



Communities and Equalities Scrutiny Committee

Date: Tuesday, 5 September 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 1.20 pm 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

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

Agenda

1. Urgent Business

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

2. Appeals

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

3. Interests

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

4. [14:05-14:10] Minutes

To approve as a correct record the minutes of the meeting held on 20 July 2023.

Pages
7 - 14

5. [14:10-14:50] Communities of Identity

Report of the Joint Director of Equality and Engagement - NHS GM Integrated Care (Manchester locality) and Manchester City Council.

Pages
15 - 52

This report explores the inequalities faced by 'communities of identity' within the city, and, through examples of community engagement, how specific groups access and are supported by Council services to improve their experience and outcomes.

6. [14:50-15:30] Domestic Abuse and Safety of Women and Girls

Report of the Strategic Director – Neighbourhoods.

Pages
53 - 68

This report summarises recent and current work to address domestic violence and abuse, including implementation of the Domestic Violence and Abuse Strategy and the Domestic Abuse Act 2021 and victim voice work. The report also updates on ongoing work to promote the safety of women and girls in the city.

7. [15:30-15:50] Voluntary, Community and Social Enterprise (VCSE) Impact Report 2023-26 Update

Report of the Assistant Chief Executive.

Pages
69 - 100

This report provides a brief introduction to the Our Manchester Voluntary and Community Sector grant programme (OMVCS) 2018-2023 impact report, which is appended for information and comment. The alignment of the OMVCS fund with the aims of the Our Manchester Strategy is included, along with an indication of next steps for monitoring and reporting on the 2023-26 programme of funded activity.

8. [15:50-16:00] Overview Report

Report of the Governance and Scrutiny Support Unit.

Pages
101 - 116

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

Information about the Committee

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

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

The Council wants to consult people as fully as possible before making decisions that affect them. Members of the public do not have a right to speak at meetings but may do so if invited by the Chair. 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.

Smoking is not allowed in Council buildings.

Joanne Roney OBE
Chief Executive
3rd Floor, Town Hall Extension,
Albert Square,
Manchester, M60 2LA.

Further Information

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

Charlotte Lynch
Tel: 0161 219 2119
Email: charlotte.lynch@manchester.gov.uk

This agenda was issued on **Friday, 25 August 2023** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 2, Town Hall Extension (Library Walk Elevation), Manchester M60 2LA

This page is intentionally left blank

Communities and Equalities Scrutiny Committee

Minutes of the meeting held on Tuesday, 18 July 2023

Present:

Councillor Hitchen (Chair) – in the Chair

Councillors Azra Ali, Doswell, Good, Ogunbambo, H Priest, Rawson, Sheikh, Whiston and Wills

Also present:

Councillor Hacking, Executive Member for Skills, Employment and Leisure

Councillor Igbon, Executive Member for Vibrant Neighbourhoods

Councillor T Robinson, Executive Member for Healthy Manchester and Adult Social Care

Councillor Davies, Lead Member for Age Friendly

Elaine Unegbu, Chair of the Age Friendly Manchester Older People's Board

CESC/23/30 Minutes

Decision: That the minutes of the previous meeting, held on 20 June 2023, be approved as a correct record.

CESC/23/31 Age Friendly Manchester Refreshed Strategy 2023-2028

The committee considered a report of the Director of Public Health and the Age Friendly Manchester Programme Lead which described how the new Age Friendly Strategy Manchester: A City for Life 2023– 28 built on previous progress, provided a series of responses to the ongoing impact felt by some older people to the pandemic and the struggles faced by the cost-of-living crisis for many people aged over 50 and outlined a series of priorities and commitments to drive better outcomes.

Key points and themes within the report included:

- Providing an introduction and background;
- Key statistics around age, population, life expectancy and unemployment amongst over 50s;
- How the refreshed Strategy was developed;
- How the refreshed Strategy aligned with the Council's priorities and other key strategies;
- The themes of the refreshed Strategy:
 - Being heard and age equity;
 - Age friendly neighbourhoods where we can all age in peace;
 - Age friendly services which will support us to age well; and
 - Work and money
- An initial 18-month delivery plan was being developed; and
- How progress would be monitored.

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

- Welcoming the refresh;
- Expressing concern that not all complexities and intersectionalities experienced by older people were reflected in the report;
- The different experiences and challenges faced by 50-year-olds and 80-year-olds;
- The need for more flexibility with regards to rightsizing;
- That the impact on Age Friendly should be included in all committee reports;
- The experiences of older people in the LGBTQ+ community;
- Requesting further information on the delivery plan;
- Requesting background information on the disproportionate effects of age on different groups;
- Querying what activities and services were provided for older people in each ward;
- How the work of the Strategy linked with the Council's Highways service to improve existing highways, public spaces and access;
- What was being done to help older people with the cost-of-living crisis;
- Whether all libraries were accessible by bus;
- Whether increased public toilet provisions would be included in the delivery plan; and
- Requesting further information on the findings of the research undertaken by Manchester University in collaboration with Age Friendly Manchester on the impacts of the pandemic on older people living in areas of multiple deprivation.

The Programme Lead – Age Friendly Manchester explained that the refreshed Strategy provided the vision for the next five years with four key themes. He stated that extensive consultation with older people had been undertaken and built on the progress made over the past 20 years. He stated that the Strategy provided practical responses to the lived experience of older people, such as the cost-of-living crisis and the ongoing impact of the Covid-19 pandemic.

The Executive Member for Healthy Manchester and Adult Social Care stated that communities were defined by their older people and thanked officers for their work on this and residents for their involvement and engagement. He also wished to place on record his thanks to former Councillor Eddy Newman who had driven this work in his former role as Lead Member for Age Friendly Manchester.

The Chair of the Age Friendly Manchester Older People's Board explained that she had been involved in the Board for 18 years and highlighted the work undertaken by the Council and the Board. She noted that there was more work to be done, particularly around employment, access and the cost-of-living crisis.

The Lead Member for Age Friendly Manchester highlighted Manchester's Age Friendly approach and that this work was ongoing, highly consultative among a range of groups, and would be continuously developed.

In response to a point raised regarding the need to reflect the different experiences between age groups, the Programme Lead – Age Friendly Manchester acknowledged the different experiences felt by a 50-year-old and an 80-year-old. He stated that there were 3 different age categories, for those up to state pension age, for 66- to 80-year-olds and for over 80s. He stated that the delivery plan included different responses to different age ranges and circumstances. He stated that highlights of the delivery plan could be shared with the committee once developed.

The Programme Lead – Age Friendly Manchester acknowledged difficulties in finding suitable housing provisions for older people but explained that the approach of Age Friendly Manchester was to provide a range of options to suit everyone, noting that social care was not suitable for all older people. Members were advised that the Council was hoping to develop an LGBT-affirmative extra-care scheme in Whalley Range. He also explained that the Council currently works with housing providers to have dynamic and supportive conversations with tenants to best meet their needs.

Further to this, members were informed that the Council worked with Pride in Ageing, which was a foundation-led initiative of LGBTQ+ people working in Manchester to share and promote their lived experiences and to inform foundations such as Pride in Practice. The Programme Lead – Age Friendly Manchester stated that the Council was examining how this work could also be shared within the care sector and that a representative of Pride in Ageing was included in the membership of the Older People's Board.

In response to a recommendation to include an Age Friendly Impact Assessment in all committee reports, the Programme Lead – Age Friendly Manchester stated that this was something he and his team were eager to implement and would provide value to reports. It was highlighted that age was a protected characteristic which was included in the overall Equality Impact Assessment.

The Programme Lead – Age Friendly Manchester explained that work was ongoing to develop the delivery plan with key partners. It was anticipated that a final draft would be available in September for launch in autumn and this could be provided to the committee.

Members were informed that the State of Ageing report would provide detail on the breadths of experiences of older people and would provide a baseline for monitoring progress over the Strategy's lifespan.

In response to a member's query on work with the Highways service, the Programme Lead - Age Friendly Manchester stated that there were examples of success in changing bus routes as a result of lobbying, for example the rerouting of a bus service in Old Moat and Fallowfield to improve access for residents. He acknowledged that this was challenging to do on a wider scale, but it was hoped that the greater powers over public transport awarded by the devolution trailblazer for Greater Manchester would enable the GM Ageing Hub to have greater influence in shaping such decisions and structural changes to bus routes.

It was stated that information on cost-of-living support needed to be clear and accessible to older people. The Programme Lead – Age Friendly Manchester emphasised that a ‘digital by default’ approach was not encouraged, and that face-to-face dialogue and printed information was available. He stated that libraries were vital in providing these services and a free, biannual newsletter would be relaunched and available from libraries, supermarkets and community centres to share information on the cost-of-living support available.

Members were advised that all libraries within Manchester were of an Age Friendly service standard.

In response to a query regarding whether increased public toilet provisions would be included in the delivery plan, the Programme Lead – Age Friendly Manchester explained that there were opportunities to improve provisions through developments and the use of Equality Impact Assessments. He advised of the ‘Take a Seat’ campaign, which worked with cafes and other facilities to provide free access to toilets and acknowledged that this campaign needed to be rolled out into more neighbourhoods.

The committee was informed that the delivery plan was being developed by those involved in its implementation and that most of these were external partners.

In summarising, the Executive Member for Healthy Manchester and Adult Social Care stated that he wanted to raise the work of Age Friendly further up the political agenda. He explained that the Strategy would be considered by the Senior Management Team, the Executive Strategy Group and Full Council and thanked the committee for their comments.

The Chair thanked the Executive Member and officers for their attendance and thanked the Chair of the Age Friendly Manchester Older People’s Board for her 17 years’ service to the Board.

Decision:

That the committee

1. notes the report;
2. requests that the delivery plan be provided to a future meeting for consideration; and
3. recommends that Age Friendly be promoted in the Equality Impact Assessments of all committee reports.

CESC/23/32 Community Events 2023/24

The committee considered a report of the Strategic Director (Neighbourhoods) which provided a context for the current operating environment for events and how the

ongoing development of the events programme continues to align with the City Council's Events Strategy. It provided additional insight on the Community Events programme and updates on the progress made against previously identified areas of development and improvement to support community events.

Key points and themes within the report included:

- Providing an introduction and background to the Manchester Events Strategy;
- The event programme for 2023;
- The Community Events Fund (CEF) Programme, and the challenges faced by this;
- The funding and geographic spread of the Community Events Programme;
- The eligibility criteria for Community Events Funding;
- Confirmation that bonfire and firework events would not be reinstated going forward;
- How sustainability was considered at events funded by the CEF; and
- Work would be undertaken with the Equalities, Diversity, and Inclusion team to progress to identify how the staging of events can potentially impact on people with protected characteristics who are beyond the event footprint and may fall outside of the direct responsibility of the event organiser.

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

- Welcoming the Council's support of community events;
- Requesting clarification on a number of events listed in the report which received CEF funding but did not appear to meet the criteria for such funding;
- How external businesses and traders attending events are encouraged to comply with the Council's commitment to reducing single-use plastics;
- The need to strengthen sustainability requirements for events, noting that there is no requirement to acknowledge the Sustainability Check when booking Council-owned land for events;
- Whether there would be a public awareness campaign on upcoming legislation to ban retailers, takeaways, food vendors and the hospitality industry providing single-use cutlery, plates and bowls;
- How the geographic spread of events within the city could be improved;
- What events will be included in the programme of autumn and winter activities to replace bonfire displays;
- How income generated by events benefits local communities;
- The need to hold more free events and to diversify the locations where these events are held;
- Why Pride events were included within the report, given that major events fall under the remit of the Economy and Regeneration Scrutiny Committee;
- What local events are delivered in individual neighbourhoods; and
- How many events received CEF funding recurrently and whether this impacted the ability for new events to benefit from this funding.

The Executive Member for Skills, Employment and Leisure explained that the Council's Events Strategy was adopted in 2019 and acknowledged the impact of the Covid-19 pandemic and cost-of-living crisis on events across the city. He stated that this had changed the types of and opportunities for events taking place in Manchester and the capacity and venue offers in the city.

The Head of Events Development explained that 13 of the events listed within the report were funded by CEF with the remainder funded or facilitated through other mechanisms. He stated that a separate list of all events funded by CEF could be provided to members, which would demonstrate how these events met the criteria for CEF funding.

Members were advised that the use of the term 'citywide' when referring to primary event location within the report related to where attendees were drawn from. The Head of Events Development highlighted that certain major events were held in one location, such as a park, but attendees would travel from across and beyond the city to attend.

In response to queries around sustainability and single-use plastics, the Executive Member for Vibrant Neighbourhoods stated that a citywide licensing consultation was currently underway with a specific section on sustainability and members would have sight of this before being considered by the Executive. She also explained that a refresh of the Parks Strategy was being undertaken and would examine how the Council acted sustainably and how events were run in line with this.

The Parks Lead highlighted that it was often easier for large-scale commercial events to reduce the use of single-use plastics and cited the Christmas Markets as an example of this and highlighted that Parklife Festival was trialling a cup return scheme. It was hoped that trialling such schemes and measures within large events would create guidance around best practice which could be shared with smaller organisations and community groups.

It was also explained that event bookers would be asked the detail their considerations of sustainability measures from 2024.

In response to the Chair's query regarding whether there would be a public awareness campaign on upcoming legislation to single-use items within the hospitality sector, the Parks Lead stated that marketing and educational material was still awaited from the government. She advised that early engagement work had been undertaken with businesses across the city to advise them of changes.

The Director of Neighbourhood Delivery recognised that local groups were hosting events across the city regularly which the Council was unaware of and that the Council wanted to support these groups to ensure that events were safe, regardless of their scale. He stated that the Council would be happy to provide advice to any group holding an event.

The Parks Lead advised that local engagement had been undertaken to ensure a winter programme of events and activities that reflected what communities wanted. She explained that a range of activities and events were held in 2022 across all parks which previously held bonfire displays. It was agreed that further detail on this would be provided in a future report.

The committee was advised that the Council had a long-standing history of commercial and community events taking place in parks and this had been a theme in the Parks Strategy launched in 2017. The Parks Lead explained that parks were subsidised through investment from the Council but there remained a need to generate income for maintenance. She stated that revenue from events was used to reduce the gap between income and expenditure and also helped to ensure the quality of parks. It was also stated that the Council was looking at investment plans at a number of sites, including Platt Fields, to promote future opportunities for investment.

The Executive Member for Vibrant Neighbourhoods acknowledged members' points regarding the need for more free events and to diversify the location of these across the city. She noted that access to infrastructure can be a challenge in smaller parks but noted that it was a key consideration in the refresh of the Parks Strategy.

It was clarified that the Events team fund the Manchester Pride Parade and not events within the Gay Village. This funding was used to support road closures and the overall operation of the Parade, which was felt to be justified as a free-to-access element of the Pride weekend.

The Executive Member for Skills, Employment and Leisure explained that larger events had a significant economic impact and so, fell under the remit of the Economy and Regeneration Scrutiny Committee whilst the delivery and operational elements of events formed part of the Council's Events Strategy.

In response to a query from the Chair regarding CEF-funded events which took place across local communities/neighbourhoods and whether these were spread evenly across all 32 wards, the Executive Member for Vibrant Neighbourhoods explained that any events which were held in parks fell under the remit of Environment, Climate Change and Neighbourhoods Scrutiny Committee and stated that an update on these kinds of events would be included in the next Parks Strategy report to that committee.

Detail on the number of recurring events in receipt of CEF funding would be provided outside of the meeting.

The Strategic Director (Neighbourhoods) advised that reports on major events were considered by the Economy and Regeneration Scrutiny Committee due to their economic impact on the city, whereas smaller events were within the remit of this committee due to their impact on and benefits for communities. He noted that there was a limited amount of CEF funding and that more targeted work was needed to identify the scale and demographics of attendees. It was stated that there were lots of

neighbourhood-based events which the Council was not involved in and there were no central funding schemes available for these. He provided assurances that the Events and Neighbourhoods teams would continue to explore ways to increase investment opportunities for neighbourhood events.

Decision:

That the committee

1. notes the report;
2. requests further information on all CEF-funded events, including how these meet the criteria for funding, their reach and location, and whether these are recurring events;
3. requests that a further report be provided in 6 months; and
4. requests that information on the geographical reach of events be provided for each event included in future reports.

CESC/23/33 Overview Report

The committee considered a report of the Governance and Scrutiny Support Unit which 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.

Members requested that the work programme for September's meeting be amended to provide a more detailed scope on the Communities of Identity report and to request that information on how the Council engaged with the student population to promote and ensure their safety be provided in the Community Safety Strategy report. These requests would be relayed to officers.

A query was also raised regarding the date of the first meeting of the committee's Task and Finish Group on crime and antisocial behaviour. Members were advised in response that the Committee Officer would email them outside of the meeting for their availability and that the first meeting would be held in September.

Decision:

That the report be noted, and the work programme agreed.

Manchester City Council Report for Information

Report to: Communities and Equalities Scrutiny Committee – 5 September 2023

Subject: Communities of Identity

Report of: Joint Director of Equality and Engagement - NHS GM Integrated Care (Manchester locality) and Manchester City Council

Summary

This report explores the inequalities faced by ‘communities of identity’ within the city, and, through examples of community engagement, how specific groups access and are supported by Council services to improve their experience and outcomes. The report is structured around the Council’s three Equality Objectives and incorporates the Census 2021 data and other sources of information to ensure a more accurate understanding of these communities and where they face barriers in education, health, employment, and housing.

Recommendations

The Committee is recommended to:

- (1) consider the progress made to date on delivering our Equality Objectives and comment on the information provided.
 - (2) support the approaches to working with communities and areas for further development outlined in the report.
-

Wards Affected: All

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

It is recognised that some resident groups in Manchester will potentially particularly benefit from advancement on the zero-carbon agenda. Improving conditions for Manchester residents by tackling our climate change ambitions helps create a more equal platform. More energy efficient housing, healthier households who are more active, safe and can access active travel and public transport will improve residents’ lives. Reducing carbon emissions and improving air quality across the city will in turn help reduce health inequalities. Increasing and improving the quality, quantity and accessibility of green spaces and nature within the city will enable all people to benefit from spending time in nature, resulting in improved physical and mental health and wellbeing of residents. Manchester City Council is mindful of a just transition to achieving its zero carbon ambitions and is conscious of not creating new forms of inequality and poverty and ensuring everyone benefits from the progress being made.

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 Public Sector Equality Duty under the Equality Act 2010 requires public authorities to publish equality objectives and report on them. Manchester City Council's equality objectives are: Knowing Manchester Better, Improving Life Chances and Celebrating Our Diversity. This report looks at the work done with communities and community organisations to address these objectives.

Manchester Strategy outcomes	Summary of how this report aligns to the OMS/Contribution to the Strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Reporting on progress against our Equality Objectives is part of our legal requirement which provides assurance that the Council has due regard for advancing equality and addressing inequalities in all aspects of its service delivery. We recognise that the diversity of our city is a strength which we can build upon in terms of developing a sustainable economy. However, we also recognise that we need to ensure that we have a real focus on enabling people who experience the greatest inequalities to benefit from our economy. Our report sets out how we are tackling inequalities and engaging with our communities across a range of areas.
A highly skilled city: world class and home grown talent sustaining the city's economic success	Our report describes our commitment to ensuring that we support Manchester people to progress, build their skills and have access to opportunities through targeted approaches to addressing known inequalities
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The 'future focus' section of the report outlines ways to continue to develop our community engagement practices.
A liveable and low carbon city: a destination of choice to live, visit, work	The report sets out our approach to valuing diversity and ensuring that we develop an inclusive culture across services, events, and the strategies that support the liveable and low carbon outcome.
A connected city: world class infrastructure and connectivity to drive growth	The report describes how we recognise the structural and systemic barriers that many people in our city experience linked to their protected characteristics and that we need to remove them to ensure equitable access to all that the city has to offer.

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

- Equal Opportunities Policy

- Risk Management
- Legal Considerations

Financial Consequences – Revenue

Not applicable.

Financial Consequences – Capital

Not applicable.

Contact Officers:

Name: Sharmila Kar
 Position: Joint Director of Equality and Engagement – NHS GM Integrated Care (Manchester locality) and Manchester City Council
 Telephone: 07811 982287
 E-mail: sharmilakar@nhs.net

Name: Fiona Ledden
 Position: City Solicitor
 Telephone: 0161 234 3087
 E-mail: fiona.ledden@manchester.gov.uk

Name: Michelle Wheeler
 Position: Equalities Specialist
 E-mail: michelle.wheeler@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.

- References and relevant links are listed in Appendix 1.

1.0 Introduction

- 1.1 This report outlines how specific communities access and are supported by Council services and workforce to improve their experiences and outcomes. The report aims to complement the data and insight in [the State of the City annual report](#) and [the Making Manchester Fairer action plan](#). The report is structured around the Council's three Equality Objectives. This report is one aspect of our commitment to understanding our communities better by providing examples of how communities of identity interact and engage with Council services and their partners.

2.0 Background

- 2.1 This report follows two previous Communities of Identity reports, published in 2010 and 2016. It aims to complement the data and insight in the State of the City annual report and the Making Manchester Fairer action plan as well as other 'deep dives' into specific protected characteristics that have previously been produced by the Equalities team.
- 2.2 The definition of 'communities of identity' used is:
- 'People who share particular characteristics connected to their heritage, belief system or identities, that contribute to interactions in their day-to-day lives: for example, they could be racially minoritised communities, faith groups, disabled people, older people, trans and nonbinary people.'*
- 2.3 We focus on those communities where data has shown experience greater or more entrenched inequalities in key areas of policy and practice. They are:
- communities experiencing racial inequalities
 - disabled people
 - older people (people aged over 50)
- 2.4 We recognise that other communities of identity also experience inequalities but have not been included in this report, for example LGBTQ+ communities – for these, other work is progressing, including an in-depth report to be presented to Scrutiny in October 2023.

3.0 Main issues

3.1 Strategic context

- 3.1.1 Manchester's vision for our city is one where poverty is unacceptable and collectively, we are committed to doing everything within our power to reduce and eliminate poverty. We know that poverty in Manchester is distributed unevenly, with certain groups and communities likely to be disproportionately affected. Several key strategies and plans have been published recently which aim to make Manchester more equitable, including the Our Manchester Strategy, Making Manchester Fairer, and the Anti-Poverty Strategy,

3.2 Intersectional approach to inequality

3.2.1 An intersectional approach asks that we pay attention to how particular identity markers interact with other identities to marginalise particular groups further. This approach avoids group generalisations and attend to within-group differences. Identifying the impacts of inequalities in this intersectional manner is key to removing barriers and advancing equality.

3.2.2 We are committed to using the Census 2021 and other data about our residents in an intersectional way. This data analyses needs to be reinforced by ongoing, culturally competent approaches to ensuring that communities of identity influence the design and delivery of services. This data and lived experience evidence will provide the information necessary to support action to tackle the inequalities experienced by the specified communities of identity.

3.3 Insights into our communities

3.3.1 The report highlights recent data sources, alongside Census 2021, which provide insight into how residents in different communities of identity face additional barriers in their daily lives and outcomes. The report analyses these in relation to housing, education, employment, and health.

3.4 Key learning and areas for development

3.4.1 The report identifies areas of good practice and further development, which we hope will enable delivery of services in a more targeted, effective, and culturally proficient way. The examples in the report are not an exhaustive list and further work is underway to evaluate the effectiveness of our approach to community engagement.

3.4.2 Areas for further development:

- a) digital inclusion, particularly as we increasingly rely on digital engagement and surveys to gain feedback, making it harder for some of the identified communities to have a say.
- b) better targeted engagement, in particular younger people (16-25), Gypsy, Roma and Traveller and other racially minoritised communities
- c) better use of data both quantitative and qualitative, in how teams leading consultation and engagement align their engagement plans with service delivery.
- d) tracking the impact of our engagement longer term, whether qualitatively through deepened and trusted relationships, or quantitatively through data collection of who we are reaching, or through other accountability mechanisms.
- e) integrating and embedding approaches to intersectionality and the social model of disability effectively into how we design, develop, and deliver work for and with our communities.
- f) ensuring that the report is a 'live' document to inform further work and deep dives going forward.
- g) developing a framework for how we engage with communities more effectively which aligns with the work already underway through Making Manchester Fairer.

- h) programmes to further develop our workforce such as, the leadership pathway programme for racially minoritised staff, the workplace adjustment hub to support disabled staff and their managers, the MMF system-wide Race and Health Equity education programme, discussions with members of the senior leadership group and their teams about how their services can better engage communities.

4.0 Recommendations

4.1 The Committee is recommended to:

1. Consider the progress made to date on delivering our Equality Objectives and comment on the information provided.
2. support the approaches to working with communities and areas for further development outlined in the report.

Communities of Identity Report 2023

Contents

1. Introduction.....	8
2. Defining our 'Communities of Identity'	8
3. Strategic context.....	10
4. Our Equality Objectives 2020-2024.....	12
5. What do we know about our Communities of Identity?	13
6. Delivering on our Equalities Objectives – examples.....	21
6.1 Objective 1: Knowing Manchester Better	21
6.2 Objective 2: Improving Life Chances	26
6.3 Objective 3: Celebrating Our Diversity	30
7. Forward Focus.....	32
8. Recommendations.....	33
Appendix 1: References	34

1. Introduction

A key priority for Manchester has always been tackling inequality of outcomes, disadvantage, and discrimination. We're nothing without our people, who have always dared to be different and think differently. After all, it's the people that make Manchester one of the greatest cities in the world. Our diversity has made us a successful, growing and connected city. We know that without aiming for equity within our public services, we will continue to incur unnecessary excessive costs to our citizens and system resources. We therefore need to ensure that our services meet the needs of our increasingly diverse city and that we take action to address known inequalities for different people in our city.

Manchester was ranked the sixth most deprived local authority in the country in the 2019 Index of Multiple Deprivation. Figures from the End Child Poverty Coalition in June 2023 show that 44.7% of children in Manchester live in poverty. Of the 282 neighbourhoods (lower layer super output areas or LSOAs), 159 were among England's 20% most income-deprived, and in Manchester, 28 wards were in the top 20% least income-deprived. We also know that some communities in Manchester are more severely affected by poverty,

Manchester remains committed to tackling inequalities and to work to reduce or eliminate discrimination. Equity is a core theme of the Our Manchester Strategy because there was a recognition that more needed to be done to support groups most adversely impacted by poverty. A focus on equity asks that we take a step further to not only improve outcomes for all residents across all of Manchester compared to other parts of the country, but we also need to do more targeted work with certain groups or communities who may need further support to improve outcomes. Taking a targeted approach for specific groups most severely affected by poverty also has positive knock-on effects for all groups in the city.

By supporting those who need it most, we continue to raise the standards and aspirations for all groups in Manchester, to make the most of the city's opportunities. This equity approach is in keeping with the spirit of social justice that is alive in Manchester.

2. Defining our 'Communities of Identity'

The definition of communities of identity that is used in this report is:

'people who share particular characteristics connected to their heritage, belief system or identities, that contribute to interactions in their day-to-day lives: for example, they could be racially minoritised communities, faith groups, disabled people, older people, trans and nonbinary people.'

For this report, we are focusing on those communities where data has shown experience greater or more entrenched inequalities in key areas of policy and practice. They are:

- communities experiencing racial inequalities
- disabled people

- older people (people aged over 50)

We recognise that other communities of identity also experience inequalities but have not been included in this report, for example LGBTQ+ communities – for these, other work is progressing, including an in-depth report to be presented to Scrutiny in October 2023.

In identifying certain groups to focus on in a report like this, we want to highlight some of the systemic reasons behind the barriers faced by communities of identity within the city.¹ In addition, we wanted to outline some specific issues and opportunities where further consideration can be given to ‘due regard’ in line with the Public Sector Equality Duty which includes:

- removing or minimising disadvantages suffered by people due to their protected characteristics
- taking steps to meet the needs of people from protected groups where these are different from the needs of other people
- encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low

This duty also requires public authorities to publish equality objectives and report on them. Manchester City Council’s equality objectives are: Knowing Manchester Better, Improving Life Chances and Celebrating Our Diversity.

This report outlines how specific groups access and are supported by Council services and workforce to improve their experience and outcomes. The report aims to complement the data and insight in [the State of the City annual report](#) and [the Making Manchester Fairer action plan](#). The report is structured around the Council’s three Equality Objectives. This report is one aspect of our commitment to understanding our communities better by providing examples of how communities of identity interact and engage with Council services and their partners.

In the report, you’ll find examples of how communities in the city are informing and influencing our policies and practices. You’ll read about small and large-scale initiatives being driven and delivered by the Council, the voluntary sector including grass-roots organisations and other public service providers to address our specific challenges in Manchester. We must acknowledge the vital importance of the community infrastructure within Manchester and Greater Manchester, which exists to highlight and support minoritised and marginalised communities in the city. The examples shared here are built on strong relationships with such organisations and could not succeed without them. This report presents some of the ongoing work happening in the city which ranges in scale from local projects undertaken by very small organisations or even individuals, to citywide programmes of investment in services.

¹ systemic: where there are laws, institutional practices, customs and guiding ideas combine to harm certain populations in ways not experienced by those who are not part of those populations. Marginalised populations can be those who have protected characteristics under the 2010 Equality Act or those deemed to be priority groups e.g. those experiencing homelessness or carers

Each section in this report describes many initiatives and approaches that demonstrate:

- 1) how the city is progressing outcomes against each equality objective
- 2) how these approaches impact communities of identity within the city, in general and in particular

The report uses examples of good practice from across the city to help readers understand what's going on in Manchester regarding making the city more equitable.

3. Strategic context

Continued economic, political and climate volatility will impact poverty levels across the city. We are currently living through multiple crises including the ongoing impacts of Brexit and the COVID-19 pandemic, the level of inflation affecting food, fuel, rents and mortgages are contributing to the worsening inequalities in the city. Health and financial inequalities have deepened in recent years across different geographies and demographic groups across the city. It is expected that in the short term the problem of poverty may worsen, so the demand for support and services will likely rapidly increase. Ultimately, our control over some of the causes of poverty are limited. Still, Manchester's vision for the city is one where poverty is unacceptable and collectively, we are committed to doing everything within our power to reduce and eliminate poverty in Manchester.

We know that poverty in Manchester is distributed unevenly, with certain groups and communities likely to be disproportionately affected. Groups most disproportionately affected include, but are not limited to:

- communities experiencing racial inequalities, particularly Black, Bangladeshi and Pakistani residents
- disabled people
- older people

The following subsections briefly summarise the key strategies and plans that aim to make Manchester more equitable, to help situate what this report seeks to contribute to.

3.1 Our Manchester Strategy

The [Our Manchester Strategy](#) was refreshed in 2020 to provide a renewed focus on young people, the economy, health, housing, the environment and city infrastructure, through an analysis of five focus areas for the city. Community engagement was embedded into the development of the refreshed strategy: the consultation in 2020 reached almost 3,700 people through a mix of universal and targeted engagement. It asked respondents what priorities Manchester needs to focus on over the next five years to achieve Manchester's vision for being in the top flight of world class cities by 2025. The Our Manchester Forum, a partnership between the Council, other institutions, businesses and other stakeholders, oversees the Strategy. The five themes are:

- 1) A thriving and sustainable city
- 2) A highly skilled city
- 3) A progressive and equitable city
- 4) A liveable and low carbon city
- 5) A connected city

These themes are reported annually via the State of the City report ([see the 2022 dashboards](#)). The OMS is supported by several other strategies which deliver on the specific strategic priorities of the city. For example, these include:

- Work and Skills Strategy
- Housing Strategy
- Climate Change Action Plan
- Children and Young People's Plan
- City Centre Transport Strategy
- Locality Plan
- Culture Strategy
- Digital Strategy

3.2 The Council's Corporate Plan

The City Council's Corporate Plan sets out how we will make the Our Manchester vision a reality. It is focused solely on the work of the Council, rather than the work of our partners, and identifies nine corporate priorities that we will focus on. These priorities are underpinned by the Our Manchester Behaviours and an inclusive approach:

- Zero carbon Manchester
- Growth that benefits everyone
- Young people
- Healthy, cared for people
- Housing
- Neighbourhoods
- Connections
- Equality
- Well managed Council

3.3 Making Manchester Fairer

Making Manchester Fairer is the city's new action plan to tackle health inequalities - the preventable gap between people with the worst health and people with the best health over the next five years, and with a view to the long-term. The plan is based on what Manchester's residents and staff from various organisations and agencies have told us in recent years and the evidence of what works from research and experts on health inequalities. Its eight themes are:

- 1) Giving children the best start in life
- 2) Addressing poverty
- 3) Good work is good for your health

- 4) Preventing ill health and preventable deaths
- 5) Homes and housing
- 6) Places, environment and climate change
- 7) Tackling systemic and structural racism and discrimination
- 8) Communities and power

3.4 Manchester's Anti-Poverty Strategy

Manchester's Anti-Poverty Strategy sits within the Making Manchester Fairer plan, focusing on delivering positive changes to tackle poverty in the medium to long term. There are four priorities for Council services:

- 1) Preventing poverty – what we can do to prevent residents experiencing poverty
- 2) Mitigating poverty to make life easier for people experiencing poverty and ensuring their basic needs are met
- 3) Pathways out of poverty – raising people's incomes so they can move out of poverty
- 4) Inclusive and effective delivery ensures that people with lived experience of poverty have a voice in anti-poverty work and that interventions are targeted to ensure we consider inequalities and inequity in how poverty is experienced.

4. Our Equality Objectives 2020-2024

The Council has set three Equality Objectives for our services to support the city in becoming more progressive and equitable. These will be refreshed in 2024.

The objectives are:

1. *Knowing Manchester Better*
 - working with partners and citizens to improve the data we hold about our residents
 - using this data more effectively to build relationships and support community cohesion
 - delivering policies and services which meet everyone's needs
2. *Improving Life Chances*
 - ensuring that everyone living in Manchester can access the services and opportunities they need
 - proactively removing disadvantage and reducing inequalities
3. *Celebrating Our Diversity*
 - using events and initiatives to showcase our city's diversity and the strengths that come from our commitment to equality and diversity

4.1 An intersectional approach to our Equality Objectives 2020-2024

Intersectionality as a concept was designed by Kimberlé Crenshaw to examine how systemic issues and power structures make women of colour in general and Black women in particular more susceptible to marginalisation because of the overlap between their race and gender. It is now more commonly used to probe beyond the

most clearly visible dimensions of inequality to recognise multiple and intersecting disadvantages which influence how people experience particular inequalities.

An intersectional approach asks that we pay attention to how particular identity markers interact with other identities to marginalise particular groups further. This approach avoids group generalisations and attend to within-group differences. To provide a practical example, an intersectional approach will consider how Council services can better support a Pakistani woman with learning disabilities, aged 24, to improve her life chances. Identifying the impacts of inequalities in this intersectional manner is key to removing barriers and advancing equality.

We are committed to using the Census 2021 and other data about our residents in an intersectional way. This data analyses needs to be reinforced by ongoing, culturally competent approaches to ensuring that communities of identity influence the design and delivery of services. This data and lived experience evidence will provide the information necessary to support action to tackle the inequalities experienced by the specified communities of identity. Some examples of this work will be referenced throughout the report. Further information can be found on [the Council's census data tool](#) and in the 2022-23 State of the City report.

5. What do we know about our Communities of Identity?

2021 Census data indicates that the city's population has grown by 48,900 (9.7%) between censuses, from 503,100 people in 2011 to 552,000 in 2021, in 214,700 households. Population growth from 2011-2021 was faster in Manchester than in England as a whole (6.6%), and the north-west (5.2%).

It is important to note that Manchester's Census results are a significant undercount of 33,000 people. The Census officially recorded a population of 552,000. Manchester City Council's Forecasting Model (MCCFM) has a much higher number of 585,000. MCCFM brings together a wider range of statistics to give a more accurate prediction of the real population of the city, such as council tax records, housebuilding, university places and GP registrations. Of particular concern is the apparent reduction in 20–29-year-olds in the city since 2011, which is contrary to local intelligence. We estimate that Census 2021 captured information from 94% of residents.

However, the Census demonstrates the further increases in the diversity of the city's population during a decade of rapid change and unprecedented challenges. For example:

- *Ethnicity*: The non-white population has increased from 33.4% to 43.2%, including an increase in all Asian ethnic categories from 17.1% to 20.9%, and an increase in all Black ethnic categories from 8.6% to 11.9%.
 - Within this, the number of people identifying themselves as being from a Pakistani group has increased by 54% and those from a Bangladeshi group by 50%.
 - The African ethnic group has nearly doubled from around 26,000 people in 2011 to 48,000 in 2021 (an 86% increase).

- The rise in the Mixed or Multiple ethnic groups category indicates that more residents feel they identify with more than one ethnic group.
- Just under 61% of children aged 0-18 years in Manchester overall identified themselves as being from a non-White ethnic group
- We can also use Census data and other sources to explore where communities experiencing racial inequality live, and where that is changing, for example: West African communities moving into previously predominantly white working-class areas of north Manchester such as Moston, or the transition of a proportion of Moss Side's population from people with Caribbean heritage to East African communities
- As more data emerges, a more nuanced picture of identity can develop, including where communities facing racial inequality are flourishing (such as in some educational statistics), but this also poses challenges when grouping households into broader ethnic groups to be able to understand and identify inequalities
- *National identity*: 77.2% of residents most identified with one of the various British categories, down from 83% in 2011
- *Language*: 89% (191,800) of households have at least one person who can speak English as their main language. Around 4% (21,400) of residents said they cannot speak English well or very well. Across the city, 94 languages are spoken with the highest numbers being Urdu, Arabic and Polish
- *Disability*: the proportion of residents who were classed as being disabled under the Equality Act fell from 14.7% to 11.4%, and the proportion of residents aged 16 and over who are economically inactive due to long-term sickness or disability has fallen from 6.4% to 5.9%
- *Older people*: The proportion of Manchester residents aged 55 and over has grown slightly from 17% in 2011 to 18% in 2021 - an increase of around 15,100 people in total (2021 Census). Between 2011 and 2021, the number of people aged 75 and over living in Manchester has fallen by around 4% (or just over 900 people). In contrast, the number of people aged 75 and over living in Greater Manchester has risen by 14%. In England it rose by 17% (2021 Census)

For our residents, we know that in particular:

- Disabled people face systemic barriers in finding paid work and accessing reasonable adjustments once in work
- Certain racially minoritised communities are less likely to be in work (Pakistani and Bangladeshi people), or are in more precarious work and receive lower pay than white British people
- The impact of poverty and cost of living increases on people trying to get around the city is disproportionate on communities experiencing racial inequalities and disabled people.

Below is a snapshot of data from various sources which highlight some of the ways in which these communities of identity are most affected by inequalities.

5.1 Housing

We know major differences exist in access to good quality housing, green growth, infrastructure, and culture across our neighbourhoods. For instance, people identifying themselves as Asian, Asian British or Asian Welsh have the highest number of households that are understood to be overcrowded due to insufficient bedrooms. This ethnic group also has the highest percentage of overcrowded households (Census, 2021). 16% of Black African households are overcrowded in England, the third highest after Bangladeshi (24%) and Pakistani (18%) households.

Black African communities are also at disproportionate risk of homelessness (921 homelessness presentations in 2021/22, equivalent to 15.2% of all presentations) which is 6.5% points higher than the percentage population in Manchester (8.7%). 71% of the community lives in the top 10% most deprived neighbourhoods, compared to 49% of Bangladeshi residents, 42% of Pakistani residents and 42% of white British residents. After housing costs, 39% of Black African residents are in the lowest median annual household income quintile.

According to the GM Big Disability Survey carried out in 2022, 64% of disabled people said they were worried about their housing situation, double the proportion from the first survey in 2020. 43% said their housing only partially (29%) or did not at all (14%) meet their housing needs, up from 37% in 2020. 48% said they feel safe and included in their neighbourhood, but 18% did not and 35% felt that only partially.

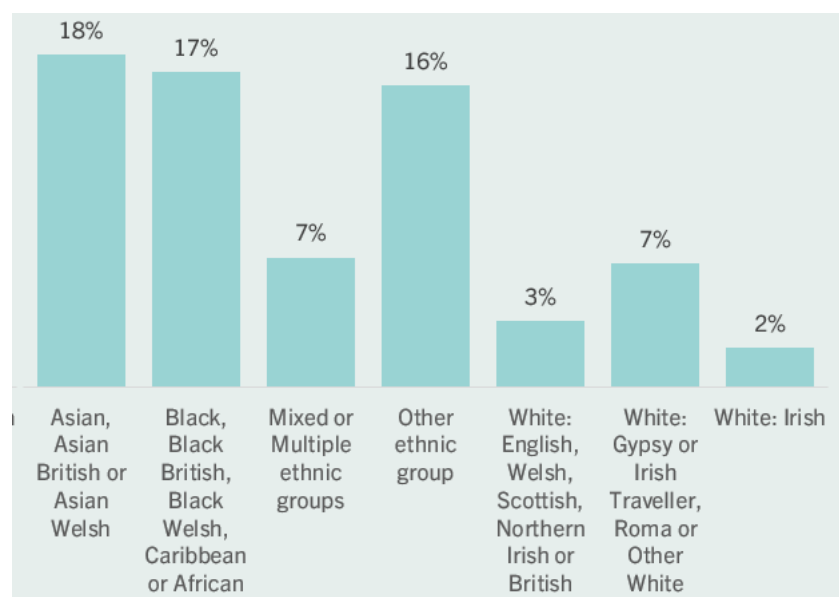


Figure 1: proportion of households with overcrowded occupancy rating, by ethnicity: Census 2021 (Office for National Statistics).

5.2 Employment

Access to good quality education, work and skills is a key driver of continuing inequalities. In 2020, half of Manchester's residents with no or low qualifications were unemployed. According to Census 2021 data, 259,288 people (54.3% of the population aged 16+) were economically active, 21,621 were full time students (4.9%) and 178,670 people (40.8%) were economically inactive. The largest industry

sectors in 2021 were health and social care, retail and education, all foundational economy sectors.

14.4% of those residents who were economically inactive (25,709, or 5.9% of the total population), attributed this to long-term sickness or disability. Proportions of economic inactivity due to disability mirror the pattern of deprivation in the city as a whole.

Analysis across England and Wales of economic activity by ethnic group showed that:

- People who identified themselves as 'African', 'Caribbean', 'White and Black African', and 'White and Black Caribbean' were twice as likely as the whole population to say that they were unemployed
- Those who identified with a 'Gypsy or Irish Traveller', or 'Roma' ethnic group were most likely to have no formal qualifications
- Among younger people aged 16 to 24 years, the highest level of self-reported unemployment was among people identifying as 'Caribbean'
- Women were more likely than men to say that they were economically inactive (not working and not seeking work or being available to work) due to looking after home or family. Bangladeshi and Pakistani women are more likely to be economically inactive (Census 2021)
- Disabled people earn less and have higher costs of living than those who are not disabled, so, unsurprisingly, the cost-of-living crisis has had more of an impact on disabled people
- 27% of disabled people responding to the 2022 GM Big Disability Survey said they had left a job because of disabling barriers in the workplace

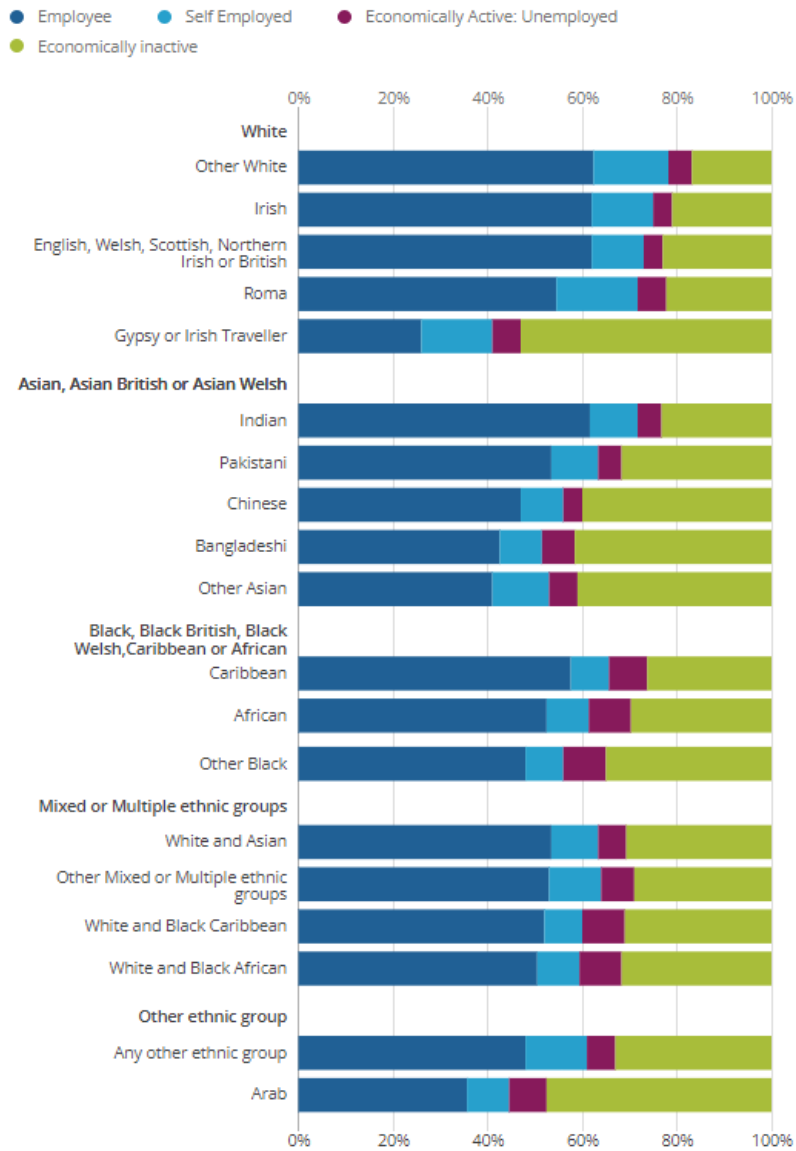


Figure 2: economic activity, by ethnicity: Census 2021 (Office for National Statistics).

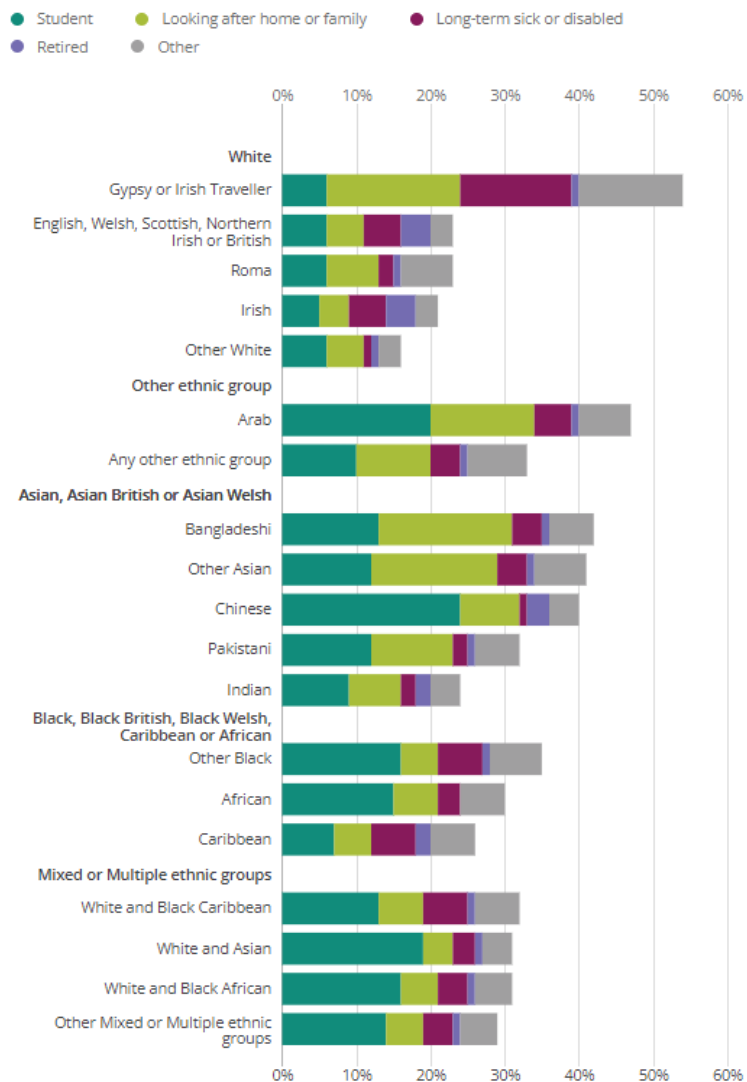


Figure 3: breakdown of economic inactivity, by ethnicity: Census 2021 (Office for National Statistics).

5.3 Health

Data from Census 2021 reveals those groups reported as having poorer health outcomes. There are differences in health between ethnic groups and between ethnic minority group and white groups, the patterns vary depending on the aspect of health being measures. People who identified as Gypsy or Irish Traveller, Bangladeshi and Pakistani have the poorest health outcomes across various indicators. Women were more likely to report having 'bad' health across most ethnic groups, highlighting again why an intersectional approach to addressing inequalities is key.

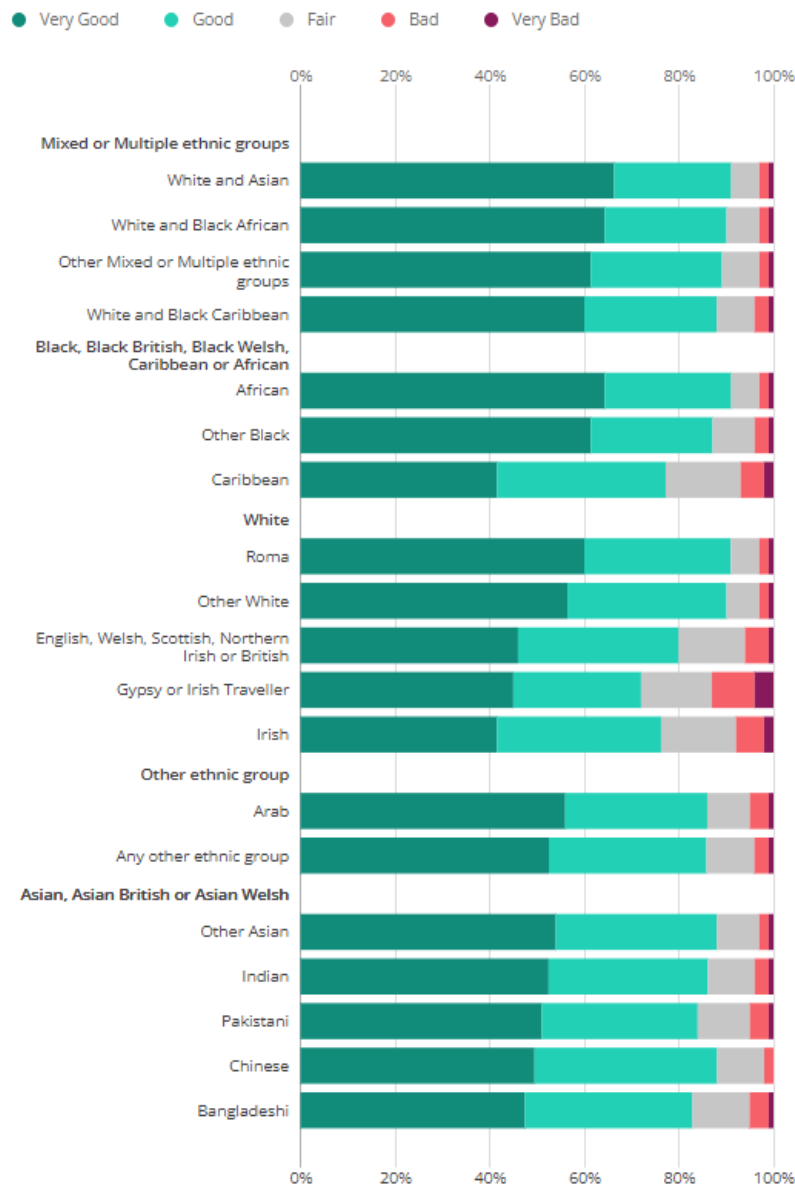


Figure 4: self-assessment of health, by ethnicity: Census 2021 (Office for National Statistics).

A recent report from the NHS Race and Health Observatory found that people from communities experiencing racial inequalities with a learning disability experience worse care. The Learning Disabilities Mortality Review (LeDeR) in 2020 suggested that people from ethnic minority groups die at a younger age: males from an Asian/Asian British background with profound and multiple learning disability had a median age at death at around 30, the lowest median age at death of all groups. In comparison, for white British males with profound and multiple learning disability, the median age at death was 59.

Compared with the white group, the rate of women dying in the UK during pregnancy was 3.7 times higher for Black women and 1.7 times higher for Asian women. Deprivation and pre-existing medical problems are significant risk factors for maternal mortality. However, amongst ethnic minority groups, structural racism can reinforce inequalities, for example in housing, employment, and the criminal justice system - which can negatively impact health. Kings Fund research shows that racism

and discrimination can also have a negative impact on physical and mental health of people from racially minoritised groups.

The Equality and Human Rights Commission's report on the state of equality and human rights in 2018 highlighted that health inequalities and barriers to accessing healthcare are a significant reason why disabled people are four times more likely to die of preventable causes than the general population. 2014 research from the Deaf health charity Sign Health showed that Deaf people are twice as likely as hearing people to have undiagnosed high blood pressure and are also more likely to have undiagnosed diabetes, high cholesterol and cardiovascular disease. Health promotion and prevention activities may miss opportunities to reach disabled people and don't put in specific targets to reach them. For example, disabled women receive less screening for breast and cervical cancer than non-disabled women.

5.4 Education

In asking how the cost-of-living crisis has affected residents in different ways across the city, we can look at the implications for our young people's access to good jobs and sustainable lives in Manchester. We know that children from non-white backgrounds (eg Black Caribbean and Pakistani pupils) consistently perform as well as, or better, than their white British counterparts until the end of primary school, after which gaps in attainment start to emerge.

The most recent results available, for the 2020/21 academic year, show comparable results at KS4/GCSE level.

Percentage of pupils getting a grade 5 or above in English and maths GCSE in Manchester						
	All students	Asian students	Black students	Chinese students	Mixed students	White students
England	575,863 51.9%	63,704 60.6%	34,911 48.9%	2,101 83.8%	31,772 51.5%	421,995 50.9%
Manchester	5,743 44%	1,385 50.9%	1,125 47.4%	50 84%	476 36.3%	2,257 39.5%

Attainment 8 score (out of 90.0) in Manchester (average results in 8 GCSE-level qualifications)						
	All students	Asian students	Black students	Chinese students	Mixed students	White students
England	575,863 50.9%	63,704 55.8%	34,911 50%	2,101 69.2%	31,772 51.3%	421,995 50.2%
Manchester	5,743 47.7%	1,385 51.6%	1,125 50.3%	50 66.4%	476 44.5%	2,257 44.7%

Breakdowns by ethnicity and local authority for younger age groups have not been made available.

Nationally, compared to the white British group (32.4%), higher proportions of degree-educated people are seen in most ethnic minority groups, with the exception of people from Roma (5.9%), Gypsy/Traveller (18.8%) and 'Any other Black' (26.8%) ethnic groups. Significantly lower rates of being degree-educated compared to the White British group are only seen for Roma (27 percentage points lower),

Gypsy/Traveller (14 percentage points lower) and Mixed White and Black Caribbean (12 percentage points lower) ethnic groups. The published statistics do not allow for an intersectional analysis as they are based on summaries of performance by individual categories. The focus on measures of attainment in both the regulation of schools and media reporting of educational outcomes ignores aspects of pupils' lives that are equally important.

Of Manchester's working-age population, 50 to 67-year-olds are the worst affected by low level skills, with a much higher proportion of residents aged 50–64 in the city with no or low qualifications (32.2%) compared to the England average (21.6%). Those who identified with a Gypsy or Irish Traveller, or Roma ethnic group were most likely to have no formal qualifications. People identifying with a mixed White and Asian ethnicity had the lowest percentage of people with no qualifications at 9%.

5.5 Questions to consider

This section has provided the evidence of some of the known inequalities, challenges, and concerns for communities of identity. If we are to make Manchester more equitable and achieve the Council's equality objectives, we need to be guided by the following questions:

- What are our communities' experiences of accessing services, what impact and what outcomes do we hear about from these different communities?
- How does the Council, both in delivery of services, and strategy and policy development, hear and reflect what communities of identity tell us are their key issues?
- To what extent does the Council understand the specific needs of our communities, and how is intersectionality understood and incorporated into service delivery?
- How do communities of identity share their lived experiences and what are the current options for collaboration, co-production, and co-creation, what are the successes and challenges?
- What barriers to engagement exist, what are levels of trust and confidence?

In the following sections of this report, we outline how the Council is addressing its equality objectives and where we can develop our approach to support our communities of identity. We provide examples of actions and interventions that can advance equality and inclusion including through community engagement and involvement. This report identifies areas of good practice which we hope will enable delivery of services in a more targeted, effective, and culturally competent way.

However, this report does not examine the extent to which the wide range of mechanisms, boards, groups and surveys used by services across the Council have been effective in enabling residents to have their voices heard, have services be co-produced in culturally proficient ways, and enable the development of real dialogue. Further work is underway to evaluate the effectiveness of our approach to community engagement.

6. Delivering on our Equalities Objectives – examples

6.1 Objective 1: Knowing Manchester Better

Key indicators were also developed in identifying the Equality Objectives for the Council. The indicators for Objective 1 include:

- stronger approaches to community engagement, including co-production built into service development.
- targeted and effective services, with a clear evidence base and shared work with partners
- capacity building for the city's VCSE sector, particularly for disabled people's organisations and those supporting communities experiencing racial inequalities.
- a focus on partnership working to support and improve community cohesion

These indicators fit with the Our Manchester strategic theme of a progressive and equitable city, where 'everyone can thrive at all stages of their life, and quickly and easily reach support to get back on track when needed'.

Manchester can point to several examples of community and public engagement that have made real impact. Access to services, to support with cost-of-living increases, and to help individuals and families live well together can only be delivered effectively if residents in our communities are aware of what is available and are confident that their needs will be met. Good practice examples provided highlight different approaches to co-production, capacity building and delivery of targeted services.

Age Friendly Manchester Older People's Assembly and forums

Working with: residents aged over 50 to make Manchester an Age Friendly City

Why: high levels of deprivation and ill-health in some areas of the city lead to worse health and well-being outcomes as people age; our social approach to ageing asks services to consider the lens of age, beginning interventions in mid-life to support older people

How: The Age Friendly Manchester team facilitate regular forums for older people who are 'experts by experience', set up in 2003

- Council teams present proposed policies and initiatives for feedback and ensuring an age-friendly approach in any service changes, for example the commitment from Manchester Libraries to ensure all sites are Age Friendly

Learning: Consistency and long-term nature of the forum allows for flow of information between experts by experience and council teams.

Our Manchester VCSE Grants Programme funding 2023-26

Working with: a wide range of community organisations in the city looking for funding and capacity-building

Why: Council grant funding ensures a varied and sustainable VSFCE sector which works in targeted, supportive ways tailored to residents' needs

How: the programme team was looking to develop their grant process to explore improvements, lessons learned, and issues brought up by the pandemic. The views and ideas of VCSE groups and organisations of all shapes and sizes were invited to participate via 8 in-person and online sessions, plus an online survey and further co-design sessions

- 94 groups participated including faith groups, culture, disability groups, carers groups, age friendly, homelessness, and LGBT organisations

Learning: A variety of engagement techniques are available to reach a wide range of groups.

Gypsy, Roma, Traveller communities Joint Strategic Needs Assessment, 2023

Working with: primary care and hospital data, community organisations, ONS data

Why: Health inequalities result in differences in life expectancy between the most and least deprived in society, with people from poorer backgrounds dying sooner than their richer counterparts. Following on from the census in 2021, and the commitments under Making Manchester Fairer, a joint strategic needs assessment that explores the current and future health and social care needs of historically marginalised groups in Manchester, such as the Gypsy, Roma, and Traveller communities, is therefore both timely and important.

How: exploring behavioural and social determinants of health and access to services, eg data on smoking, mental health, quality of accommodation, cultural barriers, and GP registration. Though GRT communities are considered a minority ethnic group, there is no morbidity or mortality data looking at the COVID-19 outcomes of GRT communities. There will also be a creative co-produced engagement programme delivered with a community organisation.

Learning: Even with mechanisms to share information across public health and other partners, we do not consistently have enough data to be clear about the totality of challenges faced by some of our marginalised residents.

Community cohesion: developing the Building Stronger Communities Together Strategy

Working with: residents and elected members across the city, to understand the challenges they experienced and things they needed to help improve social cohesion in their neighbourhoods

Why: The Building Stronger Communities Together strategy is Manchester City Council's first social cohesion strategy, launching in Dec 2023. Whilst it is distinct but complimentary to the Council's other Our Manchester strategies aimed at building cohesion through education, employment, housing, equalities etc, this strategy is focused on people. It has three key aims, which were identified through a programme of community engagement and consultation. These are:

- Relationships – 'It's about all of us' – getting to know one another and bridging difference between communities. More people doing things to help them and others to belong to their community; those who are newly arrived as well as those who have always lived here, engaging, being trusted and trusting others around them, including those from different social and ethnic backgrounds
- Participation – 'We get involved to make a difference' - helping all communities to feel empowered to act to improve their neighbourhood and address shared challenges together building on the strengths and advantages of Manchester's rich diversity, cultures and histories
- Belonging – 'Making an effort' to make ourselves and the people around us a part of our local neighbourhood and the city; valuing diversity and difference, celebrating what we have in common. Being proud of the places we live. Knowing that all together we belong to Manchester. Whether a new arrival to the city or someone whose family goes back generations we celebrate what we have in common, the ties that bind us together, shared values of welcoming and inclusivity.

How: combining quantitative and qualitative information on community priorities and experiences, via an online survey, a series of face to face and online focus groups, 121 interviews and phone interviews, reaching over 240 people. The focus groups included sessions with schools, youth clubs, mosques, the Manchester BME Network, Elected Members, South Asian Women and other community focused groups or settings.

Three questions were used as discussion points, however we allowed participants to steer the conversation and talk about the things that mattered most to them in their community. This approach encouraged open and honest feedback and got participants to think about the role they could play in creating stronger communities.

Similarly, we have continued dialogue with groups, such as the Disabled People's Engagement Group Sounding Board, after the formal consultation process was finished to reflect and sense check our findings and adapt recommendations based on feedback.

Learning: Allocate enough time to plan, deliver and regularly review community engagement (be flexible and adapt), identify and use community assets (people and places) to help engage and build confidence and participation, do not be afraid to go out and talk to everyday people outside of office hours.

Covid/Community Health Equity Manchester Sounding Boards

Working with inclusion health groups; Black African and Black Caribbean communities; Pakistani, Bangladeshi communities and Disabled people

Why: CHEM was established in July 2020 as a direct result of the disproportionate impact of the coronavirus pandemic on communities experiencing racial inequalities, disabled people, and inclusion health groups. The group's purpose is to narrow the equity gap that they have struggled with in the past due to many reasons including:

- Systemic racism and discrimination
- Lack of trust
- Untargeted approaches

How: targeted engagement via sounding boards, which brought together local people acting as a voice for their communities. A targeted fund was developed initially by the COVID-19 Health Equity Manchester Group - a group of health, local authority, and VCSFE representatives working to improve the experiences and outcomes for ethnically diverse communities disproportionately impacted by Covid-19.

Some of the themes that came out of the evaluation of both funding rounds were:

- The need for more long-term sustainable funding to allow organisations to have longer interventions with communities.
- Building of trust with communities is integral to any work that the statutory organisations are doing with communities.
- Involving communities in decision making and service design from the beginning rather than consulted at the end of a process.
- Engagement with communities should be continual and not just in times of crisis
- Community voice is integral to the reduction of health inequalities

The work of CHEM takes place alongside the valuable localised work that has taken place with community groups through the neighbourhood teams across the Council and Health who deliver much of the face-to-face engagement work in the city. This engagement work also requires its own bespoke communications support to provide messaging in the right way, for the right audiences, so that we help people to live well, where they live. There has been a very successful cycle of listening to community feedback to create communications that complement and help with engagement work.

These sounding boards set up to address disparities in risks and outcomes of Covid within racially minoritised communities are now moving to a broader Community Health Equity remit, to enable delivery of public health messages in culturally competent ways.

Learning: Trust communities to know their needs and involve them in decision-making.

CHEM Targeted Grant Fund Programme

Working with: a wide range of community organisations in the city working with targeted communities, looking for funding and support to deliver projects and activities.

Why: To provide funding and support to smaller grassroots organisations who may not always be able to access funding, to provide much needed activities in the aftermath of the pandemic.

How: Designed and implemented simple funding and application. The process provided opportunities for organisations to engage with commissioners to give clarity and support for proposed projects and activities.

- 83 VCSE organisations applied for grant funding.
- 43 successful applications with a diverse spread of projects and communities.

Learning: Providing simple but robust process creates more accessible opportunities for smaller/grassroot VCSE organisations to apply and receive funding.

Highways Access Group

Working with: disabled people living or working in Manchester

Why: highways development projects must be accessible for all citizens; the Highways Access Group enables staff to design out infrastructure which affects the ability of disabled people to travel freely around the city

How: a monthly online session attended by around 10-20 disabled people, paid for their time

- each session looks at two proposed highway scheme designs in detail, to ensure that disabled people are not disadvantaged by any project or change to infrastructure in the city
- as the group has shared their expertise, common issues have been designed out from project proposals and the group is beginning to look at wider issues of accessibility (moving to a social model of disability-oriented workflow)
- the Highways Access Group contributes to making Manchester an accessible city for everyone, and won the Chartered Institution of Highways and Transportation National Awards 2022 Equality, Diversity, and Inclusion (EDI) category

Learning: Recognising the value of experts by experience in all aspects of city life.

6.2 Objective 2: Improving Life Chances

Commitments under this objective align with the Our Manchester themes of ‘a thriving and sustainable city’, ‘a highly connected city’, ‘a highly skilled city’, and ‘a liveable and low carbon city’. Indicators of progress include:

- providing high quality economic opportunities for all within a strong, inclusive and innovative economy with diverse growth sectors
- inclusive skills development opportunities and education which narrows gaps between different communities within the city
- accessible transport networks and digital infrastructure
- improved housing stock

How can working towards this objective impact those in our communities of identity:

- to what extent have Council services ensured that access to ‘the life of the city’ and to our economic development is equitable across our communities and neighbourhoods?
- What transport infrastructure do we need to ensure our residents have equitable access to diverse jobs and growth, from our city centre to the districts?
- What does being work-ready look like for young people with SEND, and how can they access opportunities?

While some of the answers to these questions are outside the Council's direct control, asking ourselves these questions can help keep equity at the forefront of discussions on economic and skills development opportunities, transport and digital infrastructure, and improved housing stock. As part of the Our Manchester Strategy, the Council has committed to improving physical and digital infrastructure and ensuring residents can access the right opportunities locally and nationally.

Manchester Disability Collaborative

Working with: Manchester Disability Collaborative (MDC), a multi-agency partnership comprising disabled people, DPOs, VSCE organisations and public sector organisations including Manchester City Council.

Why: Manchester as a city has a long history of disabled people’s activism and has an active Disabled People Organisations (DPOs) sector, including several organisations that continue to receive funding and support from the Council. MDC brings partners together to hear from and remove barriers for disabled people across a number of areas of work.

How: Coordinated by Breakthrough UK, MDC went through a co-production process (discussions, group workshops and a survey) to develop new objectives for the collaborative, which the Council is committed to supporting. Four workstreams have been set up to tackle these priorities, with Council involvement in each one.

Learning: Co-production can be done in partnership, takes time and commitment.

Supporting unpaid carers through the Carers Manchester Network

Working with: community organisations supporting carers in their area

Why: census data showed that there are over 37,000 carers in Manchester. Unpaid carers are often isolated and are not aware of available support or resources, such as the Carers Manchester Pathway

How: establishing a network of three locality partnerships for north, central and south Manchester, including 18 separate community organisations

- local organisations are ideally placed to identify, listen to and respond to carers' needs and map unmet needs and promote carers' voices to feed into the development of the ongoing Carers Support Pathway
- partnership organisations have specialist experience and knowledge of supporting and working with diverse communities, ensuring culturally appropriate services, information, and advice sensitive to the needs of carers
- eg the Carers Manchester Central network includes workers from the African Caribbean Care Group, African and Caribbean Mental Health Services (ACMHS) and LMCP (South Asian carers support), alongside Himmat, Alzheimer's Society, Stroke Association and Together Dementia Support
- unpaid carers engaging with staff within the CMC partnership immediately feel at ease as they are being supported by individuals from their communities and background with an understanding of their cultural needs such as language, cultural dynamics, diverse needs and nuances.

Learning: The importance of having visible and clear access points to support which are culturally relevant and able to lead partnership working.

Care Consultants

Working with: care leavers across the city who want to influence policy and practice for other cared-for young people

Why: we know that care leavers face significant barriers to positive outcomes and benefit from ongoing support from our service

How: the Cared For Children's service has developed the role of Care Consultants, which are paid opportunities for care leavers to focus on an area of policy or practice they want to see improved, at sessions with other care leavers sharing their experiences. Care Consultants commit to supporting at least four sessions over a year, where they can develop projects, give feedback to different service managers and build up their networks. There are also social opportunities, residential and skills development sessions. For example, the group raised the issue of communication and access to offers – do all care leavers have an awareness of their rights and entitlements? Based on this feedback, the service now offers an app for care leavers and a regular newsletter to ensure young people could find out opportunities and updates on a regular basis.

Learning: Offer the chance to develop additional skills through engagement opportunities.

Tackling digital exclusion

Working with: community organisations to offer support with capacity building for digital skills and hardware.

Why: People who are digitally excluded are also likely to suffer from other types of social exclusion and can be disproportionately affected by not being online. There is a very close link between digital exclusion and levels of deprivation. Grassroot organisations are already doing so much to offer essential support which includes tackling the digital divide.

How:

- targeted donations from social value partnerships.
- donating laptops to build capacity for organisations to support with access to the internet, particularly those working with older people, people facing racial inequalities, disabled people, homeless people and refugees.
- identifying area of need via the [Digital Exclusion Risk Index](#), as this indicates the areas of the city which are most at risk of digital exclusion.
- trial of two device lending libraries with North Manchester Community Partnership and Rainbow Surprise in Crumpsall. This area of the city scores highly on the Digital Exclusion Risk Index and we know there is demand at these organisations.
- linked [17 Manchester libraries](#) to the [National Databank](#) so residents can request a free SIM with 6 months' calls, texts and data; using these SIMs, we have given over 1000 Manchester residents free data.
- given free MiFi dongles to residents, so they can access the internet for free at home using these donated SIM cards. In the past 2 years, we have provided over 1400 Manchester residents with free data to access the Internet

Learning: The Digital Inclusion Team continue to evaluate the work that is being delivered. Working with community groups is key, as not only do they have their ear to the ground across our communities, they are also intimately familiar with the needs and challenges of their communities. One of the pieces of evaluation that Open Data Manchester have been commissioned to facilitate is to identify from community organisations and volunteers what they feel best practise in helping people to get online looks like. The work that has been taking place in the City is being recognised Nationally and the development of a Digital Inclusion Steering Group and a refreshed [Digital Action Plan](#) is strengthening scaling up impact and creating a number of toolkits that can be shared across systems.

Co-production of summer offer with parents and carers of children and young people with Special Educational Needs and Disabilities (SEND)

Working with: parents and carers, children and young people, community partners

Why: local families engaged with the SEND service needed opportunities to build networks and friendships, access excellent quality information and build their confidence

How: co-produced through online meetings and collective conversations with parents and carers, meeting with Greater Manchester Youth Network and community organisations. The parties involved included:

- Parent Carer Forum/Parent Champions – involved from the beginning in ideas and design, as well as delivery and evaluation
- Voluntary Sector partners – worked across the partnership to make ideas happen
- Young people (Changemakers) – involved in codesign, evaluation and later in grant making projects to commission their own provision
- SEND Engagement & Local Offer team – coproduced with parents and carers and lead on the delivery and promotion of the offer through the Local Offer Newsletter
- The Short breaks team, who introduced the offer to all parents making enquiries about short breaks and talked the through what was available in their local area supporting families to remove any barriers to accessing the offer.
- Social Care colleagues and schools – publicising the offer to families

Feedback tells us the key impacts of this project have been:

- Forging positive networks and friendship and peer to peer support through the offer, and the family approach where everyone is included has strengthened family relations
- Improved access to places they would not have ventured to by themselves but have done so knowing there is the support of other SEND families there
- Young people with SEND having increased confidence, friendships, independence and aspirations, knowing their rights
- Young people with SEND feeling a sense of belonging and knowing their city

Learning: Early engagement with those who benefit from the service provision and strong collaboration between residents, voluntary sector and Council services minimised barriers to access.

6.3 Objective 3. Celebrating Our Diversity

For this objective, progress indicators include:

- supporting and delivering events that promote the achievements and contributions of our diverse communities
- achieving and maintain the highest standards in meeting the needs of key stakeholder groups such as achieving the Disability Confident Leader

Some examples of this work include:

Neighbourhood Community Development team

The Council's NCD team (previously known as buzz) provide funding and support for local community projects. They explore impact of their work by engaging with people where they live or socialise on the basis on protected characteristics, for example identifying a gap in offering support to LGBTQIA+ people, which then led to work with the LGBT Foundation. NCD Officers carry out opportunistic engagement – a key distinction of their role is that it is their job meet people where they are and to focus on turning conversations (engagement) into activity (projects or connections).

“The massive role that buzz played in the community during COVID-19 has been enormous. Not only their ability to connect with local people on a very human and compassionate level but to also connect the dots and bring people together. The success of the mutual aid group in Ardwick and Longsight sits largely with the magnificent buzz employees” Cllr Amna Abdullatif, Manchester City Council councillor for Ardwick

“Matt has been fantastic working with BAME elders in the community, and our beneficiaries are always happy to see him. He has gone out of his way to check in on our sessions, making sure everything is running well and as it should be. He is a very kind man, coming to speak to our elders, empowering and inspiring them to prioritise their mental and physical wellbeing” Bola, CeeBee Gold and Openshaw resident

Learning: The importance of neighbourhood engagement for building trusting relationships between the Council and communities.

Community recruitment project

Working with: The Council's Talent & Diversity team have been working with local communities to ensure we are attracting local diverse talent.

Why: By working with these organisations, we have been able to share our job opportunities directly with our communities which has resulted in an increase in diverse applicants and appointments.

How: The team have engaged with a range of our local communities and organisations which includes Manchester BME Network, British Muslim Heritage Centre, Wai Yin Society and the T.A.P Project (The African Pot) to promote our ambition of building an inclusive and diverse Council and to share job opportunities. For example, the Early Help service were looking to recruit Early Help Practitioners - line managers were keen to ensure that the team attract local diverse talent to undertake these roles. The roles entail working closely with and supporting families in communities across the city. The Talent & Diversity Team engaged with local community organisations to discuss and promote the opportunities and encouraged residents to apply:

- The service received 51 applications of which 31 were shortlisted for interview.
- Of the 31 shortlisted, 11 of the applicants were from a Black, Asian and minority ethnic background.

Following interviews, 11 positions were filled of which 5 of the successful candidates were from a Black, Asian and minority ethnic background

Learning: Listen to partners to get our approach right.

Diversity events run by Manchester City Council

Working with: Community members and organisations to provide Council recognition of and support for different communities within the city

Why: Manchester is a welcoming city and delivering community events such as International Women's Day, Black History Month, Holocaust Memorial Day, Pride, Windrush 75 celebrations are all-important ways to honour and commemorate our diverse communities

How: Celebration and commemoration events are organised by a number of teams within the Council and include input from our councillors as well as community representatives and external organisations.

Learning: Council support for our communities of identity has to be visible and inclusive.

7. Forward Focus

From the examples and data covered in this report, it's clear that several ongoing projects and mechanisms support the implementation of our commitments under our Equality Objectives. Several services have strengthened our overall approach to advancing and embedding equality and inclusion through community engagement practices and using data more effectively.

We are improving our ability to know our communities in greater depth through a place-based approach. We know that a deeper understanding at ward-level of what helps people feel connected to and well-served by the place in which they live can help advance and embed our equality objectives. Some of the examples showcased here offer a truly place-based approach. We recognise that we are on a journey and there is more to do because barriers still exist in engaging with some of our marginalised communities across the city, and thus the influence those communities can have in sharing their voices and developing a trusting relationship with an institution like the Council.

Through the examples provided in this report, we have identified areas where further work needs to be undertaken to support our workforce to lead high-quality, culturally competent co-production and community engagement projects – with confidence:

- 1) digital inclusion, particularly as we are increasingly relying on digital engagement and surveys to gain feedback making it harder for some of the identified communities to have a say
- 2) targeted engagement, in particular younger people (16-25), Gypsy, Roma and Traveller and other racially minoritised communities
- 3) better use of data both quantitative and qualitative in how teams leading consultation and engagement align their engagement plans and service delivery
- 4) tracking the impact of our engagement longer term, whether qualitatively through deepened and trusted relationships, or quantitatively through data collection of who we are reaching, or through other accountability mechanisms
- 5) integrating and embed approaches to intersectionality and the social model of disability effectively into how we design, develop, and deliver work for and with our communities
- 6) ensure this report is a 'live' document to inform further work and deep dives going forward
- 7) developing a framework for how we engage with communities more effectively which aligns with the work underway through Making Manchester Fairer actions and Community Health Equity Manchester. The elements of the framework will be:
 - a. Build and maintain trust
 - b. Data and intelligence
 - c. Embed across our services and workforce
- 8) further develop our workforce through initiatives and development programmes such as: the leadership pathway programme for racially minoritised staff, the workplace adjustment hub to support disabled staff and their managers, the MMF system-wide Race and Health Equity education

programme, discussions with members of the senior leadership group and their teams about how their services can better engage communities using the framework outlined above

The sample of examples provided in this report is not an exhaustive list, however they will contribute to developing our next set of Equality Objectives for 2024 -2028 and support the Communities and Power work delivered through the Making Manchester Fairer framework.

8. Recommendations

The Committee is recommended to:

- consider the progress made to date on delivering our Equality Objectives and comment on the information provided.
- support the approaches to working with communities and areas for further development outlined in the report.

Appendix 1: References

2022 State of the City report and dashboard:

<https://sotccontent-manchestercitycouncil.oci.oraclecloud.com/site/MCCSOTC/home.html>

Census 2021 – Manchester City Council breakdown:

<https://app.powerbi.com/view?r=eyJrIjoiaXNTQ3OWMtNWNmMy00ZWZhLWJhOWQtZTU3Y2IzZGZmZmUzIiwidCI6ImIwY2U3ZDVILTgxY2QtNDdmYi05NGY3LTl3NmM2MjZiN2IwOSJ9>

Crenshaw, Kimberlé Williams. “Demarginalising the Intersection of Race and Sex: A Black Feminist Critique of Antidiscrimination Doctrine, Feminist Theory and Antiracist Politics.” *University of Chicago Legal Forum*, 1989: 139–67.

Data.gov.uk: [Key stage 4 performance: academic year 2020/21](https://data.gov.uk/dataset/key-stage-4-performance-academic-year-2020-21)

De Noronha, N. Race Equality in Greater Manchester: an analysis of key issues, Centre on the Dynamics of Ethnicity, 2022:

https://pure.manchester.ac.uk/ws/portalfiles/portal/225856034/Race_Equality_in_Greater_Manchester_An_analysis_of_key_issues.pdf

Equality and Human Rights Commission. Is Britain Fairer? The state of equality and human rights, 2018: <https://www.equalityhumanrights.com/sites/default/files/is-britain-fairer-accessible.pdf>

Finney, Nissa et al (eds). Racism and Ethnic Inequality in a Time of Crisis: Findings from the Evidence for Equality National Survey, 2023:

<https://bristoluniversitypressdigital.com/display/book/9781447368861>

GM Disabled People’s Panel. Big Disability Survey, 2022:

<https://gmdisabledpeoplespanel.com/gm-big-disability-survey-covid19/>

Greater Manchester Independent Inequalities Commission. The Next Level: Good Lives for All, 2020: <https://greatermanchester-ca.gov.uk/media/4605/the-next-level-good-lives-for-all-in-greater-manchester.pdf>

Greater Manchester Poverty Action. Poverty Monitor 2022:

<https://www.gmpovertyaction.org/pm2022-labour-market/>

Heslop, Pauline et al. Establishing a national mortality review programme for people with intellectual disabilities: The experience in England, 2020:

<https://journals.sagepub.com/doi/full/10.1177/1744629520970365>

Joint Strategic Needs Assessments (unpublished):

- Alfie Hewitt, Armed Forces (2023)
- Dr Laura Parker, Gypsy, Roma and Traveller Communities (2023)

Kings Fund. The health of people from ethnic minority groups, 2023:
<https://www.kingsfund.org.uk/publications/health-people-ethnic-minority-groups-england>

Manchester City Council Equality Objectives, 2020-2024:
https://www.manchester.gov.uk/info/200041/equality_and_diversity/5885/our_policy_approach

Making Manchester Fairer full action plan:
https://www.manchester.gov.uk/downloads/download/7496/making_manchester_fairer_plan

Manchester City Council, Anti-Poverty Strategy 2023-2027:
https://www.manchester.gov.uk/info/500288/public_health/8477/making_manchester_fairer

Manchester City Council, Our Manchester Strategy: Forward to 2025:
https://www.manchester.gov.uk/info/100004/the_council_and_democracy/8148/our_manchester_strategy-forward_to_2025

Manchester City Council, The Manchester Strategy 2016:
<https://www.manchester.gov.uk/mcrstrategy>

Manchester Area Profiles:
<https://dashboards.instantatlas.com/viewer/report?appid=0d1fdf43ebbd4727ac9be5d71e77e878>

NHS Race and Health Observatory. We deserve better: Ethnic minorities with a learning disability and access to healthcare, 2023:
<https://www.nhsrho.org/publications/we-deserve-better-ethnic-minorities-with-a-learning-disability-and-access-to-healthcare/>

Sign Health. Sick of It: How the Health Service is Failing Deaf People, 2014:
<https://signhealth.org.uk/resources/report-sick-of-it/>

This page is intentionally left blank

Manchester City Council Report for Information

Report to: Communities and Equalities Scrutiny Committee - 5 September 2023

Subject: Domestic Abuse and Safety of Women and Girls

Report of: Strategic Director - Neighbourhoods

Summary

This report requested by the Communities and Equalities Scrutiny Committee summarises recent and current work to address Domestic Violence and Abuse, including implementation of the Domestic Violence and Abuse Strategy and the Domestic Abuse Act 2021 and victim voice work. The report also updates on ongoing work to promote the safety of women and girls in the city.

Recommendations

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

Wards Affected:

All Wards

Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city
None identified.

Our 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 report describes some of the initiatives designed to support victims into recovery and move on from their experience, to include opportunities for employment and training
A highly skilled city: world class and home grown talent sustaining the city's economic success	

A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The Domestic Abuse Strategy aims to improve the lives of those in our city that are affected by domestic violence and abuse through better co-ordinated services that safeguard and support victims and any children impacted by living with abuse.
A liveable and low carbon city: a destination of choice to live, visit, work	The report references wider work of the Council on the VAWG agenda, which is intended to contribute to the city being a place where women feel safe in their neighbourhood, the city centre or anywhere else they may visit
A connected city: world class infrastructure and connectivity to drive growth	

Contact Officers:

Name: Ian Halliday
 Position: Community Safety Policy and Performance Manager
 Telephone: 0161 234 1284
 E-mail: i.halliday@manchester.gov.uk

Name: Delia Edwards
 Position: Domestic Abuse Reduction Manager
 Telephone: 0161 234 3583
 E-mail: d.edwards1@manchester.gov.uk

Name: Candida Turner
 Position: Violence against Women and Girls Lead
 Telephone: 0161 234 1470
 E-mail: candida.turner@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.

Domestic Violence and Abuse Strategy 2021-2024

GM Gender Based Violence and Abuse Strategy

Safer Parks – Improving Access for Women and Girls

Women's Night-Time Safety Charter

Good Night Out Guide

1. Introduction

1.1 Purpose of report

- 1.1.1 This report seeks to provide Committee members with an update on progress during the latter half of 2022, and in 2023 to date on the various aspects of the domestic violence and abuse agenda.
- 1.1.2. In particular, the report updates Committee members on early progress with the Victim Voice initiative, which colleagues from CAHN (Caribbean African Health Network) will describe in more detail during the meeting.
- 1.1.3 The report also provides an update on wide ranging work to promote the safety of women and girls who live, work in and visit our city.

1.2 Understanding the issue

- 1.2.1 During late 2022 we completed the first annual refresh of our Domestic Abuse Needs Assessment. This document is required of us as part of the Safe Accommodation Duty that was a product of the Domestic Abuse Act 2021. We took the process further and widened the scope to capture data about all aspects of domestic abuse, not just refuge and accommodation provision.
- 1.2.2 In addition to the Needs Assessment, which captures data on demographics crimes and incidents, referral traffic and engagement with services, our Data and Information Managers also produce for the Community Safety Partnership an annual Strategic Assessment, within which domestic abuse is a key featured topic.
- 1.2.3 Supplementing these information gathering exercises are four quarterly Performance Bulletins, within which a mix of data and narrative serve to regularly paint the picture of demand on our services, the work they are carrying out and the outcomes being achieved.

1.3 Data snapshots (taken from Needs Assessment, STA, Performance Bulletins)

- 1.3.1 Domestic abuse, in all its forms, remains a significant issue for the Council and partners. In the year to 31st March 2023, Greater Manchester Police (GMP) recorded 14020 domestic incidents, of which 3359 were incidents where children were present. This compares with 14005 incidents of which 4683 were incidents where children were present in the previous year.
- 1.3.2 The majority of victims continues to be female (75% of all offences recorded during 2022-23), though the remaining proportion that are male is not insignificant. The proportion of male victims within all victims aged over 50 is increased, to just over one third.
- 1.3.3 There continue to be strong correlations between high volumes of domestic abuse incident and areas of the city with the highest deprivation scores

relating to income, employment, education and skills, and health and disability. The five worst affected wards in 2022 were Miles Platting & Newton Heath, Harpurhey, Clayton & Openshaw, Gorton & Abbey Hey and Charlestown.

- 1.3.4 While the age profile of domestic abuse victims tends to mirror the city's relatively young age profile, with the majority of victims being in the 30-45 age range, 14% of all domestic abuse offences recorded by GMP in 2021-22 concerned victims aged over 50.
- 1.3.5 Ethnicity breakdowns of domestic abuse victims largely correspond with the general age profiles, with greatest proportions of Black and Asian victims being seen in the 20-40 age range. Numbers of Asian victims in the 40-49 age do not fall as sharply as they do in respect of those who are Black or White. People identifying as Asian/Asian British: Pakistani made up 12.9% of referrals for safe accommodation during 2022-23 (up slightly from 12.0%), while those identifying as Black African/Caribbean/Black British accounted for 12.44% (up markedly from 9.65%)
- 1.3.6 64 people referred into the city's MARACs (Multi agency Risk Assessment Conference) during 2022-23 had a registered disability. 48 people supported into temporary accommodation via the Homelessness Duty had a physical mobility issue, 14 had a learning disability and 97 had mental health issues. Of the 102 people directly accessing Manchester Women's Aid's safe accommodation, 4 reported a physical disability or mobility impairment.
- 1.3.7 The Independent Choices Greater Manchester Domestic Abuse Helpline dealt with 1010 calls for help and support during the same period, of which 399 (39.5%) were specifically from Manchester citizens. Their EndtheFear website saw 8029 visits from people looking for advice, support or information.
- 1.3.8 The Helpline staff collect a range of data to help them and us understand the demographic of callers and the issues that are of most concern to them. For example, in 2023-24 quarter 1:
 - 94% of callers were women, 5% men.
 - 55% of the female callers were from a non-white background.
 - 12% of the female callers were aged over 45.
 - 9% of all callers reported that financial hardships were making their situation worse.
 - 76% of all callers were searching for refuge or other safe accommodation.
 - 15% of callers had no recourse to public funds.
 - Of the calls specifically from Manchester residents, the majority (227 of 399) came from the Central area of the city, with 87 and 85 coming from North and South respectively. We are doing some further work with the Helpline to better understand this recent change in distribution of volumes.
- 1.3.9 The city's three MARACs (Multi-agency Risk Assessment Conference), which discuss and agree support and service interventions for high-risk victims, dealt with 580 new cases during the quarter, of which 227 (39.13%) were repeat

cases. This compares with 633, of which 281 (44.1%) were repeats, in the corresponding quarter of 2022.

1.3.10 The inward traffic figures for MARAC, and the percentage of repeat cases, show a modest but steady year-on-year decrease since 2021, reflecting some signs of impact of collective work of Council colleagues, GMP and other partners to promote earlier identification and intervention, before risk and impact escalates to the highest level.

1.3.11 The IDVA (Independent Domestic Violence Advocate) service dealt with 626 new referrals during 2023-24 quarter 1, up from the 516 received in the same quarter of 2022-23 but still well below the 949 seen in quarter 1 of 2021-22. The work of the IDVA service and some recent challenges are further detailed in section 6 below.

2. Domestic Violence and Abuse Strategy in action

2.1 The Strategy

2.1.1 Manchester's updated Domestic Violence and Abuse Strategy' was launched on 26 November 2021.

2.1.2 The strategy is the product of partnership, between Council colleagues and those from our partner agencies, but also with service providers, community and voluntary organisations, elected members and, most importantly of all, people with lived experience of domestic abuse.

2.1.3 The strategy is rooted in the 'Our Manchester' priorities, values and behaviours, and aligns with the Greater Manchester Gender-based Abuse Strategy.

2.1.4 It also recognises the diverse range of people who are, or may become, victims of domestic abuse, that they need to be able to see themselves in the support and services we offer, and that those services need to be accessible and meet the needs of our citizens.

2.1.5 The strategy has three ambitions, which are to:

- Prevent abuse and promote healthy relationships.
- Identify abuse and intervene as early as possible.
- Support victims with their recovery

2.1.6 The partner agencies and providers that make up the Domestic Abuse Forum are working on implementation of an action plan derived from the strategy and organised in accordance with the three ambitions. Progress on those actions is reported quarterly to the Domestic Abuse Partnership Board.

2.2 Preventing abuse and promoting healthy relationships

Raising awareness and encouraging reporting across all communities

- 2.2.1 We organised and promoted a wide range of awareness raising activity across the city to coincide with White Ribbon Day and the 16 Days of Activism that follow through late November and early December. This included community events, a dedicated White Ribbon stall on the Christmas Market, a display at Piccadilly Rail Station and a Women's Day at FC United of Manchester, who also had a dedicated White Ribbon match day.
- 2.2.2 We have continued to amplify the Greater Manchester Mayor's 'Is that OK?' awareness raising campaign throughout the city and national campaigns such as 'Safe Spaces', in which pharmacies (Boots, Superdrug, Morrisons in-store) and banks (TSB, Metro Bank) provide places of safety for victims of domestic abuse to make calls to support services. Staff are trained to recognise where people may be seeking such support and respond appropriately.
- 2.2.3 We are currently working with management colleagues in the Council's Libraries and Parks departments to develop a similar Safe Spaces concept, training staff in basic recognition and response, and arming them with knowledge of available services to share with victims who may make themselves known on a visit to their buildings or facilities. It is hoped that this scheme will be operational by November this year.
- 2.2.4 We have worked to ensure that the experiences of victims help to shape our ongoing response to domestic abuse and to wider violence against women and girls by launching in February a Victim Voice initiative, in conjunction with colleagues at CAHN (Caribbean African Health Network). Using a range of engagement methods, a panel of nine people from a variety of backgrounds, ethnicities and areas of the city has been recruited and held its first meeting in April. The panel discussed a range of topics, including:

- Current service provision (what and where)
- Provision of services that are culturally sensitive.
- Provision for specific groups, e.g., LGBTQ+, disabled people, young people
- Legal provisions, including police approach to victims and pursuing prosecutions.
- The victim's journey.

Sandy Koujou, Head of Community Empowerment and Advocacy, at CAHN, will talk further about the scheme at the Committee meeting.

2.3 **Identifying abuse and intervening as early as possible.**

Training and development

- 2.3.1 Promotion and delivery of multi-agency training on domestic abuse was impacted upon by the Covid pandemic, which severely restricted the scope to bring professionals and partners together for training events and workshops.

- 2.3.2 Work has been ongoing during recent months to update the training content, in order to reflect introduction of the Domestic Abuse Act and some of the key changes within it, not least the widening of the definition around issues such as economic abuse and identifying children as victims in their own right.
- 2.3.3 Colleagues in the Manchester Safeguarding Partnership (MSP) have also been working to refresh the training pool, to ensure that we have sufficient suitably qualified staff to deliver the training on a regular basis to meet demand.
- 2.3.4 Training is now being re-promoted on the MSP website for colleagues to book on. In addition to the MSP training, an extensive programme of training for Council staff and partners in trauma informed practice continues, delivered by Thrive Manchester and co-ordinated and promoted by our Adult Social Care colleague Gareth Nixon.
- 2.3.5 We were able to re-commence our programme of Domestic Homicide Review learning events late last year and ran two such events that were well attended by professionals from across the spectrum of agencies involved in tackling domestic abuse. More such events will take place later this year, to disseminate the learning from reviews recently completed and approved.

Early Help

- 2.3.6 The work of colleagues in our Early Help Hubs is crucial to intervening early and dealing with domestic abuse before risk and impact escalate. By the time a victim is at such high risk that they have to be referred into MARAC, the process of hearing their case and putting in place necessary support and safety measures is estimated to cost in the region of £1,850 per referral.
- 2.3.7 Over 3500 cases per quarter are discussed at the daily Domestic Abuse / Child Concern meetings (DACC) across the city. Children concerned are recorded either onto the Early Help system or, if they already have an allocated social worker, the Children's Social Care system. Agency representatives at the meetings work together to put measures in place, with Manchester Women's Aid's DA Outreach Workers being integral to that process.
- 2.3.8 In quarter 1 of 2023-24, over 200 children went on to receive direct support from the Early Help Hub, with 479 receiving support offers from partner agencies such as Manchester Women's Aid or The Children's Society. That support may take the form of counselling, play therapy or psychosocial intervention, which all empower them to develop resilience, identify support networks and build personal safety plans.

Work with perpetrators

- 2.3.9 We have continued to commission, in conjunction with GMCA, our range of behaviour change provision from Talk Listen Change (TLC). During 2022-23, 28 adult perpetrators completed the 40-week intervention, with 58% of those

worked with on the programme (and its integrated victim service) indicating that abusive behaviour had decreased.

2.3.10 49 young people have been referred onto the Encouraging Healthy Relationships programme, while over 160 referrals were received for the Respect Young People's Programme, which works to address behaviours of young people who use violence towards their parents or other carers. Two lots of groupwork programmes have now been completed, with good qualitative outcomes being reported by the young people, their parents, and siblings.

2.3.11 Talk Listen Change have also continued to deliver the DRIVE behaviour change programme in the South of the city, funded through a Home Office grant administered by GMCA. That specific funding is due to cease in October 2023 and colleagues within the Community Safety Team are in dialogue with counterparts in GMP and Talk Listen Change about development of a replacement that will be put in place across the whole of the city.

2.3.12 That replacement approach is intended to be based on the MATAAC (Multi Agency Tasking & Co-ordination) model of tackling perpetrators that has been in place to good effect for some years in the North East of England, and which has been adopted successfully on the Wigan Division of GMP. The principles are robust targeting, monitoring and disruption of high risk, high harm, serial perpetrators of domestic abuse, with the facility to encourage their take-up of available behaviour change provision.

2.4 **Supporting victims with their recovery.**

Work to support children and young people.

2.4.1 ASSIST is a pilot service commissioned from the New Burdens Funding allocation that accompanied introduction of the Domestic Abuse Act 2021. It is delivered by The Children's Society, in conjunction with Manchester Women's Aid's Reach service. It aims to improve the emotional wellbeing of children and young people who are affected by domestic abuse and who are in safe accommodation or have been dispersed to temporary accommodation.

2.4.2 During 2022-23 Q4, from January – March 2023, the service supported 20 children and young people from 15 families that were referred in. Over 200 structured sessions were delivered with children and young people during this time, contributing to some positive outcomes:

- 97% of those children and young people indicating their wellbeing had improved.
- 100% felt they had gained knowledge and skills that would help them in future.
- 100% felt that they were listened to by their worker.

2.4.3 Sample feedback from young people included:

“Looking at emotions and understanding these really helped, I feel looking at coping strategies was also helpful. In addition, I liked talking through the safety plan as I learnt new things”.

“Really liked working on sibling conflict”.

“I think my worker is very understanding and is interested in what I say. I feel more supported and know where to go at school now if I need any help or support.

2.4.4 Sample feedback from parents included:

“They’re very supportive and helpful they make you feel comfortable in order to ask for support”.

“Assist Staff were excellent with my daughter, always listened and were on hand if I needed to talk but always kept my daughter’s sessions confidential. Excellent service”.

“Helped my children so much in a short amount of time, children do things they have learnt with me”.

Support and services for victims of FGM (Female Genital Mutilation)

2.4.5 The ‘Aspire, Inspire’ project, delivered by NESTAC, has continued to carry out wide ranging and effective work in raising awareness of the issue of FGM and working with victims to support their recovery and move on from such experiences.

2.4.6 Services and initiatives delivered during Q1 of 2023-24 have included:

- Online group therapy sessions (over 20 attendees during the quarter)
- Online individual emotional support sessions (20 women during the past 12 months)
- Therapeutic and psychosexual interventions, as part of a FGM (Female Genital Mutilation) pilot clinic at St Mary’s Hospital and within NESTAC’s own cervical screening project
- Further networking with third sector organisations, hostels for asylum seekers and places of worship, with delivery of FGM and cervical screening awareness sessions
- Hosting of a FGM Conference, with Manchester University, during Refugee Week

2.4.7 NESTAC is also part of a consortium that brings together five organisations across Greater Manchester in a hub to support women who have been affected by gender-based violence and abuse. Within the hub there is a post established to work with women who have suffered sexual trauma, FGM, honour-based abuse and other harmful practices.

Support and services for male victims

2.4.8 We know from our latest Needs Assessment that, while the vast majority of victims of domestic abuse are female, there are a considerable number of male victims seeking support, services and safe accommodation in the city and across Greater Manchester. During 2022-23:

- The Independent Choices GM Helpline supported 59 male victims seeking initial advice, support and safe accommodation.
- Manchester Women's Aid supported 109 clients who identified as male.
- Our IDVA service provided advocacy and support to 253 male victims.
- During Q4 of 2022-23, the LGBT IDVA service received referrals from 23 victims, of which 13 were male.

2.4.9 A Greater Manchester Male Victims Working Group has been established to better understand the nature and extent of male victims' issues, map available provision, identify shortfalls and work to improve the support offer across the city region. One of the first significant pieces of work of the group has been to collaborate on and share the cost of establishment of a GM Male Victims Refuge. This facility, based in Trafford but accessible to male victims from anywhere in GM, was opened in April and is already fully occupied.

3. The Domestic Abuse Act 2021- Safe Accommodation Duty and New Burdens Funding

3.1 We have been able to make good use of an underspend that arose with this funding stream, due to the timing of DLUH (Department for Levelling Up, Communities and Housing) allocation processes.

3.2 This additional money enabled us to provide almost 20 grants ranging from £500 up to £75,000 to a wide range of our VCSE organisations and service providers to enhance their offer or pilot new initiatives, many enabling us to expand our reach and provision of support further into communities that reflect the diversity of our city. Some examples:

- £75,000 awarded to Manchester Women's Aid, Saheli and The Children's Society to further support their work with children, as part of 'Our Year', the initiative to support the city's children and young people recover from the pandemic. This money was spent by the three organisations on a vast range of activities, events, trips and opportunities to try and learn new skills. One such example was an opportunity for a talented young person to engage in a programme of 30 contemporary dance lessons.
- £10,000 awarded per refuge to help families to be able to more easily move on after a stay in refuge. The funding helped families with purchase of essential items such as carpets, fridges and washing machines. Argos vouchers were able to be purchased for help with general household items. Saheli were also able to put together 'welcome packs' for women entering their refuge as they often flee without any basic necessities and in a difficult situation emotionally and financially. Manchester Women's Aid used their funding in similar ways, including purchase of supermarket

vouchers, for buying essentials of their choice. They were also able to help with sorting ID issues out, in the form of passports and birth certificates, and purchase a laptop for a child who was being home schooled and hadn't been able to bring their own laptop with them to refuge.

- £30,000 to Manchester Deaf Centre to help them in providing advocacy services for deaf victims of domestic abuse and to put on training for local partners to raise awareness of the particular issues and challenges deaf victims face.
- £30,000 to LGBT Foundation, to help them put together home starter / home decoration kits and deliver wraparound therapy sessions, including dedicated sessions for Trans people.
- £49,000 to Vesta / Europia to enable them to recruit a Polish speaking DA worker and housing advisor, and to set up a peer support group.
- £50,000 jointly to Independent Choice and Safety for Sisters, to help them set up a fund for emergency financial support (travel, taxis, phone cards etc) and provide immigration legal advice, training and interpretation for women presenting with no recourse to public funds (NRPF)
- £50,000 awarded to CAHN for the Victim Voice work described earlier in paragraph 2.2.4.

4. Conduct of Domestic Homicide Reviews

- 4.1 The Community Safety Team continues to ensure that Domestic Homicide Reviews (DHRs) are undertaken and progressed as required and in line with the statutory guidance.
- 4.2 DHRs are a statutory process and must be undertaken if the circumstances of a death meet Home Office criteria. There are currently two DHRs in progress, though both are reaching a conclusion and are expected to be sent off to the Home Office for quality assurance shortly.
- 4.3 Three DHRs have been completed during 2022-23, and the processes are now under way to ensure that actions arising for agencies and services are promptly discharged, and that learning for professionals and providers is disseminated, through face-to-face group learning events, learning reports and '7 Minute Briefings' on particular themes or topics.
- 4.4 As part of the new Domestic Abuse Commissioner's range of functions, we are now obliged to share completed review reports with her office, in order that they contribute to the recently launched national repository of learning and have the potential to shape change in policy and practice at a national level.

- 4.5 In order to streamline the conduct of statutory reviews across the Council, Community Safety Partnership and Manchester Safeguarding Partnership, colleagues have been working on merging of processes and documentation. It is intended that this will bring about greater efficiency of process and improve the learning experience for professionals and partners where domestic abuse, adult and child safeguarding issues overlap.
- 4.6 The pool of individuals available to perform the role of DHR Chair / Author remains limited, though measures taken to improve the range of available authors have been successful.

5. Violence against Women and Girls (VAWG) update

5.1 Women's Night-time Safety Charter

- 5.1.1 The Women's Night-time Safety Charter was launched in September 2022 and is a call to action for all businesses and groups that operate in the night-time economy, to contribute to making women's safety a priority in the city.
- 5.1.2 The Charter has 7 'pledges' which encourage businesses to consider women's safety in their workplace and what to do if their employees witness or have an incident reported to them. A Charter toolkit and face to face training on vulnerability, welfare and being an active bystander is offered to all businesses who sign up, to help them work through the pledges and implement them.
- 5.1.3 Since the initial launch, there are now over 300 signatories and over 500 frontline staff have been trained in welfare and vulnerability. An e-learning package is due to be launched in September 2023, to support the face-to-face delivery, with encouragement to all staff working in the night-time economy to access package and understand both the importance of spotting vulnerability and knowing when and how to intervene.
- 5.1.4 In July 2023 the Charter held its first 'Women's Night-time Safety Charter Summit' with 50 representatives from businesses and groups coming together to discuss and consider the development of the Charter, the further steps to be taken to improve safety for staff and customers, how more signatories can be engaged, and how we can continue to support those who have already pledged their commitment.

5.2 Good Night Out Guide

- 5.2.1 Work is underway to relaunch the Good Night Out Guide (GNOG), initially launched in September 2022 to offer advice and information to new students in the city. The first edition of the Guide was very well received by students and partners. The refresh and relaunch are planned for September 2023, with a campaign including posters on bus stops along the Oxford Road corridor and on digital screens across the city to promote the messages in the guide.

- 5.2.2 Over the summer the GNOG campaign also partnered up with LadBible and Parklife to promote messages during the music festival weekend. These messages were displayed on screens at the festival and in the city centre, providing advice and information on where to find help and support and how to have a safe night in the city.
- 5.2.3 To coincide with the relaunch of the GNOG, work is underway to highlight and promote the Safe Spaces across the city, to ensure visitors to the city know where they are, and how they can utilise them. The city centre police station is due to be reopened to provide a further, 24/7 staffed, safe space.
- 5.2.4 GMP will also be running police operations to focus on the night-time economy as part of their ongoing efforts to tackle Violence Against Women and Girls (VAWG), with the aim of ensuring those who are out at night are safe, protected and supported. In Summer 2022, across Greater Manchester, previous operations saw excellent results in terms of positive interventions, stop searches, over 250 arrests for VAWG related crimes and a marked reduction in VAWG related incidents. Officers will work closely again with partner agencies and have a visible presence in town centres, licensed premises and on public transport, as they tackle issues including sexual harassment, drink spiking and predatory behaviour.

5.3 Parks and Libraries

- 5.3.1 Council colleagues are considering what steps to take in response to the recently published [Safer parks](#) report, generated from the research completed by Leeds University. Manchester has 143 parks across the city, operated by 61 staff and receiving over 4.7 million visitors every year. However, it is widely recognised that access to parks is not equal, with women and girls highlighting significant barriers of concerns for safety, ASB, crime and lack of available help and support should they need it. One of the recommendations from the report the promotion of staff training to help identify predatory behaviour and understand when to intervene by being an active bystander. From September a training offer will be made to all staff working in parks and to volunteers.
- 5.3.2 Another action being developed, in conjunction with colleagues in our Libraries Service, is the establishment of libraries and park buildings as 'Safe Spaces', in line with the national 'Ask for ANI' / Safe Spaces initiative that already incorporates pharmacies, banks and other retail premises (see also 2.2.3 above).

5.4 Youth intervention

- 5.4.1 In July 2023 three grants were awarded to successful bidders following a round of funding. The applications focused on development of approaches to support young women and girls at risk of violence or unhealthy relationships. Three projects have been funded: Manchester Youth Zone in the North of the

city, M13 Youth in the East area and Wythenshawe Community Housing Group which covers parts of South Manchester. These projects allow youth providers to work closely with young women and girls and understand the challenges they face and the individual support they need.

- 5.4.2 Work with young men and boys continues to be offered through ‘10 Dialogues’, a schools programme available to all schools in the city. The 10 Dialogues programme aims to explore what is safe for teenage boys: physiologically, legally, emotionally, sexually and to help them understand that all men can play a part in delegitimising violence and challenging harmful values and behaviours. This project is completed by working over ten weeks with small groups of boys aged between 13 and 16. A number of Manchester schools have taken this offer up and engaged with the programme.

5.5 **White Ribbon**

- 5.5.1 Following the council’s announcement of becoming White Ribbon accredited in March 2022, work continues to deliver the action plan and encourage all directorates to promote engagement and involvement with it across the council and with our partners. Since becoming accredited several key partners in the city have also become White Ribbon accredited, increasing the awareness and importance of this work and supports delivery across the city and Greater Manchester.
- 5.5.2 Work is underway to prepare for the next White Ribbon Day, in November, where a wide range of activities, events and awareness raising initiatives will be delivered, in conjunction with other accredited Councils and partner agencies, and with local groups and organisations.
- 5.5.3 Any Members who may be interested in following Councillor Rahman in becoming a White Ribbon Ambassador are invited to contact any of the Contact Officers named on the opening page of this report for further information.

6. **Current issues and challenges**

- 6.1 The first Domestic Abuse Needs Assessment refresh has further helped us to understand the domestic abuse landscape in the city, but we are still keen to richen the picture even further, so we know all there is to know about the nature and impact of domestic abuse in Manchester and can direct our funding and other resources as effectively as possible.
- 6.2 Many of the programmes and services set out in this report of this report have been made possible through the significant allocation of Council funding agreed by Members back in 2020. That commitment has been hugely welcome and has enabled more victims to be supported, more children to receive counselling and therapy, and our work to challenge the behaviour of perpetrators to markedly develop.

- 6.3 The early allocations of New Burdens funding enabled us to be able to put in place many of the services described in section 3 above. We will only know year to year, however, whether the amount allocated to the city will increase with inflation, remain the same or even decrease.
- 6.4 Work on the broader VAWG agenda and action plan (see section 5 above) is being supported by funding agreed by Members, and, given the intertwined nature of this and the domestic abuse agenda it is likely that there will be some residual benefit in terms of awareness raising / prevention work and support to victims.
- 6.5 Demand upon our services remains high and, while our commitment remains to promote awareness and encourage reporting of all forms of domestic abuse and VAWG, that situation is unlikely to change significantly in the coming year. Given this, it is important that our IDVA (Independent Domestic Violence Advocate) service is fit and able to effectively meet that demand and give victims the support they need in a timely manner.
- 6.6 The IDVA service has experienced some staffing challenges through the second half of last year and the whole of this year to date. These have had an impact on response times for victims and have resulted in a build-up of significant waiting lists for support. These challenges have been discussed at the DA Partnership Board and at the Community Safety Partnership Board, both of whom are closely and regularly monitoring the impact of a service recovery plan that has been set in motion.

7. Recommendations

- 7.1 The Committee are invited to consider and comment on the information contained in this report.

This page is intentionally left blank

Manchester City Council Report for Information

Report to: Communities and Equalities Scrutiny Committee - 5 September 2023

Subject: Voluntary, Community and Social Enterprise (VCSE) Impact Report 2023 - 2026 Update

Report of: Assistant Chief Executive

Summary

This report provides a brief introduction to the Our Manchester Voluntary and Community Sector grant programme (OMVCS) 2018-2023 impact report, which is appended for the committee's information and comment. The alignment of the OMVCS fund with the aims of the Our Manchester Strategy is included, along with an indication of next steps for monitoring and reporting on the 2023-26 programme of funded activity.

Recommendations

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

Wards Affected: All

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

The OMVCS impact report reflects on how funded groups aligned with the Our Manchester strategy, including its zero-carbon considerations. Building on the effectiveness of the first round of OMVCS funding, the current round of funding (2023-2026) has strengthened the requirements of funded groups around zero-carbon, to support the zero-carbon city ambitions set for 2038.

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

Advancing equality, diversity and inclusion (EDI) has been central to the OMVCS fund from its inception. The OMVCS impact report describes how funded organisations have worked with a diverse range of communities of identity and individuals, to reduce disadvantage, promote equality and wellbeing, and tackle poverty. The second round of OMVCS funding builds on the effectiveness of the 2018-2023 funding, with a strengthened focus on EDI as a stated aim, and with particular attention on organisations that are Black, Asian or Minority Ethnic-led or focused.

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Manchester's VCSE sector generated a total income of around £500 million in 2019-20 and in addition to its paid workforce, created over 160,000 volunteering opportunities, with volunteers giving about 481,000 hours each week, which has been valued at about £242 million per year (<i>Manchester State of the VCSE Sector report, 2021</i>). The OMVCS impact report demonstrates how the OMVCS fund plays a critical role in supporting the health and sustainability of the sector and contributes to these outcomes.
A highly skilled city: world class and home-grown talent sustaining the city's economic success	The VCSE organisations supported through this funding are run and supported by a diverse range of skilled workers, including boards of trustees, those in paid roles and those providing support voluntarily. In addition to providing work opportunities, many of the funded organisations provide employability support (including but not limited to skills development through volunteering), often working with those communities and individuals requiring specific types of support to benefit from Manchester's economic success. The OMVCS impact report provides case studies that demonstrate this.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	A critical feature of the OMVCS Fund is to support organisations whose primary funded activity is to work in a strengths-based way with individuals and communities, to maximise their potential and have an active contribution in Manchester. The OMVCS impact report provides case studies that outline how funded organisations provide activities targeted on a geographical, community or characteristic basis, delivered through a diverse range of supportive approaches.
A liveable and low carbon city: a destination of choice to live, visit, work	OMVCS funded organisations frequently work with residents to celebrate their achievements, contributions and identities. The OMVCS impact report describes how organisations promote Manchester as a place of choice by celebrating the value and diversity of the City and its people. The programme has been enhanced in its second round (2023-2026) to promote the City's commitment to be a Real Living Wage City, with all funded groups progressing towards paying the Real Living Wage during the funded period.

A connected city: world class infrastructure and connectivity to drive growth	VCSE organisations supported by the OMVCS fund have progressed the digital inclusion agenda significantly in the last three years, adapting service delivery to online and / or blended options (accelerated by the response to the coronavirus pandemic), and working with key stakeholder groups to address and remove digital barriers. As a result, some resident groups (i.e. older people, people with English as an Additional Language, people with sensory impairments) are more able to connect with VCSE services than previously.
---	---

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

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

Financial Consequences – Revenue

Not applicable

Financial Consequences – Capital

Not applicable

Contact Officers:

Name: James Binks
 Position: Assistant Chief Executive
 Telephone: 0161 234 1146
 E-mail: james.binks@manchester.gov.uk

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) Fund, Scrutiny Committee – Communities and Equalities Scrutiny Committee, 7 March 2023

1. Introduction

- 1.1. The *Our Manchester Strategy: Forward to 2025* describes the importance of Manchester having a diverse, thriving, resilient, effective and sustainable Voluntary, Community and Social Enterprise (VCSE) sector, in order to deliver the shared vision and outcomes for the city.
- 1.2. The Our Manchester Voluntary and Community Sector (OMVCS) Fund is the Council's largest grant funding programme to support the VCSE sector, providing £2.4 million of grants per annum on a three-year cycle (£7.2 million across three years). The fund was initially launched in 2018 – 2021 and was extended, due to the impact of Covid-19 on the sector, for a further two years to 31 March 2023.
- 1.3. The first round of the fund provided grants to 63 organisations across the city. These groups provide wide-ranging types of support to various communities of identity and geography, with delivery across the city. The Our Manchester Funds Team (programme team) was established to administer and oversee the programme of work, ensuring progress against funded organisations' objectives was being made, and providing a point of contact and support for them.

2. Background to the OMVCS Impact Report

- 2.1 The programme team committed to providing updates on the outputs and outcomes of the funded activity in annual reports at the end of each financial year. Annual reports were produced for years one and two but were paused during 2021 and 2022 due to Covid-19. It is therefore important to capture the achievements of the funded groups for Manchester residents, throughout the duration of the 5-year programme.
- 2.2 The OMVCS impact report aims to do this, detailing a number of real-life outcomes for Manchester residents, as well as reflecting the relationship between the funded groups and the programme team during the funding period. The report contains some of the voices of the funded groups and their service users, with direct quotes and case studies, along with reflections on the fund's purpose and delivery.
- 2.3 The report has been created using monitoring data from the programme's quarterly monitoring arrangement, and direct feedback from funded groups, which reflects their perspective of the programme. This provides an authentic and transparent review of the programme's success and how it is valued by those that are supported by it, either as organisations or as residents.

3. Report highlights and key findings

- 3.1 The report provides reflections on the outcomes and benefits of the Council's £12 million investment in the OMVCS programme, from the perspectives of people working in the VCSE sector and from Manchester residents that have benefitted from their support.

- 3.2 The report outlines that over 588,000 service users were supported across all of the 63 funded organisations, with over 827,000 access visits funded by the programme.
- 3.3 The groups generated an additional £28 million of funding into the city by accessing other, non-Council funding sources. These are wide-ranging but typically include the National Lottery, charitable trusts and foundations, other public sector funds, business donations and sponsorships.
- 3.4 The organisations funded by the programme have provided over 374,000 volunteering hours across the 5-year period, with a monetary value of around £4.2 million (based at the rate of £10 per hour Real Living Wage).
- 3.5 The report provides case studies aligned to each of the strategy priorities and also includes a number of quotes from service users reflecting directly on the programme and its value. This aims to express the purpose and benefit of the programme as it is felt by those who it is ultimately aiming to support, in addition to the statistical outputs of the investment.

4. Next Steps

- 4.1 A second round of the OMVCS programme went live on 1 April 2023. The current programme runs from 2023 – 2026, and progress against its aims and priorities (as reported to this committee in March 2023) will be reported via continuation of the annual report commitment for the next three years. The annual reports will highlight impacts and outcomes for residents, as well as challenges and solutions for funded groups.
- 4.2 A further impact report will be published at the conclusion of the current programme in 2026, to provide a cumulative assessment of the programme's impacts.

5. Conclusion

- 5.1 The OM Funds Team invites members to read and comment on the OMVCS impact report.

This page is intentionally left blank

Our Manchester
**Voluntary and
Community
Sector Grants**
2018–2023 Impact Report



Navigate this document

Foreword

Our Story

Our Programme

Our Statistics

A Thriving and Sustainable City

A Highly Skilled City

A Progressive and Equitable City

A Liveable and Low Carbon City

A Connected City

Our Volunteers

Our Ways of Working

Our Portfolio

Our Final Thoughts

Timeline

Appendix

Foreword

“Manchester’s voluntary and community sector contributes enormously to the city of Manchester and the wellbeing of all our communities. Investing in the sector helps to connect people and bring communities closer together, and also supports a sense of pride and belonging.

Manchester’s Voluntary, Community & Social Enterprise sector does an incredible job, and I am delighted to reflect on the work that the Our Manchester Voluntary and Community Sector Grants Programme funding has achieved to continue supporting our residents from a diverse range of communities.

The OMVCS programme has the ambitions and spirit of Manchester at its heart and support all aspects of the Our Manchester Strategy. It’s the people who volunteer and work in the VCSE sector, and the people they work with in turn, that make this such a rewarding and inspiring programme.

The 2018–2023 programme boasts a lot to celebrate, but what makes it more incredible is that this was achieved in the face of considerable adversity, such as the devastation caused by the Covid-19 pandemic and associated lockdowns. The pandemic exacerbated

many existing health and social inequalities in our communities. The work being progressed through Making Manchester Fairer, and the new OMVCS programme for 2023–2026 will address this whilst building resilience within the VCSE sector.

I’m thrilled to see the examples of memorable achievements and contributions from some of the funded groups in this report. They demonstrate the differences that VCSE organisations have made with the Council’s support, and it’s something I’m extremely proud to be part of.”



Deputy Leader,
Councillor Joanna Midgley,
Executive Member for the
Voluntary and Community Sector



previous page



next page

Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix



Our Story

Manchester City Council is committed to supporting the city’s Voluntary, Community and Social Enterprise Sector (VCSE) sector in creating resilient and vibrant communities and ensuring residents can access what Manchester has to offer.

The VCSE sector plays a crucial role in making a difference to people’s lives by improving skills and job prospects, encouraging residents to get involved in their neighbourhoods, building local partnerships, and celebrating the city’s diversity.

In recognition of this, the Our Manchester Voluntary Community Sector (OMVCS) Grants Programme was launched in 2018, helping the city to achieve the ambitions set out in the Our Manchester Strategy 2016-2025. Developed through an innovative co-design process, multiple Council grants were integrated into one, the burdens associated with bidding and reporting were reduced, and the funding lifecycle was extended to three years. These changes have helped organisations to plan for the medium term so they can

best deliver their ambitions and support Manchester residents.

An original investment of £7.4million over three years (£2.4million per annum) supported 63 organisations to continue to maintain their existing track record of working with Manchester residents.

To deliver on the ambitions of the OMVCS programme, the organisations met at least one of the following objectives:

- A strong sense of citizenship and pride in the city
- Collectively improve health and wellbeing
- Support the positive contribution older people make to city life and their communities
- Continue to be recognised as a pioneering Age-Friendly City
- Increase volunteering across the city
- Support carers to carry out the invaluable work they do
- Improve the resilience of individuals and communities.

Owing to the pandemic, the programme was extended by two years, increasing the Council’s investment to £12million. Over five years, this resulted in Manchester residents accessing the funded services over 827,000 times through a wide variety of activities, including information and guidance, advice, peer mentoring, befriending, networks, volunteering, and much more.

To support the amazing work of these organisations, a dedicated Our Manchester Funds team was established, providing a link to the Council and, importantly, a place to get support and encouragement when groups have needed it most. The team has worked to build a relationship based on communication, trust and flexibility, having an open-door policy to resolve challenges together and help organisations reach their goals. This was especially true during the pandemic, when the team adjusted monitoring arrangements and enabled funding to be used flexibly so that the sector could focus on providing support for residents in a responsive way.



Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix

Our Story

This report celebrates five years of the OMVCS programme, bringing statistics to life by highlighting stories of the differences being made to people’s lives, thanks to the fund supporting the work of VCSE organisations in the city. Included within are several case studies that show the types of outcomes achieved by the OMVCS programme, and quotes directly from residents about their experiences. You’ll also read about the other work the Our Manchester Funds Team has done over the past five years, and what’s on the horizon for the fund in future.

The team wants to thank all the 63 organisations on the first-ever OMVCS programme. This report highlights just some of the stories and organisations on the programme, but every single one of them has made an enormous impact on residents. If you’d like to find out more about the organisations on OMVCS 2018–2023, [visit the information in the appendix.](#)



The Our Manchester Funds Team in action.

Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix



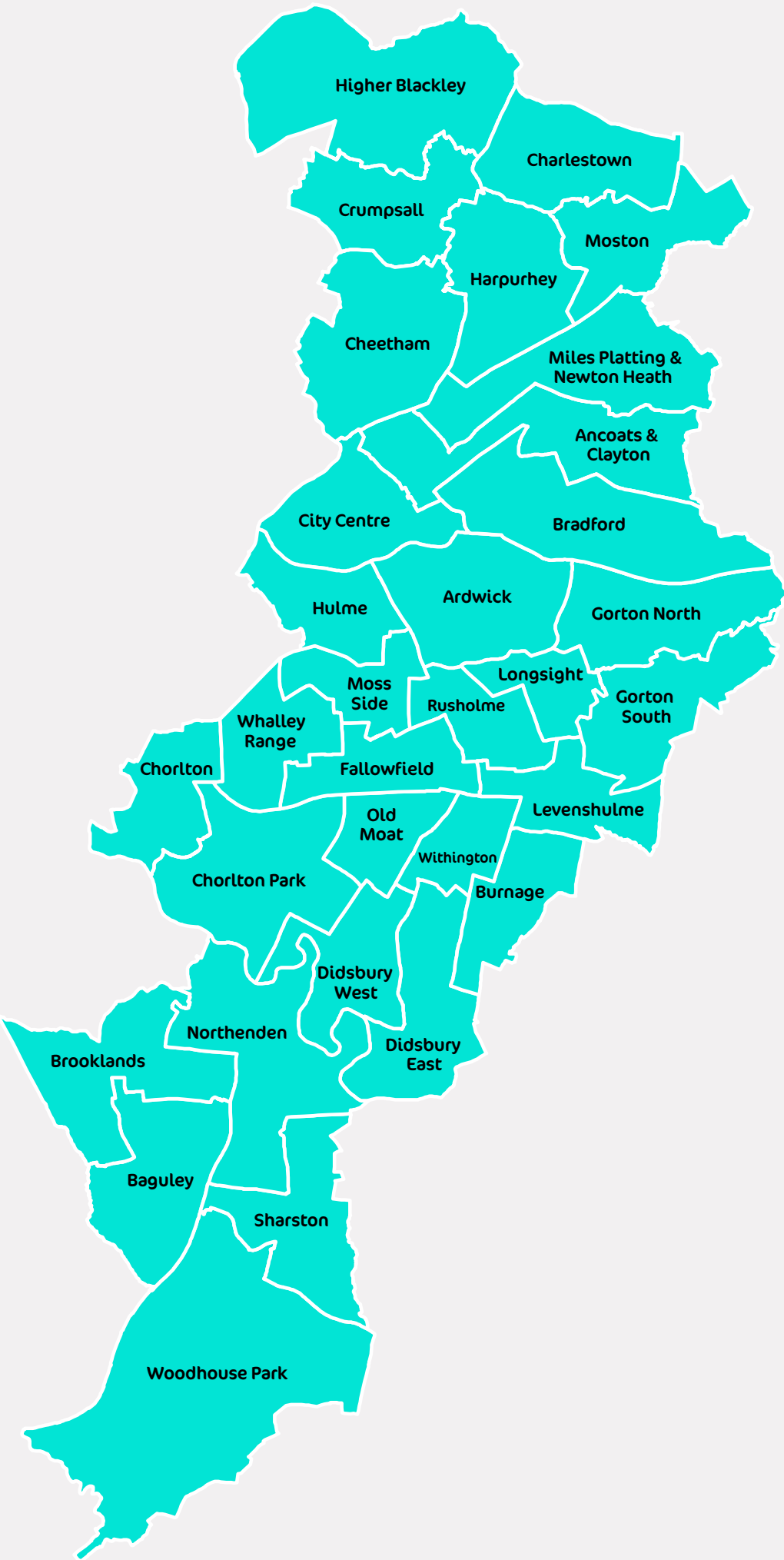
Our Programme

The organisations across the city funded by our programme support different Manchester communities, which include:

- Older people
- LGBT
- Communities experiencing racial inequalities
- People with disabilities
- Carers
- Homeless people.

Our 63 organisations are based across the city, with many operating citywide services.

For more information on the services offered by all the organisations on the programme, [please see the appendix.](#)



“I had nowhere to go and **Coffee4Craig** helped me when I really needed them; they got me a taxi a few times and got me into a place. Without them, I would still have been on the streets, and the last time I slept rough I was sexually assaulted. The police never found the man who did it, but Coffee4Craig got me to the hospital for help. I owe them my life really.”

Homeless Person, Manchester

“I never knew angels existed, until I met the staff at **Saheli.**”

Resident, Manchester

Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix



Our Statistics

April 2018 – March 2023



from April 2018 – March 2023



amount of funding across 5 years



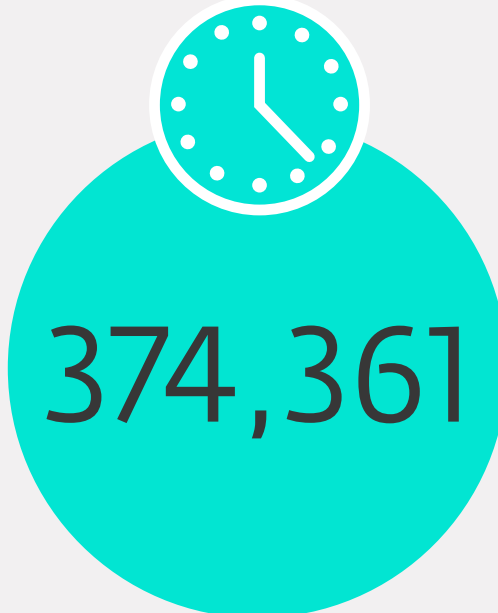
service users supported



VCSE organisations across the city working in a variety of communities



additional funding secured from a wide range of sources



volunteer hours = £4.3million*

*economic impact using Real Living Wage at £10/hour



Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix



A Thriving and Sustainable City

We will maintain Manchester’s vibrancy and ensure that all our communities are included in the life of the city, regardless of their age, ethnicity, gender, disability, sexuality, faith or socioeconomic background.

All FM

Manchester has a vibrant and diverse community to be celebrated. Our people are our assets, and our programme provides stability for community groups to support that; it also provides opportunities for local people to reach their potential and more. This story not only shows Simone’s progression, but also community organisations working together with the same aims.



Simone’s story

Simone came to us via our women’s training programme. She had been nursing her husband, who had recently died, and was bringing up their son, who had special education needs. Her family and her husband’s family both believed that she should now dedicate her time to solely bring up the child, find a new husband and not get a job.

She came to us via a referral from Women’s Voices, a community organisation based in Longsight. With great courage and despite her lack of confidence, she participated and was tasked with preparing a live show. This presented another hurdle: what if someone who knew her was listening? She decided to present using a different name and, after presenting her segment live, was elated. She had achieved something she never thought possible, as she didn’t think she was talented enough, and thought her family would object because she had a son to look after.

We then offered her a regular show slot that she could work around. With our support she broadcast her first live one-hour show on ALL FM, and was extremely proud of herself.

“This is the first thing I can really say was all my own work”

Simone continued to broadcast shows every week. Eventually, she asked if she could change her show, as she wanted to do one for her community – not in English, but in her native language. Her show features guests talking about issues in their community, issues for women, music, and community events. Simone now has a co-presenter, who she has taken under her wing to give the same kind of support and encouragement to that she was once given. She is unrecognisable from the person who first arrived here for training. In how she talks, how she smiles and her confidence behind the mic, she owns the studio. Simone now has a huge social media following and is involved in supporting community foodbanks and sending clothes, food and aid abroad.

[Learn more about All FM](#)



previous page



next page

Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix



A Highly Skilled City

We will continue to support all our residents to learn, progress, upskill and retrain so they can access the city’s current and future employment opportunities.

Manchester Deaf Centre



Adam’s story reflects how VCSE organisations in Manchester are vital in unlocking potential. Here we read about how Manchester Deaf Centre supported a service user to become a volunteer and then progress to be a paid employee.

Adam’s story

Adam was born fully deaf in one ear and partially deaf in the other. He grew up in a mainstream environment with no contact with other deaf people, relying predominantly on lip-reading to understand spoken language and experiencing communication barriers all his life.

Adam first contacted MDC for support while working in a job where he experienced discrimination that negatively affected his confidence and mental wellbeing. Staff provided him with employment and benefits advice, enabling him to leave his job and focus on his mental wellbeing. He joined the wellbeing group as a way of meeting other deaf people and trying new activities in a supportive environment.

Over time, Adam’s wellbeing improved and he developed BSL language skills, which led to staff suggesting he should become a group volunteer as a stepping stone to returning to paid employment.

“Compared to a year ago, Adam is completely different – it’s been a transformation. He’s become more confident

and self-assured, interacting with both deaf and hearing people. Since volunteering with the wellbeing group, Adam has proved himself to be a brilliant deaf role model for other group members; he also has a great empathy and understanding for other service users. In January 2022, an opportunity arose to join MDC’s paid staff team, and we were delighted to be able to offer this role to Adam.”

“Manchester Deaf Centre has been an absolute lifesaver for me. I didn’t fully understand the importance of becoming involved with the deaf community. They’ve improved my confidence, my feelings of self-worth, and have given me a sense of identity.”

[Learn more about Manchester Deaf Centre](#)



previous page



next page

Navigate this document

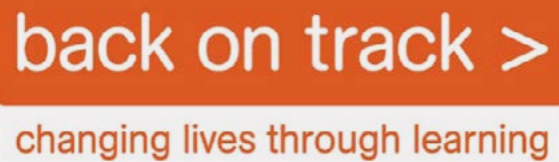
- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix



A Progressive and Equitable City

We will strive to create a truly equal and inclusive city where everyone can thrive at all stages of their life, and quickly and easily reach support to get back on track when needed.

Back on Track



This is a great example of how our funding has helped a person in crisis, providing guidance and support to turn their life around. Stories like this show how important the sector is in providing the commitment, tools and skills needed to make changes and succeed. They also show how the right support can build stepping stones and enhance progress for anyone with problems in their life.

Sarah’s story

“I live in Harpurhey in Manchester. I’ve had years of struggle with my mental health, which was tied up with my use of alcohol and cannabis. I was in and out of hospital. The picture was always the same: I would be admitted, I would feel a bit better, I’d be discharged, and then I’d go back to the drink and the whole cycle would start again. I was making loads of 999 calls to the police too, usually when I was drunk. Somehow, having the police around always made me feel safe, and all the police who came to my home knew me by name.

I was told many times that I had to stop drinking before I could get help with my mental health, but also that my mental health had to be better before I could stop drinking. This cycle went on for years and at my worst I would drink all day. It came to a head when I was arrested for wasting police time. I knew I had to stop drinking or I would end up in prison. I was spending my days locked up in my flat, not really washing, eating, or taking care of myself.

I had been to Back on Track before, but I never stuck to it properly. In March 2022, I joined four courses and was

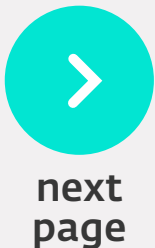
getting support that gave me a reason to get up in the mornings. I wasn’t drinking, so it started to break the spiral.

The courses at Back on Track have been really useful, and I have been improving my maths and English – I didn’t finish school and always wanted to improve my reading and writing. I enjoyed feeling that I belonged somewhere and was around other people.

My mental health has improved massively. I haven’t made any 999 calls, and I haven’t had any alcohol for six months now. I have rebuilt my relationship with my son, and we have just welcomed a new grandchild into the world. I am already a part of his life, and this is my motivation to keep moving forward.

I went to the end-of-term event at Back on Track in July and was awarded a certificate for ‘Outstanding Personal Progress’, which was a surprise! I usually just wear jogging bottoms all the time, but I decided I was going to get properly dressed for the event, so I bought a summer dress and did my hair. I felt good about myself.

[Learn more about Back on Track](#)



Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix

A Liveable and Low-Carbon City

We will create sustainable, safe, resilient and cohesive neighbourhoods, with more affordable housing, good-quality green spaces, and accessible culture and sporting facilities.

Thanks to our funding, we are able to provide support networks and reduce isolation for residents across the city, making neighbourhoods permanently safe and connected. Louise’s story shows the importance of a liveable city and the lifelines our programme supports.

Louise’s story

Louise is a 90-year Chorlton resident living in her own flat in a managed complex. She is Black British and has been a member of Chorlton Good Neighbours (CGN) since 2010, when the scheme manager referred her for some support. Although Louise has rheumatoid arthritis of the spine, and diabetes, she is still sharp, forthright, and has a dry sense of humour. She loves to be out and about and can’t bear sitting indoors all day long.

Louise doesn’t have any family, so she relies on CGN for her social outlet, accessing activities that keep her physically fit. She attends two exercise classes during the week and says that they keep her going. Louise goes out on day trips and attends the monthly Sunday teas. Louise says: “These activities get me out; it’s great to get people together and have fun. I would be stuck indoors otherwise and would not be motivated to go out.”

For the past ten years Louise has also benefited from a regular befriender, at first having a younger woman Joanna, who used to take her adopted daughter along to see her. They still keep in touch even though Joanna now lives in the Lake District. For the past 18 months, new volunteer Kay has been Louise’s befriender, making

a huge difference to her life: taking her to the cinema, to gardens, to shops to buy carpets and fancy trainers, and into Manchester City Centre to visit the Christmas Markets.

“Kay really looks after me; we go to places I have never been to before. She is like a fairy godmother. Thank you for giving her to me.”

Louise

Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix



A Connected City

We will become a digitally inclusive city, with better digital infrastructure, access to digital technology, and strong digital skills.

Benchill Community Centre



A digitally inclusive city can't just rely on technology; it's also about guidance, knowledge-sharing and building confidence. Manchester is well placed to offer this in an approachable, non-judgmental and supportive way. This case study demonstrates how a community has benefited from a local person committing their time and effort to help others progress, and how crucial digital inclusion is to improve lives.

Marvin's story

Marvin initially came to Benchill Community Centre wanting to support his learning for his college course and to do any volunteering we could offer to boost his learning and confidence.

Through offering his time, Marvin has developed strong team-working and teaching skills to complement his course. He has supported and answered learners' questions, helping them to achieve their IT goals, while improving his own interpersonal skills. The Centre supported him in developing a teaching plan for learners, helping him to develop his teaching and communication skills. It has also improved his confidence and given him strong connections within the community.

Marvin assisted an 81-year-old with a new smartphone so he could communicate with his sister who lives in Italy. She had bought it for him when she came to visit, but he had never used one before. Marvin helped to get it ready for him and showed him how to use WhatsApp, messages, contacts, etc. After visiting the Centre a couple of times each week, he now uses it to reconnect

with his family. It has boosted his confidence in using new technology, and he now knows where to come for any support, and not just digital.

Marvin also helped a 92-year-old with his new iPad. He transferred his account from his old one and ensured his new one was working properly. At times he struggles to press the screen correctly because of his hand tremors, so Marvin is now exploring different software options to help him with this.

One client lost her partner recently and needed to scan and send items to the solicitors. Marvin helped her upload the items at an especially difficult time for her. She was extremely grateful, and said it was a 'huge weight off my mind'.

Learn more about Benchill Community Centre

Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix



Our Volunteers

Through lending a hand and giving their time to help others, Manchester’s volunteers are pivotal to the work of the voluntary sector.

This section of the report highlights just some of the amazing work that Manchester’s volunteers have done. Since its inception, one of the programme’s priorities has been to continue to increase the city’s volunteers. We support organisations that provide opportunities for people from all backgrounds and areas of the community to volunteer and develop their skills.

Our funding has contributed to thousands of volunteering hours being delivered across the city to the value of £4.3million (economic impact using Real Living Wage at £10 an hour). However, what we have achieved and the impact on people’s lives is valued much more than its monetary value.

MoodSwings



Anne-Marie’s story

A great example of how a volunteering placement developed into an opportunity for a local resident to enhance their skills, knowledge and employability. A progressive and equitable city requires opportunities for residents to thrive at all stages of their life.

Support provided by Anne-Marie at Moodswings, as a result of the OMVCS funding, has given service users the support they need to get back on track with their lives.

Ann-Marie contacted Moodswings when she was looking at completing a counselling placement as part of her course. She began her counselling placement hours with them and began offering support remotely due to the restrictions of the pandemic. As time passed, Ann-Marie was able to offer in-person sessions from the Moodswings office in Manchester, and towards the end of her placement was able to join their student mentoring programme.

Anne-Marie recalls: “I started my counselling placement with Moodswings in January 2021, and during the following year and a half I realised what an amazing charity it is and how it helps such a diverse range of people with their mental health. The staff and

volunteers really care about the wellbeing of those who use the service and are always willing to go the extra mile for them.”

“When I qualified as a counsellor and learned about their Student Mentoring programme, I saw it as an opportunity to continue helping with the incredible services Moodswings offer and assist those who cannot afford to seek help privately.”

Ann-Marie Chinnery, Counsellor

“I just want to say thank you so much for organising the placement with Anne-Marie. She was amazing and helped so much. I’m in a lot calmer place at the moment and I’m very grateful.”

Service user feedback



Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix



Our Volunteers



A recent photo of some of the volunteers that make Burnage Library's work possible.

Assist Neighbourhood Care

"I started by driving people in for the lunch club and used to take Christine and a couple of others. Turns out we'd been neighbours for 40 years! She looks after me as much as I look after her. She's just a remarkable person – warm, interesting and funny.

"At the groups you can see how much Assist means to people. They get to know each other; it brings the community closer together and it's such a good feeling helping them out. I do odd jobs and push wheelchairs on trips. I'm with it for life now, as it's so rewarding. It's made me change the course of my life and I've moved into care work – with a reference from Assist."

"It's made me change the course of my life and I've moved into care work – with a reference from Assist."

Volunteer



previous page



next page

Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix

Our Volunteers

Healthy Me Healthy Communities

“Emma was accessing more of our services from Gorton Central and joined as a volunteer in November 2021, both at Gorton Central and No93 Café. She shared her passion for growing, and her interest in vegetarian and cultural cooking, and also helped people to navigate community services. Although Emma had previous learning success and work experience, since having children, she had experienced low confidence and self-esteem.”

“The volunteering helped Emma to improve her confidence and think about the type of job she would be interested in for the future.”

Volunteer

Levenshulme Inspire Foundation

“Kristian is in his thirties and came to us at a difficult time in his life, when he was recovering from a brain tumour and a relationship breakdown. Sadly, he was living in a hostel awaiting rehousing. He started volunteering with us, packing the food bags at our centre.

“After six months, we were able to provide a reference for Kristian, stating he was a good citizen and a reliable volunteer with us. The reference helped him to get rehoused in his own flat.”

“During his time with us we saw Kristian’s confidence and social skills improve; he also made friends and got involved in our allotment group. Kristian repeatedly told us that the highlight of his week was packing the food bags.”

Volunteer

“The Exercise and Eat session at the Levenshulme Inspire Centre has been a lifesaver for me. Earlier this year I had a broken hip and was in hospital. Then my wife of 61 years got ill and died – in the same hospital. So I came out to an empty house. I keep looking at her chair and talking to her like normal. I felt very alone. However, coming here on a Tuesday gives me something to look forward to and breaks up the week. I have made friends too.”

Resident, Levenshulme



Group session, Levenshulme Inspire

Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix



Our Ways of Working

To support VCSE organisations in the city, the Our Manchester Funds teams’ approach is being approachable, listening, and responding to feedback.

We haven’t been afraid to try new things and have aligned our processes with recommendations from the sector, such as adapting monitoring processes to ensure we’re only asking for relevant information, and increasing the amount of time that can be spent on direct service delivery.

We have also done our best to be approachable, providing a friendly ear to work out problems and solutions together. Don’t just take our word for it, hear from the groups we support:

MASH

Annie has had one meeting with Seb so far, which was very supportive and helpful. Annie really appreciated Seb taking the time to come out to the MASH centre and spend some time discussing successes, challenges

and future plans. Annie’s contact with the wider Central VCS Programme Management Team so far has been extremely helpful. There is a genuine willingness to help and support the VCS to make the best of the grant scheme and to have honest conversations about what is and isn’t working and to adjust projects and outcomes accordingly.

Assist Neighbourhood Care

Overall, the team are doing great. There is so much more involvement than before. The emails are all useful information with clear accessible language. Whenever we have needed anything we have received speedy responses to emails that treat us with respect and as equals

Cheetham Hill Advice Centre

Our Liaison Officer has been extremely helpful generally, but I would like to thank her for her support over the past quarter in particular.

We had an unexpected vacancy that could have led to a significant negative impact on the delivery of our services and also on our delivery of this grant. We were

able to contact our Liaison Officer directly and have a positive and constructive discussion on how to proceed. This led to a quick decision and the authorisation to temporarily redeploy an existing member of staff in the role. This meant we had the capacity to support our volunteers, as well as keep a member of staff in post while we were awaiting the outcome of an external funding decision.

The funding decision was positive, and after the quick response we were able to discuss the matter with someone who understands our service and the needs of the volunteers, the charity, and the people who use the service.

Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix

Our Ways of Working

“As always, we appreciate the excellent communication we receive from the team.”

Nephra Good Neighbours

“Excellent support from the OMVCS team as always.”

Gaydio



St George's Community Association

“As always, the OMVCS team have been fantastic! Always supportive and helpful. In particular, it was a great help to us and all the VCS organisations on the programme to receive the news that the OMVCS grant was to be extended to cover 2021/22.”

Fallowfield Library

“We always feel that the OMVCS team listen to us and notice what we do.”

Trinity House



previous page



next page

Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix



Our Ways of Working

“We are so very grateful that the team is so helpful and supportive. It is great to know that you have a clear understanding of how this funding really helps the LGBTQ+ community.”

LGBT Foundation

“Thanks again for your continued support during this tricky time for the sector, and this period of significant change for our organisation. Your patience is greatly appreciated.”

The Proud Trust

“Had some really helpful support with the planning for extending the funding for another year. Very warm and professional support and advice.”

George House Trust

“Thanks for your ongoing support, quick responses and for keeping us updated on the future funding situation, as well as other opportunities.”

Manchester Carers Forum



All FM



previous page



next page

Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix

Our Portfolio

As well as running the OMVCS programme, for the past five years our team has also supported the voluntary sector in a variety of other ways, including developing other grants, which are detailed here:

Our Manchester Development Fund

The Development Fund was set up in 2018 to fund the Our Manchester initiatives in future years, and to offer 16 unsuccessful previously funded Voluntary and Community Sector (VCS) groups up to 12 months’ development funding. This was subject to each agreeing to deliver a development plan with support from the Council and Macc’s Capacity Building Team. The groups were funded between 2019 and 2023.

North Manchester Together

North Manchester Together is a group of public and voluntary sector partners all committed to supporting and strengthening the voluntary and community sector in north and parts of east Manchester. The group supports the sector through organisational development, funding and communications activities.

Population Targeted Funds

Manchester Health and Care Commissioning (MHCC) invested £2.165million into OMVCS for the delivery of two Population Health Targeted Funds. The funds were focused on delivery of some of the MHCC priorities set out in the Manchester Population Health Plan 2018–2027.

COVID-19-related funds

The team also supported the development of several funds during the COVID-19 pandemic, working with partners to support the sector to respond and to recover:

- **Covid Impact Fund**
This fund ran in 2021 as part of the response to the pandemic. The programme funded mental health and wellbeing activities, and was focused on supporting communities particularly affected by the pandemic.
- **COVID Health Equity Manchester (CHEM)**
This fund was made available in response to the disproportionate, adverse effects of COVID-19 on some of Manchester’s communities. Funding focused on engaging and working with specific groups and communities to respond to the wider consequences of COVID-19 and increase awareness and safety to limit the spread and impact of the pandemic. This group’s work continues, now

“The **Albert Kennedy Trust** has really helped me with my confidence; they helped me with the darkest bits of my life and showed me the way to go forward.”

Homeless Young Person

under the banner of Community Health Equity Manchester, and is connected to the work of the Our Manchester Funds team.

- **Covid Recovery Fund**
This fund was established in collaboration with Young Manchester, Manchester Health and Care Commissioning, and One Manchester, and is worth £1.4million. It funded capacity building-related projects to increase the long-term resilience of Manchester’s VCSE. The fund supported 26 partnerships, and funded projects such as training for a shared CRM system, and employing a network co-ordinator to support and grow the partnership.

OPeNS (Older People’s Neighbourhood Support) Fund

The primary aim of the OPeNS Fund was to increase the health and wellbeing of older people across Manchester using its resources of £1.065million.



previous page



next page

Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix



Our Portfolio

First Thousand Days of a Child’s Life Fund

The aim of this fund was to improve the health and wellbeing of children in their first 1,000 days of life (from conception to the age of 2), as this is crucial to their long-term health and wellbeing.

The Fund’s objectives were to support mothers, fathers and families to increase their use of voluntary and statutory-sector support services, so they could develop friendships, relationships and connections in their communities.

VCSE Infrastructure Contract

Supporting the OMVCS and additional grants we’ve been able to develop over the past 5 years is the VCSE Infrastructure service contract. **Macc** has delivered this service throughout the life of the OMVCS fund 2018–2023, with an offer that includes capacity building, volunteer coordination and influencing support, alongside the organisation’s wider work to promote a healthy and sustainable VCSE sector for Manchester.

Macc has worked closely with the programme team throughout the 5 years, from supporting the initial design and development of the OMVCS programme, to maintaining a collaborative working relationship with the team. This approach has enhanced the OMVCS fund, as well as each organisations’ wider programmes of activity.

If you’re a VCSE organisation that wants some support, you can access it at: Manchester Community Central www.manchestercommunitycentral.org

“Before I met **Freedom From Torture**, I went through so many difficult things. When I met FFT, there was a big helping hand from them every day – anything I want. I feel like helping someone is the only thing you can do for people, because as a human being, we just have to do that, as a human being. I want to be a radiologist, help the people who need help, and that’s the thing I can give to people in this country.”

Refugee\Asylum Seeker

“**Talbot House** have been supporting our family in every possible way they can. They have helped us filling out forms, sorting out mobility, communicating with social services, housing organisations, calling to check up, and even home visits to support us mentally and emotionally. They even arranged the moving van, and came on the day to show their support and help with the move.”

Resident, Manchester

“I can’t put it into words. **Wythenshawe Good Neighbours** have been a lifesaver for me. Thank you all from the bottom of my heart. Your Christmas gift was the only one I received.”

Resident, Wythenshawe



Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix



Our Final Thoughts

“What has consistently stood out to me throughout my time with the team is just how innovative, collaborative and progressive the OMVCS programme is; it’s a good example of grant-giving. The fund’s great strength is that it recognises and responds to what already works well in Manchester’s VCSE sector, aiming to support VCSE organisations to continue what they excel at. It’s a dynamic and diverse space supporting thousands of Manchester residents in wide-ranging ways every week. Being able to support some of that work is, for us as a team, incredibly rewarding.

“We’re really proud of the relationship between the team and the organisations on the programme, along with our flexibility, adaptability and the Our Manchester approach in practice. It’s so gratifying to be able to work in a way that organisations clearly appreciate and find helpful. That’s one of the fundamental principles of the team, so I’m thrilled to see the positive feedback we’ve received. As a team, we’re committed to building on what’s worked well as we design our future funding programmes.

“The numbers within this report are hugely impressive; for example, the number of volunteers and the total hours they’ve put in, the additional income raised, how many people have been supported – it’s staggering, especially for just one fund among many others the

Council operates. The real richness for me, though, comes through the case studies. The depth of impact that Manchester’s VCSE organisations can have on an individual’s life is profound and should not be underestimated. As we look back at what’s been achieved for individuals and communities throughout this report, I can’t help but look to the future, and I’m excited to see what can be achieved through the 2023–26 round of the OMVCS fund.

“I want to give huge thanks to the Our Manchester Funds team, who have done such consistently incredible work on the OMVCS fund from its inception. Thank you to the officers at the Council and beyond, including the NHS and Macc, who have been involved in the co-design and running of the programme over the past few years. Thank you also to our councillors, who have supported our work, not least of course, Councillor Sue Murphy, who was instrumental in bringing this fund together before she passed. Most of all, though, I want to express my huge gratitude to the groups in the 2018–23 OMVCS programme for their tireless effort and energy, their flexibility, their kindness, and for making it such a special programme of work that we can all be proud of.”



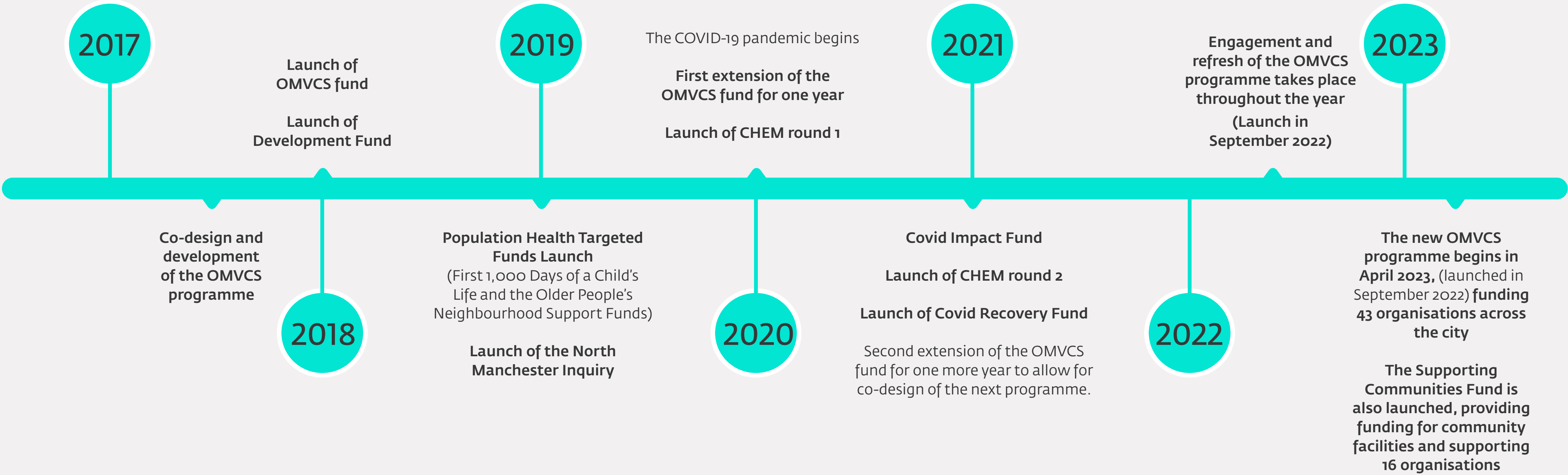
Keiran Barnes,
VCSE Manager



Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix

Timeline



Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix



Appendix

- **4CT**
Supports people, neighbourhoods and communities through capacity building and development of services, partnerships and community facilities. Delivers services to improve opportunities and quality of life for residents with get-ready-to-work clubs. Works with community organisations and centres, and a variety of community-based services.
- **African Caribbean Care Group**
Provides high-quality, person-centred health and social care for the African Caribbean community. Its services include advocacy, arts and crafts, carer support, health promotion, lunch clubs, music therapy, and a nurse drop-in clinic.
- **African Caribbean Mental Health Services**
A community-based organisation providing free confidential and culturally appropriate services for African and African Caribbean people suffering from mental ill health. Services include assessment and management of care, counselling, CBT therapies, drop-ins, advocacy, and advice and support for individuals in their own homes.
- **Age UK Manchester**
Provides support for older adults at every stage of later life. This includes day care, home care, residential services, advice, social activities, opportunities to learn new skills (and to have their existing skills celebrated), and volunteering opportunities in local communities.
- **Albert Kennedy Trust**
Provides support and housing solutions for 16 to 25-year-old LGBT people who are homeless or living in a hostile environment. Includes advice services, workshops, partnership meetings with other organisations, and life-skills training.
- **All FM – All Arts and Media**
Uses arts, media and radio-production training to combat isolation and exclusion of vulnerable members of Manchester’s communities. They use radio-production training as a means to improve the soft, employability and IT skills of the long-term unemployed.
- **Alzheimer’s Society**
Provide direct support for people diagnosed with dementia and their carers, including peer support, and a singing-for-the-brain musical therapy session. They also build relationships with other organisations and communities, helping them become more dementia-friendly and helping shape service delivery.
- **Assist Neighbourhood Care**
Helps isolated and vulnerable older people in the Withington area by providing services to enable them to stay living in their homes for as long as possible. Promotes a thriving, supportive community by offering services such as befriending, driving, advocacy, and telephone support.
- **Back on Track**
Works with people who have had problems with alcohol, drugs, offending, homelessness and mental health. Helps them to create a community where everyone can learn skills to achieve self-determination, and live a happier, healthier and more fulfilling life. Support includes classes for English and maths, catering and hospitality, as well as short work tasters.
- **Barlow Moor Community Association**
Provides a community facility that is accessible and welcome for all. Activities include exercise classes, arts and crafts, holiday play schemes, and a community learning library. The Association also hosts a number of groups, such as yoga, a stroke café, credit union, faith groups, and meditation services.
- **Benchill Community Centre**
Brings together residents and community, voluntary and other organisations in the Northenden area to improve education, relieve poverty and promote healthy lifestyles and wellbeing. Services include welfare rights and benefit advice, support for new migrants/asylum seekers, ESOL classes, support for carers, healthy living initiatives, and computer courses.
- **Burnage Good Neighbours**
Supports and cares for older residents across the neighbourhood by providing a befriending and visiting service, emergency food shopping, transport to hospital appointments, wheelchair pushing, day trips, exercise classes, a luncheon club, and coffee mornings.
- **Burnage Library, Activity and Information Hub**
Friends of Burnage Library provides an inclusive space for local people of all ethnicities, faiths and ages. Facilities are available to access information, connect with and support one another, learn new skills, access Wi-Fi, and build skills through classes and clubs.



Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix



Appendix

- Caritas Salford**
Works with vulnerable children and adults experiencing poverty, exclusion and anxiety. Also works closely with statutory health and social care services and community and voluntary agencies to provide a homeless drop-in service, refugee support, older-people services, a deaf service, community centre, and foodbank offer.
- Cheetham Hill Advice Centre**
Provides appropriate legal advice and information, free face-to-face advice in social welfare law across the categories of welfare benefits, debt, housing and immigration. Also supports residents to enhance their life chances and increase their independence with foodbanks, ESOL classes, adult education, employment advice and support, and peer support groups.
- Chorlton Good Neighbours**
Helps to create a neighbourhood where older people can be supported to have a meaningful, enjoyable and valued life through a range of activities. These include weekly exercise classes, coffee mornings, a singing group, a snooker afternoon for older men, a befriending service, and practical help to support appointments, such as transport or wheelchair assistance.
- Coffee4Craig**
Helps those who are homeless by running a drop-in centre using the provision of food as a gateway to further support and transition towards housing and independence. Runs in partnership with a number of homelessness organisations/services, local councils, and Greater Manchester Police.
- Connect Support**
A carer-focused organisation that provides families with the most appropriate and effective forms of support to help them care for a loved one with severe mental health problems. Includes a carer support service, support groups, volunteer schemes, and education and training.
- Didsbury Good Neighbours**
Supports senior members of the community through a volunteer befriending service and a programme of weekly activities. Offers one-to-one befriending support, help with shopping and transport, and a range of group activities, such as coffee mornings, chair exercise classes, support with digital technology, and a lunch group.
- EMERGE – FareShare Greater Manchester**
An environmental charity and social enterprise based in the heartlands of east Manchester that serves the wider community by ensuring that good surplus food can reach people struggling in Manchester.
- Freedom From Torture**
The only specialist provider of therapy and practical support for torture survivors in the UK. Delivers a holistic, multidisciplinary service that integrates psychological therapy with social and welfare support, including psychological therapy, a women's yoga group, a football group, and legal support.
- Gaydio**
A training, skills-development and broadcast organisation targeting lesbian, gay, bisexual and trans (LGBT) people across Manchester. Creates positive change in the lives of LGBT people through utilising radio and media skills to operate the UK's only LGBT-targeted station, and by delivering a series of education, skills and confidence-building programmes.
- George House Trust**
Providing various services for people living with HIV in the north west, to help them live happy and healthy lives and be free from stigma and discrimination. They include a project supporting older HIV positive people, a welfare fund for those who are unemployed or on a low income, and a community project supporting Black African HIV-positive men.
- Greater Manchester Coalition of Disabled People**
An organisation 100% run and controlled by disabled people delivering projects that aim to promote the full participation and inclusion of disabled people in all aspects of mainstream community life. Provides training, workshops, information and advocacy, discussion forums, publications, and peer support.
- Greater Manchester Rape Crisis**
Supporting women who have been affected by sexual violence at any time of their lives, listening to and believing survivors, aiming to raise awareness and being understanding of sexual violence. Provides a telephone helpline, a free face-to-face counselling service, a specialist counselling service for students, and a specialist service for South Asian women, including group work and counselling in a range of languages.



Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix

Appendix

- **Healthy Me Healthy Communities**
Enables people to improve their communities' life expectancy and quality of life by reducing health and life inequalities, opening community shops, volunteer training of community grocers, improving employability, and developing neighbourhood approaches to improve health and wellbeing.
- **Higher Blackley Community Organisation**
Providing the people of Blackley and the wider community with an accessible, affordable and usable community space. Working with local people and supporting the older and isolated members of the community by hosting a range of groups, such as arts, theatre and exercise.
- **Hopewell (formerly known as North Manchester Black Health Forum)**
Works with older people from Black and minority ethnic (BAME) communities to live independent, safe and fulfilled lives. Activities include a health and wellbeing group, a social drop-in, and peer mentoring.
- **Hulme Community Garden Centre**
A vibrant garden centre and a safe, accessible green space that sells ethically and sustainably sourced plants and environment-friendly home and garden products. Improves health and wellbeing by providing volunteering opportunities, nature-based activities, and a refuge for wildlife in the heart of the city.
- **Just Life Foundation**
Works with people who are close to the streets, supporting a person's experience of housing vulnerability to make it short, safe and healthy through services such as welfare advice, healthcare co-ordination, rehousing support, as well as general health and wellbeing support.
- **Levenshulme Inspire**
Seeks to raise the aspirations of the individual and unlock the potential of the community, from the very youngest to the very oldest. Provides holistic services and opportunities to create a better future for the people of Levenshulme and South Gorton, including room hire, a community café, a volunteering programme, and target projects such as a work club and ESOL.
- **LGBT Foundation**
Delivering a wide range of services for lesbian, gay, bisexual and trans (LGBT) communities, such as counselling, sexual health testing, social and support groups, drug and alcohol support interventions, community safety initiatives, and befriending.
- **Manchester Action on Street Health**
Work for and with female sex workers to promote sexual health, wellbeing and personal safety, while offering choice, support and empowerment to promote individual positive life changes. They also work with others to tackle and address the root causes of the challenging issues faced by many of their service users.
- **Manchester Bangladeshi Women's Organisation**
Provides a safe, welcoming and inclusive community that is led and run by women for women. Includes services such as health and wellbeing sessions, support and signposting for disadvantaged women who are victims/survivors of domestic abuse or who have suffered mental ill health. Also provides expert cultural and bilingual support for women of Bangladeshi heritage.
- **Manchester Carers Centre**
Works to make Manchester a place where the role and contribution of unpaid carers is universally understood, valued and respected. Provides health and wellbeing activities, information and advice, community drop-ins, money matters and grant work, training, respite, and social opportunities.
- **Manchester Carers Forum**
An organisation led by unpaid carers for unpaid carers. They focus on reducing the isolation and inequality that many carers experience, empowering them through peer support to feel more confident and happier in their caring role.
- **Manchester Deaf Centre**
Ensures that deaf people are fully included in, and able to contribute to and access, Manchester communities and services with confidence. Offers an employment service that helps deaf people to find work, in addition to a wellbeing group, advocacy, and BSL and Deaf-awareness training.
- **Manchester Men's Room**
Supports young men aged 18–30 engaged in, or at risk of involvement in, sex work by providing a range of services, including street outreach, support and one-to-one casework, advocacy, an arts programme, and engagement online.

Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix

Appendix

- **Manchester Mind**
Supports people experiencing mental-health problems by promoting the health and wellbeing of people affected by mental distress. Takes a positive approach to mental health, challenging stereotypes and discrimination. Provides advice, community cafes, and peer mentoring, as well as free training for community groups and local organisations in mental health awareness.
- **Manchester Refugee Support Network**
Provides practical support in Manchester for those fleeing persecution, conflict, and various forms of injustice and abuse through a number of activities. These include improving access to services for refugees and asylum seekers, greater understanding of their rights and responsibilities, and establishing a greater voice for refugees and asylum seekers.
- **Manchester Settlement**
Serves the communities of north Manchester to alleviate current and future poverty through targeted activities and open access services. These include alternative education for young people at risk of exclusion, a wellbeing programme, volunteer-led adult education, careers advice, art workshops, and funding workshops for community groups.
- **Moodswings**
Provides free, ongoing support for people suffering from emotional distress, through one-to-one support and training, life-skills classes, singing-for-confidence groups, IT classes, and other services aimed at supporting people to progress towards their recovery goals.
- **Nephra Good Neighbours**
Improves the lives of residents by offering opportunities for volunteering, social interaction and recreation through a range of services: a befriending service, iPad classes, brain-training/coffee mornings, and get-with-IT sessions.
- **Northmoor Community Association**
Set up by local people in 2000 to provide inclusive user-led services falling outside statutory provision. The Association is a safe, welcoming space that helps to relieve poverty and promote health and wellbeing. It provides vital skills and learning opportunities for local and vulnerable people to build resilience and meet their needs.
- **People First Housing**
Community-based and tenant-led, and formed by the residents of Hulme to give them a voice in the decision-making process affecting their housing. Delivers a wide range of community-support services, including a reablement support service for people being discharged from hospital, a befriending service, guided walks, visits to museums, and arts and crafts sessions.
- **Rainbow Haven**
Provides a place of welcome, support and opportunity for refugees, asylum seekers and other vulnerable migrants. Offers expert advice, communal activities, a volunteering programme, and varied training courses that lead to people gaining improved wellbeing, life skills and confidence.
- **Saheli**
Gives Asian women a chance to get away from violent domestic abuse situations by providing a safe, culturally familiar environment that helps them decide their next steps through one-to-one support, group activities, telephone advice and support. Also delivers training to organisations and schools, and a social enterprise providing opportunities to pursue a career in teaching.
- **St George's Community Association**
A thriving community centre in which a variety of educational, social, leisure and recreational activities take place. Meeting the needs of all ages and abilities in the local community, the activities aim to increase volunteering across the city by providing residents with an opportunity to develop skills in the centre.
- **Stroke Association**
An association with the aim of preventing strokes and achieving life after stroke through research, information-sharing and awareness-raising. Its key services include a stroke-recovery service, community activities such as cafes and long-term support, and POPPS (partnership for older people projects), plus courses that deliver health-promotion information and supported exercise.
- **Talbot House Support Centre**
Aims to improve the quality of life for parent-carers of people with learning disabilities. Enables parent-carers to receive respite and support in a safe environment where they can identify with and support one another. Facilities include telephone support, access to carer training, education services, pamper services, carers lunches, and legal advice.



previous page



next page

Navigate this document

- Foreword
- Our Story
- Our Programme
- Our Statistics
- A Thriving and Sustainable City
- A Highly Skilled City
- A Progressive and Equitable City
- A Liveable and Low Carbon City
- A Connected City
- Our Volunteers
- Our Ways of Working
- Our Portfolio
- Our Final Thoughts
- Timeline
- Appendix



Appendix

- **The Place at Platt Lane**
Library and community resource managed by local people, providing a range of opportunities, such as work clubs, arts and crafts sessions, and financial support sessions. Also hosts councillor/MP surgeries, a credit union, and Talk English ESOL classes.
- **The Proud Trust**
Supports lesbian, gay, bisexual and trans people to help people help themselves and one another, through group work, one-to-one support, volunteering, a community café, training, research, events, social action, and supporting structured networks for sharing and learning across organisations.
- **TLC St Luke's**
The centre offers a holistic range of interrelated services addressing mental health and wellbeing with a range of services, including an art project, advocacy, guidance and advice. The art project aims to build participants' sense of self-worth, improve the lives of people experiencing mental health issues, and develop skills and opportunities.
- **Together Dementia**
Improves and supports the quality of life for people affected by dementia, by providing high-quality activity groups and support for carers, such as a walk-and-talk group, a carers drop-in, a creativity club, and a gospel choir club.
- **Tree of Life Centre Wythenshawe**
Centre for health and wellbeing, responding to the needs of the community. Helps to build resilience and independence, and minimises social isolation by providing a number of services: an IT learning centre, a job club, health and wellbeing classes, a community café, a foodbank, and a supported volunteering programme that helps to build skills and experience.
- **Trinity House Community Resource Centre**
A safe and accessible centre providing education, training, personal development and recreational services for the benefit of the community, through youth and after-school clubs, adult training, services for older people, and fitness classes.
- **Turkey Lane and Monsall Neighbourhood Centre**
A community centre offering local residents relevant and accessible activities that improve their health and wellbeing, and encourage active participation in the local community. Activities include youth clubs, a women's activity group, advice sessions, computer drop-ins, drama groups, and healthy-eating workshops.
- **Venture Arts**
Works with learning-disabled people, supporting them to play a valued role in Manchester's vibrant culture. Activities include an arts club, a cultural enrichment programme, and a programme that sees learning-disabled adults pass their art skills on through becoming learning mentors in Manchester skills.
- **Wai Yin**
One of the largest Chinese community centres in the UK, Wai Yin provides a range of services for Chinese men and women and other ethnic minority groups. Services include information and guidance, mental-health support, education, training and employment services, cancer support, and an elderly carers project.
- **Whalley Range Community Forum**
Supports and works with residents to create a stronger community and reduce isolation by providing a wide range of activities, including Talk English beginners, t'ai chi, afternoon tea for older residents, keep fit for women, and computer classes. The Forum also supports new local groups to establish themselves, helping them to develop a track record so they are able to apply for funding in their own right.
- **Whitemoss Club for Young People**
Provides an inclusive, vibrant and inviting social space for the people of Blackley, helping to raise their aspirations through its services. These include youth and play opportunities for local children, after-school clubs, holiday provision for young people, a work club, a lunch club for the elderly, and the north Manchester age-friendly group, Nomads.
- **Women MATTA – Women in Prison**
A women's centre for women providing practical and emotional support, advocacy and advice for women at all stages of the criminal justice system: point of arrest, serving community orders, and leaving prison in both one-to-one and group settings. Also works with the Probation Service and GMP to deliver the region's 'whole system approach' for women in the criminal justice system.
- **Wythenshawe Good Neighbours**
Provides social and creative opportunities for citizens aged 50+ to engage with their community. This could be as a service user, a volunteer, a collaborator, or by simply helping to live a more independent life through signposting, befriending, community lunches and trips out, advocacy and provision of advice and guidance, and social, cultural and economic opportunities.



**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny Committee – 5 September 2023

Subject: Overview Report

Report of: Governance and Scrutiny Support Unit

Summary

This report provides the following information:

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

Recommendation

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

Wards Affected: All

Contact Officer:

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

Background documents (available for public inspection):

None

1. Monitoring Previous Recommendations

This section of the report 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.

Items highlighted in grey have been actioned and will be removed from future reports.

Date	Item	Recommendation	Action	Contact Officer
6 December 2022	CESC/22/51 Compliance and Enforcement Services - Performance in 2021/22	To request that the Committee receive an update on plans for the new CRM system.	A response to this recommendation has been requested and will be circulated to Members.	Carol Culley, Deputy Chief Executive and City Treasurer
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
20 June 2023	CESC/23/23 An update report on the Homelessness Service	That information on where leasing scheme properties will be located in the city be provided once available.	This information will be provided once available.	Nicola Rea, Strategic Lead for Homelessness

20 June 2023	CESC/23/23 An update report on the Homelessness Service	That a future update report on homelessness include explanation as to why high numbers of BAME residents experience homelessness	This information will be added to the work programme to be actioned in the next Homelessness Update report.	Rob McCartney, Assistant Director of Homelessness
18 July 2023	CESC/23/30 Age Friendly Manchester Refreshed Strategy 2023-2028	That the Age Friendly Manchester Strategy delivery plan be provided to a future meeting for consideration.	The delivery plan is currently being taken to a number of groups to agree the final detail and the activity and can be scheduled for consideration at a future meeting once agreed. Confirmation of a date will be provided once consultation has ended in late September.	Barry Gillespie, Assistant Director of Public Health Dave Thorley, Programme Lead – Age Friendly Manchester
18 July 2023	CESC/23/30 Age Friendly Manchester Refreshed Strategy 2023-2028	That Age Friendly be promoted in the Equality Impact Assessments of all committee reports.	The committee report template could be updated to include reference to Age Friendly considerations under the Equality, Diversity and Inclusion section. This will be brought forward by GSSU.	Charlotte Lynch, Governance and Scrutiny Team Leader
18 July 2023	CESC/23/31 Community Events 2023/24	That further information on all CEF-funded events be provided, including how these meet the criteria for funding, their reach and location, and whether these are recurring events.	A response to this recommendation has been requested.	Mike Parrott, Head of Event Development
18 July 2023	CESC/23/31 Community Events 2023/24	That a further report on community events be provided in 6 months.	A response to this recommendation has been requested.	Mike Parrott, Head of Event Development
18 July 2023	CESC/23/31 Community Events 2023/24	That information on the geographical reach of events be provided for each event included in future reports.	A response to this recommendation has been requested.	Mike Parrott, Head of Event Development

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

Subject / Decision	Decision Maker	Decision Due Date	Consultation	Background documents	Officer Contact
Review and extension of existing alleygating Public Spaces Protection Orders (PSPOs) (2023/07/12/A) To review 345 PSPOs relating to existing alleygating schemes across the city, in order to decide whether to extend the orders for a maximum period of 3 years, unless further extended.	Strategic Director (Neighbourhoods)	Not before 12th Aug 2023		Recommendation report, results of consultation exercise to be carried out in July / August 2023	Sam Kinsey, Compliance and Enforcement Specialist sam.kinsey@manchester.gov.uk
Review and extension of the Wynnstay Grove Public Spaces Protection Order (PSPO) (2023/07/20A) Decision whether or not to extend the Wynnstay Grove PSPO.	Strategic Director (Neighbourhoods)	Not before 18th Aug 2023		Proposed PSPO, Decision Report, Equality Impact Assessment	Sam Stabler, Strategic Lead (Community Safety) samantha.stabler@manchester.gov.uk

Library customer self-service equipment (RFID) and Refresh public PCs (2023/08/09A) To approve capital funding to refresh the district Library public facing IT equipment, directly supporting reading, literacy and digital inclusion and provision which align with Council strategic objectives	City Treasurer (Deputy Chief Executive)	Not before 7th Sep 2023		Capital Checkpoint 4	Andrew Blore, ICT Strategic Business Partner andrew.blore@manchester.gov.uk
--	--	-------------------------------	--	-------------------------	--

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

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 which details how the Council is working to meet its equality objectives and how this is being delivered, including a range of relevant case studies.	Councillor Midgley	Fiona Ledden Sharmila Kar	
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	
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. To also include further information on equalities.	Councillor Midgley	Dave Ashmore Nicola Rea	See 20 June 2023 minutes.
Community Cohesion Strategy	To receive a report on the Community Cohesion Strategy 'Building Stronger Communities Together'.	Councillor Midgley	Fiona Sharkey Samiya Butt	
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
Update on the budget position	To receive a report outlining the budget position for 2024/25 and progress in reaching a balanced budget, including preliminary savings and investment options.	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
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.
Community Safety Strategy 2022-25	To receive a further report at an appropriate time, including the information requested by Members at the meeting on 6 September 2022.	Councillor Rahman	Neil Fairlamb Fiona Sharkey Sam Stabler	See minutes of the meeting on 6 September 2022.
Serious Violence Strategy	To request a further report, including information on measuring the outcomes of the Strategy, work to tackle the increase in youth violence in north Manchester and disparities across different areas of the city.	Councillor Rahman	Neil Fairlamb Fiona Sharkey Sam Stabler	See minutes of the meeting on 6 September 2022.
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.
Public Sector Equality Duty	To receive an update on the Council's activities to demonstrate compliance with the Public Sector Equality Duty. To include detail on what has worked well and lessons learnt/areas for improvement to drive objectives forward. To also include information on pre- and post-pandemic work.	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	
2024-25 Budget	To receive a report outlining the budget position for 2024/25 and progress in reaching a balanced budget, including preliminary savings and investment options.	Councillor Akbar Councillor Rahman Councillor Midgley Councillor Hacking	Carol Culley Neil Fairlamb	
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
Libraries and Archives Report	To receive an update report on Libraries and Archives.	Councillor Hacking	Neil Fairlamb Neil MacInnes	
Making Manchester Fairer	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	

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
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.
Age Friendly Manchester Strategy Delivery Plan	To receive the Age Friendly Manchester Strategy Delivery Plan for consideration once consultation has ended.	Councillor T Robinson	Barry Gillespie Dave Thorley Philip Bradley	See July 2023 minutes.
Community Events	To receive an update on Community Events for 2023/24, six months on from the previous update.	Councillor Hacking Councillor Igbon	Mike Parrott	See July 2023 minutes.

4. Items for Information

CESC/22/50 – Public Open Spaces CCTV

The following response has been provided to the committee's request to receive further information 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.

Currently our control system has capacity of camera recording and licenses for 300 cameras, displays and workstations are modular so can grow as needed and this is the same with camera recordings.

157 cameras are planned for upgrade this year. After this an action plan will be created for a proactive approach to camera replacement whereby budget/funding can be allocated rather than waiting for cameras to fail and leaving gaps in coverage.

This page is intentionally left blank