



## **Communities and Equalities Scrutiny Committee**

Date: Tuesday, 20 June 2023

Time: 2.00 pm

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 1.20pm in the Council Antechamber, Town Hall Extension.**

### **Access to the Council Antechamber**

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

**There is no public access from any other entrance.**

### **Filming and broadcast of the meeting**

Meetings of the Communities and Equalities Scrutiny Committee are 'webcast'. These meetings are filmed and broadcast live on the Internet. If you attend this meeting you should be aware that you might be filmed and included in that transmission.

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

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**Councillors** - Hitchen (Chair), Azra Ali, Appleby, Good, Ogunbambo, H Priest, Rawson, Sheikh, Whiston and Wills

## Agenda

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- 1. Urgent Business**  
To consider any items which the Chair has agreed to have submitted as urgent.
- 2. Appeals**  
To consider any appeals from the public against refusal to allow inspection of background documents and/or the inclusion of items in the confidential part of the agenda.
- 3. Interests**  
To allow Members an opportunity to [a] declare any personal, prejudicial or disclosable pecuniary interests they might have in any items which appear on this agenda; and [b] record any items from which they are precluded from voting as a result of Council Tax/Council rent arrears; [c] the existence and nature of party whipping arrangements in respect of any item to be considered at this meeting. Members with a personal interest should declare that at the start of the item under consideration. If Members also have a prejudicial or disclosable pecuniary interest they must withdraw from the meeting during the consideration of the item.
- 4. [2.00pm-2.05pm] Minutes** Pages  
7 - 10  
To approve as a correct record the minutes of the meeting held on 23 May 2023.
- 5. [2.05pm-2.25pm] Update report on the Homelessness Service** Pages  
11 - 36  
Report of the Director of Housing Services.

This report provides an update on the Homelessness Service and the improvement and transformation that is happening across the service in an increasingly challenging social and economic context.
- 6. [2.25pm-2.40pm] Draft Terms of Reference for Anti-Social Behaviour Task and Finish Group** Pages  
37 - 38  
To seek the Committee's approval to establish an Anti-Social Behaviour Task and Finish Group and to agree the terms of reference, membership and frequency of meetings.
- 7. [2.40pm-2.45pm] Overview Report** Pages  
39 - 54  
Report of the Governance and Scrutiny Support Unit.

The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.
- 8. [2.45pm-3.25pm] Voluntary, Community and Social Enterprise (VCSE) Infrastructure Contract Update (PART A)** Pages  
55 - 66

Report of the Assistant Chief Executive.

This report provides an update on the review of the Voluntary, Community and Social Enterprise infrastructure contract and subsequent process that has been taken for the contract in preparation for the re-procurement due in 2023.

**9. [3.25pm-3.30pm] Exclusion of Press and Public**

The officers consider that the following item contains exempt information as provided for in the Local Government Access to Information Act and that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

The Committee is recommended to agree the necessary resolutions excluding the public from the meeting during consideration of this item.

**10. [3.30pm-4.00pm] Voluntary, Community and Social Enterprise (VCSE) Infrastructure Contract Update (PART B)**

To receive and consider the current infrastructure specification and draft revised version, associated with the report at item 5.

Pages  
67 - 108

## Information about the Committee

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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. To help facilitate this, the Council encourages anyone who wishes to speak at the meeting to contact the Committee Officer in advance of the meeting by telephone or email, who will then pass on your request to the Chair for consideration. 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.

The Council welcomes the filming, recording, public broadcast and use of social media to report on the Committee's meetings by members of the public.

Agenda, reports and minutes of all Council Committees can be found on the Council's website [www.manchester.gov.uk](http://www.manchester.gov.uk).

Smoking is not allowed in Council buildings.

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## Further Information

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

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This agenda was issued on **Monday, 12 June 2023** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 2, Town Hall Extension (Library Walk Elevation), Manchester M60 2LA

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## Communities and Equalities Scrutiny Committee

### Minutes of the meeting held on 23 May 2023

#### Present:

Councillor Hitchen - In the Chair

Councillors Azra Ali, Appleby, Good, Ogunbambo, Priest, Rawson, Whiston and Wills

#### Also present:

Councillor Midgley, Deputy Leader

#### CESC/23/19            Minutes

#### Decision

To approve the minutes of the meeting held on 7 March 2023 as a correct record.

#### CESC/23/20            A short update report on migration services in Manchester, including Afghanistan, Ukraine and Asylum

The Committee considered the report of the Director of Housing Services which provided an update on Council support and services to Afghanistan and Ukraine migrants in Manchester. It also provided an update on asylum dispersal in the city and on the emerging Sudanese situation, Hong Kong British Nationals (Overseas) and Chagossians.

Key points and themes in the report included:

- The Afghanistan Service;
- Ukraine Service;
- Local Authority Housing Fund;
- Welcome Desk for Ukraine Nationals;
- Asylum Contingency Hotels;
- Asylum Dispersed Accommodation;
- Sudanese Refugees;
- Hong Kong British Nationals (overseas); and
- Chagossians.

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

- To welcome the work that the Council was doing to support people fleeing from conflict and other difficult circumstances and to thank officers involved in this work, including those who used their volunteering days to help;
- That people hosting Ukrainian families broadly reported positive experiences of the support from the Council in relation to this;
- Concern about Government plans to temporarily exempt asylum accommodation from House in Multiple Occupation (HMO) licensing requirements, noting that the Regional Strategic Migration Partnership and Greater Manchester Combined Authority were coordinating a response to the

Government on this and asking about a response from the Council and the Committee;

- To request that care be taken to ensure that no identifying details, such as employers, were included in case studies;
- Support for Afghan families who were re-located outside of Manchester;
- The potential impact of Serco's request for the moratorium on the procurement of dispersed accommodation in the M8, M9 and M40 postcode areas to be lifted and to request an update on this; and
- The impact of ending the use of temporary hotel accommodation including whether some people would become homeless.

The Deputy Leader agreed that the plans to temporarily exempt asylum accommodation from HMO licensing requirements were very concerning and supported a request to respond as a Council, saying that she would discuss this with the Executive Member for Housing and Development. The Chair requested that the Committee's concerns be included and that the Committee endorse the response, to which the Deputy Leader agreed.

The Strategic Lead for Homelessness reported that there was a support package for Afghan people when they moved from contingency hotels into alternative accommodation and that there was funding for up to three years for that support. She reported that the Council would be providing that support for people accommodated within Manchester and was working with other local authorities in relation to support for people placed in their areas, although, unfortunately, not all local authorities were as willing to provide support. She advised that Manchester City Council would provide some transition support if the local authority in the area they were moving to was not providing support. She reported that the Council also worked with people before the move to ensure that they were tenancy-ready and to help with other issues such as needing furniture, regardless of where they were moving to within the country. In response to a Member's question about support with qualification conversions, she confirmed that the Council was helping and encouraging people into employment as much as possible.

The Refugee, Asylum and Evacuee Manager informed Members about qualification conversion support which had been procured for Ukrainian nationals and extended to Afghan nationals. In response to a further question, she outlined how the skills, qualifications and work experience of Ukrainian arrivals were assessed through discussions with the individuals and fed back through regular meetings with Regional Strategic Migration Partnership colleagues.

In response to a Member's question, the Strategic Lead for Homelessness stated that, until the Welcome Desk at Manchester Airport closed in March 2023, Ukrainian Nationals had been provided with the £50 and sim cards from the British Red Cross on arrival. She advised that any new arrivals were still able to claim £50 and that she would ensure that staff were informing anyone who arriving in the UK since the closure of the Welcome Desk. She reported that the Council was also providing sim cards and £200 in an initial payment. In response to a question about opening UK bank accounts, she stated that a lot of Ukrainian nationals were using online services such as Monzo, which did not have the proof of residency requirements of high street banks; however, the Council could provide a letter as evidence to assist Ukrainian



nationals with opening a UK bank account, if they wished to do so, and she asked Members to inform her if they were aware of anyone struggling to open a bank account so that her team could provide assistance.

The Strategic Lead for Homelessness reported that the decision to introduce a moratorium in specific Manchester postcodes had been a political decision and a decision to lift it should be a political decision too. She advised that the Home Office and Serco were writing business cases to the Minister for them to decide whether to take this request forward through a formal conversation with the MP for Blackley and Broughton. In response to a comment from the Chair, she stated that she would request that the MP for Manchester Central be included in this conversation. In response to the question about the closure of bridging hotels, she outlined the support that her staff were providing to Afghan people in these hotels to help them to overcome the barriers to moving on and help them understand their options. She highlighted the section in the report about the Local Authority Housing Fund and the additional properties being made available. She stated that she was confident of being able to work with people to find suitable accommodation and highlighted work to overcome people's concerns about moving to areas they did not know; however, as a back-up, her service was also working with other Greater Manchester authorities to discuss how they would deal with people presenting as homeless. In response to a Member's question, the Accommodation and Support Manager stated that 115 families and 52 single people were in bridging hotels

The Director of Housing Services highlighted that this was a fast-moving area, impacted by Government policy changes, which added to its complexity, and discussions were taking place about the need for a longer-term view from the Government. He advised that raising housing standards was also key. In response to a Member's question, he stated that information on housing supply issues could be included in the report on Homelessness, which was scheduled for the following month's meeting.

A Member requested further information on the Council's engagement with the Chagossian community, noting that this community was mainly concentrated in his ward of Sharston. The Refugee, Asylum and Evacuee Manager stated that the Council had undertaken some preliminary work with the Chagossian community in Manchester and, while they generally did not tend to engage much with national and local government, a link had been made with them and, as some Chagossians applied for and were granted British citizenship, that would be likely to encourage increased engagement. The Chair suggested that the Member speak with the Refugee, Asylum and Evacuee Manager outside of the meeting to discuss further how this work could be taken forward within his ward.

The Chair recognised the hard work taking place, including the role of the voluntary and community sector, and highlighted the importance of Manchester being a welcoming city.

**Decisions**

1. To request that the Committee's concerns, through a letter from the Committee, be included in the Council and Greater Manchester responses to the Government's plans to temporarily exempt asylum accommodation from HMO licensing requirements.
2. To receive a further report at an appropriate time, to include an update on the proposal to lift the moratorium on the procurement of dispersed accommodation in the M8, M9 and M40 postcode areas.

**CESC/23/21          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 – 20 June 2023

**Subject:** An update report on the Homelessness Service

**Report of:** Director of Housing Services

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### Summary

The following report is an update on the Homelessness Service and the improvement and transformation that is happening across the service in an increasingly challenging social and economic context. The Council's Homelessness Transformation Programme (A Place Called Home) is focussed on:

- Significantly increasing the successful prevention of homelessness.
- Continuing progress to end rough sleeping.
- Considerably reducing the use of temporary accommodation, including reducing the amount out of borough and evenly distributing temporary accommodation across the city.
- Delivering Better Outcomes and Better Lives for people and families at risk or who are homeless.

The report highlights the successful reduction of Bed and Breakfast use, which is the first step in the transformation of the service, and the ongoing reduction in the numbers of people sleeping rough.

The transformation programme directly contributes to our broader Housing Strategy and the Making Manchester Fairer programme, as reducing homelessness is a key contributor in delivering better education, employment, health and wellbeing outcomes.

### Recommendations

Members are invited to consider and comment on the report.

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### Wards Affected: All

<b>Environmental Impact Assessment</b> - the impact of the issues addressed in this report on achieving the zero-carbon target for the city
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Good quality and affordable homes reduce carbon emissions.
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**Equality, Diversity and Inclusion** - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments

The housing disadvantages suffered by some individuals or groups were comprehensively evidenced in the Marmot Report 'Build Back Fairer in Greater Manchester: Health Equity and Dignified Lives'. It has since been acknowledged that housing inequality in Manchester is directly related to the disadvantages suffered by some individuals or groups because of their characteristics. The work of the Homeless Service in helping people retain their existing accommodation or find alternatives that are affordable to them meets our public sector equality duty and broader equality commitments. The people sleeping rough in our city are the most vulnerable and marginalised cohort of people in the city and helping them to find dignified and supportive accommodation meets our moral and statutory duty.

<b>Manchester Strategy outcomes</b>	<b>Summary of how this report aligns to the OMS</b>
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Having good quality accommodation will help people to thrive. Reducing the number of people who are homeless or placing them in appropriate accommodation with help to access employment and learning opportunities will contribute to Manchester becoming a thriving and sustainable city.
A highly skilled city: world class and home-grown talent sustaining the city's economic success	Having accommodation that people can access, in areas where they have a support network to help them, and their children, into education or employment will help grow talent in the city.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Having good quality accommodation in our communities improves the environment people live in and helps them to make a positive contribution.
A liveable and low carbon city: a destination of choice to live, visit, work	Ensuring properties are a good quality and high standard will reduce the need to heat properties and therefore reduce energy waste.
A connected city: world class infrastructure and connectivity to drive growth	Housing infrastructure is central to Manchester's inclusive growth ambitions

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

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

#### **Financial Consequences – Revenue**

N/A

#### **Financial Consequences – Capital**

N/A

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**Background documents (available for public inspection):**

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

The Manchester Homeless Strategy:

[https://secure.manchester.gov.uk/downloads/download/5665/homelessness\\_strategy](https://secure.manchester.gov.uk/downloads/download/5665/homelessness_strategy)

Neighbourhoods and Environment Scrutiny Committee - 2<sup>nd</sup> December 2020 -

Update on Homelessness in the City of Manchester

Communities and Equalities Scrutiny Committee – 21<sup>st</sup> June 2022 – Homelessness Update

Communities and Equalities Scrutiny Committee – February 2022 – Homelessness Update

Communities and Equalities Scrutiny Committee – 11<sup>th</sup> October 2022 – Homelessness

Communities and Equalities Scrutiny Committee – 10<sup>th</sup> January 2023 – An update report on the homeless service.

## **1.0 Introduction**

- 1.1 The purpose of the report is to provide Scrutiny with a detailed update on the activity undertaken in the Homeless Service since January 2023.
- 1.2 Since the previous homelessness report to Scrutiny, the ongoing cumulative impact of austerity, covid, inflation, the work around addressing damp and mould concerns, the changes to migration and the cost-of-living crisis has put more strain on the country's housing market. This is alongside the potential impact of the Renters Reform Bill, as some landlords chose to leave the market, and the increasing market rents in Manchester which makes the housing market increasingly challenging.
- 1.3 This report focuses upon the significant progress that has been made to reduce the number of households in bed and breakfast, explaining how this has been achieved, and how the service is going to continue to reduce the numbers of people in emergency and temporary accommodation.
- 1.4 The report will also focus on how the service is continuing to reduce the number of people who are sleeping on the streets in Manchester and the work progressing to increase accommodation options and help support them into appropriate affordable and sustainable accommodation.

## **2.0 Data**

- 2.1 Two key metrics for the Homeless Service are the number of homeless families (those with dependent children) placed in bed and breakfast accommodation, including those placed for longer than 6 weeks, and the number of people sleeping rough on a single night.
- 2.2 A bed and breakfast placement for a homeless family can never be suitable accommodation within the meaning of homelessness law. The 2003 Homelessness (Suitability of Accommodation) Order stipulates that homeless families should only be placed in bed and breakfast accommodation in exceptional circumstances and then for no longer than 6 weeks.
- 2.3 All Local Authorities with five or more families placed in bed and breakfast accommodation for longer than six weeks must develop a Bed and Breakfast Elimination Plan. The number of Local Authorities across the country to whom this is relevant is significantly growing. The Council's plan is framed around three themes: maximising homeless prevention, maximising temporary accommodation move-on and sourcing alternative temporary accommodation supply to bed and breakfast. The Council has agreed with Government a stretch target to end six-week plus placements by the end of June 2023.
- 2.4 The table below sets out progress to reduce bed and breakfast placements, especially for families, and wider temporary accommodation placements that have been achieved since the last scrutiny meeting in January 2023. As can be seen in the table, there has been a 94% reduction in the number of families placed in B&B for over 6 weeks.

	Peak	Current (6 June 2023)	Reduction	% Reduction
Number of households in Temporary Accom (peak 31 <sup>st</sup> Dec 22)	3,194	2,775	419	13.1%
Of which in B&B (peak 6 <sup>th</sup> Feb 23)	814	278	536	65.8%
Of which families (peak 6 <sup>th</sup> Feb 23)	227	46	181	79.7%
Of which families placed over 6 weeks (peak 6 <sup>th</sup> Feb 23)	131	8	123	93.9%

- 2.5 Manchester's progress in reducing temporary accommodation and B&B contrasts with the national trend in respect of increased temporary accommodation placements. Local Authorities are required to report, on a quarterly basis, homeless data to government called an 'H-CLIC return'. The government publishes data with a 4–5-month time lag and the latest published data relates to the period October to December 2022. The temporary accommodation data is a snapshot of numbers on the 31 December 2022. This has been compared to data for 31 December 2021 in the table below:

	31 Dec 2022	31 Dec 2021	Increase	% increase
Total Temporary Accom	101,300	96,410	4,890	5.1%
Of which B&B	12,220	9,270	2,950	31.8%
Of which families in B&B	2,980	1,300	1,680	129%
Of which families in B&B 6 weeks plus	1,630	550	1,080	196%

- 2.6 Dialogue with government officials and other Local Authority colleagues has indicated that both temporary accommodation and bed and breakfast placements across the country have continued to rise in 2023. The reduction in placements this year in Manchester needs to be viewed within this context, as does the stretch target to end bed and breakfast placements for families that exceed six weeks.
- 2.7 The change in total temporary accommodation placements in Manchester since the end of 2021 is in the table below. In contrast to other Local Authorities, placements are continuing to reduce due to the ongoing prevention work reducing numbers going into temporary accommodation, and the partnership work with registered providers and private sector landlords in moving people out.

	31 Dec 21	31 Mar 22	30 June 22	30 Sept 22	31 Dec 22	31 Jan 2023	28 Feb 2023	31 Mar 2023	30 Apr 2023	31 May 2023
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Total TA	2705	2793	2879	2996	3194	3169	3037	2964	2877	2787
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2.8 The breakdown of the 31 May 2023 temporary accommodation figure by accommodation type is below. As per the Councils policy, the majority of families are accommodated in dispersed accommodation, with only a few in hostels where they require 24-hour support. The majority of single people are accommodated in hostels and temporary accommodation where they can access appropriate on-site support.

	Single	Family
B&B	238	50
Dispersed	22	1,900
In-house temporary accommodation	446	44
Nightly paid	0	87
Total	706	2,081

2.9 Alongside the statutory accommodation, the Council also provides 579 bedspaces in housing related support; 163 bedspaces in A Bed Every Night (ABEN) accommodation, including 10 bedspaces that are specifically allocated for people with no recourse to public funds; and 36 refuge places for women experiencing domestic abuse.

2.10 The breakdown of the 31 May 2023 temporary accommodation figure by location is below. The reduction in placements has allowed the team to cease using expensive bed and breakfast accommodation out of area and start to fully utilise the framework hotels inside the boundaries of Manchester. This provides a better support package whilst the household is in bed and breakfast. It has also allowed officers to ensure that families and singles are no longer accommodated in the same hotel accommodation where possible.

	Singles		Families	
	In Manchester	Outside Manchester	In Manchester	Outside Manchester
B&B	188	50	45	5
Dispersed	10	12	1,115	785
In-house temporary accommodation	446	0	44	0
Nightly paid	0	0	27	60
Total	644	62	1,231	850

2.11 The government has set a target to eliminate rough sleeping by the end of the current Parliament. The Council is required to carry out a full city rough sleeper count on a single night every two months with the count figure for October/November published by government. The table below sets out the single night bi-monthly rough sleeper count figures since the start of 2022.



	Jan 2022	Mar 2022	May 2022	Jul 2022	Sep 2022	Nov 2022	Jan 2023	Mar 2023	May 2023
Count Number	41	43	43	48	61	58	52	41	37

2.12 In comparison to other Local Authorities across the country, Manchester's numbers are decreasing whereas many others are increasing. As set out in more detail below, the decrease in numbers is attributable to the intensive assertive individualised approach, a new off-the-street accommodation offer and increased partnership working to address systematic barriers and gaps between services as people require additional mental health and drug and alcohol support to sustain accommodation.

### **3.0 What has been progressed to reduce Bed and Breakfast and temporary accommodation placements.**

3.1 The reducing numbers in bed and breakfast and temporary accommodation could not have been managed without the support of Members and a true cross Council approach. Although the report will set out in more detail the changes, the work with Strategic Housing in ensuring the social allocations policy was changed has been fundamental in changing our conversations with people at the front door. The close one-team approach with Housing Services in managing the Manchester Move process and the move on work with Registered Providers has been amazing. Regular joint service meetings with Children's services have enabled our services to have joint conversations with families to encourage them to accept accommodation offers, and to help us jointly come to solutions for vulnerable families; and the work with the drug and alcohol social work teams in adult's services have fundamentally changed the outreach team to be truly person centred.

3.2 The reducing numbers has allowed the service to focus on moving people from out of borough to inside the city of Manchester. It has also allowed the service to arrest the growth of temporary accommodation in certain areas of the city. Accommodation that has, or is going to be brought on-line, such as Etrop Court and potential new SHAP schemes are in areas of the city where there is not a high density of dispersed accommodation.

### **4.0 Change to Allocations Policy**

4.1 The Manchester Allocation of Social Housing Policy was updated on 6 February 2023. The key changes are:

- Applicants owed the prevention duty would be awarded Band 2 status for re-housing; the same banding awarded to applicants owed the relief or main duties. The purpose of this change is to encourage people to present to the Council for assistance when they are at risk of homelessness rather than after they have become homeless.
- Applicants who voluntarily accept a private rented tenancy, to end a prevention or relief duty, would retain their Band 2 status for re-housing. The purpose of this change is to encourage people to accept an offer of

private rented accommodation as an interim housing option, and as an alternative to going into temporary accommodation, pending social re-housing.

- 4.2 The changes to the Allocations Policy have made a positive contribution to the reduction in bed and breakfast and temporary accommodation numbers. People have been willing to accept a private rented tenancy, as an alternative to or to facilitate a move-on from temporary accommodation, given that a Band 2 award can be retained.
- 4.3 The Homeless Services believes that more work is to be done to ensure people are aware of the changes to the Allocations Policy especially in respect of a Band 2 award made to applicants who are at risk of homelessness (owed prevention duty) to encourage people to present as early as possible for assistance.

## **5.0 Prevention**

- 5.1 A key focus of the service is to increase the prevention of homelessness. Managers in Housing Solutions are working through an intensive four-week case review period with Housing Solutions Officers to review all open homeless cases. The case reviews are an opportunity to maximise prevention opportunities by reviewing the current situation and put in place innovative and creative solutions. Officers are supported with good practice and direction on cases which can be closed through effective interventions. Case reviews to date have led to a reduction of open cases from 1,721 at the start of April to 1,377. Case review activity will continue at the end of the intensive four-week period with a shift towards new cases. The impact of the case reviews will be the ongoing reduction in referrals to temporary accommodation because of the early identification of opportunities to prevent homelessness.
- 5.2 A new Homeless Prevention Hub opened in April in Harpurhey and was temporarily located at the No 93 Community Centre in order to establish and build on local partnerships. From early June the Homeless Prevention Hub will move to the Harpurhey District Office to facilitate a 5-day appointment service.
- 5.3 Staff based at the Hub have been promoting the service locally to ensure services and residents are aware of the Hub and are able to access an appointment at the earliest signs of potential homelessness occurring such as rent payment issues; receiving a notice from their landlord or property disrepair issues.
- 5.4 In May, the Moss Side Prevention Hub expanded the boundaries for referrals to cover Hulme as well as Moss Side to increase the range of appropriate referrals from local community services.

**Case Example**

By working with Manchester Communications Academy and their network of connected schools the Hubs have been able to offer interventions to several households to prevent homelessness occurring. Cases have been identified through those connections which have enabled early interventions to be put in place such as support to access a private rented property for a family who were on the verge of losing their accommodation; purchase of a sofa bed to enable a family to make better use of their space and enable them to stay in a home that they loved that was near to support and schools; paying a short term top up on rent to allow a household to get back into work. This work has also identified a number of disrepair issues in the private rented sector, which have been referred to the housing compliance team.

**6.0 Accessing the homeless service**

- 6.1 Face-to-face appointments for households are offered across a number of venues, including the Town Hall Customer Service Centre; Centrepoin; Day Centres; the Community Hubs; Hospitals and Prisons.
- 6.2 Nevertheless, the Housing Solutions Service is currently holding a significant number of vacancies (20 vacancies from a team of 47 staff), with new staff in their induction training, some having been interviewed and going through on-boarding and a new recruitment process currently being progressed. When fully staffed, officers are going to increase the number of face-to-face appointments at alternative venues, including Wythenshawe and Gorton.
- 6.3 The telephone access service is an area which needs to be improved. The average wait time is 34.19 minutes which is well above the target of 10 minutes. The telephone access service has been reviewed and intensive work has been undertaken to put in place immediate operational information that can be accessed by management on an ongoing basis to understand peaks and troughs to better manage this part of the service. Due to current staffing levels, there is a tension between ensuring there are sufficient people answering the telephone and sufficient people undertaking assessments. Staff from elsewhere in the service have been reallocated to help on the telephone lines and this is a key area of development once the team is fully staffed.
- 6.4 To help people self-serve and access good quality advice, Advice Aid are being commissioned to provide online homeless advice. This should be available towards the end of summer.

**7.0 Bed and Breakfast Placements**

- 7.1 In January 2023 there were 227 families & 587 singles in B&B type accommodation, this has now reduced to 50 families & 238 singles. This has been achieved by implementing numerous new strategies and improved ways of working. The main change has been the change to the allocations policy enabling people to retain their Band 2 status on Manchester Move if they accept a PRS offer or if they are homeless from home (see section 4.0

above). There has been a change in approach by the Private Rented Sector team to move people on quickly to the right accommodation direct from their presenting accommodation or a B&B setting, thereby avoiding the need to use temporary accommodation. As mentioned above, there has also been a focus placed on prevention which has resulted in less people needing emergency accommodation.

- 7.2 The reduction in emergency accommodation placements has meant that those placed in accommodation are able to access more appropriate accommodation that is suitable to their needs. In January 2023 there were 44 families and 177 singles in emergency accommodation that was in Greater Manchester but not within the Manchester City boundary. At the end of May the numbers have reduced to 5 families (4 of which have an alternative solution identified), and 50 singles. This means that households are closer to their support networks and can access services in the area. It also means that the B&B support workers can provide more support as it has reduced the need for them to travel extensively across Greater Manchester.
- 7.3 Families are no longer accommodated in the same properties as singles in any of our framework hotels. In January 2023 there were 144 singles accommodated in B&B's where families were residing; this reduced to 13 in May 2023. Seven of the 13 have accessibility issues which has made finding alternative accommodation difficult. Officers are working through this on a case-by-case basis.
- 7.4 There has been significant work with hotel managers and owners to ensure the B&B's meet the standard required. The service has worked closely with the Neighbourhoods Compliance Service to undertake inspections covering all relevant matters of health & safety. Where the standards are not met, the accommodation is no longer utilised.

## **8.0 Family Leasing**

- 8.1 In order to reduce the number of households in bed and breakfast, the Council has negotiated the funding to develop a number of leasing schemes to provide good quality accommodation for families.
- 8.2 There are three leasing schemes which have been agreed and are at different stages of implementation.
- 200 family sized properties to be used as temporary accommodation, managed by the Council and let on non-secure tenancies have been approved, although it is likely to only need circa 100 to eliminate B&B.
  - 140 family sized properties to be used as longer-term accommodation, managed by a housing association and let on assured shorthold tenancies.
  - 50 one-bedroom properties for people who sleep rough managed by the Council and let on non-secure tenancies (see section 14.5 below).

### 8.3 Temporary Accommodation Leasing Scheme (200 approved properties)

8.4 The Leasing scheme is a contract between the Council and private providers to provide private rented properties as temporary accommodation as an alternative to bed and breakfast placements for families. The private providers are mainly landlords which the Homeless Service already works with through its Private Rented Access Scheme. The service has approval for up to 200 properties, although it is anticipated that circa 100 will be required to eliminate the use of Bed and Breakfast.

8.5 All properties provided will be inspected by the Council to HHSRS standard (Housing Health and Safety Rating System) before being let to Homeless applicants. The properties will be furnished and of a good standard, which will allow families to settle quickly. As the leases are for 5 years, it means the Council can offer a level of stability for the families until they are rehoused permanently.

8.6 Payments to providers will comprise of rent, repair, and furniture allowance. The Council will guarantee rent payments providing that the properties remain part of the lease agreement for the full five-year term, properties are maintained to a requisite standard and properties are available to re-let no more than 14 days after the previous tenant has moved out. The landlord services required by the private providers are as follows:

- Provision of accommodation
- Ensure the properties to a requisite standard of repair and maintenance
- Provide furnished accommodation
- Offer a move-in service comprising key handover and tour of property
- Ensure properties can be re-let within a 14-day period

8.7 Floating support is delivered to all households by the Council's Floating Support Service.

8.8 The leasing scheme for families went live 24 March 2023, as of the 6<sup>th</sup> June, there have been 40 families who have moved out of B&B and into leasing properties. The table below highlights the size of properties tenanted.

2 bed	3 bed	4 bed	5 bed	Adapted properties
9	21	7	2	1 (4 bed)

### 8.9 Longer-Term Tenancy Leasing Scheme (140 properties)

8.10 The longer-term tenancy leasing scheme for families is funded by the Department for Levelling Up, Homes and Communities (DLUHC) via a capital grant of £3.9m to GMCA, as part of a wider devolution deal for Greater Manchester. Manchester is one of three Local Authorities eligible for funding due to the number of families who were residing in bed and breakfast when the scheme was announced.

- 8.11 The funding will deliver 200 properties via GMCA, with Manchester set to deliver 140 units. The leasing scheme will offer longer-term accommodation as either a homeless prevention or temporary accommodation move-on option. The properties will be managed by a registered provider, offering the same rent, repair and furniture costs as the temporary accommodation leasing scheme.

## **9.0 Dispersed Temporary Accommodation**

### **9.1 Impact of the rental uplift**

- 9.2 Dispersed temporary accommodation provides families and singles with a safe, self-contained property where they can remain until a more permanent solution is found to end their homelessness. Over the previous 12 months, properties had been removed from the contract as the rental amounts did not match the amount of rent able to be claimed on the open market alongside an increase in mortgage payments, and increased costs of building materials and maintenance. This resulted in households remaining in bed and breakfast accommodation as there were insufficient dispersed properties for them to move into.

- 9.3 A key decision was made to increase the rents in January, to be implemented at the beginning of February. Between February and the end of May 2023 providers have brought 82 new properties onto the scheme which is helping to reduce the number of families in B&B type accommodation. The increase has also enabled a better working relationship with Manchester City Council as the providers have all stated that they feel listened to and that they are a valued partner. The maintenance, repairs and the speed that the properties are turned around has also increased as the providers have the capacity and funding to put a maintenance plan into place.

### **9.4 Improving Property Standards and Inspections**

- 9.5 The Homeless Service is working hard to ensure that properties used as temporary accommodation are free from damp, mould and disrepair issues. All dispersed temporary accommodation properties are inspected by the Homelessness Inspection Team ensuring compliance with the Housing Health & Safety Rating Standard (HHSRS) prior to let. A new Inspection App tool has been introduced to expedite the completion of inspection reports. This is assisting with reducing void periods and supports a quick delivery of available temporary accommodation for those that need it, further supporting the plans to eliminate use of B&B's for homeless families.

### **9.6 Floating Support Prototype – a new way of working to deliver better outcomes, better lives.**

- 9.7 As mentioned in January's scrutiny report, a new model of support for households living in dispersed temporary accommodation has been trialled. The pilot delivers an early intensive support model to households at the outset

of a temporary accommodation tenancy, followed by a tailored package of support based upon the needs of the household.

- 9.8 Intensive support workers confirm positive benefits with tenants receiving the best start to their tenancy. Evidence confirms that this model of support is delivering a better service, improved tenancy management and quicker access to relevant additional support. Intensive support has picked up many issues that under the existing model would not have been recognised until issues and problems had escalated:
- Benefits not in payment being addressed
  - School admissions being addressed to get children into school at pace minimising educational disruption
  - Improved discovery of property abandonments
  - Speedy establishment of monthly bills/direct debits minimising any arrears or debt
  - Early Help assessment being completed in a timely fashion
  - Rent payment plans (for working households) being established at outset of tenancy and avoidance of rent arrears accruing
  - Links established with other agencies where needed eg Social Care, Children's Services; Domestic Abuse Services; Drug and Alcohol support
  - Quicker identification and action on property issues/damp/mould/disrepair
  - Creation and amendment of accurate Manchester Move applications
  - Earlier conversations regarding private rented sector options with retention of Band 2 status to improve move on from temporary accommodation.
- 9.9 Re-assessment of families following the 3-month intensive support reveals that a larger proportion of cases require a lower level of support than had originally been expected as support needs have been well met. Of the cases deemed high needs, because interventions have been actualised quickly, these families will manage more independently with appropriate targeted intervention.
- 9.10 A significant outcome has been the number of households who have left dispersed temporary accommodation by the end of the 3-month intensive period of support. Fourteen households moved out of homelessness temporary accommodation to live independently in the initial 3-month period. This supports the commitment to reduce the time a family spends as homeless.
- 9.11 The service is now working to roll out the improved support model across all existing households living in dispersed temporary accommodation.
- 9.12 District Homes Pilot
- 9.13 District Homes provides a support and housing management function to 400 households living within dispersed temporary accommodation. It was originally set up to address the housing benefit subsidy shortfall. A review was undertaken in the spring on the standards and effectiveness of the contract, and the outcome was positive.

- 9.14 A key decision was subsequently requested to enable both an extension of the pilot for a further 2 years and the ability to add up to 200 additional properties to this arrangement. This decision was approved, with an extension commencing in June 2023 which will realise an additional £0.5M of savings through reduced housing benefit subsidy loss.

## **10.0 Move-on from Temporary Accommodation**

- 10.1 In order to help reduce the number of people in bed and breakfast, several Manchester Registered Providers agreed to allocate 90 lets to families who had been resident in dispersed temporary accommodation and who have housing applications registered prior to January 2020. Applicants have their housing application priority status placed in Band 1 for re-housing using their Band 2 priority date.
- 10.2 To date 75 households have been moved into this process. 37 families have been re-housed into social housing properties and 25 families are currently 'on offer'. The released dispersed temporary accommodation units freed up by the above approach are made available for families who are currently or would otherwise be placed in bed and breakfast accommodation.

## **11.0 Housing Related support**

- 11.1 There continues to be a renewed focus on move on from Housing Related Support Services. The rehousing applications for all residents in supported accommodation schemes have been reviewed and backdates have been applied to all relevant applications to decrease the length of time that residents will wait before receiving an offer of accommodation. Case panel review meetings are in place across each supported accommodation pathway to manage move on from support schemes by addressing barriers to move on and identifying opportunities and solutions. This is starting to result in increased levels of placements in supported accommodation schemes. New principles have been agreed as part of a wider move on strategy for commissioned housing related support services and these will be embedded in services with direct move on case panel meetings delivered at individual scheme level.
- 11.2 The volume of placements into the commissioned Housing Related Support accommodation services is increasing month on month. In the year-to-date (January – April 2023) a total of 127 placements have been made into the commissioned supported accommodation. The volume is increasing month on month, with 26 placements made in January 2023 raising to 35 placements made in April 2023. Placements into supported accommodation are now being prioritised for people who are moving on from B&B accommodation or emergency provision for people who have been sleeping rough, with 15 placements made from B&B or rough sleeping accommodation in March 2023 and 22 placements made in April 2023. The remaining 13 placements in April were from specialist substance misuse services into the drug and alcohol pathway or children's services placements into the young person's pathway.



## **12.0 Domestic Abuse**

- 12.1 Since the beginning of April 2023 there have been 137 presentations of people stating domestic abuse as the reason for losing their settled home. 135 of these have had homeless applications opened.
- 12.2 Collaboration with the Domestic Abuse Case Conferencing Team (DACC) has highlighted opportunities to further enhance outcomes for individuals experiencing domestic abuse who may be at risk of homelessness. The Housing Solutions Service are developing a toolkit of measures to share with the DACC which can be quickly accessed to prevent homelessness. The toolkit will be shared with DACC by the end of July.
- 12.3 The Domestic Abuse team have recommissioned all the Refuge and Support Services that are classed as Safe Accommodation until March 2025, to give stability and continuity to the Providers involved. These services include enhanced refuge provision for all 6 refuges, an extension for the Reach Service that provides support for victims/survivors living in temporary accommodation, and a further contract for The Children's Society to continue their work with children and young people who have witnessed domestic abuse. The team have also prioritised the funding of the LGBT Foundation, and the 8 accommodation units they provide for their clients, as well as a Children's worker in the Council's Oak Lodge provision.
- 12.4 The team have recently received outcome reports from the organisations who received small grants in 2022/23. The Pankhurst Trust, Saheli and The Children's Society received funding to be used as part of the Our Year project to help children recover from the pandemic. The reports detail that the children have been taken camping, on day trips to Blackpool, bowling, the pantomime, Inflatation and all sorts of trips and experiences that vulnerable children will undoubtedly benefit from.
- 12.5 Significant grants were also awarded to help victims move on from Refuge into permanent accommodation. The grants were used to purchase white goods, sofas and beds and install Wi-Fi in properties.
- 12.6 The Caribbean African Health Network (CAHN) have been commissioned to help the Council understand the 'Victims Voice' and the outcome of this work will help shape future domestic abuse services. Their first report is due in January 2024, and they are currently running a monthly panel to gather the views of victims/survivors.
- 12.7 Over the next 6 months, officers will be working with the IDVA team to better understand how the Sanctuary Scheme / target hardening can be utilised by the homeless service and the DACCs to help victims/survivors remain safe in their accommodation.

## **13.0 What has been undertaken to reduce the number of people sleeping rough**

- 13.1 A person is defined as sleeping rough if they are bedded down or about to bed down in the open air or in a place not designed or functioning as a place for residential living such as a car or a derelict building.
- 13.2 Current Numbers
- 13.3 As shown in the data section of the report (2.11), the count figures demonstrate continued progress in reducing the number of people sleeping rough in Manchester and helping support people into appropriate accommodation. This reduction has been achieved through several different approaches over the previous 12 months:
- 13.4 Cold Weather
- 13.5 Cold weather was a success with 890 offers of accommodation from the streets. There were 3 incidences where the temperature fell below zero. A new approach was trialled whereby instead of the focus being on accommodating people through the day centres, the focus was on outreach during the night and ensuring that people who were on the streets were moved immediately into accommodation. This helped develop our new outreach approach as detailed below.
- 13.6 Outreach approach
- 13.7 The outreach team has refocused its approach to partnership working with other services over the last seven months in how they provide support and accommodation options to people sleeping on the streets. The team has increased their presence within indoor provision to support people identified on outreach who have previously declined offers of support and accommodation. The times they conduct outreach have been amended and moved from early evening outreach to provide more early morning outreach. As mentioned above, during the winter night-time outreach was focused between 12-4am during periods of cold weather.
- 13.8 Verification
- 13.9 The Homeless Service is co-producing an agreed approach to identifying people who are sleeping rough with organisations in the Homeless Partnership. This is in response to high numbers of people on the periphery of rough sleeping, or in unstable accommodation, presenting to outreach services self-verifying as rough sleeping. The introduction of verification during the cold weather period resulted in a better targeted approach focused upon people who were in priority need. This tested process is to be developed and agreed with partners and will subsequently be used as the standard approach as well as during the cold weather period.
- 13.10 Etrop Grange – off the street accommodation offer
- 13.11 Etrop Grange was opened at the beginning of October 2022, initially to increase the availability of accommodation during the winter period. It provides

64 single unit rooms to people who are sleeping rough on the streets. Referrals are made via outreach services for people who are confirmed and verified as sleeping on the streets. It is situated in an area of the city that does not have a high number of temporary accommodation units. Since opening Etrop Grange has taken 418 bookings. To date, 184 people have had positive move-ons into supported accommodation, longer term settled accommodation or reconnected with friends and family. Due to the success of Etrop, officers are looking to continue the accommodation until March 2024, providing an off the street offer over the winter period. Additional staff are being recruited to provide 24-hour cover, meals and intense move on support to increase the throughput of the service, alongside independent living skills sessions. Engagement activities have started which include a garden project, wellbeing activities and reflective practice sessions. Outreach assessment officers are also based on site to conduct homeless assessments in a timely manner.

#### 14.0 Rough Sleeping Accommodation Programme (RSAP)

- 14.1 The Rough Sleeping Accommodation Programme (RSAP) provides capital funding to acquire or refurbish accommodation specifically for individuals with a history of rough sleeping. The properties must be additional to the support accommodation already provided in the city.
- 14.2 The Council and Registered Provider partners have been successful in securing four rounds of funding through RSAP. In addition, GMCA has successfully secured two lots of funding. The table below details acquisitions to date across the city.

<b>Provider</b>	<b>Number of Acquisitions</b>
Manchester City Council	32
One Manchester	29
Moss Care St Vincents	16
Wythenshawe Community Housing Group	7
Irwell Valley	2
Great Places	2
Southway	3
Stepping Stone	30
GMCA	14
<b>TOTAL</b>	<b>135</b>

- 14.3 In addition, there are several RSAP schemes currently under development, details of which are provided below.

<b>Provider</b>	<b>Number of Planned Acquisitions / Refurbishments</b>
MCC Housing Services	11 (Refurb)
Mosscaire St Vincents	8
WISH/Manchester Women's Aid	24

GMCA	10
TOTAL	53

14.4 Alongside the accommodation funding, there is revenue funding to provide support to the people accommodated in the RSAP properties. This support is currently being provided through a mixture of commissioned, registered provider in-house and Manchester City Council Officers.

#### 14.5 Rough Sleeping Accommodation Programme (RSAP) Leasing Scheme

14.6 The Council has received a £1.1m capital grant from the Department for Levelling Up, Homes and Communities to part fund a leasing scheme for 50 one-bed self-contained properties to be used as a move-on option from Etrop Grange. The scheme will provide temporary accommodation for people who have previously slept rough who are now ready to live independently and require support for low to medium needs.

14.7 Rather than purchasing or refurbishing properties, as per the above RSAP schemes, the Rough Sleeper Accommodation Programme Leasing Scheme works on the same basis as the family temporary accommodation leasing scheme in section 8.0. The leasing contract will be for 5 years, with payments to providers covering furniture, rents and repair costs. The properties will be used as temporary accommodation, managed by the Council and let on non-secure tenancies as all tenants will be owed a homelessness temporary accommodation duty. The support will be provided by support workers within the Council's outreach team.

### 15.0 **Single Homelessness Accommodation Programme (SHAP)**

15.1 The Single Homelessness Accommodation Programme (SHAP) was announced in September 2022 by the Department for Levelling Up, Homes and Communities (DLUHC) as part of the Government's ending rough sleeping strategy. The aim of SHAP is to increase the supply of high-quality supported accommodation and to address gaps in current provision.

15.2 Whilst the Rough Sleeping Accommodation Programme (RSAP) will bring on-line over 200 additional homes, much of this is dispersed housing with low to medium levels of support, leaving a gap for people needing high levels of support or specialist provision. SHAP will help fill this gap, providing longer term supported housing.

15.3 There are two target groups:

- Adults with a history of rough sleeping and needing high levels of support to help them recover from rough sleeping and its associated traumas
- Young people aged 18-25 who may be at risk of or experiencing homelessness or rough sleeping.

- 15.4 There is over £200million of funding available for both capital delivery and revenue support, with 3 years revenue funding from completion of accommodation. The latest completion date is by March 2025.
- 15.5 Working with Registered Providers, charities, and working collaboratively with colleagues in Strategic Housing, Planning, and Growth and Development, officers are in the process of developing potential proposals. Our ambitions are to:
- Continue to reduce the number of people sleeping rough in Manchester.
  - Offer a new service to those with a long-term history of sleeping rough, many of whom have been in existing hostels and temporary accommodation numerous times.
  - Maximise the use of SHAP capital and revenue funding available to provide long-term, high quality supported housing.
  - Identify and meet the gaps in current provision both in terms of capacity and type of scheme.
  - Provide more fully accessible accommodation for those with limited mobility.
  - Develop a support model based on psychologically informed ways of working and a strengths-based approach, helping people recover and develop the skills and confidence needed to live independently longer term.
  - Better collaborative working, with SHAP support staff working closely with the Council's Outreach Inreach and Adult Social Care Teams, and with specialists in substance misuse, Mental Health, and Domestic Violence.
- 15.6 The SHAP accommodation will be focused in areas of the city that do not currently have large numbers of temporary accommodation.

## **16.0 Partnership working**

- 16.1 One of the main barriers to helping people who are entrenched in a street lifestyle move from the streets into accommodation is the support they require from other services being in place to help them sustain accommodation. The Council is working with the Combined Authority to help address some of these barriers. The Director of the Mayor's Office, alongside the Homeless Outreach Team, Adult Social Care and GMP jointly conduct monthly 4am outreach sessions. Everyone identified is discussed at a multi-disciplinary meeting to identify practical solutions to help them into sustainable accommodation, with the strategic barriers subsequently identified and presented at a follow up meeting with senior managers. Services then work together to address overarching systematic barriers, reviewing the cases two weeks later to track their progress.
- 16.2 There continues to be open and honest conversation across the Homeless Partnership with regards to how the service continues to develop. Verification, accommodation, how the service operates during cold weather all continue to be discussed, with lessons learnt agreed and practice changed on an ongoing basis. Key issues such as safeguarding, affordable accommodation, mental

health and social care are the subjects of deep dives at the monthly strategic advisory group. A move to include more organisations who work with families at the Partnership Board is in progress.

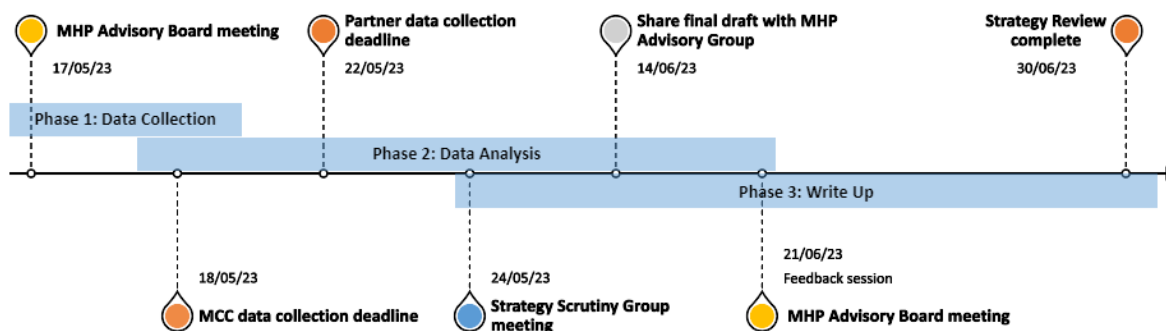
## 17.0 Rough Sleeping Initiative and A Bed Every Night (ABEN)

- 17.1 The work through the Rough Sleeping Initiative funding and ABEN remains constant. These funding streams have provided the support to enable Etrop and other initiatives to move people from the streets into stable accommodation. Officers will be reviewing and recommissioning ABEN in the next 12 months in order to maximise value for money.

## 18.0 Homelessness Strategy Review

- 18.1 Manchester's existing homelessness strategy covers the period 2018-2023. The Council intends to work with the Manchester Homelessness Partnership to develop a new Homelessness and Rough Sleeping Strategy for the city for 2024 - 2027. This strategy will be co-produced and have an increased focus on including lived experience from homeless families as well as singles. Following from the good practice in the previous strategy, this strategy will also be a strategy for the city, with an action plan that sits below it including actions for all organisations to progress.

- 18.2 The Council has started the process for reviewing the current Strategy, which is an important requirement in the development of the Council's new Homelessness and Rough Sleeping Strategy. The timeline below highlights the key milestones that are to be undertaken to ensure that the Review is concluded by end of June 2023.



- 18.3 Reviewing data and key performance measures that the Council has access to is a fundamental part of the review. The Council is keen to ensure the new Homelessness and Rough Sleeping Strategy is co-produced and the review is not just focused on the Council's data but also includes our Partners data. Officers have asked members of the Manchester Homelessness Partnership and wider services to input into the Review, particularly those services that work with families. The timeframe of data covers January 2018 – March 2023.
- 18.4 The review will be evidence/data led and will include:

- The levels, and likely future levels, of homelessness in the city,

- The activities that are carried out to prevent homelessness
- The activities carried out to secure accommodation for households who experience homelessness,
- The provision of support for households who are homeless or at risk of becoming homeless.
- The resources that are available to the authority and partners to deliver these activities.

18.5 The aims of the new Strategy will continue to focus on making homelessness Rare, Brief and Non-recurrent and will place a greater emphasis on families. Work that has already been identified as areas of focus are:

- Continuing to ensure there are no families in B&Bs
- Reducing the use of B&B for single people
- Minimising the use of temporary accommodation placements made outside of Manchester
- Pathways into accommodation for people who are assessed as having no priority need.

18.6 The document will be reviewed, updated and signed off by the Manchester Homelessness Partnership Strategy Scrutiny Group in June 2023 and the new Homelessness and Rough Sleeping Strategy will be signed off by the Deputy Leader in December 2023.

## **19.0 Conclusion**

19.1 Homelessness for any period of time can have a devastating impact on individuals and families and the Council is absolutely committed in its mission to prevent homelessness in all its forms and to ensure residents have A Place to Call Home.

19.2 The Transformation programme continues to operate in a challenging context, with the cumulative impact of austerity, covid, the cost-of-living crisis and the impact of national decisions on the asylum and migration process continuing to adversely impact the housing market and exacerbate hardship for local communities, more often those with the least resources.

19.3 That said, the service's intense focus on prevention, commitment to reduce the use of bed and breakfast and the continued focus on helping to support people who sleep rough is having a positive impact on households who are at risk of, or who are, homeless in the city.

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**Appendix 1****Equality data for households in temporary accommodation.**Ethnicity

	Families	Singles	Total	Percent
Any other Asian background	105	17	122	4.4%
Any other Black/African/Caribbean background	93	8	101	3.6%
Any other ethnic group	97	21	118	4.3%
Any other Mixed/Multiple ethnic background	12	1	13	0.5%
Any other White background	88	18	106	3.8%
Asian/Asian British: Bangladeshi	24	8	32	1.2%
Asian/Asian British: Chinese	5	1	6	0.2%
Asian/Asian British: Indian	9	4	13	0.5%
Asian/Asian British: Pakistani	190	38	228	8.2%
Black/ African/Caribbean/Black British: African	471	89	560	20.2%
Black/ African/Caribbean/Black British: Caribbean	49	18	67	2.4%
Don't know / refused	173	41	214	7.7%
Mixed/Multiple ethnic groups: White and Asian	10	3	13	0.5%
Mixed/Multiple ethnic groups: White and Black African	21	10	31	1.1%
Mixed/Multiple ethnic groups: White and Black Caribbean	44	18	62	2.2%
Other ethnic group: Arab	170	23	193	7.0%
White: English/Welsh/Scottish/Northern Irish/British	489	344	833	30.0%
White: Gypsy or Irish Traveller	15	3	18	0.6%
White: Irish	14	8	22	0.8%
Not Recorded	7	15	21	0.8%
Total	2086	688	2774	100.0%

Sexual orientation of the main applicant

	Families	Singles	Total	Percent
Heterosexual/Straight	1901	502	2403	87%
Gay/Lesbian	7	23	30	1%
Bisexual	2	6	8	0%
Other Sexual Orientation	13	4	17	1%
Applicant Prefers not to say	158	137	295	11%
Not Recorded	7	14	21	1%
Total	2088	686	2774	100%

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## Appendix 2

### Rent Amounts on the Open Market in Comparison to Local Housing Allowance Rates

Ward	Number of Claimants in Private Rented Sector	1Bed Rent	Difference from LHA	2Bed Rent	Difference from LHA	3Bed Rent	Difference from LHA	Proportion of 1, 2 & 3 beds let within LHA Rate
Gorton & Abbey Hey	1937	£650	£52	£799	£151	£940	£217	2.4%
Levenshulme	1705	£678	£80	£887	£239	£1,088	£365	0.0%
Harpurhey	1484	£650	£52	£738	£90	£927	£204	7.9%
Crumpsall	1442	£696	£98	£814	£166	£1,048	£325	0.0%
Longsight	1293	£750	£152	£813	£165	£1,003	£280	0.0%
Moss Side	1235	£673	£75	£937	£289	£1,192	£469	3.4%
Moston	1229	£525	-£73	£785	£137	£1,034	£311	2.9%
Clayton & Openshaw	1218	£723	£125	£879	£231	£973	£250	4.3%
Cheetham	1206	£755	£157	£935	£287	£872	£149	2.9%
Whalley Range	1104	£698	£100	£920	£272	£1,265	£542	4.0%
Miles Platting & Newton Heath	935	£733	£135	£914	£266	£1,316	£593	0.0%
Rusholme	934	£713	£115	£921	£273	£1,385	£662	3.4%
Higher Blackley	771	£650	£52	£784	£136	£1,008	£285	0.0%
Charlestown	674	£624	£26	£742	£94	£1,027	£304	5.3%
Ardwick	614	£767	£169	£987	£339	£1,242	£519	0.0%
City Centre	554	£968	£370	£1,279	£631	£1,820	£1,097	0.1%
Burnage	547	£714	£116	£852	£204	£1,226	£503	0.0%
Withington	532	£775	£177	£928	£280	£1,237	£514	2.3%

Woodhouse Park	491	£720	£196	£900	£252	£1,065	£317	2.0%
Hulme	473	£713	£115	£930	£282	£1,435	£712	0.0%
Old Moat	448	£772	£174	£1,021	£373	£1,279	£556	0.6%
Chorlton Park	443	£745	£147	£987	£339	£1,319	£596	2.9%
Northenden	438	£650	£126	£891	£243	£1,109	£361	0.0%
Ancoats & Beswick	414	£804	£280	£997	£349	£1,336	£613	0.0%
Fallowfield	411	£648	£50	£917	£269	£1,258	£535	9.8%
Baguley	403	£633	£109	£888	£240	£1,151	£403	4.5%
Sharston	402	£725	£376	£905	£257	£1,017	£269	0.0%
Brooklands	388	£669	£145	£918	£270	£1,238	£490	0.0%
Didsbury West	323	£830	£232	£1,161	£513	£1,619	£896	0.5%
Chorlton	307	£792	£194	£1,054	£406	£1,419	£696	1.0%
Didsbury East	278	£801	£203	£1,078	£430	£1,454	£731	0.0%

Unaffordable

Within £50 of LHA rate

Title	Anti-Social Behaviour Task and Finish Group
Membership	
Lead Executive Members	Councillor Luthfur Rahman, Statutory Deputy Leader
Strategic Directors	Neil Fairlamb, Strategic Director Neighbourhoods
Lead Officers	Sam Stabler, Strategic Lead, Community Safety Sara Duckett, ASB Lead
Contact officer	Charlotte Lynch, Governance and Scrutiny Team Leader
Objectives	<ol style="list-style-type: none"> <li>1. To determine the scale of types of ASB in the city – especially those related to young people.</li> <li>2. To determine the tools and powers available to address ASB and their effectiveness.</li> <li>3. To determine what role Members can play in addressing ASB and promoting reporting and how this can be embedded, in line with the Our Manchester approach</li> </ol>
Key Lines of Enquiry	<ol style="list-style-type: none"> <li>1. What trends and patterns of ASB do we see in the city</li> <li>2. What partnership responses are provided to address ASB in the city</li> <li>3. What works in addressing ASB.</li> <li>4. What gaps are there in service provision for ASB</li> <li>5. What training Members need in relation to Anti-social behaviour</li> </ol>
Operation	This Task and Finish group will report its findings to the Communities and Equalities Scrutiny Committee by submitting minutes to the Committee. The Task and Finish Group's final report will be submitted to the Committee, which will be asked to endorse its recommendations.
Access to Information	<p>Meetings of the Task and Finish Group will be open to members of the media and public except where information which is confidential or exempt from publication is being considered.</p> <p>Papers for the Task and Finish Group will be made available to members of the media and public on the Council's website and the main entrance to the Town Hall except where information which is confidential or exempt from publication is being considered.</p>
Schedule of Meetings	
Commissioned	

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**Manchester City Council  
Report for Information**

**Report to:** Communities and Equalities Scrutiny Committee – 20 June 2023

**Subject:** Overview Report

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

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### **Summary**

This report provides the following information:

- Recommendations Monitor
- Key Decisions
- Work Programme

### **Recommendation**

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

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**Wards Affected:** All

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### **Contact Officer:**

Name: Charlotte Lynch  
Position: Governance and Scrutiny Team Leader  
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### **Background documents (available for public inspection):**

None

## 1. Monitoring Previous Recommendations

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

Date	Item	Recommendation	Action	Contact Officer
8 October 2020	CESC/20/38 Update on Work with the Voluntary, Community and Social Enterprise (VCSE) Sector During COVID-19	To request information on the financial support that has been given during the pandemic by the Council and external funders, broken down by equality strands, as well as information on any gaps in provision.	A response to this recommendation has been requested and will be circulated to Members.	Keiran Barnes, Programme Lead (Our Manchester Funds)
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 was emailed to Members on 19 May 2023.	Sam Stabler. Community Safety Lead
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
23 May 2023	CESC/23/20 A short update report on migration services in Manchester, including Afghanistan, Ukraine and Asylum	To request that the Committee's concerns, through a letter from the Committee, be included in the Council and Greater Manchester responses to the Government's plans to temporarily exempt asylum accommodation from HMO licensing requirements.	A response to this recommendation will be reported back to the Committee via the Overview report.	Charlotte Lynch, Governance and Scrutiny Team Leader

## 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 **9 June 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
<b>Dispersed Accommodation Contract (2023/03/31A)</b> To award renewed contracts with dispersed accommodation providers via Regulation 32 of the Public Contracts Regulations.	Strategic Director (Neighbourhoods)	Not before 28th Apr 2023		Report and Recommendations	Mike Worsley, Procurement Manager mike.worsley@manchester.gov.uk
<b>City Centre PSPO - extension (2023/05/12A)</b>	Strategic Director	Not before		Proposed PSPO,	Sam Stabler, Strategic Lead (Community Safety)

Subject / Decision	Decision Maker	Decision Due Date	Consultation	Background documents	Officer Contact
To agree to extend and amend the current PSPO for city centre wards	(Neighbourhoods)	10th Jun 2023		Decision Report, Equality Impact Assessment	samantha.stabler@manchester.gov.uk
<p><b>Vaccination Clinic PSPO (2023/05/17A)</b></p> <p>To introduce a PSPO to address anti-social behaviour outside vaccination clinics in Manchester.</p>	Strategic Director (Neighbourhoods)	Not before 15th Jun 2023		Proposed PSPO, Decision Report, Equality Impact Assessment	Sam Stabler, Strategic Lead (Community Safety) samantha.stabler@manchester.gov.uk

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

**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
Crime and Disorder Task and Finish Group	To seek the Committee's approval to establish a Crime and Disorder Task and Finish Group and to agree the terms of reference, work programme and membership.	-	Scrutiny Support	
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.	-	Scrutiny Support	

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

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Age Friendly Strategy Refresh	To receive the Strategy and draft delivery plan for comment.	Councillor T Robinson	David Regan/Philip Bradley	
Communities of Identity (To be confirmed)	To receive a report on Communities of Identity.	Councillor Midgley	Fiona Ledden/ Sharmila Kar	July or September
Community 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. To include an update on Martyn's Law (the Protect Duty) and information on events around Bonfire Night and on the Wythenshawe Games. This will also include a list of all funded community events and those that the Council is aware of.	Councillor Hacking Councillor Igbon	Neil Fairlamb/Mike Parrott	See minutes of the meeting on 19 July 2022. To invite Figen Murray and the Chair of the Licensing Committee
Overview Report		-	Scrutiny Support	

**Tuesday 5 September 2023, 2.00 pm (Report deadline Wednesday 23 August 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/ Sharmila Kar	Moved from July 2023.
Our Manchester Voluntary and Community Sector 2018-23 Programme Report	To receive the end of programme report to highlight the achievement, outcomes and contributions of the funded groups.	Councillor Midgley	James Binks/Keiran Barnes	
Domestic Abuse	To receive an update, including information on the victim voice work.	Councillor Midgley	Neil Fairlamb/Sam Stabler	
Community Safety Strategy 2022-25 (To be confirmed)	To receive a further report at an appropriate time, including the information requested by Members at the meeting on 6 September 2022.	Councillor Rahman	Neil Fairlamb/Fiona Sharkey/Sam Stabler	See minutes of the meeting on 6 September 2022.
Serious Violence Strategy (To be confirmed)	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	Neil Fairlamb/Fiona Sharkey/Sam Stabler	See minutes of the meeting on 6 September 2022.
Overview Report		-	Scrutiny Support	

**Tuesday 10 October 2023, 2.00 pm (Report deadline Thursday 28 September 2023)**

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
LGBT Deep Dive	To receive a Deep Dive report on LGBT issues.	Councillor Midgley	Fiona Ledden/ Sharmila Kar	Invite Mark Fletcher, Manchester Pride and representatives of other LGBT groups.
Homelessness	To receive a report on the review of the Homelessness Strategy and information on Winter Provision.	Councillor Midgley	Dave Ashmore/Nicola Rea	
Overview Report		-	Scrutiny Support	

**Tuesday 7 November 2023, 2.00 pm (Report deadline Thursday 26 October 2023)**

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Crime and Policing	Following the item considered at the November 2022 meeting, to invite guests from the GMCA, including Deputy Mayor Kate Green, and GMP to attend a future Committee meeting, including asking Chief Superintendent Rick Jackson to provide an update on the communications work, public confidence and how the journey to improvement is going.	Councillor Rahman	Neil Fairlamb/Sam Stabler	See minutes of the meeting on 8 November 2022.
Update on the budget position	To be confirmed	Councillor Akbar Councillor Rahman Councillor Midgley Councillor Hacking	Carol Culley/Neil Fairlamb	
Overview Report		-	Scrutiny Support	



**Tuesday 5 December 2023, 2.00 pm (Report deadline Thursday 23 November 2023)**

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Our Manchester Fund programmes overview	To receive a comprehensive programme overview to give the Committee an understanding of the programme, some key areas of progress and some coming developments.	Councillor Midgley	James Binks/Keiran Barnes	
VCSE Infrastructure	To receive a further report on the VCSE infrastructure contract.	Councillor Midgley	James Binks/Keiran Barnes	
Older People	To receive a report on how the Council and partners are working with older people, including tackling social isolation.	Councillor T Robinson	David Regan/ Philip Bradley	
Overview Report		-	Scrutiny Support	

**Tuesday 9 January 2024, 2.00 pm (Report deadline Wednesday 27 December 2023)**

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Making Manchester Fairer (To be confirmed)	To receive a report on the themes of communities and power and systemic and structural racism and discrimination.	Councillor Midgley	Fiona Ledden/ Sharmila Kar	
Overview Report		-	Scrutiny Support	

**Tuesday 6 February 2024, 2.00 pm (Report deadline Thursday 25 January 2024)**

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
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.
Libraries and Archives Report	To receive an update report on Libraries and Archives.	Councillor Hacking	Neil Fairlamb/Neil MacInnes	
2024/25 Budget Report	To be confirmed.	Councillor Akbar Councillor Rahman Councillor Midgley Councillor Hacking Councillor Igbon	Carol Culley/Neil Fairlamb/Dave Ashmore	
Overview Report		-	Scrutiny Support	

**Tuesday 5 March 2024, 2.00 pm (Report deadline Thursday 22 February 2024)**

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Digital Exclusion	To receive a further report on digital exclusion, including financial exclusion.	Councillor Hacking	Neil Fairlamb/ Neil MacInnes	See March 2023 minutes
Public Sector Equality Duty	To receive an update on the Council's activities to demonstrate compliance with the Public Sector Equality Duty.	Councillor Midgley	Fiona Ledden/ Sharmila Kar	
MCC's Equality Objectives 2024-2028	To receive a report on the development of MCC's Equality Objectives for 2024-2028.	Councillor Midgley	Fiona Ledden/ Sharmila Kar	
Overview Report		-	Scrutiny Support	

## Items To Be Scheduled

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Prevent/Radequal	This report sets out our response to the National Prevent Review. To include information on the radicalisation of teenage boys by the far right, and the influence of figures such as Andrew Tate.	Councillor Rahman	Neil Fairlamb/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	Neil Fairlamb/ Sam Stabler/ Dave Ashmore	
Youth Justice	To be scoped.	Councillor Rahman Councillor Bridges	Paul Marshall/Neil Fairlamb/Fiona Sharkey/Sam Stabler	Invite Chair of the Children and Young People Scrutiny Committee
Community Cohesion Strategy	To receive a report on the Community Cohesion Strategy.	Councillor Midgley	Neil Fairlamb/ Sam Stabler	
Advice Services Update	To receive an update report.	Councillor Midgley	Dave Ashmore/Nicola Rea	See minutes of the meeting on 10 January 2023.
Migration	To receive a further report at an appropriate time.	Councillor Midgley	Dave Ashmore/Nicola Rea	See May 2023 minutes.

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**Manchester City Council  
Report for Information**

**Report to:** Communities and Equalities Scrutiny Committee - 20 June 2023

**Subject:** Voluntary, Community and Social Enterprise (VCSE)  
Infrastructure Contract Update

**Report of:** Assistant Chief Executive

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### **Summary**

This report provides an update on the review of the Voluntary, Community and Social Enterprise (VCSE) infrastructure contract and subsequent process that has been taken for the contract in preparation for the re-procurement due in 2023. The Committee is given an indication on the key priorities and considerations being built into the revised contract specification, along with information on the next steps and timescales for decisions.

### **Recommendation**

The Committee is recommended to note and comment on the contents of this paper.

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**Wards Affected:** All

<p><b>Environmental Impact Assessment</b> – the impact of the issues addressed in this report on achieving the zero-carbon target for the city</p>
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<p>The new VCSE infrastructure contract will reflect the city's ambition to become a zero carbon city by 2038 at the latest, with support provided for organisations to achieve their own zero carbon goals. Zero carbon activity will be assessed as part of the procurement process to ensure any appointed provider(s) are also reducing their own carbon footprint.</p>
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Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	The VCSE infrastructure service contract supports the growth and sustainability of the VCSE sector including workforce, volunteering and relationships with business.
A highly skilled city: world class and home-grown talent sustaining the city's economic success	The VCSE infrastructure service contract supports the capacity and sustainability of the sector including volunteering pathways into education, employment and training and the positive contribution residents make through voluntary work and their active contribution to city life and their communities.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	<p>The VCSE infrastructure service contract works with the VCSE and other key stakeholders to find new ways of reaching those communities that are less connected to Manchester's success, creating resilient and vibrant communities. The new contract focuses on collaborative and culturally competent delivery, support and partnerships, that respond to city priorities and the needs of a diverse VCSE sector.</p> <p>20% weighting for social value will be a key part of the procurement process</p>
A liveable and low carbon city: a destination of choice to live, visit, work	<p>The VCSE infrastructure service contract contributes to this agenda via its work with VCSE organisations and other partners that celebrate diversity, engage communities and engender pride in the city.</p> <p>10% weighting for zero carbon considerations will be a key part of the procurement process</p>
A connected city: world class infrastructure and connectivity to drive growth	The VCSE infrastructure service contract will support a range of activities across a number of mediums that help to improve local connectivity and collaboration between VCSE organisations and the public and private sector to improve outcomes. The provider will promote the voice of the VCSE sector in key decisions affecting the city and its residents.



**Contact Officers:**

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Name: Keiran Barnes  
Position: Policy and Programmes Manager (Communities and VCSE)  
Telephone: 0161 234 3036  
E-mail: keiran.barnes@manchester.gov.uk

**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 (OMVCS) Refreshed Funding report*, Communities and Equalities Scrutiny Committee, 19 July 2022

## 1.0. Purpose of Report

- 1.1. A diverse, thriving, resilient, effective and sustainable Voluntary, Community and Social Enterprise (VCSE) sector in Manchester is a key priority within the *Our Manchester Strategy: Forward to 2025*, to deliver the shared vision and outcomes for the city. Infrastructure support for the sector is an important enabler to achieving these ambitions, as it promotes and provides services, support and advice to local charities, community groups and social enterprises that deliver social action.
- 1.2. Manchester City Council has invested in infrastructure support for many years, with the most recent contract being jointly commissioned with Manchester Health and Care Commissioning (MHCC) in 2019. The current contract is held by Macc and is due for re-procurement.
- 1.3. Before going out to procurement, and in the wake of events including Covid-19 and the Black Lives Matter movement, a review took place of infrastructure support to ensure future support responds to sector needs and city priorities. The new infrastructure service specification will respond directly to sector feedback, as well as feedback from Members and other stakeholders.
- 1.4. Further to the report brought to the Communities and Equalities Scrutiny Committee in July 2022, this report updates Members on the progress following the review to develop a new contract. It also provides a summary of key considerations and an indicative timeline of the next steps.

## 2.0. The VCSE Sector in Manchester

- 2.1. The latest '[City of Manchester State of the Voluntary, Community and Social Enterprise Sector' \(2021\) report](#) estimates that there are around 3,870 VCSE organisations working in Manchester, with an estimated annual income of circa £497 million (2019/20). Organisations are working across the city on a range of areas, such as work with children and young people, support for equalities groups and communities of interest, community development, education, training, research and economic well-being.
- 2.2. The report highlighted that the majority of VCSE organisations in the city have an annual income of less than £10,000 (66%). When looking at the whole spectrum of VCSE income, 81% of the organisations within Manchester have less than £100,000 income a year. At the time of the report, 46% of respondents reported an increase in annual expenditure, while around half of respondents indicated they had used their reserves to respond to Covid-19. VCSE organisations surveyed reported that problems they were facing or that were constraining their ability to deliver services included the impact of the local economy and securing income (28%), while around half reported that engagement with other VCSE organisations would assist or greatly assist their organisation (55%).
- 2.3. The report notes that Manchester City Council is a key source of funding for the local VCSE sector, and that the relationship between the VCSE sector and

public sector partners “plays a vital role within the health and social care context”. However, a combination of factors such as the impact of Covid-19 (and funding related to Covid-19 coming to an end) and cost of living pressures mean that VCSE resources are increasingly stretched.

### 3.0. Background to the VCSE Infrastructure Contract

- 3.1. The existing contract was procured in July 2019 following a process of consultation and co-design. This contract was jointly commissioned alongside Manchester Health and Care Commissioning (MHCC) as it was at that time. Infrastructure organisation Macc was successful in this process and was awarded the contract for three years (plus a two year option to extend) with three overarching priorities:
- **Development and Support** – advice and practical support on strategic and operational issues to support the effective operation of VCSE organisations
  - **Participation and Voice** – support for engagement and representation, including the involvement of VCSE organisations in co-design with the public sector
  - **Volunteering** – the operation and promotion of a volunteer centre to support both residents looking for opportunities and organisations sourcing volunteers.
- 3.2. The current contract was extended beyond the initial three-year period in 2022 due to the level of focus required on the new phase of the Our Manchester VCSE (OMVCS) fund and establishment of the Supporting Communities Fund. The current arrangement expires on 31 March 2024, or at the commencement of a new contract, whichever is the sooner.
- 3.3. In 2022 the Our Manchester Funds team committed to review the Council’s infrastructure support arrangements (see Section 4 below), in part due to the operating context for Manchester’s VCSE sector having changed significantly. Manchester’s population is increasingly diverse and continues to grow. The Covid-19 pandemic, the Black Lives Matter movement and the cost-of-living crisis have created new challenges, as well as highlighting and exacerbating existing issues and inequalities for residents. At the same time, VCSE sector organisations have been navigating unprecedented challenges to their finances, the level and complexity of demand they are dealing with, and undergoing transformation and internal change.
- 3.4. A number of strategic priorities for the city impact the VCSE sector and need to be properly reflected in the infrastructure support offer, including Making Manchester Fairer, tackling climate change to be zero carbon by 2038 and plans to increase the number of Real Living Wage employers. Data and conversations with the sector, for example through the latest Census and the Council’s grant management practice, clearly shows that support for Black, Asian and Ethnic Minority led organisations, and organisations based in North Manchester should be priorities for infrastructure support. It is therefore important that the infrastructure contract arrangement responds to these

issues and priorities, and principally, that this is based on the voices and needs of the city's VCSE sector.

#### **4.0. Review process and key findings**

- 4.1. As joint commissioners of the VCSE infrastructure contract, the Council and MHCC commissioned an external, independent organisation to review Manchester's VCSE support provision, focusing on:
- reviewing the infrastructure support needs of Manchester's VCSE, giving consideration to the various impacts that the Covid-19 pandemic has had on the VCSE sector in Manchester (including health, social and economic impacts) and developing proposals for a future VCSE support model/s that might best address these;
  - understanding the views of wider stakeholders on infrastructure support;
  - reviewing the existing outcomes framework
  - reviewing the alignment of the existing contract to strategic priorities
  - a review of other VCSE support models in other cities
- 4.2. This brief was developed with a view to informing the specification for a new contract, in light of the context outlined above. It was not a review of the current contract provider's delivery, which is already addressed through the existing contract monitoring process. Research company Forever Consulting was commissioned in December 2021 and the review took place in the first half of 2022.
- 4.3. The review gives an insight into the views of the wider sector. It is informed by surveys with 95 VCSE organisations and interviews with 37 VCSE and non-VCSE stakeholders from across the Council and its partner organisations. Stakeholders interviewed included the Leader of the Council, both Deputy Leaders and other Executive Members, officers from different services, and a number of external partners.
- 4.4. VCSE survey responses were received from organisations of different sizes, from micro (annual income of less than £10,000) through to large (annual income greater than £1 million). The focus and nature of responding VCSE organisations was also varied: for example, 45% worked primarily with older people; 42% with disabled people, and; 37% with those experiencing racial inequality.
- 4.5. VCSE organisations outlined the support that they most value and prioritise as part of infrastructure support. The following was collated across both the survey and interviews and are listed here in priority order (i.e. frequency of response):
- Sustainable fundraising (95%)
  - Workforce/ volunteer/ trustee development (72%)
  - Support with impact assessment (70%)
  - Collaboration within and across sectors (64%)
  - Business development and growth strategies (56%)

- Information & guidance (55%)
- Governance and operational issues (46%)
- Space and premises (41%)
- Representation of the sector (% not available as not asked in the survey)

Whilst the review was not an evaluation of the current contract, respondents felt that broadly the current specification covered these areas.

4.6. In addition, organisations were asked about their top priorities for *how* support should be delivered. Again, the following list combines both the survey and interview findings and are in priority order:

- Free to access (90%)
- Representing communities of interest (88%)
- Place based in neighbourhoods (79%)
- Tailored, not generic (78%)
- Signposting to areas of expertise (78%)
- Independent, impartial (65%)
- Transparent and accountable (% not available)
- Relationships, continuity, client account management (% not available)

4.7. These findings of how support should be delivered highlight a key theme around the need for equality, diversity and inclusion and cultural competence of infrastructure provision in Manchester. As demonstrated above, the review states that:

*“nearly 9 in 10 VCSE organisations surveyed said it is essential or a high priority that a support service understands and represents their community (88%). During the interviews, organisations who worked with ethnically diverse communities said they needed representative and culturally sensitive provision for their communities. Organisations working in other communities of interest such as older people and young people, also held this view.”*

4.8. Interviews with wider stakeholders tended to support the responses from VCSE organisations as outlined above, and also mentioned a number of “asks” of infrastructure support which do not necessarily align with the needs stated by the sector:

- supporting governance in the city by being a key conduit between the VCSE and public sectors
- support with being enterprise ready / trading
- adapting to a low carbon economy
- social prescribing
- leveraging benefit from Social Value
- support to work with the private sector/ philanthropy
- support with engaging the community in decisions
- community building
- inclusive economic growth
- more intelligence on the sector

4.9. Forever Consulting also compared a range of infrastructure support models from across the country and found that:

- the scope of existing infrastructure support in Manchester appears to be broader than the “traditional” model (i.e. one focused more on operational support like capacity building and volunteering), and includes a significant strategic focus. The strategic objectives of the current contract include influencing commissioning, demonstrating strategic links at a local, regional and national level, and aligning with strategic grants programmes like OMVCS and emerging strategic work.
- comparators tended to have clearly defined objectives and scope.
- some providers have a significant grant making role.
- some comparators favour a collaborative model with multiple delivery partners playing to their respective strengths.

## 5.0. Specification Development

5.1. The review findings and ongoing conversations with senior internal stakeholders and partners is being used to create a new infrastructure specification. This is at an advanced stage but is not complete. The new specification directly responds to the needs of a diverse sector as highlighted in the review, as well as city priorities. The specification will clearly set out the contract outcomes which include a strong and interwoven focus on equality, diversity and inclusion and identify four main areas of support.

5.2. **Practical capacity building and development support which responds to the needs of the sector.** Organisations can expect support with issues that are important to them such as developing and diversifying their income, workforce skills and development, demonstrating impact, growing meaningful collaborations that grow their capacity and enhance their offer, and strengthening their governance and operational management. Support will also reflect city priorities, including support for organisations to reduce their carbon footprint and be commissioning ready. Responding to feedback about *how* the support is delivered, the offer will include a free to access offer and targeted support for communities of identity and place, including groups which work with Black, Asian and Ethnic Minority communities and those based in North Manchester.

5.3. **Support to influence city wide decision making and connect to a range of public sector partners.** As well as support to collaborate with other VCSE organisations, support will be provided to connect VCSE organisations to public sector partners and governance arrangements to ensure that the VCSE is meaningfully involved in decision making in the city and to deliver joined up services for residents. Again the expectation is that support will be tailored to VCSE organisations from different communities.

5.4. **Supporting volunteering.** The infrastructure service will include a volunteering centre function which again responds to the needs of the sector. We know from the review that while recruitment of volunteers in general was not seen as an issue by the majority of organisations, the sector did identify

the need for support to retain skilled volunteers and to recruit volunteers that reflect the communities they support. This will therefore be a focus in the contract, again with particular regard to supporting Black, Asian and Ethnic Minority focused and North Manchester-based organisations. The function will also be expected to complement and work with other volunteering initiatives in the city such as MCRVIP.

- 5.5. **Responding to major incidents and supporting the VCSE sector's role in the response.** In the review, a significant proportion of VCSE organisations stated that information, guidance and support in responding to a crisis was a high priority for them. This feature of the contract is also informed by learning from Covid-19 and the response to arrivals from Afghanistan. The infrastructure service will provide advice and support, and promote connections between the VCSE and partners to ensure VCSE organisations are involved in the shaping and delivery of a proactive response. Again, this will include tailored support for communities of identity and place.
- 5.6. Noting that the sector fed back on how support was delivered as well as what is delivered, the new contract will specify expectations around ways of working. These ways of working will reflect both the Our Manchester behaviours and the feedback and city priorities around supporting equality, diversity and inclusion, ensuring that the diversity of Manchester's VCSE sector is responded to and all organisations can benefit from provision that is accessible, meaningful and helpful to them.
- 5.7. The contract will include expectations that support is delivered collaboratively and in partnership with culturally appropriate organisations based in communities, to ensure that requirements around accessibility and equality and diversity are met. The specification will state that partnership bids are encouraged. There will be particular priorities stated for supporting organisations that work with and/or are led by Black, Asian and Ethnic Minority communities and those experiencing racial inequalities, and targeted support for communities in North Manchester. It is also expected that the infrastructure service will respond to other gaps that change or emerge during the contract period, which may require further tailoring and targeting of support within these existing priorities, or additional approaches/changes in approach to support other communities and areas in the city. These trends and changes will be monitored and progress regularly reviewed as part of the contract management process with the appointed provider(s).
- 5.8. The new specification seeks to position the infrastructure provider/s as a source of support to respond to the needs of the VCSE sector, whilst also being an important partner in addressing a number of key city priorities. The specification also seeks to ensure that the requirements of the provider/s are proportionate to the value of the contract.
- 5.9. Executive Members and senior officers continue to be engaged in the development of the specification and the delivery of this piece of work.

Conversations are ongoing with partners in the Integrated Care Partnership to understand future involvement. Further engagement with Members will take place before the specification is finalised.

## 6.0. Timeline and Next Steps

- 6.1. The timing of the infrastructure review coincided with the work to refresh and launch the Our Manchester VCS grants programme, a significant programme of work for the Council. In addition, sufficient time is required to undertake a number of activities and satisfy procurement requirements before the new infrastructure contract can be awarded. Therefore, to allow for time to respond to the review's findings and engage stakeholders on the development of a new contract, an extension has been agreed which will continue the existing contract to the end of March 2024 or the commencement of a new contract, whichever is the sooner.
- 6.2. The Our Manchester Funds team will work to finalise the new specification within the next month, in consultation with key internal stakeholders and taking into account the recommendations of this committee. During this process, all Members will be invited to briefing sessions which will explain the approach being taken and provide a further opportunity for questions and discussion. Early market engagement is an important factor in the proposed timescales and one of the ways to ensure an open and fair process. The aim is to give all interested parties time to explore delivery partnerships, particularly given the emphasis on collaborative approaches in the new specification. Following the finalisation of the specification, officers will hold a "Meet the Commissioners" event which is aimed at potential tenderers. This will be an opportunity to share the main features of the new specification and explain the tender process. Members are invited to support an open and fair process by letting the Our Manchester Funds team know of any organisations they are aware of that may wish to submit a tender.
- 6.3. Allowing for the activities described above and some contingency planning, an indicative timeline for the procurement of a new contract is as follows:

July 2023	Finalise specification and early market engagement
September 2023	Tender documentation goes live
November 2023	Evaluation of tender
December 2023	Key Decision
January 2024	Contract award and TUPE period begins
April 2024	TUPE period ends and new contract begins

## 7.0. Conclusions

- 7.1. The independent review provides valuable insights into the needs of Manchester's diverse and evolving VCSE sector, as well as feedback from public sector stakeholders. The review particularly highlights the need for infrastructure support that is dynamic, responsive and inclusive, acting as a support function and partner to VCSE and public sector organisations in the city. The new specification sets out to address these findings, with a strong



emphasis on the needs of the sector and the importance of focusing on equality, diversity and inclusion - throughout all of the specification.

- 7.2. This report offers an overview of the process that has been taken following the external independent review of the VCSE sector's needs in relation to the infrastructure contract. This report also outlines the key changes of the new contract, due to be re-procured in late 2023.
- 7.3. The Committee is asked to note and comment on the contents of this report.

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