: Digital Inclusion Update – Bridging the digital divide in Manchester

Report of: Strategic Director (Neighbourhoods)

Summary

The purpose of the report is to provide the Communities and Equalities Scrutiny Committee with an update on the Council's digital inclusion work over the last 2 years.

Recommendations

The Committee is asked to note the contents of this Report, including the progress made over the last two years and the plans for the future.

Wards Affected: All

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

Libraries support the zero-carbon agenda. This includes high quality, low-carbon buildings that are community hubs to be used by multiple organisations, that libraries encourage books to be read by multiple people and the increase in ebooks – reducing the use of paper.

Increasing residents' ability to be regular, confident online users supports zero-carbon targets by reducing use of paper and reduced travelling.

Specific initiatives in this report support the zero-carbon targets, for example commissioning and supporting the refurbished device scheme that reduces waste, repurposing devices to be used by Manchester residents

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

As this is an update report, an EQIA has not been carried out specifically on the report. Equalities, Diversity and Inclusion is at the heart of the digital inclusion agenda, with people with the protected characteristics being most likely to be digitally excluded, and being disproportionately affected by exclusion

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	The Council's digital inclusion work supports a thriving and sustainable city. The programme will increase the number of residents who are skilled online users. It will help people to improve their skills, become increasingly employable and apply for work on-line.
A highly skilled city: world class and home-grown talent sustaining the city's economic success	The Council's digital inclusion work supports Manchester to be a highly skilled city. The programme will increase the number of residents who are skilled online users. It will help people to improve their skills, become increasingly employable and apply for work on-line.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Libraries are at the heart of our communities and offer a wide range of services and activities for free that help to build and maintain community cohesion and place pride.
A liveable and low carbon city: a destination of choice to live, visit, work	Increasing residents' ability to be regular, confident online users supports zero-carbon targets by reducing use of paper and reduced travelling to face-to-face appointments.
A connected city: world class infrastructure and connectivity to drive growth	Our digital inclusion programme is increasing connectivity in homes, and people's ability to be online.

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): None

1.0 Introduction

- 1.1 Digital Exclusion affects tens of thousands of Manchester's residents. Digital exclusion is where a person doesn't have one or more of the following access to the Internet, skills/confidence to use the Internet or motivation to use the Internet. People who are digitally excluded are also likely to suffer from other social exclusion and are disproportionately affected by not being online. There is a very close link between digital exclusion and levels of deprivation.
- 1.2 Digital exclusion often links to other forms of social exclusion: people who are not confident online users can have worse life chances than those that are. They are more likely to suffer social isolation and loneliness, have lower skills and job prospects, unable to access services online (for example applying for housing), reduced access to information, and in general have a lower quality of life. Reducing digital exclusion is intrinsically linked to reducing the widening of inequality.
- 1.3 Over the last 25 years Manchester City Council and our partners have done much to reduce this digital divide and support those that are digitally excluded. The City Council offer includes providing free Internet access, free Wi-Fi and IT support in all our libraries, a wide range of digital courses being delivered by Manchester Adult Education Service (MAES), as well as working closely with many of our community organisations to support them to continue to reach more of our neighbourhoods to support them to access and utilise the internet.
- 1.4 This report shows the progress that has been made with supporting digital inclusion since the last report to Communities and Equalities Scrutiny Committee on 3rd December 2020. The Libraries Digital Inclusion Team have developed and implemented a collaborative programme to assess the scale of the digital divide, improve the existing support infrastructure, develop joint projects and develop new initiatives to support digitally excluded residents. There has been a diverse range of key stakeholders involved so far including: adult learning providers, third sector community organisations, registered providers, healthcare partners and also private sector businesses. The digital inclusion work is a key element of the Digital Strategy that is detailed in the main body of the report, and shown in full in Appendix 2.

2.0 Bridging the Digital Divide in Manchester

2.1 Manchester Digital Strategy 2021-2026: Doing Digital Together

Digital inclusion is an integral part of the Doing Digital Together strategy. The strategy puts people at centre and specifically sets out priorities to achieve digital inclusion across the city. The first theme of the digital strategy is 'Remarkable People, Extraordinary Opportunities'. Previously known as 'Smart People' this theme recognises that digital inclusion and digital skills make up the essential foundation for making Manchester one of the world's leading smart cities and digital economies.

- 2.2 Inclusion is about ensuring people have access to the connectivity, devices, and skills they need to make the most of the digital world, but it is more than that. It is also about ensuring that there is diversity within the tech sector and STEM careers, reflecting the diversity of the city itself – for instance, with more women, people experiencing racial inequalities and disabled people, being able to access opportunities and being supported within the right cultural environments to be a part of the workforce and progress in their digital careers.
- 2.3 The strategy also plays a role in providing opportunity for improved diversity in those participating in co-designing and shaping the delivery of the strategy and the city’s digital future.
- 2.4 The strategy therefore commits to several priorities to ensure inclusion, equalities, and diversity underpin the digital agenda:
- Deepening our understanding of digital inclusion by delivering the Digital Inclusion Action Plan and further developing the Digital Exclusion Index in collaboration with the VCSE sector and residents (priority 1.1);
 - Developing specific interventions and programmes of activity to promote the opportunities of the sector to under-represented groups and create a more inclusive employer culture, particularly for people experiencing racial inequalities, women, disabled people and older people (priority 2.2);
 - Work with the digital ecosystem to ensure that Manchester residents are given opportunities and support to be able to compete for and progress into high value employment (priority 1.7);
 - Using evidence from the Digital Exclusion Index and asset mapping to identify and audit priority neighbourhood areas (priority 2.4).
- 2.5 Commitment made within the Manchester Digital Strategy towards this thematic area can be found in Appendix 2.
- 2.6 Helping the delivery of Corporate Priorities**
- 2.7 The Digital Inclusion Action Plan, shown in Appendix 1, has been delivered over the last couple of years, to improve the lives of residents. It is central to the people-focussed Digital Strategy that is described in 2.2 and shown in full in Appendix 2. The work also feeds into The GMCA Digital Blueprint, with the Digital Inclusion Team and the Action Plan being a key delivery mechanism for the GMCA Digital Inclusion Action Network.
- 2.8 The digital inclusion work, designed to improve the lives of Manchester’s residents aligns with the priorities of the region, the city and Manchester City Council. Our initiatives outlined throughout this report are integral to the city’s recovery from Covid – which highlighted that digitally excluded people’s lives were disproportionately affected by lockdown. The digital inclusion work is also key component of the Council’s Cost of Living Crisis response, for

example preventing more people from becoming digitally excluded again as they are unable to afford Internet data costs.

2.9 Digital inclusion has been recognised as being central to the Building Back Fairer work (in response to the Marmot report into health inequalities) with digital inclusion being part of each pilot project. Digital Inclusion is also central to the emerging Family Hub work. There is a close correlation between low literacy levels and digital exclusion, so many of the Education priorities, including Read Manchester, rely on our programmes to reduce digital exclusion.

2.10 The Council is currently transforming the way it delivers services digitally to residents through the Resident and Business Digital Experience Programme (RBDxP), and the Digital Inclusion Action Plan helps residents to take benefit from this programme. In 2021 our digital inclusion work was essential in ensuring high returns to the 2021 Census, which was a 'digital-first' census.

2.11 Voter Id

2.12 For the first time, voters will be required to produce ID in the Local Elections of May 2023. Many of Manchester's residents do not currently have any of the prescribed ID to enable them to vote. People are able to apply online for a Voter Authority Certificate, which will enable them to vote. However, there is likely to be a correlation between people who do not have existing ID and digitally excluded people. Therefore Libraries, including the Digital Inclusion Team, are essential to encourage and enable people to be able to gain the Voter Authority Certificate. We support residents to apply online – both via the Team's telephone service outlined in 2.3.3.3, and through libraries. Each library has a session each week where residents will be supported to apply online, including taking and uploading a photograph. These sessions have been publicised and will be further throughout March and April, including through pop-ups, Council tax mailings and with the poll card themselves, until the deadline on 25th April. This is an example of how libraries and the digital inclusion work is essential to the priorities of the Council and to residents.

2.13 Digital Inclusion Action Plan 2021-23

2.14 This section shows the progress that has been made with supporting digital inclusion since the last report to Communities and Equalities Scrutiny Committee on 3rd December 2020. A hugely wide-ranging programme has delivered many outcomes that benefit our residents, helping them overcome the disadvantages of being socially excluded, helping recovery from the pandemic and to cope with the current cost of living situation.

2.15 The Digital Inclusion Team was formed within the library service in 2020 and grew to support residents during the Covid lockdown and to support residents recover from the pandemic. The Team complemented and further enhanced the library service's long-standing role as the key venues in the city to provide supported access to the Internet and Wi-Fi.

- 2.16 Libraries' role was recognised by the Government during the pandemic, when libraries were classified as essential services, largely around their provision of free Internet access. During the pandemic over 25% of visits to the library were to access the Internet. Moreover, a disproportionate amount of the Internet access is from residents who live in areas with higher levels of deprivation – this is shown in Appendix 4. Since Covid restrictions were lifted, IT drop-in sessions have been re-introduced into every library in the city, meaning that residents can access the Internet for free, via PCs and Wi-Fi, and also receive support and training. This is complemented by organisations such as Manchester Adult Education Service who deliver digital drop-ins in several libraries, as well as in MAES centres. The Digital Inclusion Action Plan involves work inside libraries, but mostly activity outside of libraries.
- 2.17 Our Digital Inclusion programme of work has increasingly been driven by data, regarding the different levels of risk of digital exclusion that residents face in different parts of the city. We will continue to develop the Digital Exclusion Index with the Council's Performance, Research and Intelligence team in order to target our initiatives in the areas of the city deemed most at risk of digital exclusion. Appendix 3 shows the areas of the city with the highest risk of digital exclusion. Seven of the ten highest wards are in North Manchester, with Miles Platting and Newton Heath being the most affected. Therefore, much of our digital inclusion programme has been focused in these areas.
- 2.18 To complement this quantitative data, we have commissioned a 3-part piece of work with Open Data Manchester to examine the lived experiences of those people defined as digitally excluded. Phase 1 (on the motivations and support needs of digital champions) completed last autumn and [a report](#) was published. Phases 2 and 3 (on community research into digital exclusion) are in progress.
- 2.19 The digital inclusion programme is a combination of building the capacity of VCSE organisations to support residents with digital exclusion and delivery of services directly to residents inside and outside of libraries. The direct delivery schemes are described below.

2.20 Device schemes

- 2.21 Lack of a devices that connect to the Internet is a common barrier to being digitally included. We have initiated several device donation schemes to increase the number of Manchester residents with Internet access. Our first device donation scheme in 2020 delivered 400 Chromebooks with free data. The second scheme in 2021-22 delivered a further 400 Chromebooks, 150 Tablets and 50 Smartphones with free data. These were funded through a variety of internal Covid recovery funding, and external funding.
- 2.22 To make device schemes more sustainable we commissioned an organisation to refurbish old devices and sell them at low-cost to Manchester residents.
- 2.23 Community Computers were commissioned and have so far sold 250 devices to Manchester residents. Each library acts as a donation point, thus enabling

residents to recycle their old devices for the benefit of other residents, instead of throwing them away.

- 2.24 At the start of 2023, we have been given 200 laptops as part of a social value contract with XMA. Of these, 100 will be donated to VCSE organisations to help with digital skills sessions for their clients, and 100 will be donated to priority residents, for example Cost of Living Adviceline callers, members of The Bread-and-Butter Thing and care leavers. We are part of the GM-wide care leavers digital support programme where any care leaver can get a free device, free data and free digital skills training so some of the devices will be for this project. In total over the last 2 years approximately 1000 residents have received no-cost or low-cost Internet devices.

2.25 Data

- 2.26 Lack of connectivity is another barrier to residents, particularly during this cost-of-living crisis as many people cancel their broadband and mobile data packages. We have signed up 17 Manchester libraries to the National Databank so residents can request a free SIM with 6 months' calls, texts and data (donated by Vodafone, O2 and Three). We have given over 1000 Manchester residents free data using these SIMs. We have also given free MiFi dongles to residents, so they can access the internet for free at home using these donated SIM cards. In the past 2 years we have provided over 1400 Manchester residents with free data to access the Internet

2.27 Skills

- 2.28 The lack of skills and confidence to use technology safely and effectively is another reason for being digitally excluded. There are thousands of residents who have Internet access but don't have the skills or confidence to use it. During the pandemic we established a digital champions scheme where volunteers, libraries staff and staff from partner organisations offered remote support over the phone to digitally excluded residents. Residents contacted us by texting, or by being referred to us by email. Since this time our digital champions have supported over 1000 residents. Since the start of 2021 we have supported 400 residents. Support provided including online food shopping, booking GP appointments, setting up and email, contacting friends, families and employers by Zoom, and completing the 2021 Census. This bank of volunteers can offer support to residents over the phone or in person at libraries. In the last 2 years we have recruited and trained 42 volunteers. Our text line and email service are still operational and are being offered as a support service for the Voter Authority Certificate scheme.
- 2.29 To increase awareness of digital support across the city, we have created a directory of digital drop-ins across the city, including library and VCSE sector drop-in sessions - <https://hsm.manchester.gov.uk/kb5/manchester/directory/results.page?directorychannel=9-1>. We are sharing this directory widely with organisations across the city, so they know where in their local community to signpost residents for

digital support. We also work closely with Manchester Adult Education to ensure that residents are aware of the free digital skills courses on offer.

2.30 Community Engagement – roadshows

- 2.31 In 2022, we engaged directly with residents at approximately 20 roadshows/engagement events. The events were targeted to areas with high risk of digital exclusion, based on the Digital Exclusion Index. A key purpose of the roadshows was to increase our understanding of those communities we are supporting to become more digitally included, to trial different ‘hooks’ and further understand the motivations of residents to engage with support offers. We talked to over 600 people during these events, and increased our partnership with community organisations who attended the sessions with us.
- 2.32 The engagement was informative with access, skills and motivation all playing a part in why residents were not confident online users. With disengagement being a key factor of social and digital exclusion, it became clear that trialling new innovative approaches & being more embedded within the communities was key rather than just promotion of existing support sessions in communities.

2.33 VCSE Sector support

- 2.34 A key element of our digital inclusion work is supporting existing groups in the VCSE sector and building capacity to enable organisations to continue offering support in communities. It is imperative that the Council is not seen as the main delivery solution to combat digital exclusion, but that we support existing provision in communities. We have established the Digital Inclusion Working group which meets six times a year and progresses work in between meetings. All members have one common goal – to reduce the amount of digitally excluded people in Manchester. Membership includes the digital inclusion team, other Council staff, digital skills providers, community groups, MACC. Group members value the support provided and the forum to share best practice on issues such as supporting older people, supporting visually impaired people and funding opportunities.
- 2.35 Where possible, we also provide physical support to community organisations who support residents with digital inclusion, for example we are providing 100 devices to local community organizations in the next two months, using devices supplied as part of the XMA social value agreement as outlined in 2.3.3.1. Promoting the grassroots digital inclusion offer is key, including the creation and maintenance of the directory in 2.3.3.3.

2.36 Let's Get Digital campaign and communications

- 2.37 In 2021, following consultation with residents, the Let's Get Digital Manchester campaign was produced. This branding can be used by all organisations in Manchester, not just the Council, to raise awareness of digital inclusion support.

2.38 The <https://www.letsgetdigitalmanchester.com/> website as created to reach both residents directly and key stakeholders supporting people online such as community organisations. The website includes a digital skills sessions directory, links to direct to the Community Computers shop and a 'how to' for the Digital Exclusion Index.

2.39 We began sending a Let's Get Digital monthly newsletter in October 2022, which is used to promote digital inclusion and digital support initiatives. And created a Twitter account [@LetsGetDigiMcr](#) to share support offers with partners across the city and the UK.

2.40 UK Communities Renewal Fund Report

2.41 In 2022 we successfully bid to the Good Things Foundation, receiving £10k funding as part of their UKCRF project to increase the links from grassroots organisations to formal Adult Education Budget/Further Education, increasing the amount of people making that transition. Our funding was to undertake research into the situation in Manchester and produce a report. This report is included as appendix 4, and includes insight from our device donation schemes – outlined in 2.3.3.1 and roadshows outlines in 2.3.3.4.

2.42 Sustainability of the digital inclusion programme

2.43 The digital inclusion programme is crucial to supporting residents across the city, particularly in those areas with the highest levels of deprivation. The work is key to multiple high-profile corporate priorities. The work to date has been funded from a variety of areas. This includes Covid recovery funding, Contain Outbreak Management Fund, £50k per year from GMCA, Digital Strategy funding, external funding (e.g. from successful Good Things Foundation bids) and social value contracts. All options are being explored to ensure sustainability of the programme. This includes the £50k per annum that each authority in GM has received in recent years specifically to support digital inclusion. It is essential for the portfolio of work to remain agile and strategically aligned.

2.44 Future priorities and projects

2.45 The Digital Inclusion programme has done a huge amount to tackle digital exclusion in Manchester, but there continues to be much more to do. Digital exclusion is still affecting the lives of thousands of Manchester's residents, especially with the current cost of living situation. Our most vulnerable residents continue to be disproportionately affected by being digitally excluded. The work is now being guided by the Digital Inclusion Steering Group chaired by Councillor Adele Douglas, Deputy Executive Member for Skills, Employment and Leisure. The group which meets every two months consists of strategic representatives from organisation across sectors. The Digital Inclusion Action Plan outlined in Appendix 1 summarises our priorities agreed by the Steering Group. The following specific projects will be key in enabling us to achieve our priorities:

- 2.46 We will continue to deliver device, data and skills initiatives. We will donate devices to priority residents (care leavers, cost of living helpline callers, food bank users). We will continue to support people through the cost of living crisis by provide data via the National databank sims schemes. We will continue to grow and promote the directory of digital drop-ins and accredited courses, the monthly newsletter and the Twitter account. We will continue to offer telephone support to residents who have Internet access but don't have the skills or confidence to use it effectively – supporting specific initiatives such as Voter Authority Certificate applications.
- 2.47 We have been awarded £2k funding from the Good Things Foundation to build awareness of the Learn My Way platform. We will pilot the promotion of Learn My Way in Central Library. Following this pilot, we aim to promote Learn My Way as digital skills support in all libraries.
- 2.48 We will increase links with health organisations to increase digital inclusion. We are currently developing digital health hubs around GP practices to promote the use of digital health tools, improve residents access to health services and reduce pressure on NHS services. Pilots are planned for Wythenshawe and Gorton.
- 2.49 We will pilot a device lending library with The Bread and Butter Thing in Wythenshawe. This trial will potentially prove a sustainable solution that can be copied to other areas of the city, helping overcome the lack of Internet access for digitally excluded residents.
- 2.50 Following a small pilot scheme last year with Be Well social prescribers, we will deliver another device + skills scheme with people identified by their Be Well coach as being in need of a device and skills support. The focus will be on improving health and wellbeing using technology.
- 2.51 We will work with Mcr Active to offer skills support within libraries to residents who struggle to book leisure sessions online, due to lack of Internet access and skills.
- 2.52 In partnership with the University of Manchester and the Age Friendly team, we will support older people with the Keep On Keep Up app project by donating tablets. The KOKU App helps older people take control of their health and reduce the risk of falls.
- 2.53 As the Public Switched Telephone Network (PSTN) switch off is happening across the country (with final switch off by 2025), we will advise teams across MCC (notably the Community Alarms team) on how to support residents with the switch off and assess what support is needed for vulnerable residents, particularly older people.
- 2.54 Following a successful commission in 2022, we will continue to work with Community Computers, particularly in securing regular, large donations of old devices from Manchester-based organisations. This will reduce waste and

increase the amount of low-cost Internet devices available to be purchased by Manchester's residents

- 2.55 We will continue to support the VCSE sector by providing expertise, a support network, promotion opportunities, and where possible access to funding / devices. If more devices become available via social value, some of these will be made available to grassroots organisations that support digital inclusion in local neighbourhoods.

3.0 Recommendations

- 3.1 The Committee is asked to note the contents of this Report, including the progress made over the last two years and the plans for the future.

4.0 Appendices

Appendix 1 – Digital Inclusion Action Plan 2023


Appendix 2 – Manchester Digital Strategy 2021-2026: Remarkable People, Extraordinary Opportunities – Description and Delivery Plan year 2022-23 key priorities

Appendix 3 – Wards in Manchester where digital exclusion is highest

Appendix 4 - Library computer users compared to Index of Multiple Deprivation

Appendix 5 – Our Report to Good Things Foundation, as part of their UK Communities Renewal Fund project

Appendix 1 – Digital Inclusion Action Plan 2023

DIGITAL INCLUSION ACTION PLAN OVERVIEW (2022/23)					
Mission - Manchester residents are supported to become and remain digital citizens who are regular and confident online users.					
GOALS – what are we trying to achieve?					CROSS-CUTTING THEMES <i>Interdependencies and key drivers</i>
1	2	3	4	5	
Increase the use of data and research to create and measure digital inclusion initiatives.	Support community organisations and key services to build capacity of digital inclusion delivery.	Test and scale up more longer-term access to kit, data and skills support initiatives.	Raise the profile of the role of Libraries in delivering digital inclusion and fixing the digital divide.	Strengthen the city council's role in advocating and advancing digital inclusion through key services and programmes.	Digitally excluded people People experiencing racial inequality Communities geographically presenting as at risk of exclusion. Disabled residents Health inequalities ESOL Families experiencing poverty Older people
OBJECTIVES - How we will achieve our goals?					Securing Investment ✓ Raise funds to sustain resource ✓ Improve coordination and increase shared learning across funding streams ✓ Connect with CSR and Social Value offers across MCC and externally ✓ Create a more sustainable approach Comms ✓ Raise awareness of the challenge ✓ Promote positives of being online ✓ Improve accessibility of digital inclusion support and existing offers to access ✓ Celebrate best practice
a. Continue to build an evidence base on what digital exclusion looks like in reality. b. Test the Manchester Digital Exclusion Index by using the tool to create interventions. c. Deepen our understanding of the barriers and motivations to becoming and remaining digitally included. d. Write a business case for digital inclusion, including proposed cost-benefit analyses.	a. Deepen our understanding of best practice. b. Raise visibility of the work being done in the city to address digital exclusion. c. Create a set of training resources for VCSE organisations and other key partners who want to advance digital inclusion in the city. d. Develop a DI network – creating space for more problem solving, co-design and practice sharing. e. Showcase and celebrate success.	a. Support more residents to access the internet through coordination of data and kit schemes and initiatives. b. Build on existing device and data models. c. Strengthen the network of Digital Champions and Volunteers, especially around digital health. d. Raise awareness of inclusive design to improve the accessibility of tech and services.	a. Promote the role of libraries in supporting digital inclusion. b. Understand what people are accessing library computers for. c. Upskill library staff to support customers with digital. d. Increasing digital champions in libraries to support new audiences where the risk of digital inclusion is high.	a. Raising awareness of digital exclusion across key services, leadership and members. b. Capturing what digital inclusion activity is currently being delivered by different services c. Identify opportunities for the digital inclusion agenda to be embedded within wider social inclusion strategies. d. Share learning of residents engaging with digital to lead by example and offer accessible services.	

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Appendix 2 – Manchester Digital Strategy 2021-2026: Remarkable People, Extraordinary Opportunities – Description and Delivery Plan year 2022-23 key priorities

1

Remarkable People, Extraordinary Opportunities



We will ensure that everyone can gain and sustain the skills, aspirations, and confidence to fully participate in the digital world; providing the basis for Manchester to become an inclusive, diverse, successful, and ethical smart city.

1.1 Deepen our understanding of digital inclusion by continuing to deliver the Digital Inclusion Action Plan, developing the Digital Exclusion Index and actively engaging with residents and VCSE organisations.

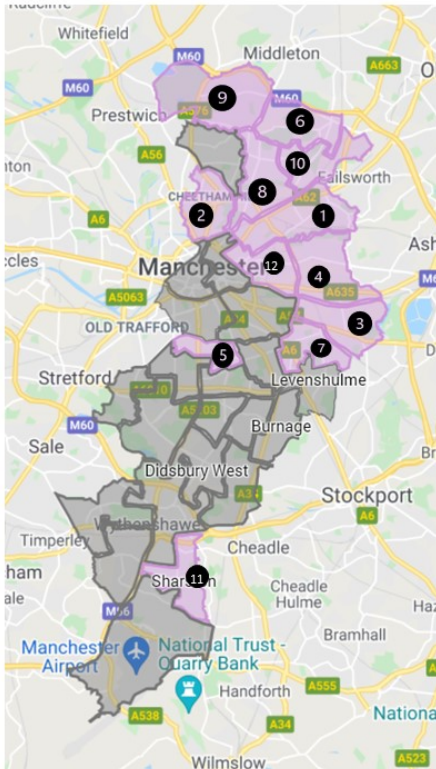
1.2. Develop specific interventions and programmes of activity to promote the opportunities of the sector to under-represented groups and create a more inclusive employer culture, particularly for people experiencing racial inequalities, women, disabled people and older people.

1.4. Include digital skills as a priority in Manchester's refreshed Work and Skills Strategy.

PROJECT NAME	PROJECT DESCRIPTION	TIMEFRAME FOR DELIVERY	START DATE	END DATE
1.1 DIGITAL INCLUSION ACTION PLAN	Working with the Digital Inclusion Team to refocus the Digital Inclusion Action Plan and co-create effective governance structures, link inclusion to other strategic imperatives. Improving accountability and measuring and sustaining impact.	8 months	Nov 2022	July 2023

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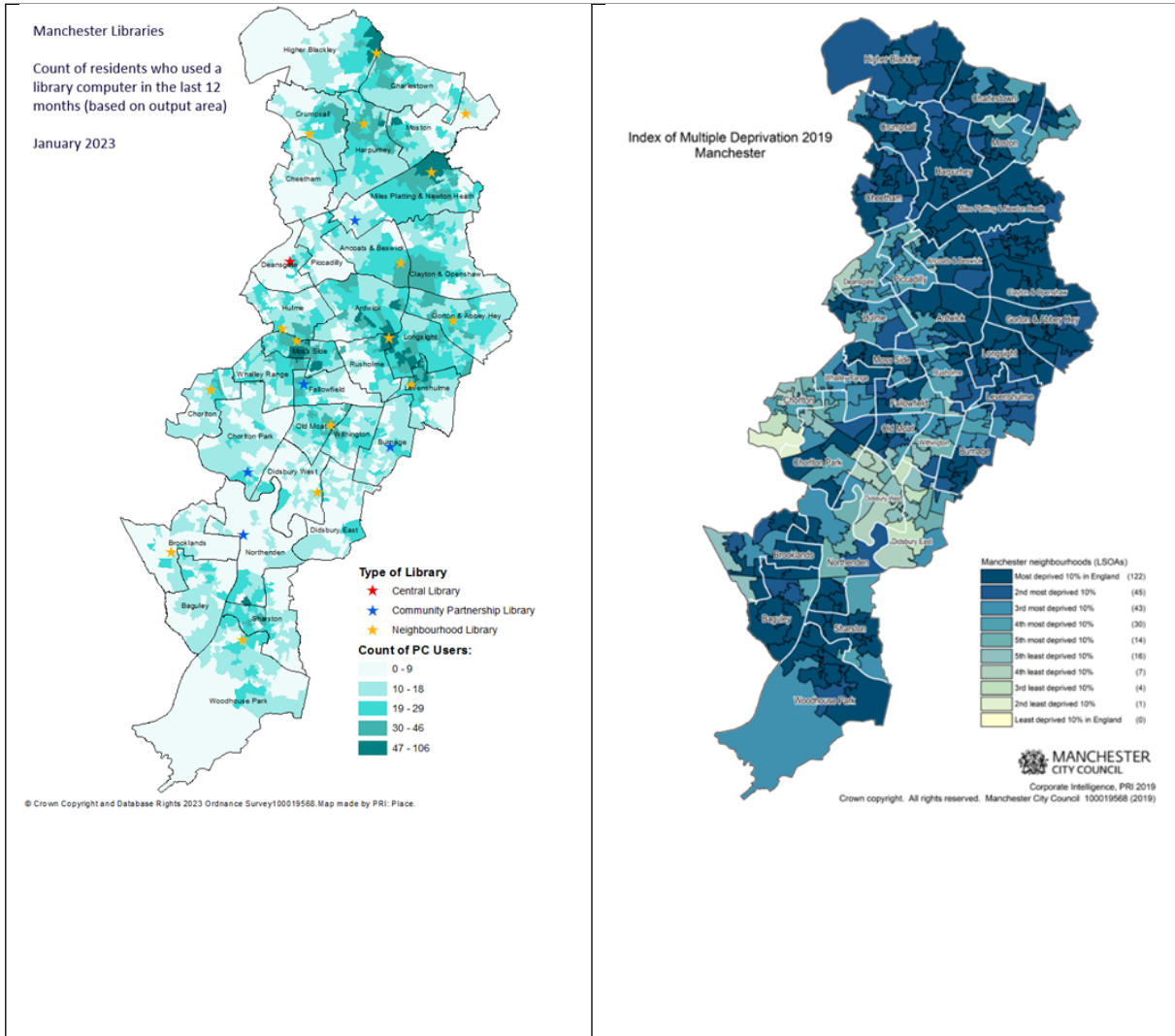
Appendix 3 – The 12 wards in Manchester where digital exclusion is highest



- 1. Miles Platting & Newton Heath**
- 2. Cheetham**
- 3. Gorton & Abbey Hey**
- 4. Clayton & Openshaw**
- 5. Moss Side**
- 6. Charlestown**
- 7. Longsight**
- 8. Harpurhey**
- 9. Higher Blackley**
- 10. Moston**
- 11. Sharston**
- 12. Beswick**

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Appendix 4: Library pc users compared to Index of Multiple Deprivation



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Manchester Libraries

UK Community Renewal Fund

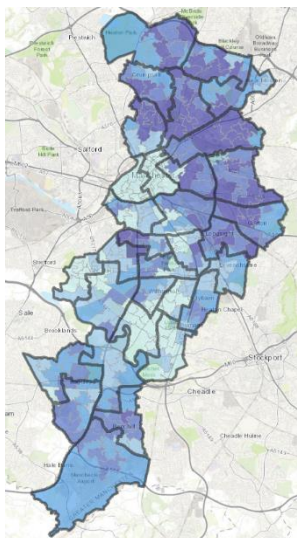
Purpose

The purpose of this report is to provide insight and understanding on engagement of those furthest away from digital inclusion in Manchester via collation of learnings from delivery experience by the digital inclusion team of Manchester City Council. This will accompany the direct delivery happening in Manchester from the following UKCRF funded organisations: Community Revival UK (LTD), Somali Advice Link, Migrant Support, North Manchester Communities Partnership, Manchester City College, First Asian Support Trust (FAST) Ltd, Citizens Advice Manchester.

Introduction

The position of the digital inclusion team in Manchester is an essential one, that enables VCSE organisations to build their capacity, develop projects, work in partnership, and use relevant data to be further informed and supported to deliver appropriate digital skills interventions to the right geographies and demographics while meeting the different needs of Manchester residents. Additionally, it has served to deliver devices, data, digital support and engagement activity directly to residents. By pulling together data and case studies of these features, this document will consider successes, recommendations & insight about engaging with 'digitally excluded' residents in the city of Manchester.

Digital inequality is fundamentally rooted in socio-economic inequality, and while digital exclusion was a consideration of deprivation pre-pandemic, the impact of Coronavirus on introducing digital first access to key services is clear. With the shift to a digital by default economy and society a deliberate policy direction; moving to a reliance on a large-scale digital infrastructure of public services guarantees the inherent exacerbation of existing vulnerabilities, further alienating already excluded groups if tailored digital inclusion initiatives are not implemented.



According to the [IMD 2019](#), Manchester ranks as the 2nd most deprived local authority; evidencing the necessity of action focused on the specific needs of residents, considering their existing motivation, access, confidence, skills and trust. The extent of deprivation by geography is clear in this map of Manchester from the Digital Exclusion Index, comprising 17 metrics that all add to indicators of deprivation and exclusion. The darker the purple, the higher the exclusion; clearly highlighting the vast areas of the city that have high levels of exclusion factoring in health, language, IMD, finance, functional skills, formal skills and age; to name a few. These data sets allow us to understand at a more granular level the different narratives around *who* is excluded and *why* they are excluded (as a level of risk). Using this approach, we are able to tailor support to the areas and organisations delivering to the right people and spaces.

Council-led projects

As outlined in the [City Council's Digital Inclusion Action Plan](#), the following are the key objectives that outline our role within the city, its digital inclusion ecosystem and the priorities to inform projects the Digital Inclusion Team undertake:

1. Increase the use of accessible data and research to create and measure digital inclusion initiatives.
2. Support and work with community organisations and key services to build capacity to address digital exclusion.
3. Test and scale up more longer-term access to kit, data and skills support initiatives for digitally excluded people.
4. Raise the profile and support the role of libraries in delivering digital inclusion and fixing the digital divide.
5. Strengthen the city council's role in advocating and advancing digital inclusion through key services and programmes

The Council-run projects that this report will consider the impact and learning from are the following:

Summaries of Schemes:

1) Device Scheme 1 (20/21 financial year)

We received £100K funding in the 20/21 financial year to run a device scheme to help 400 of Manchester residents. After this scheme ended, we were able to capture resident information through the initial eligibility assessment and the follow up impact measurement.

2) Device Scheme 2 (21/22 financial year)

With the success of the first device scheme, a second device scheme in the 21/22 financial year was funded and developed, incorporating changes from resident feedback and internal observations. Slowed down the roll out of giving the devices so we could target areas

3) 'Connect with Us' Roadshows

Arcadis proposed the Roadshows as part of their social value agreements for working on the North Manchester Healthcare Master Plan, providing £40,000 in funding. Though the initial plan to implement a Co-Op Bus was scrapped, the March 2022 Roadshows still took place in the form of pop-up stalls in key wards across North Manchester, engaging with over 300 residents.

All the funding was utilised in this first batch of Roadshows, however we are continuing to commit to community engagement events as these are crucial for providing information to residents and groups, as well as gathering data on what different communities need. These will take place from July to October, re-engaging with organisations in North Manchester, exploring Central and Southern wards, and providing a consistent community presence.

4) Digital Support

In 2020, established a telephone support service for people with Internet access who don't have the confidence to use it. We set up a partnership with 15 UK Online Centres, several CIC's and a few inhouse volunteers.

The aim is to answer any digital queries residents have within 48 hours and we make the support as local to the resident as possible with the aim of getting them to a centre where they can develop their digital skills in person or sign up to Learn My Way.

Over the 2 years we have supported over 1,000 residents across Manchester.

5) Micro Projects

In addition to the Manchester Device Schemes, we partnered up with several services across Manchester to see if there were other ways to reach Manchester's most digital excluded residents. Over the course of the last year, we set up projects with the following partner organisations:

- Manchester Adult Education Service
- NHS
- Be Well
- Care Leavers
- Manchester Food Banks
- The Beacon Centre

6) Digital Exclusion Index

The [Manchester's Digital Exclusion Index](#) creates a score at Ward and LSOA level of an individual's risk of Digital Exclusion in different geographic areas based on the following metrics:

CATEGORY	Metric	Source	Current date:	Update available:	SCORING METHODOLOGY
ADULT SKILLS	No qualifications	Census 2011	2011	2022	1. SD score
AGE	Age 50-74	2019 MYE	2019	Jun-21	1. SD score
AGE	Age 75+	2019 MYE	2019	Jun-21	1. SD score
AGE	Income Deprivation Affecting Older People (IDAOPI) decile*	IMD	2019	2023	3. Weighted IMD rank
ATTITUDE	Internet savviness	MOSAIC Indices - Public Sector 7 - means	2020	2021	1. SD score
ATTITUDE	Online banking	MOSAIC Indices - Public Sector 7 - means	2020	2021	1. SD score
ATTITUDE	Combined: Has a smartphone - Couldn't live without internet on mobile	MOSAIC Indices - Public Sector 7 - means	2020	2021	1. SD score (reverse order)
BEHAVIOUR	Non-internet contacts made to MCC (phone, letter, in person)	Manchester City Council (MCC)	2018 - 2020	Monthly	1. SD score
BEHAVIOUR	Council tax e-billing**	MCC	Mar-21	Monthly	1. SD score (reverse order)
BEHAVIOUR	ONS Hard to Count Score**	ONS	2021	N/A	2. Existing category score
CONNECTIVITY	Decent (>10 M/bts) broadband connections	Ofcom Connected Nations	2020	Dec-21	1. SD score (reverse order)
DEPRIVATION	Approximated Social Grade (ASG) DE	Census 2011	2011	2022	1. SD score
DEPRIVATION	Indices of Multiple Deprivation (IMD) decile*	IMD	2019	2023	3. Weighted IMD rank
HEALTH	Disability Benefit Claimants (PIP, AA & DLA combined)	Stat-Xplore	Nov-20	Monthly	1. SD score
HEALTH	Total patients enabled to use online service per GP Practice**	POMI	Apr-21	Monthly	1. SD score (reverse order)
LANGUAGE	Language - All people aged 16 and over in household have English as a main language	Census 2011	2011	2022	1. SD score (reverse order and then /2 for weighting)
PERSONA	Internet User Classification (IUC)**	Consumer Data Research Centre (CRDC)	2018	N/A	2. Existing category score

Working with our performance, research and intelligence team, we have been able to put this information into an interactive map where we can easily identify a Digitally Excluded area and the main cause for that area being excluded.

With this information the Digital Inclusion Team have been able to heavily focus in their areas working with Health, Social Care, libraries, and neighbourhood teams in the most excluded areas of Manchester.

Project details

1) Device Scheme #1

Aim

The aim of the device scheme was primarily to provide devices with internet to Manchester residents who were without access but were motivated and engaged to increase their digital literacy.

Approach

During the first device scheme we had the funding to purchase 400 Chromebooks with 400 SIM cards and MIFI dongles which offered residents 10GB of data per month for 6 months.

Once these devices were procured, to determine recipients, we created a scored eligibility assessment that heavily weighted 4 main attributes of digital exclusion: Low Income, Disability, Age and non-white British. The more categories a resident fell into, the more likely they were to be eligible for a device.

Our network of providers, referral partners, key services and frontline workers is broad across the city. We promoted the scheme through these networks to ensure those with existing engagement with

otherwise 'excluded' residents were able to promote the service. If the resident scored enough to be eligible, we then arranged delivery of the device and contacted a volunteer, directing them to support that resident where they would contact the resident and help them get set up on using the device.

The volunteer and the resident completed 5 evaluations over a 6-month period to measure the impact of this increased access. With this information, we were able to commission MMU (Manchester Metropolitan University) to complete an in-depth evaluation of the device scheme.

2) Device Scheme #2

Approach

Using the feedback we got from the first device scheme, we amended the approach to carry out this 2nd phase of our device scheme.

For this scheme, we had the funding to purchase 600 devices and 800 internet packages. Instead of exclusively procuring Chromebooks and MIFI Dongles to distribute, we decided to get a mixture of packages. We purchased 400 Chromebooks, 150 Tablets and 50 Smartphones. Along with 500 licenses to use BT's public WIFI "BT WI-FI" and 300 SIMs and MIFI Dongles that will give residents unlimited data for 12 months.

We decided to do a slow roll out of this device scheme to ensure that we could offer better support in setting up the device and to aim for the most digitally excluded residents across Manchester. This scheme was scheduled over a 6-month period, delivering around 100 devices a month.

After reviewing feedback supplied by MMU, we also made several amendments to the eligibility weightings to ensure devices were given to residents in priority groups. We also added a question to see what residents' first languages were, and whether they could speak English. This enabled us to refer them to ESOL classes, offer better support and allocate them to volunteers who could speak their language of choice.

Furthermore, we added scoring based on the Digital Exclusion Index to the assessment to see if we were helping residents in those LSOAs which were identified in the index as being at risk of digital exclusion. We also asked the resident which device they preferred out of a Tablet and Chromebook to increase motivation to use the device.

3) 'Connect with us' Roadshows

Overview: This was a schedule of pop-up events to pilot Digital Inclusion engagement activities in a thematic, targeted approach based on data from the City Council's Digital Exclusion Index. Funded through Social Value via Arcadis & Hive Projects' work on the North Manchester General Hospital, focusing on 6 surrounding wards: Cheetham, Crumpsall, Charlestown, Higher Blackley, Harpurhey and Moston. North Manchester is historically an area of high deprivation, not only relative to Manchester but also nationwide. It is frequently referenced as lacking 'critical engagement' which is a key motivator for trialling the roadshow approach as it is detailed below; incorporating data led 'hooks' to

encourage on what the gaps in provision and engagement may be, and trialling this approach to judge the success of going directly into communities and putting greater significance on the importance of the 'places and spaces' these residents may already be engaging with, while putting the benefit to the resident at the heart of this activity.

With Digital Exclusion being such a complex issue that manifests itself in very different ways in different communities; we are increasingly using data from the Digital Exclusion Index to educate our approach to be a more strategic one. The Index creates a 'Digital Exclusion Score' for each Ward and LSOA based on a number of key metrics that allow us to measure risk by geography.

Using this data, we can identify specific demographics and communities to target with our efforts; allowing maximum value in the interventions themselves and when measuring impact.

Ward	DE Score	Top metrics			
Harpurhey	38.9	E-withdrawn*	IMD	Low online GP use	Incapacity benefit
Charlestown	34.2	Internet Savviness	Incapacity benefit	Low online GP use	Online banking
Higher Blackley	32.8	Low online GP use	Low/No Qualifications	Incapacity Benefit	Broadband Connection
Crumpsall	34.3	E-withdrawn	Low/No Qualifications	Broadband Connection	Low online GP use
Cheetham	31.3	Income deprivation affecting older people	Internet Savviness	Broadband Connection	
Moston	34.9	Older People (50-74/75+)	Internet Savviness	Online banking	Low online GP use

Functional Skills Theme

Health Theme

[*E-Withdrawn Definition:](#)

Characterised by low engagement. Less affluent White British/high density ethnic diversity. Low socio-economic grade. High payment on credit & higher than average cable-broadband access.

These metric scores allowed us to determine the focus areas for each location, with broader issues being categorised as 'Functional Skills' in blue and 'Health' in yellow.

We planned to offer specific support to those people within the risk neighbourhoods identified, that have had their experience of inequality exacerbated by the covid-19 pandemic. This includes:

- Older residents (over 50)
- Long-term unemployed
- Residents facing racial inequalities
- Young people
- Disabled residents

Additionally, a key purpose of the roadshow was to further inform our understanding of the communities we are supporting to become more digitally included; to trial different 'hooks' and

further apprehend the motivations of residents to engage with support offers; whether at an informal, grassroots scale, or more formal AEB provision. With disengagement being a key factor of social and digital exclusion; this is a fundamental area of trialling new approaches & being more embedded within the communities we seek to support.

What were our deliverables?

- Create and deliver a series of local pop-up events within neighbourhoods across the city
- Use the Manchester Digital Exclusion Index to identify hot spot areas to focus activity
- To facilitate the pop-up events in spaces with good footfall
- Co-design the offer of support with local leaders and key services at each event based on themes that present as trends within each neighbourhood e.g. health, financial advice, food support, skills and training opportunities etc

Initially, we planned 10 roadshow dates, and fulfilled the following 8 dates (the 2 missing dates as a result of due to COVID related staffing issues):

- Friday 4th March and Thursday 10th March Moston Sure Start
- Tuesday 8th March No.93 Wellbeing Centre Harpurhey
- Wednesday 9th March NMCP Welcome Centre Cheetham
- Monday 14th March The Avenue Library Blackley
- Wednesday 16th March Harpurhey Shopping Centre
- Friday 18th March Heaton Park
- Wednesday 23rd March Abraham Moss Library Crumpsall

Total Numbers of residents engaged with at each event were as follows. (Note Citizens' Advice Manchester is a key partner within our Digital Inclusion Action Plan team, attending half the events – written as CAM below)

Venue	MCC DI Team Engaged	CAM Engaged
Moston Sure Start	16	22
No. 93 Wellbeing Centre	20	35
North Manchester Community Partnership	37	n/a
Moston Sure Start	10	n/a
Higher Blackley Tesco/The Avenue Library	30	n/a
Harpurhey Shopping Centre	27	60
Heaton Park	26	18
Abraham Moss Library & Learning Centre	35	n/a
	201	135

The nature of these interactions varied ward by ward and venue by venue, with the theme of partners changing as informed by statistics on the Digital Inclusion Index.

Successes

As is evident in the above table, the number of residents we engaged with over the course of the roadshow varied quite substantially at different venues. However, the nature of the locations always suggested we would be engaging with different levels of interest from the public.

For example, we deliberately chose times at the Moston Sure Start Centre where new parents would be in attendance and therefore partnered with relevant agencies such as Healthy Start, Be Well Social

Prescribers and Citizens' Advice energy services; providing an obvious money saving aspect that would stress engagement with these services *benefitting* these families. While the numbers of residents were far lower; we had more valuable interactions, in some cases providing extensive digital support in the centre itself. We find that overly stressing the link to digital, naturally disconnects us from digitally excluded communities – who would be unlikely to self-assign as being 'digitally excluded'. Therefore, understanding specific 'hooks' for residents has shown to have a higher conversion rate to engaging with the necessary support.

Planning a 'roadshow' in this style, where we were being hosted by different community venues also allowed us to not only reach the residents likely to be in need of tailored support, but also strengthening physical relationships with these partners/venues; further understanding their role in the efforts to engage with critically disengaged communities, and crucially; what further support they need to perform this role more effectively. Anecdotally, staff at Sure Start centres raised that they are frequently the first point of contact for their clients' queries; however, they themselves lack the necessary skills to meet this need. Not only the skills of staff were lacking, but also the physical infrastructure in the centre too; where it became clear that Sure Start centres rarely have WiFi and therefore internet access available to its residents. This demonstrated the importance of a full balance required of motivation/access/confidence/skills of the key services to function as an effective pathway to Essential Digital Skills; in this instance; users may be motivated and even have a level of confidence online, but without access or skills; they are faced with an immediate barrier.

Continuation: Following on from the success of the March 2022 Roadshows, the decision was made to continue into the latter half of the year. However, funding had been depleted and the original plan for the Arcadis and Hive Projects backed Roadshows was put on hold, as there were delays to the North Manchester Healthcare Masterplan.

Despite the circumstances, having a community-based approach in the form of the Roadshows was vital for getting in touch with residents who may never engage with our materials online, or may never seek digital help from agencies. Additionally, Roadshows provided residents with the opportunity to voice their concerns directly to the Digital Inclusion Team, as well as allowing team members to network with helpful organisations that may otherwise go unnoticed. So, plans were put in place to start a new batch of Roadshows.

Following a meeting with our Digital Inclusion Working Group, a key comment was picked up that would be utilised for the Roadshows going forward: "We need to have a consistent presence within communities, rather than just one-off events." We then set up the following list to inform Roadshow decisions going forward:

- We must visit Wards that have not been targeted to investigate new Digital Inclusion challenges, and hooks for motivation.
- We must have a presence at existing community engagement events, including those that are not specifically related to Digital Inclusion initiatives.
- We must set up our own events and invite key partners to deliver information about their offers.
- We must revisit Wards from previous Roadshows, to reengage with residents.

In July, we began exploring the idea of attending community engagement events, by setting up at a Healthy Me Healthy Communities project in Gorton, a Fun Day at Cheetham Hill (one of the Phase 1 Wards), and one day of the Wythenshawe Games in Sharston. Our partner delivering the Low-Cost Device Scheme, Community Computers, was present at the Sharston Roadshow, and they have also

been invited to all upcoming events. We have also made plans to reengage in Harpurhey, as well as set up our own event in Longsight, where we will invite Manchester Adult Education, Citizen's Advice Manchester, Longsight Neighbourhood Team members, and other groups.

Additionally, as part of the Digishawe incentive, we will endeavour to provide roadshows in Wythenshawe

Ward	Venue	Date	Engagement
Gorton and Abbey Hey	Gorton Central	1 st of July	30
Cheetham Hill	Woodville Sure Start Centre	13 th of July	47
Sharston	Holyhedge Park (Wythenshawe Games)	29 th of July	16
Longsight	Northmoor Community Centre	14 th of September	N/A
Harpurhey	No.93 Wellbeing Centre	21 st of September	N/A
Woodhouse Park	Wythenshawe Forum Trust	28 th of September	N/A

Moving Forward: The events listed above are just the beginning of Phase 2 of our Roadshows, and further conversations are being held about setting up more events.

4) Digital Support

Manchester Telephone Support Service

Aim:

The aim of this initiative was to provide a user friendly, free, accessible and flexible telephone skills support service to those who needed to get online and stay online during the pandemic. This service was set up – on 27th April 2020, a month after the COVID-19 pandemic began.

Approach:

The Council's Digital Inclusion team have built a strong partnership of volunteers, key public sector services and community organisations to offer quick skills support to any Manchester resident who needs it.

Once we have received a telephone support request our first action is to ring the resident to see what support they need and then pass that request to a community centre that is as close as possible to where the resident is residing. The main purpose for doing this is because if the resident or community centre are finding it difficult to resolve the request over the phone the resident is more likely to visit the centre to have a face-to-face appointment and could be encouraged to attend a basic IT course.

5) Micro-projects

NHS Tablet Scheme- This scheme was in partnership with MAES, NHS and 5 Oaks Practice. This scheme offered GP patients a free tablet with 12 months unlimited internet if they signed up to a digital course, including on how to use the NHS App.

Be Well Chromebook Scheme- This scheme provided Be Well with 40 Chromebooks to give their most digital excluded patients in North Manchester. These patients wouldn't have been able to benefit from the Manchester Device Scheme due to their level of exclusion. We have also partnered with MAES to offer Be Well staff digital training, so they are able to support their patients with any digital needs.

Care Leavers Scheme- This scheme was set up to fall in-line with the GM Care Leavers initiative. This is to support care leavers aged 18-25 get online. We have offered them 30 Chromebooks, 50 internet dongles (using Good Things Foundation's Data Bank) and 30 Smartphones. We've also set up a skills assessment so we can triage care leavers for support or encourage them to become digital volunteers to help digital excluded residents.

Food Poverty Scheme- We are working with foodbanks to help support their most digitally excluded residents. We are supporting them by offering all of them digital support and encouraging them to enrol onto digital skills courses to get them into better employment. We've also donated 50 smartphones with SIMs cards to help them get online.

6) Key findings

Device scheme 1-

We set up the original device scheme so that we would be able to extract a lot of tangible data. Using the eligibility assessment, we were able to analyse the difference between a resident who is eligible for a device and who weren't. From there we could also use the 5 evaluations the buddy did with the resident to see how the residents' digital skills and confidence were coming along.

Here are some of the main key findings from the first device scheme:

- Nearly a quarter of the 400 residents that received a device were aged 65+
- 85% of all residents who received a device considered themselves to be disabled
- Even though this assessment was to give the most digitally excluded residents in Manchester a device 43% of all residents who received a device already had WIFI in their property
- A Chromebook was not always the best device for residents as trackpads proved challenging in some cases, whereas others had no fixed address; meaning a large device in need of delivery was not ideal.

Developed skills-

In order to see if the device scheme was a success, we commissioned Manchester Metropolitan University (MMU) to complete an evaluation on the scheme, interviewing Manchester City Council Employees, volunteers and recipients of the scheme along with a deep analyse of the 5 evaluations the buddies completed with the resident.

Key findings:

- 45.8% of residents that received a device were more confident using a device after the first 2 weeks
- 72.6% of residents had a complete set of foundations skills after using the device for 6 months which is a raise of 61.3%
- Double of the number of residents could now solve own online issues without any support needed
- Most residents were a lot more confident with staying safe online and how to keep an eye out for scams

Device Scheme 2-

We wanted to now build on the successes on the first device scheme and make the changes made in the evaluation completed by MMU to make the new device scheme more inclusive and more engaging for recipients of the scheme.

Firstly, we did this by changing the devices we purchase in the first device scheme. In that scheme we only offered 400 Chromebooks, which were the most useful devices for digitally excluded residents, but we feel like these excluded residents who have a disability and was unable to use a keyboard.

In the latest device scheme, we wanted to offer a variety of devices which made this scheme a lot more inclusive which helped with the residents engage and want to use the device more. In this device scheme we purchased 500 Chromebooks, 155 tablets and 100 smartphones.

Secondly, we noticed that the amount of internet we were offering residents wasn't enough. In the last device scheme, we could only offer them 10gb of data which some residents were getting through in a week. For this device scheme we wanted to ensure that no one was cut off from their data when they needed it most as most residents were using the device to find employment, so we made all the internet options unlimited data.

Finally, we made several amendments to the eligibility assessment from the original, so it was more balanced and fairer to everyone. This included changes to age, carers, families, language and people trying to look for employment.

These changes included:

- Changing the age to 75+ instead of 65+, this was to fall in line with the GMCA over 75+ initiative
- Changing the score for carers from 2 to 5 to enable more carers to benefit from the scheme
- Asking whether the recipient would be using the device for themselves or as a family, this would enable more people to benefit from a device
- Added a question on the recipients first language, we added this so we could offer additional support with the device
- Added an addition question on whether the recipient was looking for employment or training

Digital Exclusion Index-

Since setting up the Digital Exclusion Index up at the beginning of 2022 we've been able to implement this tool into the daily operations of the Digital Inclusion Team and plays a key role in our Digital Inclusion Action Plan.

So far, this tool as allowed us to plan our roadshows across North Manchester and is playing a key role on the Roadshow dates, we have planned for Get Online Week. We have developed new partnerships with community organisations and local businesses in the most excluded areas which has allowed us to have a better understanding the local area and help us identify the issues and the best way to tackle this. Finally, this tool has allowed us to gain access to additional funding.

The benefits of digital-

One recurring theme when talking with digitally excluded residents (and sometimes public sector colleagues) is that the increased digitisation of services is seen as an inferior option and one designed purely to save money, not to improve customer experience. For example, many GP patients, when offered the chance to receive free one-to-one tuition on the practice's online contact form (which often results in speedier appointments), still prefer to call the reception staff, believing that this is the superior service and will more likely result in an appointment. The same is often said of council services, school-parent communication, benefit applications etc: digital is the less preferred option.

For other residents, digital is simply not a priority. The financial instability of many residents means that more immediate pressures take precedence over getting online. Despite research demonstrating the correlation between higher digital skills and greater financial security, those residents who are living hand-to-mouth simply do not have the time to seek out and attend digital skills classes, which may benefit them in the future. The onus is on the public sector and VCSE organisations to reach out to residents and embed digital skills into other services, shifting the burden from residents to service providers.

There is still much work to be done on convincing people of the advantages of the digital world, yet individual organisations and local councils cannot do it alone; it would be much more powerful if these messages came from central government.

The Directory: A New Signposting Tool-

There are countless digital skills sessions and workshops happening all around Manchester, and to ensure that we fulfil our signposting promise, we have initialised the Directory. Organisations can create an account, set up a listing, and adjust details when necessary. This has proven extremely effective, with over 55 listings advertised on the site, and multiple agencies utilising the postcode search to find sessions that suit the need of their clients. We will continue to update and maintain this signposting tool, to help create a support network for the digitally excluded.

Roadshows and Community Engagement-

The Roadshows gave us an opportunity to get out into the community, present residents with our offers, signpost them to relevant support, and most importantly, it gave us a chance to listen to their specific concerns. By understanding their needs, we were able to discern that our message alone

may not be enough to welcome every individual to the digital world. Some people wanted to save money on bills, or apply for benefits, while others wanted to pursue education online.

These “hooks” led to us increasing involvement with our partners, especially Citizen’s Advice Manchester (CAM) and the Manchester Adult Education Service (MAES). As we seek to explore delivering Roadshows in different wards, we will endeavour to recognise the main issues affecting residents in that area, so that we may cater our information to them with the help of existing and future partners.

Additionally, our Digital Inclusion Working Group (DIWG) introduced an idea that has gone on to inform our current series of Roadshows: Consistency.

Our Roadshows in March only addressed wards in North Manchester on a one time “pop-up” basis. To increase our engagement with residents across Manchester, we are setting up larger Roadshow events with multiple partners or attending events hosted by other groups. These larger events will serve to debut Digital Inclusion offers to residents in wards that we have not yet visited. To add onto this, we will be returning to previously visited wards, in a similar pop-up format to the first phase of Roadshows, fulfilling our commitment to consistent community engagement.

An Overlooked Obstacle: Trust and Online Safety-

One issue raised by residents during Roadshows, was that they want to get online, but are afraid to because of all the negative aspects associated with it: scams, data leaks, privacy, password protection. This was further reinforced by a recent evidence review from the Digital Poverty Association, who covered over 200 sources, and found that this obstacle of “Trust,” was quite frequently overlooked in Digital Inclusion incentives.

As a result, our next roadshow in Longsight will have a member of the Cyber Resilience team present, and further research will be done into online safety initiatives for the digitally excluded.

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Manchester City Council Report for Information

Report to: Communities and Equalities Scrutiny Committee - 7 March 2023

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

Report of: Assistant Chief Executive

Summary

This report provides Members of the Committee with an update on the Our Manchester Voluntary and Community Sector funding programme for 2023-26. The report describes the steps that have been taken to complete the funding assessment process, and details which organisations will be funded by the programme from 1 April 2023, subject to approval of the Council's annual budget and due diligence.

The report goes on to outline the background and process for developing the Supporting Communities Fund, and details the organisations in scope for it, subject to the same conditions above. The report describes the support available across both programmes for funded groups and for unsuccessful applicants.

Recommendations

The Committee is recommended to consider and comment on the information in the report.

Wards Affected: All

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

The OMVCS funding programme aims to support VCSE organisations to advance the City's zero-carbon agenda 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. Support on how to progress this agenda will be available to funded groups throughout the funding period.

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

Advancing equality, diversity and inclusion (EDI) is one of the three aims of the OMVCS fund, along with promoting health and wellbeing, and addressing poverty. Applicants to the fund were required to identify which one or more of these aims their application is aligned to. Ongoing monitoring of progress through the funded period will enable the Our Manchester Funds Team to assess the combined contribution of

funded groups to this agenda, which will be reported annually with case studies to demonstrate impact. The Our Manchester Funds Team conducted an ongoing Equality Impact Assessment (EIA) throughout the refresh, application and panel processes, to ensure inclusion was built into the programme. The EIA is included as *Appendix 1* to this report.

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	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, which has been 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 funding 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.

<p>A connected city: world class infrastructure and connectivity to drive growth</p>	<p>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.</p>
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Full details are in the body of the report, along with any implications for:

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

Financial Consequences – Revenue

The Our Manchester VCS programme is included in the Council's Budget proposals for 2023/24 presented to Executive on 15 February 2023.

The Supporting Communities Fund is part of the additional investment of £2 million proposed in the Budget for 2023/24 to provide additional targeted support for vulnerable residents and the voluntary and community sector.

Financial Consequences – Capital

Not applicable

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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
- Our Manchester Voluntary & Community Sector (OMVCS) Fund report, Communities and Equalities Scrutiny Committee, 6 December 2022

1.0 Introduction

- 1.1 This paper provides the Communities and Equalities Scrutiny Committee with an overview of the assessment process and the portfolio of grantees for the refreshed Our Manchester Voluntary and Community Sector (OMVCS) Funding Programme 2023-2026 (subject to confirmation of the annual budget and due diligence) and the new Supporting Communities Fund.
- 1.2 Manchester is home to a diverse range and growing number of voluntary, community and social enterprise (VCSE) organisations. Over 3,800 organisations make up Manchester's VCSE sector, ranging from small grass-roots groups to large charities with profile and reach beyond the city. The connection between residents and their community organisations is strong, and the VCSE sector in Manchester is of strategic importance to the Council in progressing the aims of the Our Manchester Strategy.

2.0 Background

- 2.1 The 2023-26 OMVCS programme is a refresh of the 2018-22 programme. It aims to reflect the themes of the Our Manchester reset (Our Manchester: Forward to 2025), alongside changes to the city and its priorities in the intervening years, including but not limited to the impacts of Covid and the Cost of Living crisis.
- 2.2 The purpose of the 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*
- 2.3 The programme has three aims which applicants were invited to align their bids against, which support:
- equality and inclusion
 - health and wellbeing
 - poverty action
- 2.4 The fund for 2023-26 is operating on the same budget as it was in 2018; £7.2 million over three years (£2.4 million a year). It is positive that the Council has maintained its commitment to VCSE investment despite very significant financial challenges, but this is also challenging for VCSE organisations given the rising costs and demand pressures for the sector since 2018. This has been reflected in the high number of applications and increased amounts applied to the fund for this year.
- 2.5 The refreshed fund was developed through an extensive engagement and co-design process, undertaken in the spring and summer of 2022. The engagement process is detailed in the Our Manchester Voluntary & Community Sector Refreshed Funding Programme report, considered by this committee at its 19 July 2022 meeting.

2.6 The refreshed OMVCS fund builds in measures to reflect Council commitments around zero carbon and the Real Living Wage agendas. It also includes priorities to increase funding to organisations and activities in North Manchester as well as to Black, Asian & Minority Ethnic-led / focused organisations, compared to the 2018-22 programme.

3.0 Application Process Overview

3.1 The fund launched on 1 September 2022 and closed on 10 October. In the build-up to this, the Our Manchester (OM) Funds Team hosted several open and targeted information events. These were attended by 175 VCSE representatives. Of these, 48 individuals described their organisation as being Black, Asian & Minority Ethnic-led.

3.2 Support available throughout the period included guidance documents, an information video, an online eligibility checker, and an MS Word version of the questions. Support for applicants was available from Macc, the VCSE infrastructure organisation, including bookable one-to-one eligibility and proposal-support sessions, alongside application advice and reviews.

3.3 There was a huge response to the fund:

- 217 applications were received, of which 212 passed the first eligibility sift
- The total amount requested was £34m over three years (against a three-year budget of £7.2m)

3.4 By comparison, the first OMVCS programme received 144 applications with 113 reviewed following first sift. The profile of the programme has risen considerably since then, as have the VCSE sector's financial challenges. It was always likely that the refreshed fund would be substantially oversubscribed, and demand would far outweigh the available budget.

3.5 It is therefore important to note that the OMVCS programme represents just one source of Manchester City Council's funding to the VCSE sector (estimated at £34 million per year, which is a mix of contracts and grants). Whilst OMVCS is a substantial programme which has unique features compared to other Council funds, it sits within a wider Council/city-wide funding landscape, with VCSE groups supported by Macc to identify other sources of funding, amongst other types of support.

4.0 Assessment Panel Overview

4.1 The assessment panel for the OMVCS fund process consisted of:

- Millie Brown (Independent Chair), Collaboration Manager, Macc
- Val Bayliss-Brideaux, Head of Engagement, Manchester Integrated Care system
- Paul Furley, Adult Social Care Commissioning Development Specialist, Manchester City Council

- Keiran Barnes, Policy and Programmes Manager (Communities and VCSE), Manchester City Council
 - Mandy Salmon, Neighbourhood Manager, Manchester City Council
 - Carol Ann Whitehead, Co-Founder and Managing Director, The Zebra Partnership
 - Barry Young, Equalities Specialist, Manchester City Council
- 4.2 The officers collectively spent over 1,000 hours reviewing and assessing the 212 eligible bids. Applications were scored on the following six areas:
- Link to aims of the programme – 30% weighting
 - Demonstrating impact – 20%
 - Well run – 20%
 - Collaborative – 10%
 - Strengths based approach – 10%
 - Value for money – 10%
- 4.3 Each application was scored out of five for each of these areas (where one meant did not meet standards and five meant fully met them). All individual scores were collated and each application was given a ranking to determine high and low. Rank primarily determined which organisations should be included in later deliberations. The programme was designed to incorporate balancing considerations, meaning rank alone was not the only determinant of being recommended for funding.
- 4.4 Panels were organised by size of application (small, medium, large) to ensure deliberations were consistent and proportionate to what was being applied for. A higher threshold of evidence against the six areas above was required of large grant bids. The submissions were of a generally high quality and only around 30% of the eligible bids were below the minimum scoring threshold.
- 4.5 All panel members scored all applications individually then considered them together. Where an application included a Declaration of Interest for panel members, these panelists did not contribute to those discussions, in order to manage conflicts of interest. In these cases, one panelist's scores could not be included when ranked; this was considered in the balancing exercise.
- 4.6 In its balancing session, the panel considered:
- The stated priorities of supporting organisations based in / working with residents in **North Manchester** and from **Black, Asian and Minority Ethnic communities**. Focus was on demonstrating an improvement in these areas from the last funding round, and having a proportionate level of investment in those areas.
 - **Geography more widely** – focusing on both *organisations based in* different geographies, and *the provision of services* to residents in those areas (recognising most applicants deliver in multiple parts of the City).
 - **Size of grant** - getting a spread of applications in each category, to further diversify the programme.

4.7 The balancing exercise helps to ensure the list of recommended organisations aligns as fully as possible with the priority areas of focus for the city, as set out in the Our Manchester Strategy, and the overall objectives of the OMVCS programme set out in the prospectus. Following this, the list of recommended organisations was presented to the Our Manchester VCSE Programme Board for its consideration and endorsement.

4.8 Having received the Board's support, the recommended list was approved by the Chief Executive as the delegated decision-maker, in consultation with the Leader and the Deputy Leader with Executive lead for VCSE. The approved list of successful OMVCS applications (subject to approval of the annual budget and due diligence) is below:

Organisation	Ward based in	Wards delivering in	Funding per year	Funding over three years
4CT Limited	Ancoats & Beswick	Ancoats & Beswick, Clayton & Openshaw, Miles Platting & Newton Heath, Moston	£75,000	£225,000
African Caribbean Care Group	Hulme	Ancoats & Beswick, Cheetham, Crumpsall, Harpurhey, Higher Blackley, Moston, Ardwick, Gorton & Abbey Hey, Hulme, Levenshulme, Longsight, Moss Side, Piccadilly, Rusholme, Baguley, Burnage, Chorlton, Didsbury West, Fallowfield, Northenden, Sharston, Whalley Range, Withington, Woodhouse Park	£100,000	£300,000
akt	Piccadilly	All	£34,653	£103,960
ALL ARTS & MEDIA trading as ALL FM	Levenshulme	Ardwick, Gorton & Abbey Hey, Levenshulme, Longsight, Burnage, Chorlton, Whalley Range	£19,435	£58,305
Ananna MBWO	Longsight	Ardwick, Gorton & Abbey Hey, Levenshulme, Longsight, Moss Side, Rusholme, Burnage, Didsbury East, Didsbury West, Fallowfield, Whalley Range, Withington	£99,990	£299,971
Back on Track Manchester	Piccadilly	All	£56,321	£168,963

Barlow Moor Community Association Ltd	Chorlton Park	Chorlton, Chorlton Park, Didsbury West	£86,719	£260,157
Barnabus Manchester	Piccadilly/Hulme	Harpurhey, Moston, Longsight, Piccadilly	£66,991	£200,975
Breakthrough UK Ltd	Piccadilly	All	£99,881	£299,643
Cheetham Hill Advice Centre (CHAC)	Cheetham	Ancoats & Beswick, Charlestown, Cheetham, Clayton & Openshaw, Crumpsall, Harpurhey, Higher Blackley, Miles Platting & Newton Heath, Moston	£52,082	£156,248
Christ Church Brunswick	Ardwick	Ardwick	£31,666	£95,000
Didsbury Good Neighbours	Didsbury East	Burnage, Chorlton, Chorlton Park, Didsbury East, Didsbury West, Northenden, Withington	£39,366	£118,100
Emmeline's Pantry	Chorlton Park	Ardwick, Deansgate, Gorton & Abbey Hey, Hulme, Levenshulme, Longsight, Moss Side, Piccadilly, Rusholme, Baguley, Brooklands, Burnage, Chorlton, Chorlton Park, Didsbury East, Didsbury West, Fallowfield, Northenden, Old Moat, Sharston, Whalley Range, Withington, Woodhouse Park	£40,000	£120,000
Europa	Ardwick	All	£39,984	£119,952
Friends of Burnage Library	Burnage	Burnage	£18,300	£54,900
George House Trust	Ardwick	All	£46,291	£138,873
Greater Manchester Coalition of Disabled People	Moss Side	All	£68,111	£204,334
Greater Manchester	Ardwick	All	£50,000	£150,000

Rape Crisis CIO				
Home-Start Manchester	Cheetham	All	£50,279	£150,838
Hopewell	Cheetham	Ancoats & Beswick, Charlestown, Cheetham, Crumpsall, Harpurhey, Higher Blackley	£51,666	£155,000
Justlife	Clayton & Openshaw	Ancoats & Beswick, Clayton & Openshaw, Harpurhey, Higher Blackley, Miles Platting & Newton Heath, Ardwick, Gorton & Abbey Hey, Levenshulme, Longsight, Old Moat, Whalley Range	£40,000	£120,000
Levenshulme Inspire Foundation	Levenshulme	Gorton & Abbey Hey, Levenshulme, Longsight, Burnage	£25,000	£75,000
LGBT Foundation	Piccadilly	All	£65,000	£195,000
Manchester Action on Street Health	Piccadilly	Cheetham, Piccadilly	£55,609	£166,827
Manchester Carers Centre	Ancoats & Beswick/Miles Platting & Newton Heath	All	£100,000	£300,000
Manchester Carers Forum	Deansgate	All	£100,000	£300,000
Manchester Deaf Centre	Hulme	All	£55,271	£165,813
Manchester Mind	Hulme	All	£99,924	£299,774
Manchester Refugee Support Network	Moss Side	All	£59,645	£178,936
Manchester Settlement	Clayton & Openshaw/Ardwick	Clayton & Openshaw, Gorton & Abbey Hey	£86,714	£260,142
NEPHRA Good Neighbours	Moston	Harpurhey, Higher Blackley, Miles Platting & Newton Heath, Moston	£40,000	£120,000
Odd Arts	Moss Side	Cheetham, Clayton & Openshaw, Crumpsall, Ardwick, Hulme, Levenshulme, Longsight, Moss Side, Rusholme, Burnage, Chorlton,	£10,000	£30,000

		Fallowfield, Whalley Range		
On the Out CIC	Miles Platting & Newton Heath	All	£70,000	£210,000
Rainbow Haven	Gorton & Abbey Hey	Gorton & Abbey Hey	£44,680	£134,041
Saheli	Withington	Ancoats & Beswick, Charlestown, Cheetham, Clayton & Openshaw, Crumpsall, Harpurhey, Higher Blackley, Miles Platting & Newton Heath, Moston, Ardwick, Deansgate, Gorton & Abbey Hey, Hulme, Levenshulme, Longsight, Moss Side, Piccadilly, Rusholme, Baguley, Burnage, Chorlton, Chorlton Park, Didsbury East, Didsbury West, Fallowfield, Old Moat, Sharston, Whalley Range, Withington, Woodhouse Park	£37,375	£112,127
SICK! Productions	Miles Platting & Newton Heath	Charlestown, Harpurhey, Moston	£20,000	£60,000
Talbot House Support Centre	Miles Platting & Newton Heath	All	£40,000	£120,000
The Manchester Men's Room	Piccadilly	Cheetham, Crumpsall, Gorton & Abbey Hey, Piccadilly, Rusholme, Whalley Range	£57,373	£172,120
The Tree of Life Centre Wythenshawe	Baguley	Hulme, Moss Side, Baguley, Brooklands, Northenden, Sharston, Woodhouse Park	£69,333	£208,000
Together Dementia Support	Hulme	All	£70,000	£210,000
Venture Arts	Hulme	Ancoats & Beswick, Cheetham, Harpurhey, Ardwick, Deansgate, Gorton & Abbey Hey, Hulme, Longsight, Moss Side, Piccadilly, Rusholme, Chorlton, Didsbury West, Whalley Range, Withington	£55,000	£165,000

Wai Yin Society	Piccadilly	Ancoats & Beswick, Charlestown, Cheetham, Clayton & Openshaw, Crumpsall, Harpurhey, Higher Blackley, Miles Platting & Newton Heath, Moston, Ardwick, Deansgate, Gorton & Abbey Hey, Hulme, Levenshulme, Longsight, Moss Side, Piccadilly, Rusholme, Fallowfield	£100,000	£300,000
WARM HUT UK	Cheetham	Cheetham, Clayton & Openshaw	£40,000	£120,000

The complete list of the 212 organisations that applied to OMVCS 2023-26 is at Appendix 2.

4.9 The value of the list above is £2,467,667 per annum, £7,403,001 over three years. This is £51,667 per annum over the budget for OMVCS. The list of 43 organisations is a reduction from the 63 organisations funded in 2018-22. However, rising costs for VCSE organisations since 2018 means that bids are in general for significantly larger amounts than previously. This means it has not been possible to fund the same number of organisations as previously.

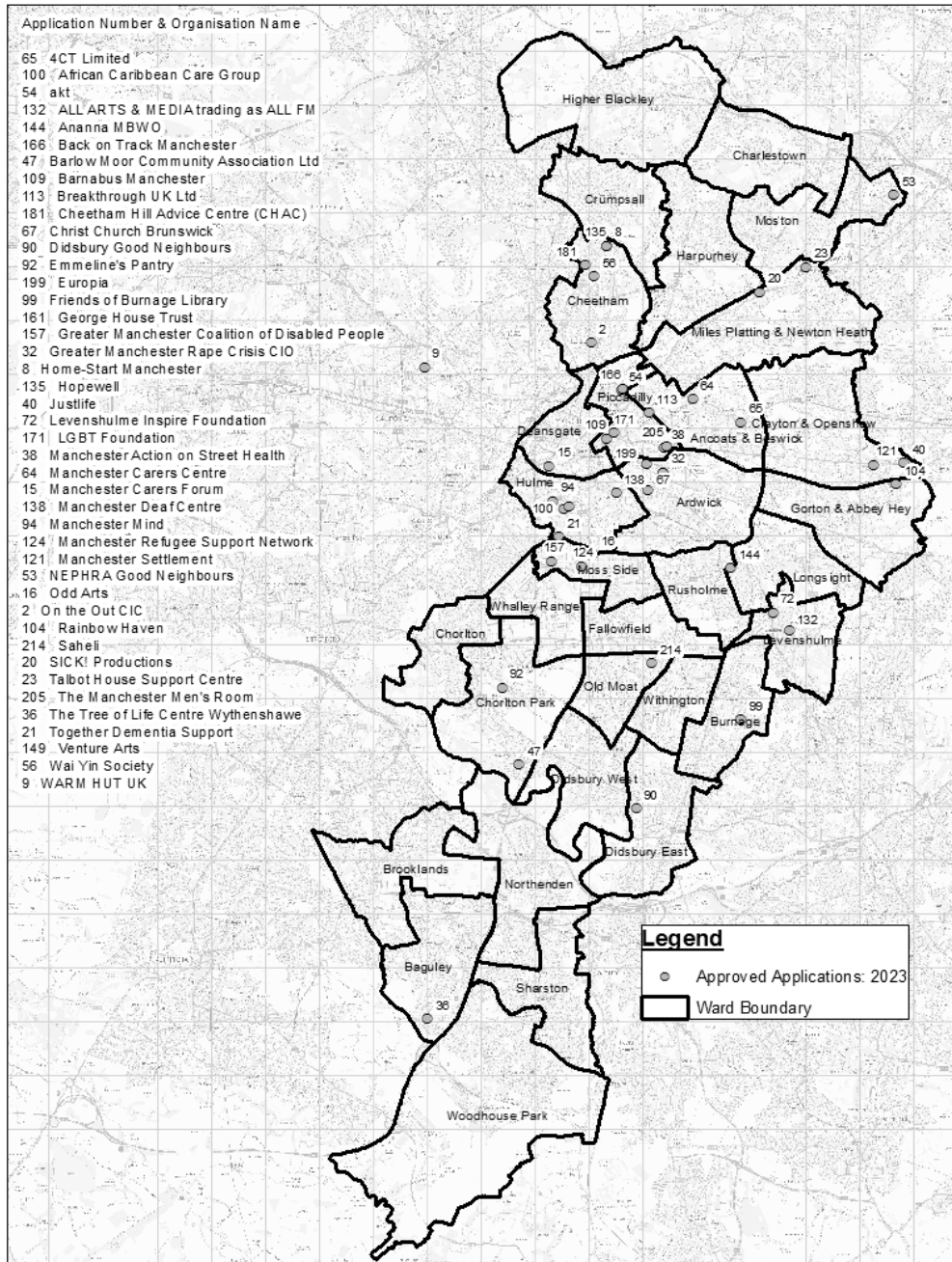
4.10 The tables below show the OMVCS Fund's distribution of organisations and financial amounts in localities, including both where organisations are based and where they will deliver. The map shows the geographical distribution of organisations by where they are based.

Areas where organisations are based	Number	Number as a % of total	£ per annum	£ as a % of total
North	11	26%	£579,029	23%
Central	25	58%	£1,510,830	61%
South	6	14%	£291,090	12%
North & Central	1	2%	£86,714	4%

*1 applicant's postcode does not map to one area and is listed as North/Central based

Areas where organisations will deliver	Number	As a % of total
North (one or more wards)	33	76.7%
Central (one or more wards)	34	79.1%
South (one or more wards)	32	74.4%
Number of recommended applicants proposing citywide focus	17	39.5%
Number of recommended applicants proposing delivery in one ward only	3	7.0%

**Our Manchester Grants Programme for
Voluntary and Community sector: 2023**



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4.11 The 2023-26 portfolio has a reasonable spread across the three localities of the city. There are many more funded organisations based in wards within Central locality than North and South, but delivery is evenly spread between the three localities. Many VCSE organisations propose to deliver in areas where they are not based; the panel required evidence of a strong, existing connection in the proposed delivery area for them to be satisfied that the bid should be recommended. Compared to the previous OMVCS programme, the proportion of funding going to North Manchester based organisations has increased from 18.3% to 23%.

- 4.12 Of these organisations, 62.8% of them say they will deliver activities specifically targeted for different Black, Asian & Ethnic Minority communities. It should be noted that this is based on information provided by the applicants and should be read as indicative only. It is likely that impact will be more broadly representative than the data suggest, given the location, community connection, charitable objects etc of the recommended portfolio.
- 4.13 In comparison, the previous OMVCS programme supported 9 organisations of 63 (14%) that had a high Black, Asian & Ethnic Minority focus, and 14 (22%) with a wider Black, Asian & Ethnic Minority impact (23 organisations in total). The sharp increase in the recommended portfolio compares favourably with Manchester's demography.
- 4.14 The applications received (both data and narrative sections) underline that there are some communities experiencing racial inequalities in Manchester that remain underrepresented in the funding landscape, in part because there are fewer organisations representing these communities. Separate work outside of the OMVCS fund will be progressed in 2023-24 to more fully understand and start to address this.

5.0 Identification of strategic gap

- 5.1 The outcome of the OMVCS process has highlighted that, whilst it has resulted in a strong and diverse portfolio, it does present a strategic gap of funding available from this programme to reach good quality community infrastructure in all parts of the city, particularly in wards identified as priority in terms of the cost-of-living crisis.
- 5.2 The variety in the OMVCS applications from these types of organisations show that although there is a high volume of community infrastructure activity, the landscape is varied. This ranges from well-established organisations with extensive reach to smaller, to hyper-local organisations with some support needs and numerous variations in between. It also includes areas with no or under-developed provision.
- 5.3 The Council has identified that investing in these types of organisations in the short-term, to safeguard their viability longer-term, is a strategic priority. It is not one that can be met from within the OMVCS budget constraints though, and an alternative approach has been rapidly developed.
- 5.4 The Our Manchester Funds team has devised a new targeted grant programme, focusing on supporting community infrastructure organisations. A budget of £1 million has been identified (recurrent), for 2023-24 and 2024-25 subject to formal budget approvals, to support this work. The funding position for the 2025/26 year will be considered in good time to allow for effective organisational planning.

6.0 Supporting Communities Fund – Outline Approach

6.1 Distribution

- 6.1.1 The majority of the £1 million additional funding (£840,500 per annum) will be targeted towards those organisations that meet the eligibility criteria (below) and applied to the OMVCS fund, but were not successful in securing funding from it. These Supporting Communities Fund awards will be recurrent for two years.
- 6.1.2 A development fund of £107,500 per annum will be used to grow capacity in parts of the city where support is less mature or available. The remaining £52,000 per annum from this funding will be used to fund the overspend in the OMVCS fund.

6.2 Awards Process

- 6.2.1 The Supporting Communities Fund is a direct award process: Organisations have been advised of the grant offer amount and invited to accept it. Offers are made at the full amounts requested in the OMVCS application forms. Organisations that accept are required to complete a brief outline of activities and costs which will be monitored six-monthly during the two year period to ensure responsible spend. Due diligence is being undertaken as part of the process.
- 6.2.2 An offer of capacity building / development support will be made once funding commences (available via Macc) but this is optional and not a condition of the grant, as not all groups on the programme will benefit from the same type of support.
- 6.2.3 The proportionate commitments in OMVCS around zero carbon and the Real Living Wage are mirrored in this programme; the awards being offered are the equivalent of the amounts available on OMVCS, so it is a reasonable ask of groups on this programme.
- 6.2.4 The direct award approach enables awards to be made on or close to 1 April, thereby avoiding a 'funding cliff edge' for any groups in scope for this programme.
- 6.2.5 Work between the Our Manchester Funds Team and colleagues in Neighbourhoods and Adults will continue during 2023-24 on the £107,500 set aside for capacity building / generating new activity in the city. The development and distribution of this funding over 2 years will be used to inform the future OMVCS programme from 2026-29.

6.3 Eligibility

- 6.3.1 Eligible organisations for the Supporting Communities grants are defined as:

A grass-roots, community-led and multi-purpose facility providing services and activities that reflect the needs, and benefit the wellbeing, of an area and its residents. Groups supported by this fund will strengthen the resilience and support the independence of residents in the local area. This will include, but

not be exclusive to, services that are aimed at vulnerable people and those experiencing poverty.

6.3.2 This broad definition covers the functions and principles of community infrastructure organisations and includes a strong emphasis on place-based, local provision.

6.3.3 Below are the organisations that align with the above description and were successful in their applications for OMVCS funding:

Organisation name	Ward based in	Funding over 3 years
4CT Limited	Ancoats and Beswick	£225,000
Barlow Moor Community Association Ltd	Chorlton Park	£260,157
Christ Church Brunswick	Ardwick	£95,000
Didsbury Good Neighbours	Didsbury East	£118,100
Friends of Burnage Library	Burnage	£54,900
Levenshulme Inspire Foundation	Levenshulme	£75,000
Manchester Settlement	Clayton and Openshaw	£260,142
NEPHRA Good Neighbours	Moston	£120,000
The Tree of Life Centre Wythenshawe	Baguley	£208,000
Wai Yin Society	Piccadilly	£300,000

6.3.4 An additional 17 community organisations, which were not successful for OMVCS funding but which align with the eligibility description for the Supporting Communities Fund, will be supported by it. These are:

Organisation name	Based in ward	Delivering in which wards	Funding per year	Funding over two years
Assist Neighbourhood Care	Withington	Burnage, Didsbury East, Didsbury West, Fallowfield, Old Moat, Withington	£37,892	£75,784
Benchill Community Care	Northenden	Baguley, Brooklands, Northenden, Sharston, Woodhouse Park	£87,997	£175,994
Burnage Good Neighbours	Burnage	Gorton & Abbey Hey, Levenshulme, Longsight, Rusholme, Burnage, Didsbury East, Didsbury West, Fallowfield, Withington	£53,855	£107,710
Chorlton Good Neighbours	Chorlton Park	Chorlton, Chorlton Park, Whalley Range	£56,000	£112,000
Fallowfield Community	Fallowfield	Fallowfield	£40,000	£80,000


Centre and Library (The Place)				
Harpurhey Neighbourhood Project	Harpurhey	Crumpsall, Harpurhey, Miles Platting & Netwon Heath, Moston	£53,625	£107,250
Healthy Me, Healthy Communities	Groton & Abbey Hey	Clayton & Openshaw, Harpurhey, Higher Blackley, Gorton & Abbey Hey, Hulme, Levenshulme, Longsight, Moss Side, Rusholme, Fallowfield	£63,127	£126,254
Higher Blackley Community Organisation	Higher Blackley	Higher Blackley	£36,000	£72,000
Ladybarn Community Hub	Withington	Withington	£39,000	£78,000
Levenshulme Good Neighbours	Levenshulme	Gorton & Abbey Hey, Levenshulme	£13,500	£27,000
Northmoor Community Association	Longsight	Longsight	£70,000	£140,000
Royal Oak @ Baguley Residents Association	Baguley	Moss Side, Baguley, Brooklands, Chorlton, Chorlton Park, Didsbury East, Didsbury West, Old Moat, Woodhouse Park	£43,333	£86,666
St George's Youth and Community Association	Miles Platting & Netwon Heath	Ancoats & Beswick, Harpurhey, Miles Platting & Netwon Heath, Moston	£46,287	£92,574
Trinity House Community Resource Centre	Moss Side	Moss Side, Rusholme, Fallowfield	£49,225	£98,450
Turkey Lane and Monsall Neighbourhood Centre	Harpurhey	Harpurhey	£22,000	£44,000
Whalley Range Community Forum	Whalley Range	Whalley Range	£59,800	£119,600
Wythenshawe Good Neighbours	Brooklands	Baguley, Brooklands, Northenden, Sharston, Woodhouse Park	£68,859	£137,718

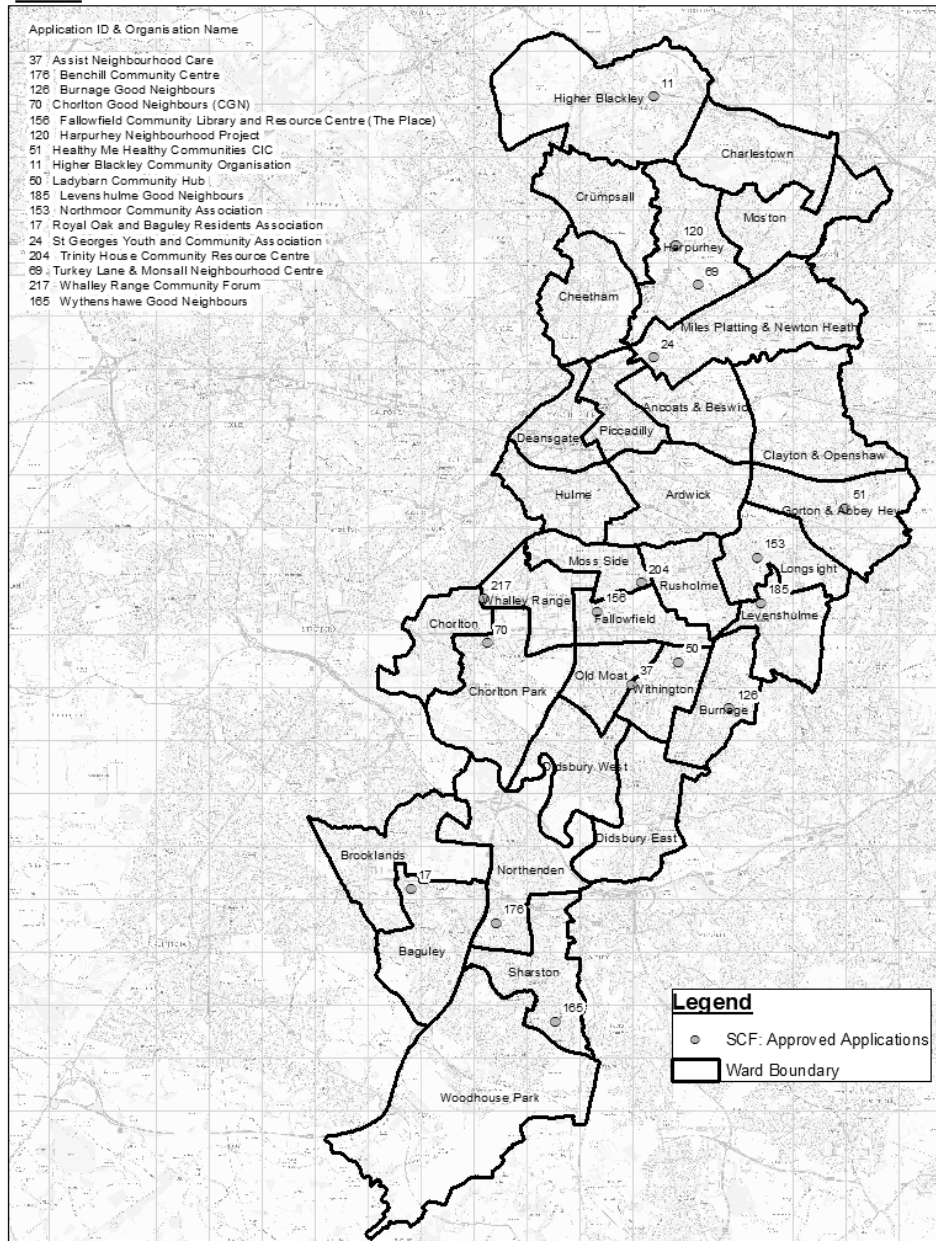
6.3.5 The tables below show the Supporting Communities Fund's distribution of services (where organisations are based and where they will deliver) and

financial investment across localities. The map shows the geographical distribution of organisations by where they are based.

Areas where organisations are based	Number	Number as a % of total	£ per annum	£ as a % of total
North	4	23.5%	£157,912	19%
Central	4	23.5%	£195,852	23%
South	9	53%	£486,736	58%

Areas where organisations will deliver	Number	As a % of total
North (one or more wards)	5	29%
Central (one or more wards)	6	35%
South (one or more wards)	11	65%
Number of recommended applicants proposing citywide focus	0	0
Number of recommended applicants proposing delivery in one ward only	6	35%

Our Manchester Grants Programme for Voluntary and Community sector: Supporting Communities Fund  **MANCHESTER CITY COUNCIL**



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6.3.6 This demonstrates that although the Supporting Communities Fund’s primary purpose is to support local community provision, many of the organisations have reach beyond their own ward, further enhancing the support available to residents.

7.0 Support for Applicants

7.1 A set of support measures are available to all applicants to the OMVCS fund, both those who have been unsuccessful as well as those that will be funded from 1 April onwards.

- 7.2 Unsuccessful organisations are able to access support from Macc as the VCSE infrastructure organisation for the city. Macc have devised a programme of support which is specifically available to unsuccessful OMVCS applicants, and consists of:
- **Funding Your Project training** – to assist organisations to search for relevant funding sources
 - **Bid Writing training** – to support organisations to apply effectively to available funding sources
 - **Full Cost Recovery training** – to ensure organisations are able to fully cost their activity, beyond the direct delivery costs, and include these in their applications
- 7.3 The training opportunities run from February to April 2023. In addition, all applicants to the OMVCS fund have been invited to request constructive, strengths-based feedback on their applications to aid them in future funding opportunities.
- 7.4 Once due diligence has been completed and successful organisations' funding is confirmed, a programme launch event will be held after the Local Elections period. The event will provide an opportunity for organisations to hear from the Deputy Leader and other Council representatives about the priorities for the city and the OMVCS programme. Support and guidance on aspects of the fund will be available at the launch event, from the team and representatives from Macc, with an ongoing series of monitoring returns and visits scheduled in to ensure continuing contact.
- 7.5 All successful organisations will have ongoing access to the OM Funds Team throughout the funded period.
- 7.6 As previously reported to this committee, the future VCSE infrastructure provision for the city is under review. Owing to the resource challenges arising from the work detailed above, it has not been possible to substantially progress this review. The current arrangements will be extended to the end of September 2023 to provide opportunity for this to be done. A further report will be provided to the committee during that time to give a more detailed update.

8.0 Recommendations

- 8.1 The Committee is recommended to consider and comment on the information in the report.

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Equality Impact Assessment

1. Tell us about your service

My Directorate	Chief Executives
My Service	City Policy
My team / section	Our Manchester Funds Team
The name of the function being analysed	Our Manchester Voluntary and Community Sector Funding Programme
Who is completing the assessment?	Keiran Barnes, Policy and Programmes Manager (Communities and VCSE)
Who is the lead manager for the assessment?	James Binks, Assistant Chief Executive

2. Tell us about the activity that you're analysing

Briefly describe the main aims and objectives of your policy, project, service redesign or strategy, including outlining at a high level if it has implications for other areas of the Council's work and priorities.

Overview

The 2023-26 OMVCS programme is a three-year grant fund that supports VCSE organisations to progress the themes of the Our Manchester reset (Our Manchester: Forward to 2025), alongside other city priorities including, but not limited to, the impacts of Covid and the Cost of Living crisis. The purpose of the 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*

The programme's aims require funded organisations to deliver activities that progress one or more of: equality and inclusion; health and wellbeing, and; poverty action.

Background

The 2023-26 programme was extensively engaged on and co-designed with key stakeholders, mainly representatives of the city's VCSE sector but also including other public sector providers and Council officers. Numerous measures were taken to ensure the engagement, co-design and promotion processes were accessible and inclusive, such as:

- A mixture of five in-person and three virtual engagement sessions provided options for how people wanted / were able to engage – all engagement events took account of access needs (in terms of venue accessibility, offers of translation support etc)
- An online survey provided a further option to input for some individuals who were unable to attend in-person or virtual sessions
- A Co-Design Group supported the refresh of the fund – this group included individuals with experience of working in equality-related services and / or had lived experience, providing diverse and different perspectives
- The Co-Design Group prioritised Equality, Diversity and Inclusion (EDI) considerations throughout the process and identified EDI as a stand-alone aim of the grant programme as well as a cutting across all activities
- The co-design process identified that funding to Black, Asian and Minority Ethnicity organisations would be prioritised, specifically to increase the proportion of the available funds going to these organisations compared with the 2018 OMVCS programme
- The refreshed fund was communicated via the fund prospectus on the Council’s website – an offer of alternative formats was included
- In addition, a guidance document was included to assist organisations with their applications and a Microsoft Word copy of the online application form was available to support the accessibility of the application process
- An information film was produced outlining the key elements of the fund – this included subtitles to enhance accessibility

More extensive detail on the engagement and co-design processes, including which groups and communities of identity engaged in them, is available in the Our Manchester Voluntary & Community Sector (OMVCS) Refreshed Funding Programme report, as considered by the Communities and Equalities Scrutiny Committee in its 19 July 2022 meeting.

Panel process

The OMVCS 2023-26 funding programme attracted 217 applications of which 212 were eligible and assessed by the funding panel. This panel was brought together to include a range of lived and professional experiences of EDI and was fully briefed on the role that EDI considerations had to play in the assessment process (ie training on unconscious bias in decision-making).

The assessment panel assessed each application individually before coming together for panel deliberations and balancing to arrive at a broadly balanced programme. This had regard, in particular, for the priorities of 1) increasing the proportion of funds to Black, Asian and Minority Ethnicity organisations compared to the 2018 programme, and 2) increasing the proportion of funds to organisations based in the north of the city compared to the 2018 programme.

More extensive detail on the panel assessment process is available in the Our Manchester Voluntary & Community Sector (OMVCS) Fund report, as considered by the Communities and Equalities Scrutiny Committee in its 6 December 2022 meeting.

The OMVCS assessment process highlighted the importance of increasing funding available to place-based, community organisations. This has been achieved through the development of the **Supporting Communities Fund (SCF)**, as further detailed in the Our Manchester Voluntary & Community Sector (OMVCS) Fund report being considered by the Communities and Equalities Scrutiny Committee in its 7

March 2023 meeting. The SCF aims to support place-based activity by organisations serving the local area, including organisations supporting older residents. As such, the fund's reach in terms of diversity of service users is primarily dictated by the demography of those areas where organisations are based, rather than funded organisations having a target community of identity.

This EqIA aims to present the profile of characteristics that are identified for support across both the OMVCS and Supporting Communities Fund programmes.

TIP: briefly summarise the key points and keep your answer under 500 words.

TIP: try not to duplicate information that's available elsewhere; you can easily use this space to signpost to other sources of background information instead of rewriting them here.

3. Analysing the impact on equality

Will the policy, strategy, project, service redesign being assessed here... (Tick all that apply):

Remove or minimise disadvantages suffered by individuals or groups because of their characteristics	Yes
Meet the needs of people from protected or disadvantaged groups where these are different from the needs of other people	Yes
Promote diversity and encourage people from protected or disadvantaged groups to participate in activities where they are underrepresented	Yes

Describe how you've reached your conclusion and what evidence it's based on (500 words max).

The OMVCS fund has a strong focus on EDI. Addressing inequality is at the core of the fund's aims of:

- addressing inequalities and building inclusion
- promoting communities' health and wellbeing
- tackling poverty

Across both the OMVCS and SCF programmes, there is a focus on delivering support services to communities that are historically disadvantaged and / or experience ongoing inequalities. Generally speaking, the services supported through these programmes do work to remove disadvantage, meet differing needs and encourage participation (some organisations do this as a specific aim of their charitable objects, others have a more universal impact for communities generally but do contribute to these aims).

Considering which group/s you have identified the policy, project, strategy or service redesign as being relevant to, complete the table below. Be brief with your answers and only complete them for the group/s relevant to your activity. If you identify any actions to address impacts, list these in Annex 1 along with responsible officers and timescales for each action.

IMPORTANT – PLEASE NOTE:

The data used for this analysis was gathered from the application forms submitted by OMVCS applicant organisations. Overall, the standard of data that organisations collected and reported was very inconsistent. In numerous cases, data-sets were incomplete, absent or reported inconsistently from one portion of the application to the next. Whilst this was not the case for all applicants, it is a prevalent enough trend to mean that the data provided should be seen as indicative only, and is not a robust source of intelligence.

For several characteristic groups, broad collective terms have been often used instead of more specific categories: this limits the extent to which some groups (ie Black, Asian and Minority Ethnic communities, disabled people, LGBT+ people) can be more deeply analysed.

In most cases, the data is likely to under-report the prospective impact delivered by the funding programmes. This is reflected in the narrative below, along with the indicative assessment of impact available from the data provided.

	<p>1. What is the impact of your proposal on this group?</p> <p>1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation</p>	<p>2. What evidence have you used to reach this assessment?</p> <p>Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes</p>	<p>3. What actions could be taken to address the impacts?</p> <p>1) to what extent does this proposal meet our equality duties 2) should or could this be improved</p>
<p>Age (older people)</p>	<p>Across both funds, a number of organisations have advised in their application forms that they will particularly target older people for their services (7 on OMVCS, 10 on SCG)</p> <p>The number of organisations having a positive impact on the lives of older residents through the availability of local support is likely to exceed this, but the extent of this is not quantifiable from the data provided</p> <p>The range of activities for older people across the programmes address all arms of the duty</p>	<p>16% of organisations supported by the OMVCS stated their activities are aimed at older people – the fact that this fund supports a number of place-based services supporting the local community, of which a proportion will be older people, means that the actual level of activity accessed by older residents is likely to be higher than the data provided indicates</p> <p>59% of organisations supported by the SCF support older people – activities here are particularly but not exclusively focused on reducing the occurrence of people being socially isolated, lonely and housebound – as above, there is likely to be a wider but unreported positive impact within this programme</p>	<p>The proportion of funding directed to older people across the funding programmes represents a positive impact</p> <p>Ongoing monitoring of the funds' activities and outcomes will ensure a sustained impact in this area</p>

	1. What is the impact of your proposal on this group? 1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation	2. What evidence have you used to reach this assessment? Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes	3. What actions could be taken to address the impacts? 1) to what extent does this proposal meet our equality duties 2) should or could this be improved
Age (children and young people)	<p>The OMVCS fund is only available to organisations supporting people aged 18+, it does not support youth specific provision. The Council has separate Children and Young People commissioning and grant funding arrangements with the VCSE, which are out of scope for this EIA.</p> <p>Within the OMVCS and SCF programmes, there are a number of groups supporting:</p> <ul style="list-style-type: none"> • Young adults (1 on OMVCS, 1 on SCF) • Families (including children) (4 on OMVCS, 4 on SCF) • Parents (2 on OMVCS, 0 on SCF) meaning that there is some positive impact, but this is more limited given the conditions of the programmes 	<p>The data provided by applicants indicates that activities will be targeted at the following cohorts in each of OMVCS and SCF (as a % of the total organisations on each programme):</p> <ul style="list-style-type: none"> • 2% of OMVCS organisations will target young adults; this is 6% on SCF • 9% of OMVCS organisations will target families (including children); this is 24% on SCF • 5% of OMVCS organisations will target parents; 0% on SCF 	<p>Despite the condition of funding being primarily for organisations providing support at age 18+, there is still a proportion of support being directed to children and young people through the programmes – the programmes therefore have a positive contribution to the duties</p>

	1. What is the impact of your proposal on this group? 1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation	2. What evidence have you used to reach this assessment? Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes	3. What actions could be taken to address the impacts? 1) to what extent does this proposal meet our equality duties 2) should or could this be improved
Disability (including continuing health conditions)	<p>Across both programmes, a number of applicants advised that their organisation targeted support towards:</p> <ul style="list-style-type: none"> • Disabled people generally (7 on OMVCS, 1 on SCF) • Mental health support (3 on OMVCS, 0 on SCF) • Physical illness or continuing health conditions (5 on OMVCS, 2 on SCF) <p>As with other characteristics, it is likely that locally delivered services supporting the immediate community will also improve impacts for a number of disabled residents accessing those services, but this is not reported or therefore quantifiable</p>	<p>The data provided by applicants indicates that activities will be targeted at the following cohorts in each of OMVCS and SCF (as a % of the total organisations on each programme):</p> <ul style="list-style-type: none"> • Disabled people generally (16% of OMVCS organisations, 6% of SCF organisations) • Mental health support (7% of OMVCS organisations, 0% of SCF organisations) • Physical illness or continuing health conditions (12% of OMVCS organisations, 12% of SCF organisations) <p>Considering the increased prevalence of disability and continuing health conditions in older age, added to the fact that 16% and 59% of organisations on these programmes respectively target older residents, the actual % impact is likely to be considerably higher than the data provided suggests</p>	<p>Across the range of disability-related applications, all aims of the duty are supported. Activities that are being funded that meet these aims include but are not limited to:</p> <ul style="list-style-type: none"> • Support for and involvement of people with specific disabilities and health conditions such as dementia, profound hearing impairment / Deafness, mental health conditions and learning disability / cognitive conditions • Work to harness collective support and services for disabled residents across VCSE, public and private sectors <p>Given the positive impacts that can be assessed here (and likely unreported ones), no improvement actions are proposed</p>

<p>Race</p>	<p>Across both programmes, a number of applicants advised that their organisation targeted support towards either Black, Asian and Minority Ethnic (BAME) communities generally (this was a stand-alone option on the application form), or towards particular ethnicities (also listed separately on the application form).</p> <p><i>Please note that in many cases, BAME has been used as a collective term instead of providing a more detailed breakdown of different ethnicities – the ethnicity-specific data here is incomplete then, and interwoven with the broader BAME category:</i></p> <ul style="list-style-type: none"> • Black, Asian and Minority Ethnic people generally (10 on OMVCS, 6 on SCF) • African (1 on OMVCS, 0 on SCF) • Asian (not specified) (3 on OMVCS, 1 on SCF) • Asylum seekers / refugees (6 on OMVCS, 1 on SCF) • Bangladeshi (1 on OMVCS, 0 on SCF) • Black (not specified) (0 on OMVCS, 0 on SCF) • Caribbean (1 on OMVCS, 0 on SCF) • Chinese (1 on OMVCS, 0 on SCF) • Irish (0 on OMVCS, 0 on SCF) • Jewish community (1 on OMVCS, 0 on SCF) • Middle Eastern (0 on OMVCS, 0 on SCF) • Pakistani (0 on OMVCS, 0 on SCF) • Roma (1 on OMVCS, 0 on SCF) • Somali (0 on OMVCS, 0 on SCF) 	<p>The data provided by applicants indicates that activities will be targeted at the following cohorts in each of OMVCS and SCF (as a % of the total organisations on each programme):</p> <ul style="list-style-type: none"> • Black, Asian and Minority Ethnic people generally (23% of OMVCS, 35% of SCF) • African (2.3% of OMVCS, 0% on SCF) • Asian (not specified) (7% of OMVCS, 6% on SCF) • Asylum seekers / refugees (14% on OMVCS, 6% of SCF) • Bangladeshi (2.3% of OMVCS, 0% of SCF) • Black (not specified) (0% of OMVCS, 0% of SCF) • Caribbean (2.3% of OMVCS, 0% of SCF) • Chinese (2.3% of OMVCS, 0% of SCF) • Irish (0% of OMVCS, 0% of SCF) • Jewish community (2.3% of OMVCS, 0% of SCF) • Middle Eastern (0% of OMVCS, 0% of SCF) • Pakistani (0% of OMVCS, 0% of SCF) • Roma (2.3% of OMVCS, 0 of SCF) • Somali (0% of OMVCS, 0% of SCF) • White / mixed white (5% of OMVCS, 0% of SCF) 	<p>There has been a sharp up-turn in BAME focused services in the 2023 OMVCS fund compared to the 2018 round (62.8% in 2023 compared to circa 14% in 2018), which is a positive reflection of the prioritisation of this characteristic throughout the process</p> <p>Increasing the amount and proportion of funding in the 2023 programme compared to the original 2019 OMVCS programme was a priority of the fund design, assessment and decision-making processes</p> <p>Across the range of activities funded here, there are measures to meet all of the arms of the duty. Activities that are being funded that meet these aims include but are not limited to:</p> <ul style="list-style-type: none"> • Increasing access to information, benefits and other support for asylum seekers and refugees • BAME-specific support for carers and vulnerable adults • Health activities, therapeutic support and other help for specific ethnic groups, ie Bangladeshi women, African Caribbean communities etc • Activities to celebrate different communities' cultures and identities <p>Given these and numerous other positive impacts, no additional action is proposed for these programmes at this time. However, a separate BAME focused programme of funding of £125,000 for 2023-24 is being developed to further enhance the impact for this characteristic</p>
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	<p>1. What is the impact of your proposal on this group?</p> <p>1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation</p>	<p>2. What evidence have you used to reach this assessment?</p> <p>Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes</p>	<p>3. What actions could be taken to address the impacts?</p> <p>1) to what extent does this proposal meet our equality duties 2) should or could this be improved</p>
	<ul style="list-style-type: none"> • White / mixed white (2 on OMVCS, 0 on SCF) <p>This means that the general 'BAME' category is the most well-served across both programmes.</p> <p>As with other characteristics, it is likely that locally delivered services supporting the immediate community will also improve impacts for a number of BAME residents accessing those services (this is particularly the case for SCF organisations, where there is clearly some under-reporting of BAME impact), but this is not reported or therefore quantifiable</p>		

	1. What is the impact of your proposal on this group? 1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation	2. What evidence have you used to reach this assessment? Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes	3. What actions could be taken to address the impacts? 1) to what extent does this proposal meet our equality duties 2) should or could this be improved
Sex	<p>Across both programmes, data on the sex of users was underreported. The great majority of applications did not make a distinction on the sex of target beneficiaries, making the analysis here unreliable. As a result, the specific impacts for each individual sex cannot be determined from the data provided.</p> <p>On OMVCS, 1 application specifically stated men as a target cohort, and 5 applications are targeted towards women. On SCF, 1 application is targeted at men and 0 target women. No applications across either fund expressly target support to trans communities (where support is available, this has been interwoven with the wider LGBT+ category)</p> <p>Clearly, across 60 applications, this is a significant underrepresentation of the wider impacts for each sex. During the funded period, the six-monthly monitoring returns will provide a clearer data set of users of each sex and an indication of the types of impact experienced by each.</p>	<p>The data provided by applicants indicates that activities will be targeted at the following cohorts in each of OMVCS and SCF (as a % of the total organisations on each programme):</p> <ul style="list-style-type: none"> • Men: 2.3% of OMVCS, 6% of SCF • Women: 12% of OMVCS, 0% of SCF • Trans men and women: data not available 	<p>The underreporting here prevents a clear analysis of the extent to which the funds provide a positive impact for each sex and therefore, the extent to which it advances the arms of the duty. Clearly, the beneficiaries of all funded services will fall within a category here, either as a target beneficiary or as a more general one.</p> <p>Improved data on impact related to sex will become available during the funded period, via the six-monthly monitoring returns. This will be iteratively reported for the funding period in the programme's annual reports.</p>

	<p>1. What is the impact of your proposal on this group?</p> <p>1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation</p>	<p>2. What evidence have you used to reach this assessment?</p> <p>Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes</p>	<p>3. What actions could be taken to address the impacts?</p> <p>1) to what extent does this proposal meet our equality duties 2) should or could this be improved</p>
<p>Sexual Orientation</p>	<p>Across both programmes, a number of applicants advised that their organisation targeted support towards LGBT+ communities. Please also consider the trans information in the 'gender reassignment' section below.</p> <p><i>Please note that in the application form, applicants were asked to provide data for bisexual, gay, heterosexual, lesbian and 'other' sexual orientations. In the great majority of cases, this was reported under the collective term of LGBT+, not the sub-categories of it, so the data here is based on the higher level LGBT+ data</i></p> <ul style="list-style-type: none"> • On OMVCS, 4 organisations target support for LGBT+ people • On SCF, 3 organisations have targeted support for LGBT+ people <p>As with other categories, the actual 'non-targeted' support that LGBT+ residents will be able to access through the funded organisations is likely to be considerably greater than indicated in the data available</p>	<p>The data provided by applicants indicates that activities will be targeted at the following cohorts in each of OMVCS and SCF (as a % of the total organisations on each programme):</p> <ul style="list-style-type: none"> • OMVCS: 9% of organisations target support for LGBT+ communities • SCF: 18% of organisations target support for LGBT+ communities 	<p>The extent to which LGBT+ support features in the programmes compares favourably with the % city's LGBT+ population according to data; within this, the activities are relevant to all arms of the duty. These include but are not limited to:</p> <ul style="list-style-type: none"> • Housing support for young LGBT+ people • HIV support, advice and advocacy • Support around LGBT+ hate crime, domestic abuse and health <p>No further action is proposed at this time</p>

	<p>1. What is the impact of your proposal on this group?</p> <p>1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation</p>	<p>2. What evidence have you used to reach this assessment?</p> <p>Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes</p>	<p>3. What actions could be taken to address the impacts?</p> <p>1) to what extent does this proposal meet our equality duties 2) should or could this be improved</p>
<p>Marriage / civil partnership</p>	<p>The characteristic of marriage / civil partnership was not monitored on the OMVCS application form – therefore, organisations were not required to submit any data on this characteristic, preventing analysis</p> <p>From the narrative sections of the application form, none of the funded organisations' activities are specifically targeted at married or civil partnership couples. Whilst some married / civil partnership couples / individuals will benefit from the services being funded in general terms, this will not be <i>on the grounds of</i> their married / civil partnership status</p>	<p>As noted, no evidence was requested on this characteristic in the application process</p>	<p>Given the lack of data requested, it is not possible to assess the extent to which the funded programmes will progress the aims of advancing equality and increasing participation – however, there is no content within the successful applications to indicate that the programmes would cause any form of discrimination for married / civil partnership people</p>

	1. What is the impact of your proposal on this group? 1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation	2. What evidence have you used to reach this assessment? Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes	3. What actions could be taken to address the impacts? 1) to what extent does this proposal meet our equality duties 2) should or could this be improved
Pregnancy / maternity	<p>The characteristic of pregnancy / maternity was not monitored on the OMVCS application form – therefore, organisations were not required to submit any data on this characteristic, preventing analysis</p> <p>From the narrative sections of the application form, none of the funded organisations' activities are specifically targeted at pregnancy / maternity, although some applications did target support towards family activity (see children and young people section for breakdown). Whilst this is a related group, it is not directly data on pregnancy and paternity so cannot be seen as directly representative</p>	<p>As noted, no evidence was requested on this characteristic in the application process</p>	<p>Given the lack of data requested, it is not possible to assess the extent to which the funded programmes will progress the aims of advancing equality and increasing participation – however, there is no content within the successful applications to indicate that the programmes would cause any form of discrimination related to pregnancy and maternity</p>

	1. What is the impact of your proposal on this group? 1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation	2. What evidence have you used to reach this assessment? Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes	3. What actions could be taken to address the impacts? 1) to what extent does this proposal meet our equality duties 2) should or could this be improved
Gender Reassignment	<p>The characteristic of 'gender reassignment' was not monitored in the OMVCS application process. As noted in the sex and LGBT+ sections of this analysis, information on trans service users, as a broader term, was requested but data for the funded organisations addresses this within the broader LGBT+ term, meaning a stand-alone analysis for this characteristic is not available</p> <p>As there are several LGBT+ inclusive organisations with targeted provision being supported across the programmes, it is likely that people transitioning will be supported, but this is not quantifiable from the data available</p>	<p>As noted, no evidence was requested on this characteristic in the application process</p>	<p>Given the lack of data requested, it is not possible to assess the extent to which the funded programmes will progress the aims of the duty specifically related to gender reassignment. However, it can be reasonably assessed that LGBT+ inclusive services will take account, to an extent, the needs of people transitioning and whilst this can't be quantified, there is a likely positive impact (see LGBT+ section above for breakdown)</p> <p>There is no content within the successful applications to indicate that the programmes would cause any form of discrimination related to gender reassignment</p>

	1. What is the impact of your proposal on this group? 1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation	2. What evidence have you used to reach this assessment? Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes	3. What actions could be taken to address the impacts? 1) to what extent does this proposal meet our equality duties 2) should or could this be improved
Faith / religion / belief	<p>Across both programmes, the majority of applicants did not gather data on the faith or belief of their service users, which impacts negatively on the robustness of the analysis here. The available data are presented here but given the extent to which this is drawn from an incomplete data-set, it is to be taken as indicative only.</p> <p>As with other characteristics, it is likely that locally delivered services supporting the immediate community will also improve impacts for a number of other faith groups / individuals but this is not reported or therefore quantifiable</p>	<p>The data provided by applicants indicates that activities will be targeted at the following cohorts in each of OMVCS and SCF (as a % of the total organisations on each programme):</p> <ul style="list-style-type: none"> • Christian: 31% of OMVCS, 4% of SCF • Buddhist: 7% of OMVCS, 1% of SCF • Hindu: 4% of OMVCS, 1% of SCF • Sikh: 4% of OMVCS, 1% of SCF • Jewish: 6% of OMVCS, 1% of SCF • Muslim: 11% of OMVCS, 4% of SCF • Other: 15% of OMVCS, 0.5% of SCF 	<p>Faith was a stated data requirement of the OMVCS fund application, but the process has highlighted a degree of under-recording and therefore underreporting in how some VCSE organisations capture this information – work will take place with the funded organisations throughout the 3-year period to support them to improve data capture processes</p> <p>The faith groups listed here are interwoven with wide ranging activities which collectively meet all of the arms of the duty</p>
Additional Characteristics			

<p>People living in poverty</p>	<p>Addressing poverty was one of the 3 stated aim of the OMVCS fund (along with advancing equality and promoting health and wellbeing) and 84% of the 43 successful organisations identified it as relevant to their application</p> <p>All organisations on the SCF have been required to outline in their proposal how their activities support poverty action; all organisations have included this in their documents</p> <p>As with other characteristics, the extent to which organisations have been able to record this information and include it in their applications is inconsistent. In the context of the information above, it is clear that the data available substantially under-representative. The data is presented here, but given the gaps in data collected, it should be seen as indicative only:</p> <ul style="list-style-type: none"> • Homelessness / rough sleeping: 2 in OMVCS, 0 in SCF • People experiencing poverty: 2 in OMVCS, 3 in SCF • Unemployment: 4 in OMVCS, 1 in SCF • Residents of temporary accommodation: 1 in OMVCS, 0 in SCF <p>Whilst not recorded and therefore not quantifiable, there will be a more general positive impact of the funded activity for people experiencing poverty</p>	<p>The data provided by applicants indicates that activities will be targeted at the following cohorts in each of OMVCS and SCF (as a % of the total organisations on each programme):</p> <ul style="list-style-type: none"> • Homelessness / rough sleeping: 5% of OMVCS, 0% of SCF • People experiencing poverty: 5% of OMVCS, 18% of SCF • Unemployment: 9% of OMVCS, 6% of SCF • Residents of temporary accommodation: 2% of OMVCS, 0% of SCF 	<p>Despite the obvious limitations presented by an incomplete data-set for this characteristic, the substantial commitment to the 'addressing poverty' aim of the fund and the poverty-related activities presented across both programmes identifies that the funded activity has a strong alignment with the aims of the duty</p> <p>As with other characteristics, work will be undertaken with funded groups during the funded period to improve data collection processes</p> <p>The funding allocated here supports the wider work of the Council to address poverty across a range of services, including other VCSE funding activity</p>
<p>Carers</p>	<p>Across both programmes, several funded organisations include support for carers:</p>	<p>Whilst the SCF contribution to carers support cannot be quantified, the proportion</p>	<p>The healthy representation of carers organisations in the programmes, especially</p>

	1. What is the impact of your proposal on this group? 1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation	2. What evidence have you used to reach this assessment? Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes	3. What actions could be taken to address the impacts? 1) to what extent does this proposal meet our equality duties 2) should or could this be improved
	<p>11 OMVCS organisations provide targeted support for carers</p> <p>There are no SCF organisations that state that they have specialist, targeted support for carers, but more general support for people with caring responsibilities is written into the narrative content of some applications; given the distribution of carers across the city, it is highlight likely that the place-based support of the SCF will include a number of carers. This is not recorded though, so cannot be quantified</p>	<p>of specialist, targeted carer support on the OMVCS fund is 25% of all funded organisations – this includes 7 organisations that are on the Carers Pathway Programme of 19 carers organisations across the city,</p> <p>The success rate for carers groups on that pathway is 47%, compared to a 28% success rate for applicants to the programme more generally</p>	<p>those that are members of the carers pathway programme, demonstrates that the programmes are effective in meeting the arms of the duty – there is no further action proposed at this stage</p> <p>Funding for some VCSE carers organisations is being coordinated by Adult Services as part of the Carers Pathway programme</p>

	1. What is the impact of your proposal on this group? 1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation	2. What evidence have you used to reach this assessment? Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes	3. What actions could be taken to address the impacts? 1) to what extent does this proposal meet our equality duties 2) should or could this be improved
Homeless people	As noted in the 'poverty' section of this analysis, the data for this characteristic is under-recorded and does not align to the commitments and activities of the successful organisations. There are 2 organisations on OMVCS stating in their data that they have specialised support for homeless people, and none on SCF – it is likely that this is not representative and continuing monitoring during the funded period will provide a clearer picture	The data provided by applicants suggests that 5% of OMVCS funded organisations will provide specialist homelessness support, and none on SCF will	Ongoing monitoring of funded services will take place throughout the funded period and will provide a clearer picture of reach and impact here – this will be considered within the programme's annual reports Organisations funded will be supported to improve data capture processes during the funded period Significant alternative funding for VCSE homelessness organisations is available through other Council services

	1. What is the impact of your proposal on this group? 1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation	2. What evidence have you used to reach this assessment? Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes	3. What actions could be taken to address the impacts? 1) to what extent does this proposal meet our equality duties 2) should or could this be improved
Ex-Armed Forces veterans and families	<p>There are no organisations funded by either programme that provide targeted, specialist support to ex-armed forces personnel</p> <p>As with other characteristics, it is likely that the more general support offer available through these programmes will be accessed by ex-armed forces personnel, but this is not recorded or therefore quantifiable</p>	<p>There are no organisations funded by either programme that provide targeted, specialist support to ex-armed forces personnel</p>	<p>Ongoing monitoring of funded services will take place throughout the funded period and will help to clarify whether any of the services provided are being accessed by ex-armed forces personnel – this will be considered within the programme's annual reports</p> <p>Organisations funded will be supported to improve data capture processes during the funded period</p> <p>A small amount of funding for VCSE veterans' organisations is available via other Council services as part of the work on the Armed Forces Covenant</p>

	1. What is the impact of your proposal on this group?	2. What evidence have you used to reach this assessment?	3. What actions could be taken to address the impacts?
	1) does your proposal remove or minimise disadvantage for each group 2) does it meet needs that are different from other people's 3) does it promote diversity or encourages participation	Evidence could include customer profile data, demographic information, research, or engagement and consultation outcomes	1) to what extent does this proposal meet our equality duties 2) should or could this be improved
Care-experienced young people and care-leavers	This characteristic was not monitored on the OMVCS application form – therefore, organisations were not required to submit any data on this characteristic, preventing analysis	As noted, no evidence was requested on this characteristic in the application process	Given the lack of data requested, it is not possible to assess the extent to which the funded programmes will progress the aims of the duty Ongoing monitoring of funded services will take place throughout the funded period and will help to clarify whether any of the services provided are being accessed by this characteristic group – this will be considered within the programme's annual reports

A note on intersectionality

Several of the characteristics above intersect in numerous ways. For example, and as noted in the disability analysis above, the prevalence of disability and continuing conditions intersects with the characteristic of older age. Other examples include the Covid pandemic highlighted the higher prevalence of some life-limiting health conditions and disability amongst some BAME communities; some characteristic groups (BAME, disabled and older people) are more likely to live in some of the city's poorest wards with an impact on health and living in poverty associated with this. The impact analysis for any given characteristic above, then, is helpful but does not fully quantify the contribution of these programmes towards the lives of residents identifying with multiple characteristics. Analysis of the cumulative impact of the fund is not available at this time and is not required of this document, but annual reporting of progress in the programme will provide an overview of impact and outcomes, and EDI will form a facet of this process.


4. Quality Assurance - Equality, Diversity and Inclusion Team

Send your draft EqIA to the EDI Team inbox - egalitiesteam@manchester.gov.uk using **EqIA Advice – Your Service Name.** in the subject line.

EDI Team: Name	Barry Young	Date reviewed:	23 February 2023
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5. Head of Service Approval

Your completed analysis needs to be signed off by your Head of Service.

Name:	James Binks	Date:	24 February 2023
Job title:	Assistant Chief Executive	Signature:	

Annex 1 – Actions Log

Use this table to list the actions you have identified to mitigate and adverse risks, detailing who will be responsible for completing these and setting clear timescales for delivery. Your actions will be reviewed at 6 months and 12 months to assess progress.

Actions identified in your EqIA	Responsible officer / team for delivery	Timescale for delivery	Comments
Ongoing support for funded organisations on recording and reporting of user data	Our Manchester Funds Team via infrastructure contract	Ongoing throughout 2023-26 funded period	
Production of annual report for OMVCS 2023-26 programme	Our Manchester Funds Team	Annual in quarter 4 of 2024, 2025 and final programme report in 2026	

Appendix 2: Full list of applicants to the OMVCS fund 2023-26

Organisation Name
42nd Street
4CT Limited
Abraham Moss Warriors at the Heart of the Community CIC
ACROSS UMMAH CIC
Action For Humanity
Active Communities Network
African Caribbean Care Group
African Rainbow Family
Age Concern Manchester (Trading as Age UK Manchester)
Aim 4 Hope CIC
akt
Alchemy Arts Limited
ALEX FOUNDATION
ALL ARTS & MEDIA trading as ALL FM
AL-MARYAM
Alzheimer's Society
ANAMIKA GROUP
Ananna MBWO
Angels of Hope for Women
Assist Neighbourhood Care
Audacious Foundation
Back on Track Manchester
Barlow Moor Community Association Ltd
Barnabus Manchester

Barnardo's
Benchill Community Centre
Better Things
BHA For Equality
Big Life Centres
Blossom-health through activity
Booth Centre
Breakthrough UK Ltd
Bridging the Gap
Burnage Buddies
Burnage Foodbank
Burnage Good Neighbours
Cancer Care Diaspora
Can-Survive UK
Caribbean & African Health Network
Caritas Diocese of Salford
Caritas Shrewsbury
CEE BEE Gold Foundation International
Centre for Chinese Contemporary Art
Centrepont Soho
Cheetham Hill Advice Centre (CHAC)
Child Bereavement UK
Chorlton Good Neighbours (CGN)
Christ Church Brunswick
Chrysalis Manchester
Coffee4Craig
Common Sense Events CIC (The Common Sense Network)

Communities for All
Community Media Crew Group
Community on Solid Ground
Connect Support Limited
Cracking Good Food CIC
Creative Design & Manufacture UK Limited
Depaul UK
Didsbury Good Neighbours
Digital Advantage
Dimobi Children Disability Trust
DYNAMIC SUPPORT OF GREATER MANCHESTER Ltd
Emmeline's Pantry
Enterprising Habits Ltd
Equal Education Chances
Ethnic Health Forum
Europia
Fallowfield and Withington Foodbank
Fallowfield Community Library and Resource Centre (The Place)
Family Action
Family Unit Trust
Firmstart Manchester CIC
Freedom from Torture
Friends of Burnage Library
Friends of Didsbury Park
Gateway M40 Debt Advice
Gaydio Community Interest Company
George House Trust

Golden Centre of Opportunities Ltd
Greater Manchester Coalition of Disabled People
Greater Manchester Football Club/The Greater Manchester FC Foundation
Greater Manchester Poverty Action (GMPA)
Greater Manchester Rape Crisis CIO
Greater Manchester Youth Network (GMYN)
Greater Together Manchester
Groundwork Greater Manchester
Harpurhey Neighbourhood Project
Healthy Me Healthy Communities CIC
Henshaws Society for Blind People
Higher Blackley Community Organisation
Holding Her Space
Homeless House
Home-Start Manchester
Hopewell
Humans MCR
Igbo Community Greater Manchester (ICM)
Impact For All ltd
Inspired Taskforce cic
Irish Community Care Manchester
ItsHerstory CIC
Jigsaw Support
Justlife
Ladybarn Community Hub
Lancashire Cricket Foundation
Levenshulme Good Neighbours

Levenshulme Inspire Foundation
LGBT Foundation
Lifted Carers Centre
LIGHT IN THE DARKNESS
Lingua GM
LMCP Care Link
Making Education a Priority (MEaP)
Manchester Action on Street Health
Manchester Carers Centre
Manchester Carers Forum
Manchester Cares
Manchester Central Foodbank
Manchester Congolese Organisation (MaCO)
Manchester Craft and Design Centre
Manchester Deaf Centre
Manchester Histories
Manchester Mind
Manchester Refugee Support Network
Manchester Settlement
Manchester Sikh Foundation (Also known as Feed My City)
Manchester Urban Diggers CIC
Manchester Vineyard
Manchester YMCA
Manchester Young Lives
Manchester Youth Zone
Migrant Support
Moodswings

Morrisso Health CIC
Mothers Against Violence (MAV UK)
Muslim Writers North
Mustard Tree
NEPHRA Good Neighbours
North Manchester Community Partnership
North Manchester FM 106.6
Northmoor Community Association
Nurturing Foundations
Odd Arts
On the Out CIC
Pakistani Resource Centre
Partners of Prisoners and Family Support (POPS)
Peace Full Media Limited
People First Housing Association
Proper Job Theatre Company
Proud 2 b Parents
Rainbow Haven
Rainbow Surprise
Reach Out to the Community
ReflecTeen
Reform Radio
Refugees & Mentors
Rethink Rebuild Society
Revive CIO
Royal Exchange Theatre Company Limited
Royal Oak @ Baguley Residents Association

Saheli
Sale Sharks Foundation
SICK! Productions
Sickle Cell Care Manchester
Smart Works (Greater Manchester)
Somali Adult Social Care Agency (SASCA)
Southway Housing Trust
Sow the City
St Georges Youth and Community Association
St Peter's House Chaplaincy
Starling
Step Together Volunteering
Step Up MCR
String of Hearts CIC
Stroke Association
Summit Education Society LTD
Talbot House Support Centre
The Apostolic Order of St Hadrian of Canterbury
The Circus House Community interest company
The Edge Theatre & Arts Centre
The Faith & Belief Forum
The Federation of Jewish Services (The Fed)
The Flowhesion Foundation
The Joshua Tree
The Manchester Men's Room
The Manchester Young Peoples Theatre Limited t/a Contact
The Monastery Manchester

The Proud Trust
The Tree of Life Centre Wythenshawe
The Wildlife Trust for Lancashire, Manchester and North Merseyside
Thrive Manchester
TLC: Talk, Listen, Change
TLC-St. Luke's
Together Dementia Support
Trinity House Community Resource Centre
Turkey Lane & Monsall Neighbourhood Centre
Twinkleboost CIC
Urhobo Community, Greater Manchester
Venture Arts
Visit from the Stork CIC
Wai Yin Society
Walking Mum's Club CIC
Walking With the Wounded
WARM HUT UK
Whalley Range Community Forum
Woman Arise
Women In Prison
Women's Voices CIC
Wythenshawe Good Neighbours
Yaran northwest
Yellow Jigsaw CIC
Yes Manchester CIO
Z-arts

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**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny Committee – 7 March 2023

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)
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
6 December 2022	CESC/22/50 Public Open Spaces CCTV	To receive the further information that Members have asked for at an appropriate time, including in relation to control room capacity, plans to manage the replacement of other cameras as they reach the end of their lifespan and GMP funding for CCTV cameras.	A response to questions in relation to the location of cameras and GMP funding was circulated to Members on 22 December 2022. Further information will be circulated when it is available.	Sam Stabler, Community Safety Lead
6 December	CESC/22/51 Compliance and	To request that the Committee receive an update on plans for the	A response to this recommendation has been requested and will be	Carol Culley, Deputy Chief

2022	Enforcement Services - Performance in 2021/22	new CRM system.	circulated to Members.	Executive and City Treasurer
6 December 2022	CESC/22/52 Community Safety Update	To request that Members be kept informed of the training taking place regarding Martyn's Law and ACT (Action Counter Terrorism) training.	A response to this recommendation will be circulated to Members of the Committee.	Sam Stabler. Community Safety Lead
10 January 2023	CESC/23/02 An update report on the Homelessness Service	To write to Michael Gove to invite him to visit Manchester.	This recommendation has been completed.	Rachel McKeon, Governance and Scrutiny Support Officer
10 January 2023	CESC/23/05 Overview Report	To request that Committee Members be provided with a briefing note on the analysis of the information on Bonfire Night 2022, when this is available.	A response to this recommendation has been requested and will be circulated to Members.	Fiona Sharkey, Head of Compliance, Enforcement, and Community Safety
7 February 2023	CESC/23/09 Manchester Sport and Physical Activity Strategy 2022 Annual Update	To request that the written response to the Committee's previous questions be circulated to all Councillors by email and that the report considered at today's meeting be attached.	This was emailed to all Councillors on 27 February 2023.	Rachel McKeon, Governance and Scrutiny Support Officer
7 February 2023	CESC/23/12 Homelessness Directorate 2023/24 Budget	To request that the Committee be provided with a copy of the report on the Allocations Policy which has been submitted to the Economy Scrutiny Committee.	This was emailed to Members on 9 February 2023.	Rachel McKeon, Governance and Scrutiny Support Officer

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 **27 February 2023** containing details of the decisions under the Committee's remit is included below. This is to keep members informed of what decisions are being taken and, where appropriate, include in the work programme of the Committee.

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 (2022/10/27B) The appointment of Provider(s) for GM Online Library Service	Strategic Director (Neighbourhoods)	Not before 27th Nov 2022		Report & Recommendation	
Homelessness Lease Agreement (2023/01/24A)	Director of Homelessness	Not before		Commercially Sensitive	Rob McCartney, Assistant Director

Subject / Decision	Decision Maker	Decision Due Date	Consultation	Background documents	Officer Contact
To enter into long term leases with private accommodation providers, to house homeless households.	s	24th Feb 2023			rob.mccartney@manchester.gov.uk

**Communities and Equalities Scrutiny Committee
Work Programme – March 2023**

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, including work taking place in relation to the new voting requirements.	Councillor Hacking	Fiona Worrall/Neil Fairlamb/ Neil MacInnes	
Equalities Update	To provide an update on the Council's activities to demonstrate compliance with the Public Sector Equality Duty.	Councillor Midgley	Fiona Ledden/James Binks/Sharmila Kar	
Our Manchester Voluntary and Community Sector (OMVCS) Fund	To include a list of the organisations who were awarded funding through the OMVCS Fund and what support was being provided to both these organisations and the organisations which had not been successful, including other funding sources which they are being signposted to.	Councillor Midgley	James Binks/Keiran Barnes	
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 23 May 2023, 2.00 pm (Report deadline Thursday 11 May 2023)

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Immigration and Asylum	To receive a report on immigration and asylum.	Councillor Midgley	Dave Ashmore/Nicola Rea	
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/ Councillor Igbon	Fiona Ledden/ Fiona Worrall/ Sharmila Kar/ Sam Stabler /Keiran Barnes/Dave Ashmore	

Tuesday 20 June 2023, 2.00 pm (Report deadline Thursday 8 June 2023)

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
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	
Homelessness	To receive an update report.	Councillor Midgley	Dave Ashmore/Nicola Rea	See January 2023 minutes
Overview Report		-	Rachel McKeon	

Tuesday 18 July 2023, 2.00 pm (Report deadline Thursday 6 July 2023)

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Communities of Identity	To receive a report on Communities of Identity.	Councillor Midgley	Fiona Ledden/James Binks/Sharmila Kar	
Overview Report		-	Rachel McKeon	

Items To Be Scheduled

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Women's Equality Deep Dive	To take a deep dive look at women's equality.	Councillor Midgley	Fiona Ledden/James Binks/Sharmila Kar	October 2023 (to be confirmed) Invite the Lead Member for Women
LGBT Deep Dive	To take a deep dive look at lesbian, gay, bisexual and trans (LGBT) equality.	Councillor Midgley	Fiona Ledden/James Binks/Sharmila Kar	February 2024 (to be confirmed) Invite LGBT Lead Members
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, including women, and providing activities to engage young people.	Councillor Hacking	Neil Fairlamb	See minutes of the meeting on 6 September 2022.
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.
Community Cohesion Strategy	To receive a report on the Community Cohesion Strategy.	Councillor Midgley	Fiona Worrall/Sam Stabler	
Advice Services Update	To receive an update report.	Councillor Midgley	Fiona Worrall/Neil Fairlamb/Nicola Rea	See minutes of the meeting on 10 January 2023.