



Neighbourhoods and Environment Scrutiny Committee

Date: Wednesday, 17 July 2019

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 members of the Committee at 1:30 pm in Committee Room 6, Room 2006, Level 2 of the Town Hall Extension.

Access to the Ante Chamber

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Membership of the Neighbourhoods and Environment Scrutiny Committee

Councillors - Igbon (Chair), Azra Ali, Appleby, Butt, Flanagan, Harland, Hassan, Hughes, Jeavons, Kilpatrick, Lynch, Lyons, Razaq, Sadler, Strong, Whiston, White and Wright

Agenda

1. Urgent Business

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

2. Appeals

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

3. Interests

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

4. Minutes

To approve as a correct record the minutes of the meeting held on 19 June 2019 .

5 - 12

5. [2.05-2.25] Manchester Climate Change Annual Progress Report

Report of the Strategic Lead Policy and Partnerships, Head of Local Planning and Infrastructure and Manchester Climate Change Agency

13 - 84

This report provides information on the progress that has been made towards the delivery of the existing 2020 targets for the City of Manchester as a whole and Manchester City Council.

6. [2.25-2.45] Mandatory HMO Licensing update

Report of the Strategic Director of Neighbourhoods

85 - 100

This report provides the Committee with an update on Mandatory Houses in Multiple Occupation Licensing.

7. [2.45-3.10] Update on work to tackle counterfeit activity and environmental issues in the Strangeways area

Report of the Strategic Director of Neighbourhoods

101 - 108

This report outlines multi-agency work carried out over the last 3 years, to disrupt and ultimately remove illegal businesses from the Strangeways area and improve compliance with waste

regulations.

8. **[3.10-3.35] Update on Homelessness and Housing** 109 - 144
Report of the Director of Adult Services and the Strategic Director
– Development

This report provides an update, subsequent to the report to Neighbourhoods and Scrutiny on the 6th March 2019, on the work that is taking place to tackle homelessness and rough sleeping in the City. This includes the work being progressed on helping the number of people sleeping rough access accommodation and support, emergency accommodation, temporary accommodation.

9. **[3.35-3.45] Delivering the Our Manchester Strategy - The Executive Member for Neighbourhoods** 145 - 150
Report of the Executive Member for Neighbourhoods

This report provides an overview of work undertaken and progress towards the delivery of the Council's priorities as set out in the Our Manchester Strategy for those areas within the portfolio of the Executive Member for Neighbourhoods.

10. **[3.45-3.50] Delivering the Our Manchester Strategy - The Executive Member for Environment, Planning & Transport** 151 - 160
Report of the Executive Member for Environment, Planning and Transport

This report provides an overview of work undertaken and progress towards the delivery of the Council's priorities as set out in the Our Manchester strategy for those areas within the portfolio of the Executive Member for Environment, Planning and Transport.

11. **[3.50-4.00] Overview Report** 161 - 176
Report of the Governance and Scrutiny Support Unit

This report includes details of the key decisions due to be taken that are relevant to the Committee's remit as well as an update on actions resulting from the Committee's recommendations. The report also includes the Committee's work programme, which the Committee is asked to agree.

Please note that the actual start time for each agenda item may differ from the time stated on the agenda.

Information about the Committee

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

The Neighbourhoods and Environment Scrutiny Committee has responsibility for looking at how the Council and its partners create neighbourhoods that meet the aspirations of Manchester's citizens.

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

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Further Information

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This agenda was issued on **Tuesday, 9 July 2019** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 3, Town Hall Extension, Manchester M60 2LA

Neighbourhoods and Environment Scrutiny Committee

Minutes of the meeting held on 19 June 2019

Present:

Councillor Igbon – in the Chair

Councillors Azra Ali, Appleby, Butt, Flanagan, Harland, Hassan, Hughes, Jeavons, Kilpatrick, Lynch, Lyons, Sadler, Whiston, White and Wright

Councillor S Murphy, Deputy Leader

Councillor Akbar, Executive Member for Neighbourhoods

Councillor Stone, Chair of the Children and Young People Scrutiny Committee

Apologies: Councillor Strong

NESC/19/19 Minutes

The minutes of the meeting held on 6 March 2019 were submitted for approval as an accurate record of the meeting. Councillor Akbar, Executive Member for Neighbourhoods requested that his attendance be recorded on the minutes of the meeting held on 6 March 2019.

Decisions

To approve the minutes of the meeting held on 6 March 2019 as a correct record subject to the above amendment.

To note the minutes of the Behaviour Change and Waste Task and Finish Group meeting of 20 March 2019.

NESC/19/20 Update on the work of the Section 21 team based within the Housing Solutions Team

The Committee considered the report of the Director of Adult Services that provided an update on the work of the newly created team in the Housing Solutions Service, whose role was to specifically focus upon supporting people who receive a Section 21 notice from their landlord to leave the accommodation.

The Strategic Lead for Homelessness referred to the main points and themes within the report which included: -

- Data on the levels of homeless presentations within Manchester;
- A description of Section 21 notices and the legal process;
- A description of the Court Service that was based in the Manchester Civil Justice Centre and the offer that they deliver;
- The new process for homeless applicants who present with a Section 21 notice;
- Outcomes of the Section 21 Team, noting that the team had been established for four months;

- Analysis of the financial impact of the Section 21 Team; and
- The outcome of this service was that more people were able to remain in their accommodation longer; were avoiding emergency accommodation and having more opportunity to access a property in the area of their choice.

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

- Had recent changes announced in relation to the Landlord Tenant Act 2012 had any impact on Section 21 procedures;
- How was the service publicised across the city;
- How many staff were employed in the Court Service and how many people do they see each month;
- What 'incentives' could be used by the team to help negotiate with landlords to prevent evictions;
- More information was sought on the dispersal of homeless families, noting the detrimental impact this had on families and children's education and requested that the report that was to be submitted to the July meeting include comparative data on the numbers affected by this and case studies be provided; and
- What follow up support was offered to residents who had engaged with the service.

The Section 21 Team Manager informed the Committee that the recent changes announced to the Landlord Tenant Act 2012 did not impact on Section 21 procedures. He advised that the team negotiated with landlords to prevent evictions, advising that in certain circumstances the prevention fund could be used to clear arrears up to an agreed amount on the understanding that the Section 21 notice would be withdrawn by the landlord. He also advised that the team would also apply for Discretionary Housing Payments (DHP) on behalf of tenants experiencing a shortfall in their Housing Benefit. He further advised that the prevention fund could also be used to pay a bond to secure a tenancy with a private landlord.

The Section 21 Team Manager stated that there was currently two full time staff employed within the Court Service and that they dealt with approximately 80 people per month, noting that the breakdown was approximately 85% social landlord tenants, 7.5% mortgage repossession cases and 7.5% private rented sector tenants. Commenting that mortgage lenders were required to inform the local authority when there was an intention to instigate repossession proceedings and this allowed appropriate referrals for support and assistance to be made.

The Deputy Leader informed the Committee that a mapping exercise had been undertaken in relation to factors that caused homelessness and analysis of these results would then inform targeted prevention work. She further stated that the recently appointed Director of Homelessness would be attending the July meeting to address the Committee.

The Deputy Leader stated that she supported the Government's commitment to end the use of Section 21 notices, but they now needed to focus upon enacting this. The Deputy Leader further advised that following a recent Peer Review of the use of DHP she remained committed to working with colleagues in the Revenues and

Benefit Unit to ensure that DHP was best used to maximise the number of residents supported.

The Strategic Lead for Homelessness stated that for those residents who engaged with the service, support was offered by making referrals to various sources such as the Citizens Advice Manchester, Shelter, Cheetham Hill Advice Centre and Early Help Hubs. In relation to the issue of dispersed families she acknowledged the comment made by the Member, however stated that due to the levels of demand on the service it was not always possible to find accommodation within Manchester.

The Strategic Lead for Homelessness informed the Committee that relevant Partners had been made aware of the Section 21 Team, and as the service was relatively new she wanted to be confident that it was working as intended before publicising more widely, however the intention was to do this and consideration would be given as to how best to do that.

The Chair commented that homelessness was a very complex issue, including but not restricted to mental health and domestic violence, and requested that the report that was scheduled to be submitted to the July meeting include information on how the Homeless Service worked with other services and partner organisations to address homelessness.

Decision

1. To recommend that the report entitled 'Update on Homelessness and Housing' that is scheduled for consideration by the Committee at the 17 July meeting include information and comparative data on dispersed families and case studies. In addition, the report will include information on how the Homeless Service worked with other services and partner organisations to address homelessness.

2. Noting the impact that dispersal had on homeless families and children's education the Committee recommend that the Executive Member for Children and Schools and representatives from Children's Services be in attendance at the July meeting.

NESC/19/21 Progress Report: Activities to Tackle Flytipping

The Committee considered the report of the Director of Neighbourhoods that provided Members with an update on the activities to tackle flytipping.

The Strategic Lead, Waste, Recycling and Street Cleansing referred to the main points and themes within the report which included: -

- Providing a description of the teams that deliver the services that discharge the Council's statutory duties in respect of ensuring flytipping was removed from public land, protecting the environment and ensuring that businesses and residents comply with a range of legislation to ensure that waste was disposed of correctly;

- A description of the progress to date since the last report to the Committee in October 2018, including case studies;
- A description of the options for getting rid of waste;
- The responsibility of Biffa to respond to reports of fly-tipped waste on public land;
- The role of the Biffa Fly-tip Investigation Team and how they work with the Neighbourhood Project Compliance Team to pursue enforcement action;
- Performance against Service Level Agreements;
- Key flytipping statistics; and
- Next steps.

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

- What was the strategy to prevent flytipping across the whole of the city;
- Alleyways and passageways needed to be cleaned and weeded in conjunction with the highways department;
- Who had been involved with Great British Spring Clean and how would this link in with wider environmental campaigns across the city;
- Did Biffa operatives report incidents of flytipping that were left next to the household bins;
- Noting the number of prosecutions for flytipping was this satisfactory compared to the number of notices issued;
- What was being doing to address the increase in 'scrap man' advertising;
- Following discussions with Social Landlords consideration needed to be given as to how they could request bulky waste collections on the Council's CRM system;
- The bulky waste collection service needed to be advertised more widely and repeatedly and could a poster be made available to display in communal areas;
- Residents should still be able to request a bulky waste collection via other means, not just online.
- Noting the difficulties experienced in identifying private landowners and the challenges to remove flytipping from canals and rivers;
- The cost to businesses to dispose of waste at household waste recycling centres and was this counterproductive;
- CCTV needed to be utilised to identify and prosecute perpetrators of flytipping; and
- Could statistics be provided on the take up of the bulky waste collection service over the previous 12 months be provided at a ward level.

The Strategic Lead, Waste, Recycling and Street Cleansing acknowledged the comments expressed regarding the cleaning of alleyways and informed the Committee that Biffa were reviewing their approach to this with a view to improving the service. She said that a pragmatic approach would be adopted and the schedule would be reviewed and this would be shared with Members. She stated that a programme to invest in containers in passage ways would also be delivered this year.

In regard to bulky waste, the Strategic Lead, Waste, Recycling and Street Cleansing confirmed that the data on bulky waste collections for the previous twelve months was available on a ward basis and this would be circulated to Members. She said this

service had been widely publicised as part of the apartment block service changes and consideration would be given as to how this could be promoted more widely. She said that residents could still request a bulky waste collection via other means in addition to online, and she noted the comments regarding the CRM system and the challenges experienced by Social Landlords when requesting bulky waste collections on behalf of their tenants. She further confirmed that Biffa crews did report incidents of flytipping when this was witnessed on their collection rounds and the appropriate teams would be deployed to remove this. She further advised that the approach to addressing flytipping was consistent across the city.

The Strategic Lead, Waste, Recycling and Street Cleansing acknowledged that delays in removing flytipped waste could be experienced when this occurred on private land, adding that access to remove flytipping could hamper removal. She said that complaints regarding incidents of this type would be dealt with by the local Neighbourhood Teams. She further advised that Keep Britain Tidy had undertaken a piece of research to understand why people flytipped and had provided a number of recommendations that were currently being reviewed and reflected upon. She said that the outcome of this exercise would be reported to the October meeting of the Committee.

In response to the comments regarding the cost to dispose of commercial waste at household recycling centres the Strategic Lead, Waste, Recycling and Street Cleansing stated that commercial operators had a number of options available to them to dispose of their waste and such centres were for domestic waste, not commercial waste.

Responding to the issue of 'scrap men' the Strategic Lead, Compliance Enforcement & Community Safety noted that there had been an increase in such services advertised across the city. She said whilst it may appear to residents that this was a simple way to have their bulky items removed it was important to realise that residents were ultimately responsible for the appropriate disposal of any rubbish. She said that residents could be subject to a Household Duty of Care Fine of £400 if the carrier they used to remove and dispose of their waste was not licensed.

The Strategic Lead, Compliance Enforcement and Community Safety stated that the agreed additional investment in 2019/20 to tackle flytipping of £500k would be used to fund additional Enforcement Officers to undertake targeted work and to invest prevention measures, such as investing in CCTV cameras and target hardening projects to design out flytipping hotspots by installing physical measures to deter fly-tippers.

The Keep Manchester Tidy, Project Manager advised the all partners and groups that had taken part in the Keep Britain Tidy Great British Spring Clean had registered via their website so the details of all of these groups had been collected. She said that all of the schools that had taken part would also be surveyed to understand the levels of participation and obtain feedback. She said that to build on the success of this and celebrate the work an event would be held at the Peoples History Museum on 25 June with all of the groups invited to attend. She said this would provide an opportunity to network and establish relationships between various community groups.

The Executive Member for Neighbourhoods stated that Manchester remained committed to tackling the criminal activity of flytipping and this had been demonstrated by the additional funding that had been allocated to address this. He stated that Manchester took this issue very seriously and would actively investigate and prosecute perpetrators. He advised that Manchester was responsible for 10% of all persecutions nationally, stating that this was an achievement when considering that all cases were subject to the criminal burden of truth test. He further acknowledged the comments made regarding publicising the bulky waste collection service and consideration would be given as to how best to do this to maximise the take up of this offer.

Decision

To note the report.

[Councillor Appleby declared a personal and non prejudicial interest as her partner is employed by Biffa]

NESC/19/22 Eco Schools

The Committee considered the report of the Director of Neighbourhoods that provided Members with information about the Eco Schools programme and the work currently being undertaken with young people in Manchester Schools.

The Strategic Lead, Waste, Recycling and Street Cleansing referred to the main points and themes within the report which included: -

- Providing a description of the Eco Schools programme;
- Describing The Eco-Schools Seven Steps framework that participating schools follow in order to achieve the internationally recognised Eco-Schools Green Flag award; and
- Providing case studies to highlight the range of activities undertaken by Schools around this programme.

Members also viewed a video presentation that showcased the activities and learning undertaken by the pupils at the Dean Trust Ardwick around the issue of plastic waste and recycling.

The Committee also heard from the Neighbourhood Officer for the Hulme ward who described the variety of work undertaken with residents to support them to engage with environmental projects and activities, such as developing walking plans for schools, wildlife project, greening projects and air quality. The Chair paid tribute to the wealth of activities undertaken in the Hulme Ward that were supported by officers within the Neighbourhood Team. She commented that that this should be replicated across all wards to drive forward this important work and she thanked all of the schools, staff and pupils for their work.

The Committee welcomed the Chair of the Children and Young People Scrutiny Committee who said that he welcomed the report, noting the importance of engaging young people in this subject and that children could then influence the behaviour of adults. He stressed the important role of school governors to promote this work in their respective schools and he has raised this issue with the relevant Executive Member.

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

- Could a list of all schools and partners engaged in this programme be circulated;
- Noting that young people were taking the initiative in relation to the climate change agenda and they should be supported by the Council at every opportunity, for example using Section 106 money to plant trees and create green walls; and
- The importance of linking these activities into other related projects such as the zero carbon activities.

The Keep Manchester Tidy, Project Manager advised that Keep Britain Tidy organised a variety of events and deliver a number of projects throughout the year and that the Eco Schools programme was available to all schools. She advised that 202 schools and early years providers had registered as Eco-Schools in Manchester since 2005. She commented that an audit of school's progress against this programme would be undertaken and this would help understand any barriers. She commented that challenges were experienced when schools experienced staff turnover, and a member of staff who led on this activity left.

The Keep Manchester Tidy, Project Manager further advised that a list of partners was being collated by the Manchester Climate Change Agency.

The Strategic Lead, Waste, Recycling and Street Cleansing advised Members that the Litter Assemblies offered by Biffa were available to all schools and a list of those schools that had taken up this offer would be circulated. She further commented that the Social Value element of the Councils procurement policy would help support communities and neighbourhoods deliver environmental projects.

The Executive Member for Neighbourhoods stated that he welcomed the opportunity to work with Keep Britain Tidy to support young citizens in this important area of work, noting that budget restrictions had impacted significantly on the ability to deliver and support this work.

Decision

1. To note the report.
2. To request a list of all schools engaged with the Eco Schools Programme is circulated to Members of the Committee.
3. To request a list of those schools that had received a Litter Assembly is circulated to Members of the Committee.
4. To request a list of all partners engaged with the Eco Schools Programme is circulated to all Members of the Committee.

NESC/19/23 Re-establishment of the Behaviour Change and Waste Task and Finish Group

The Committee considered the report of Governance and Scrutiny Support Unit that provides the Committee with the current terms of reference and work programme of the Behaviour Change and Waste Task and Finish Group.

The Committee were invited to re-establish the Behaviour Change and Waste Task and Finish Group for the municipal year 2019-2020, agree the membership and agree the terms of reference and work programme.

Decisions

1. The Committee agree to re-establish the Behaviour Change and Waste Task and Finish Group for the municipal year 2019-2020;
2. The Committee approve the membership of the Behaviour Change and Waste Task and Finish Group as listed within the report and agree to appoint Cllr Whiston as an additional member.

NESC/19/24 Overview Report

The report of the Governance and Scrutiny Support Unit which contained key decisions within the Committee's remit and responses to previous recommendations was submitted for comment. Members were also invited to agree the Committee's future work programme.

The Chair invited the Committee to review the Work Programme and to inform her and the Scrutiny Support Officer of any specific areas that needed to be included in any of the reports listed.

A Member commented that there were a number of responses to recommendations still outstanding. The Chair advised that the Scrutiny Support Officer would follow these up for a response.

A Member commented that following conclusion of the Behaviour Change and Waste Task and Finish Group consideration should be given to establishing a Task and Finish Group to look at the issue of climate change.

Decision

The Committee notes the report and approves the work programme subject to the above comments.

**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee – 17 July 2019

Subject: Manchester Climate Change Annual Progress Report

Report of: Strategic Lead Policy and Partnerships
Head of Local Planning and Infrastructure
Jonny Sadler, Manchester Climate Change Agency

Summary

In November 2018, the Council’s Executive agreed to the establishment of science-based carbon reduction targets for Manchester which required the city to become net zero carbon by 2038. As such, the Manchester Climate Change Board (MCCB), with the support of Anthesis, developed a guide to support organisations in Manchester to play their full part in achieving this commitment alongside a draft zero carbon framework. They also worked with partner organisations, including the Council, to develop a draft zero carbon action plan which was approved by the Council in March 2019 and committed to producing a full plan by March 2020. This report provides a brief update on this work alongside an update on the progress being made towards the delivery of the city’s existing ambitions to reduce carbon emissions.

The report includes details of the citywide progress towards the interim target of a 41% reduction in carbon emissions by 2020 from a 2005 baseline. It also details the Council’s contribution towards this target via the reduction in direct carbon emissions attributed to the Council’s activities since 2009/10. The latest data shows that citywide emissions have reduced by 40% since 2005 and the Council’s direct emissions have reduced by 48.1% from a 2009/10 baseline.

Recommendations

It is recommended that the Committee consider the progress that has been made towards the delivery of the existing 2020 targets for the City of Manchester as a whole and Manchester City Council.

Wards Affected: All

Alignment to the Our Manchester Strategy Outcomes

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and	The transition to a zero carbon city will help the city’s economy become more sustainable and will generate

distinctive economy that creates jobs and opportunities	jobs within the low carbon energy and goods sector. This will support the implementation of Manchester's emerging Local Industrial Strategy.
A highly skilled city: world class and home grown talent sustaining the city's economic success	Manchester is one a small number of UK cities that have agreed a science based target and is leading the way in transitioning to a zero carbon city. It is envisaged that this may give the city opportunities in the green technology and services sector.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Transitioning to a zero carbon city can help to tackle fuel poverty by reducing energy bills. Health outcomes will also be improved through the promotion of more sustainable modes of transport and improved air quality.
A liveable and low carbon city: a destination of choice to live, visit, work	Becoming a zero carbon city can help to make the city a more attractive place for people to live, work, visit and study.
A connected city: world class infrastructure and connectivity to drive growth	A zero carbon transport system would create a world class business environment to drive sustainable economic growth.

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Background documents (available for public inspection):

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

Playing Our Full Part: How Manchester's Residents and Businesses can benefit from Ambitious Action on Climate Change 2018
Manchester Climate Change Strategy 2017-50
Manchester Climate Change Strategy Implementation Plan 2017-22

Manchester: A Certain Future Annual Report 2018

Manchester City Council Climate Change Action Plan 2016-20

Manchester Zero Carbon 2038, Manchester City Council's Commitment, March 2019

1.0 Background

- 1.1 This report provides the Committee with a quantitative and qualitative update on progress towards delivering the city's ambitious climate change agenda. It includes a brief update on the activity which is underway to develop new plans to ensure progress towards the new zero carbon 2038 targets, alongside a more detailed update on the latest citywide emissions and direct emissions from the Council's activity. At the time of writing, a motion requesting the Council to formally declare a 'climate emergency' was due to be considered at the Wednesday 10th July's Council meeting.

2.0 Zero Carbon 2038

- 2.1 In November 2018, following analysis by the world renowned Tyndall Centre for Climate Change Research, the MCCB made a proposal to update the city's carbon reduction commitment in line with the Paris Agreement, in the context of achieving the "Our Manchester" objectives and asked the Council to endorse these ambitious new targets. The Council adopted a science-based carbon budget and committed the city to becoming zero carbon by 2038.
- 2.2 In March 2019, the Council endorsed the draft Manchester Zero Carbon Framework as the city's overarching approach to meeting its science-based climate change targets over the period 2020-38, as part of the wider Our Manchester policy framework. This report also included draft action plans from a range of organisations who are members of the Manchester Climate Change Board and are collectively responsible for 20% of the city's emissions. These organisations, including the Council, have committed to become zero carbon by 2038 and will be producing final action plans which will be considered by the Committee ahead of Executive in March 2020.

3.0 Manchester Climate Change Agency

- 3.1 The Manchester Climate Change Agency (MCCA) was established in 2015 to support, encourage and enable organisations and individuals in Manchester to contribute towards delivering on the city's commitments on climate change. The Agency is an enabling organisation and its priorities are focused on adding value to existing climate change activities in the city, for example through promotion of partners' activities, and filling gaps that exist in the delivery of Manchester's Climate Change Strategy, in particular through the development of new projects and funding bids.
- 3.2 The Agency works in partnership with local, national and international organisations on initiatives that support and celebrate action on climate change. The Agency was established by the Manchester: A Certain Future Steering Group, Manchester City Council and Manchester-based architectural and engineering company BDP. It is a not-for-profit Community Interest Company.
- 3.3 The Agency recently established a Manchester Climate Change Youth Board to ensure that younger people are able to engage and contribute to climate change action in Manchester. To enable this to happen on a full-time basis, the Youth

Board recently launched a Crowd Funder campaign in partnership with MCCA. The campaign, for the UK's first full-time Youth Climate Action Champion, ran for a month, surpassing the £5k target to raise £6,111. The Youth Board are continuing their fundraising campaign to secure additional funds to ensure the Youth Climate Champion will be a reality. This is a priority for the Youth Board in 2019/2020.

- 3.4 For further detailed information on the activity of the Manchester Climate Change Board and citywide climate change activity please see Appendix 1.

4.0 Citywide Progress – 2018/19 Update

- 4.1 Analysis of the latest Government figures show that the city's overall carbon emissions fell from 2.07 MtCO₂ in 2017 to 1.97 MtCO₂ in 2018. As such, to date the city has achieved a 5% reduction since 2017. In 2018 the city achieved a 40% reduction in emissions since 2005 and is now projected to achieve the 41% reduction in carbon emissions by 2020.
- 4.2 In 2018 Manchester's scope 1 and 2¹ carbon emissions are made up of 40% from the business sector (industrial and commercial), with 31% from transportation and 29% from domestic energy use. Between 2017 and 2018, domestic emissions are projected to have fallen by 8%, transport emissions by 5% and business emissions by 3%.
- 4.3 A huge part of the challenge to transitioning to a zero carbon city by 2038 will be for all residents, businesses and organisations in the city to be engaged in this agenda and for them to be encouraged and supported to play their full part in reducing emissions. This will require significant changes to how houses are built and heated, how energy is generated and how people move around the city. There will also need to be significant domestic and commercial retrofit schemes with funding and investment from multiple sources. It will also require big changes to governance arrangements and investment/resources for delivery. The Our Manchester approach to engaging and listening to residents and stakeholders will be utilised to make the issue real for people that are living and working in the city.

5.0 Manchester City Council's Emissions – 2018/19 Update

- 5.1 In 2009/10, the Council published its commitment to contribute to the citywide reduction in carbon emissions and set this out in the Manchester City Council Climate Change Delivery Plan. The Council committed to reducing its direct carbon emissions by 41% by 2019/2020 from a 2009/10 baseline. Following this, the Council produced a series of actions plans which detailed the activities that would be undertaken in order to ensure that our commitments were met.
- 5.2 This report monitors the progress against the planned actions set out in the most recent Climate Change Action Plan (CCAP) 2016-20. The scope of the CCAP includes only carbon emissions that the Council is directly responsible for such as our operational buildings estate, street lighting and some transport activities

¹ Scope 1 emissions = direct emissions from owned or controlled sources. Scope 2 emissions = indirect emissions from the generation of purchased electricity, steam, heating and cooling consumed.

including business travel and the waste and recycling fleet. A more detailed quantitative analysis of consumption and emissions is provided in Appendix 2 alongside an update on the activities included within the plan within Appendix 3.

- 5.3 The latest data for the 2018/19 financial year shows that the Council's direct emissions have reduced by 48.1% since the 2009/10 baseline meaning that the 41% target has been achieved and surpassed a year ahead of schedule. There has been a significant reduction in emissions when compared with 2017/18 which is predominantly the result of changes to the UK Emissions Factor for electricity, a reduction in energy consumption in the Council's operational buildings and a reduction in electricity consumption from street lighting. Emissions from the Biffa Waste Collection Fleet have fallen slightly in the last year but have increased since the 2009/10 baseline. The reasons for these changes are explored in more detail below.
- 5.4 **UK Emissions Factor:** In order to produce the annual reports detailing the CO₂ emissions associated with the Council's direct activities, activity data e.g. miles travelled, kilowatt hours of electricity and gas used etc. are converted into carbon emissions using a nationally agreed set of emission conversion factors which are published annually by the government. The emission factor for electricity represents the average CO₂ emission from the UK National Grid per kWh of electricity generated. The electricity emission factor fluctuates each year as the fuel mix consumed in UK power stations and the proportion of net imported electricity changes. These annual changes can be large as the factor depends very heavily on the relative prices of coal and natural gas as well as fluctuations in peak demand and renewables. Between 2017 and 2018, the emission factor for electricity reduced by 20.1%, effectively reducing emissions from electricity by 20.1%. It is anticipated that the electricity emission factor will continue to decrease as the National Grid becomes greener overtime. The Council already procures green electricity which is contributing to the greening of the National Grid. However, it is important to note that we are unable to make any further emissions saving from this procurement decision beyond using the nationally agreed emission factor for electricity.
- 5.5 **Buildings emissions and kWh:** Carbon emissions from our buildings estate have reduced by 46.0% from the 2009/10 baseline. In this same period, the total energy used in our buildings (kilowatt hours of gas, electricity and oil) has reduced by 26.9%. This demonstrates that while emission factor reductions have undoubtedly had a positive influence on our total emissions, the amount of energy that we have consumed has also decreased. Energy consumption in building also fluctuates by season and is affected by warm and cold weather spells. As such, the emissions will have been impacted by the warmer than average temperatures experienced across the UK during 2018 and particularly during the main heating season.
- 5.6 **LED Street Lighting Replacement Programme:** In September 2017, the Council embarked on a programme to replace street lights in Manchester with LEDs bulbs. The programme was planned to take three years and result in the replacement of 56,000 lamps. It is anticipated that the programme will save the Council over £2million per year and will reduce carbon emissions by 8,400

tonnes per year. By the end of 2018/19, over 37,000 LEDs had been installed and emissions from street lighting had fallen by 57.9% since the 2009/10 baseline.

- 5.7 **Waste Collection:** In summer 2015, Biffa took over the running of the Council's household refuse collection service from Enterprise and also began running the Council's Street Cleansing services. This resulted in 28 sweepers and 40 tippers, transferring from the Council to Biffa. This contributed to an increase in emissions from the Biffa waste fleet and a decrease in the Council fleet vehicle emissions as shown in the 2015/16 data within Appendix 2. In 2019, Biffa started to trial the first fully electric 27 tonne waste collection vehicle in Manchester. The trial is the first step in the effort to ultimately end the CO₂ emissions released from diesel fuels during waste collections and to help improve the city's air quality. During 2019, the vehicle will be deployed in various different applications to fully test the battery capacity, loading and storage capability, recharging time, the impact of different weather conditions and many other factors. A complete data set will enable a much more informed view of the benefits and potential challenges that may lay ahead with this technology. The Council will continue to work closely with Biffa to build on this trial and implement robust and ambitious activities to reduce emission from the waste fleet. These will be outlined in the Council's March 2020 action plan referenced above.
- 5.8 **Staff Travel and Fleet:** Other transport emissions are associated with staff travel including travelling by train, taxi, air or claiming business mileage. These are a very small percentage of overall emissions but there are still opportunities to reduce them further and these will be explored within the new action plan which will be completed in March 2020. The Council also operates a small number of fleet vehicles and opportunities to replace these with lower emission vehicles will also be considered within the new action plan.
- 5.9 **Carbon Literacy:** The Council's Carbon Literacy Training programme was relaunched as '*Our Climate, Our City*' in March 2018 and was initially delivered by Manchester Metropolitan University (MMU). In total, 177 members of staff and elected members have been trained since the relaunch, taking the total number of Carbon Literate people in the Council to 674. In order to create a more sustainable training offer for the medium term, six Council officers have been trained to become accredited Carbon Literacy trainers. Two further training sessions are being organised before September 2019 and a full programme of training will be launched from October 2019 onwards. The Council's Strategic Management are also undertaking the training and their final face-to-face element will be delivered on 25th July 2019.

6.0 Conclusion and recommendations

- 6.1 The span of the current MCC Climate Change Action Plan and our existing commitments will come to an end in March 2020 and will be reported on in July 2020. Our current target to reduce our direct emissions by 41% by 2020 (based on a 2009/10 baseline) will be superseded by new more ambitious short term targets. The overarching ambition will be for the Council's emissions to be zero by 2038, in line with the cities targets. This commitment and our trajectory to

meeting these will be outlined in a new plan published in March 2020. Actions within the plan will focus those activities which produce the majority of our emissions, such as our buildings but there will also be a focus on energy generation and the waste & recycling fleet. It has also been recognised that the Council will need to play a critical role in supporting the city as a whole to reach its zero carbon ambitions through a variety of roles and responsibilities including planning, decision making, capital projects, leadership and our influence.

6.2 The Council's zero carbon action plan also recognises that residents will need to be engaged in a meaningful way in order to ensure they are able to contribute to the ambitious targets. Potential actions could include:

- Developing a communications programme to make the issue real for residents
- Switching to a renewable energy tariff
- Considering scope for local energy generation
- Encouraging lower energy use
- Adopting different travel choices
- Switching to electric vehicles
- Producing less waste
- Making different food choices

6.3 The span of the current city wide plan also ends in March 2020 and will be superseded by a detailed plan developed by the Manchester Climate Change Agency, MCCB and its partners. This plan will outline the scope for all residents and organisations in the city to work together to play their full part in assisting Manchester to reach its science based targets.

6.4 Recommendations can be found at the beginning of this report.

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Introduction

Introduction from the Chair of the Manchester Climate Change Board

Last year I set out that cities around the world are shifting their focus from the age-old mission of 'jobs and growth' to 'good jobs and inclusive, sustainable growth' and I posed the question 'does Manchester want to be a leader or a follower'?

At a high-level, based on the last twelve months the answer is clear. At our annual conference in July 2018 the Manchester Climate Change Board and Agency proposed to the city that we should adopt science-based targets on climate change. With the support of key partners these targets were adopted, on behalf of the city, by Manchester City Council in November 2018. In February 2019 we published a draft 'Zero Carbon Framework' to begin to set out how these targets could be met, again underpinned by support and commitments from key partners, and which was endorsed by the City Council the following month.

And in June of this year we heard from the European Commission's 'URBACT' programme that they are strongly supportive of the city's approach and have agreed to fund a project to support us to act, at the same time as working with six other EU cities to support them to also adopt a science-based approach to climate action.

These are positive steps. But what comes next is the key part, the part that every climate strike and every Extinction Rebellion protest is calling for, translating our commitments into urgent action.

To have any chance of meeting our targets, climate change action now needs to reach every home in the city, every classroom, every board table, and every Town Hall committee room. These discussions need to lead to urgent and rapid action right now, at the same time as developing plans for ambitious and sustained action over the next 20 years, to ensure we stay within our 15 million tonne carbon budget and become a zero carbon city, by 2038, at the latest.

I believe we've come a long way in the last few years. Spurred on by scientists and the activist community the discourse around climate change has become mainstream. Indeed there can be few people who are still unaware of the need to take urgent and decisive action to reduce the City's carbon emissions. To this end the adoption by the city of science based carbon-budgets is a real step forward. However, I think we all know the real challenge lies ahead, and that ultimately, true success can only be measured by actions leading to demonstrable reductions - rather than well written reports, clever policies and well-crafted speeches.

With that in mind, I'm sure my successor will share my - and the Board's - views on the need for Manchester to urgently prioritise this issue and rapidly accelerate its rate of decarbonisation. Ensuring zero carbon actions are delivered in every community and organisation in the city, with all the support they need to make it happen.

Gavin Elliott

Chair, Manchester Climate Change Board



Part One

The Manchester Climate Change Board and Agency action in 2018-19

Part 1 of this review details the actions of the Manchester Climate Change Board and Agency over the last year. It includes progress against the priorities that we set in the 2018 Annual Report.

1. Policy and Political Decisions

Support and influence policymaking and political decisions to be consistent with the Paris Agreement, the latest climate science and stakeholders views.

Action from 2018 report:

Propose a science-based carbon budget and reduction pathway that would align Manchester with the Paris Agreement and work with Manchester City Council and partners to put in place the policies, plans and resources to adopt and stay within the budget.

Manchester is one of the first cities in the world to establish science-based carbon reduction targets based on independent analysis and recommendations. The Manchester Zero Carbon 2038 programme started in January 2016, when the City Council publicly committed Manchester to 'play its full part on climate change... and become a zero carbon city', as part of the 'Our Manchester Strategy'¹.

In November 2018 Manchester City Council adopted the four recommendations which were set out in the '**Playing Our Full Part**'² proposal' developed by Manchester Climate Change Board and Agency and submitted to the City Council in October 2018.

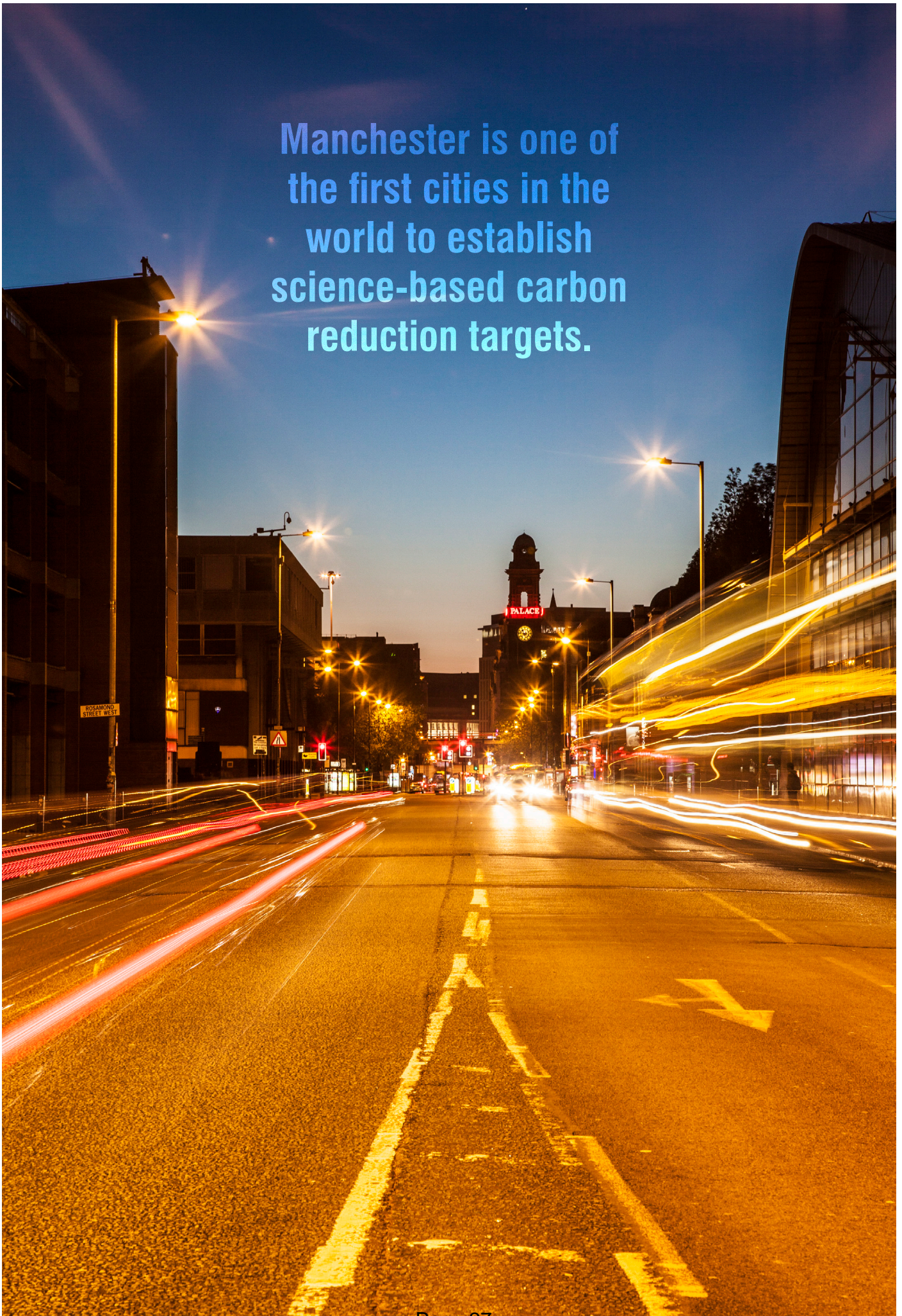
The four recommendations were:

1. Manchester adopts new science-based carbon reduction targets based upon independent analysis and recommendations by the Tyndall Centre at the University of Manchester,
2. Manchester commits to develop a Draft Action Plan by March 2019 and a final detailed Action Plan by March 2020, that sets out how the city will meet its targets,
3. Manchester recognises that by taking urgent action to become a zero carbon city, starting in 2018, the city will achieve more benefits for its residents and business than previously planned,
4. The city agrees to work with partners to ensure that Manchester accelerates its efforts to encourage all residents, businesses and other stakeholders to take action on climate change.

¹ www.manchester.gov.uk/MCRstrategy

² <http://www.manchesterclimate.com/content/science-based-targets>

**Manchester is one of
the first cities in the
world to establish
science-based carbon
reduction targets.**



2. Engage, Influence and Support Manchester Citizens and Organisations

Engage, influence and support Manchester citizens and organisations to take action on climate change, including through initiating and supporting new projects and programmes.

Work during 2018-19 has focused on ten 'Pioneer' organisations and sectors (<http://www.manchesterclimate.com/content/framework-2020-2038>), to support them to take urgent action now and to begin to develop plans for action over the medium and long-term. These organisations are responsible for over 20% of Manchester's total CO₂ emissions, and have influence over some of the remaining 80% through their supply chains, customers, partners, and other stakeholders.

The Agency has now reached £10m for the total amount of funding that it has helped secure for new climate change action in the city. This includes the GrowGreen project to use green infrastructure to adapt Manchester communities to climate change (www.growgreenproject.eu), the IGNITION project to help increase urban green infrastructure across Greater Manchester by 10% by 2038 (<https://www.uia-initiative.eu/en/uia-cities/greater-manchester>), C-Change to support Manchester's arts and culture sector to take action on climate change (<https://urbact.eu/c-change>), and Food Wave to help the city's young people to understand the climate change impact of food and empower them to take action at a personal and city level.

Action from 2018 report:

Work will be delivered with partners to engage residents in the city's zero carbon journey.

The four projects outlined above all include activities to engage Manchester's residents. There have also been activities, not captured here, by many other organisations, including, for example, the Carbon Literacy Project, Groundwork, City of Trees, Sow the City, Manchester Environmental Education Network, Carbon Co-op, Electricity Northwest, Manchester Friends of the Earth, and many others. However, much more work is urgently needed, and on an ongoing basis to build wider and sustained programmes to engage and support residents to act.

3. Honest Communication and Reporting

Honestly and transparently report and communicate the city's progress against its climate change commitments.

The Annual Report and Annual Conference have been our main activities since 2013 for reporting the city's progress on climate change. In addition, our communications this year have included:

- A total of over 11,000 visits to www.manchesterclimate.com
- Over 20 articles on our Facebook page
- Over 2,500 Twitter followers.

We also seek to promote the work of the city via a range of channels on an ongoing basis. For the '*Playing our full part*' proposal to the city in November 2018 we developed a targeted communication plan for the endorsement of the science based targets. This led to front page coverage from the Manchester Evening News and 3,000+ shares online, increased coverage from Manchester City Council, and a 10% increase in twitter following for MCCA. The total number of threads for the communications reached 19,000 people. Manchester's commitments were also endorsed by UK Government and the UK Committee on Climate Change.

4. Knowledge Sharing

Share our experiences, learn from others, and contribute to a global movement of cities acting on climate change

Since 2015 the Agency has participated in nineteen European and international events and workshops to share knowledge and best practice with other cities, four of these over the last twelve months. This builds on the collaboration between Manchester and the partner cities in the projects outlined above: GrowGreen (with five other EU cities and Wuhan in China), C-Change (with five other EU cities) and Food Wave (with 19 other EU cities)

In July 2019 an application to the EU URBACT programme was successful. Led by Manchester City Council, with support from Manchester Climate Change Agency, the 'Zero Carbon Cities' project will enable the city to collaborate

with six others from across the EU during 2019-22 to support the development of zero carbon targets and action plans, and help to accelerate action on-the-ground. <https://urbact.eu/23-action-planning-networks-approved>.

5. Operations and Governance

a) Aim and Objectives:

Publish a finalised aim and objectives, setting out how the Board and Agency will help Manchester to develop and achieve its climate change commitments (Action from 2018 report).

Work is currently underway to finalise the details of the Board and Agency's aim and objectives. Once finalised they will be published at www.manchester.climate.com.

b) Governance Structure:

Continue to develop the governance structure for the Manchester Climate Change Strategy, including the appointment of the first set of 'Climate Change Ambassadors' to complement the Board's engagement work (Action from 2018 report).

The Board have agreed to evolve into a wider 'Manchester Climate Change Partnership', to enable new partners to be part of the city's collective efforts, and to implement the 'Manchester Climate Change Ambassadors' scheme, as previously committed. Work is currently underway to put these arrangements in place.

c) Diversity and Inclusion:

Establish plans to improve the diversity of the Board in terms of its membership and the stakeholders engaged through their activities and those of the Agency.

The Manchester Climate Change Board Diversity and Inclusion Sub-group was established in June 2018, made up of Dean Rogers Govender from Manchester Cathedral, Nidhi Minocha, Sukhbir Singh and with an open invite to the Manchester Climate Change Youth Board. Its objectives are to: 1) increase the diversity of the membership of the Board, to reflect the diverse make-up of the city's residents, and 2) to increase engagement with the city's diverse communities. The sub-group have reviewed the work of the Board during 2018-19 and agreed

two actions for 2019-20:

- 1) Nidhi Minocha and Sukhbir Singh to be formally invited to the Board, to provide key links into a wide range of the city's communities, including those engaged through the Our Faith Our Planet partnership, Sangha, and other community-focused initiatives that are working to build cohesion and strength within and across Manchester.
- 2) To establish terms of reference and a work plan for 2019-20

d) Agency Development: *Establish plans for the development of the Agency to enable it to support the Board and the city to achieve its climate change commitments.*

Research has been undertaken to begin to establish options for the development of the Agency. Work is needed during 2019-20 to finalise the necessary plan and move quickly to implementation.

Manchester Climate Change Youth Board

Manchester Climate Change Youth Board aim to engage on and contribute to climate change action in Manchester. To enable this to happen on a full-time basis, the Youth Board recently launched a Crowdfunder campaign in partnership with Manchester Climate Change Agency. The campaign, for the UK's first full-time Youth Climate Action Champion, ran for a month, surpassing the £5,000 target to raise over £6,000. The Youth Board are continuing their fundraising campaign to secure additional funds to ensure the Youth Climate Champion will be a reality. This is a priority for the Youth Board in 2019/20.

Further information on the Board and Agency is available from: <http://manchesterclimate.com/MCCB> and <http://manchesterclimate.com/involved/manchester-climate-change-agency>.

Formal accounts of the Manchester Climate Change Agency C.I.C. are available from Companies House at: <https://beta.companieshouse.gov.uk/company/09761661>.

Part Two

Meeting our commitments: a review of the city's progress.

Manchester's Draft Zero Carbon Framework 2020-38 was published in February 2019 and endorsed by the City Council in March 2019. It provides the outline approach for Manchester to meet the science-based carbon reduction targets that were adopted in November 2018. Part 2 of this review covers the progress Manchester has made against these targets, plus the other two headline objectives in the Draft Framework:

1. **Science-based carbon reduction,**
2. **Improving residents' health, well-being and quality of life, and**
3. **Creating good jobs, supporting successful business and attracting investment.**

In practical terms this means that Manchester should deliver actions that simultaneously improve the health, wellbeing and quality of life of our residents, urgently reduce carbon emissions, and rapidly transition to a clean and zero carbon economy. This integrated approach will enable us to seize opportunities to create meaningful jobs and sustainable economic activities, over the short, medium and long term, leading to benefits for residents of all ages.

1. Science-based carbon reduction

This section on carbon emissions has been written by the Manchester CO₂ Monitoring Group³, an independent group made up of local experts in carbon accounting. Particular thanks are due this year for the generous contributions and analysis of Dr Joe Blakey at the University of Manchester and Dr Jaise Kuriakose from the Tyndall Centre.

The Tyndall Centre for Climate Change Research calculated Manchester's Paris aligned carbon budget as 15 million tonnes (MtCO₂) for the period 2018 to 2100. This means the city must emit no more than this amount of CO₂ between 2018 and the end of

the century if we are to make our fair contribution to global efforts to prevent climate breakdown. To stay within the budget the city must reduce its carbon emissions by at least 13% every year which means roughly halving emissions every 5 years, and become zero carbon no later than 2038.

The carbon budget and associated targets are based upon work by the Tyndall Centre and sustainability consultant Anthesis using their SCATTER⁴ tool. They were formally adopted on behalf on the city by Manchester City Council in November 2018.

³ MCCB CO₂ Monitoring Group is made up of Dr Joe Blakey, Dr Jaise Kuriakose, Dr Ali Abbas, Seb Carney, Rachel Dunk, James Harries and Caroline Dolan.

⁴ <https://www.anthesis.com/our-approach/scatter-carbon-footprint-reduction-tool>

**Reducing Manchester's
carbon emissions to
play our full part in the
Paris Agreement.**



Manchester’s Carbon Budget 2005-2020

The zero carbon budget was launched in 2018 and this marks the first year of a 5-year reporting period, however we will also continue monitoring progress towards our existing carbon budget which expires in 2020. Manchester’s scope 1 and 2 budget 2005 – 2020 was 41.7 MtCO₂. Since 2005 we have emitted 37.6 MtCO₂ - this is 0.8 million tonnes more than budgeted. We now have 3.1 MtCO₂ left in the budget up to 2020.

Percentage reduction in total CO₂ emissions from 2005 levels.

Our analysis of the latest UK Government figures (BEIS 2018)⁵ indicates that over the last year the city’s carbon emissions fell from 2.07 MtCO₂ in 2017 to 1.97 MtCO₂ in 2018 – a 5% reduction. This means that the city’s emissions are now 40% lower than the 2005 baseline and the city is expected to achieve its original 41% target by 2020. However, as the city often exceeded its yearly budget between 2005 and 2014 we now need to be aiming for a 57% reduction by 2020 to stay within the cumulative emissions budget. This would require emission reductions of approximately 15% per annum in 2019 and 2020.

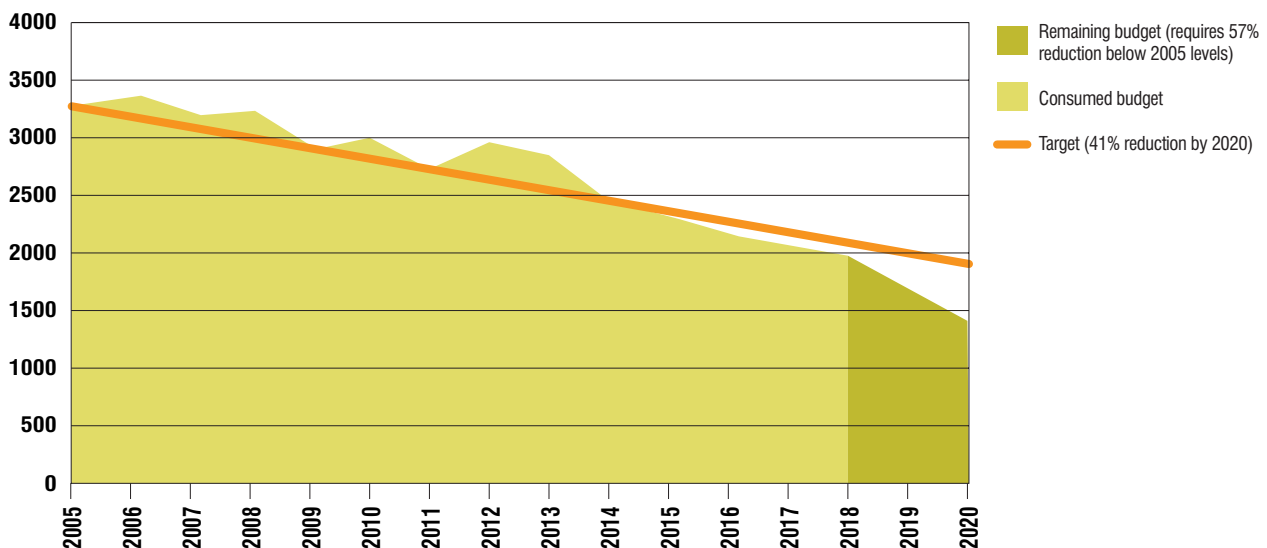


Figure 1: Percentage reduction in total CO₂ emissions from 2005 levels

Manchester's Scope 1 & 2 emissions 2018

Manchester's scope 1 and 2 carbon emissions are made up of 40% from the business sector (industrial and commercial), with 31% from transportation and 29% from domestic energy use. Between 2017 and 2018, domestic emissions are projected to have fallen by 8%, transport emissions by 5% and business emissions by 3%.

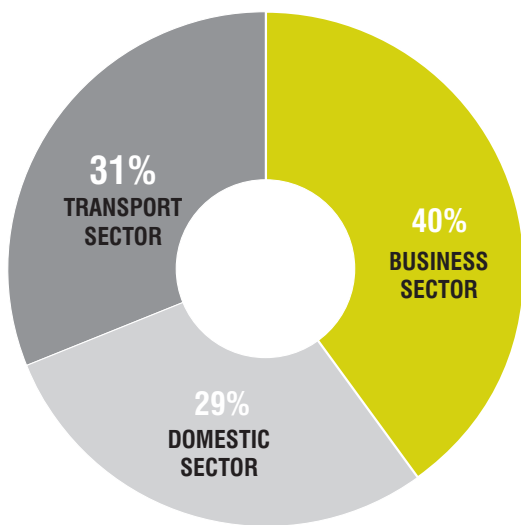


Figure 2: Manchester's direct emissions by sector in 2018 (estimated)

Manchester's Zero Carbon 2038 target

As stated above, the recommended CO₂ emissions pathway to meet the carbon budget of 15 MtCO₂ requires an annual reduction of at least 13% per annum from 2018 onwards. This year's inventory, which uses a slightly different methodology also based on UK Government figures (BEIS 2019)⁶, suggests energy-only CO₂ emissions have reduced by 3.4% and 2.5% in 2017 and 2018. The lower reduction rates means that we need to compensate with larger reduction in annual emissions of 13.5% per annum from 2019 onwards. The projected emissions for Manchester based on the BEIS 2019 national statistics along with five yearly carbon budgets and Tyndall recommended pathway is illustrated in Figure 3.

The move away from burning coal to generate electricity accounts for almost all of the UK's CO₂ emissions reduction between 2013 and 2018 (emissions from gas and oil were broadly steady). However, in 2018 only 5% of the UK electricity generation was from coal which suggests that there is limited scope to reduce emissions further if coal is the only contributor. This means that ambitious local actions are needed on the use of fossil fuels for transport and heating within Manchester alongside continued grid decarbonisation if we are to stay within our carbon budgets.

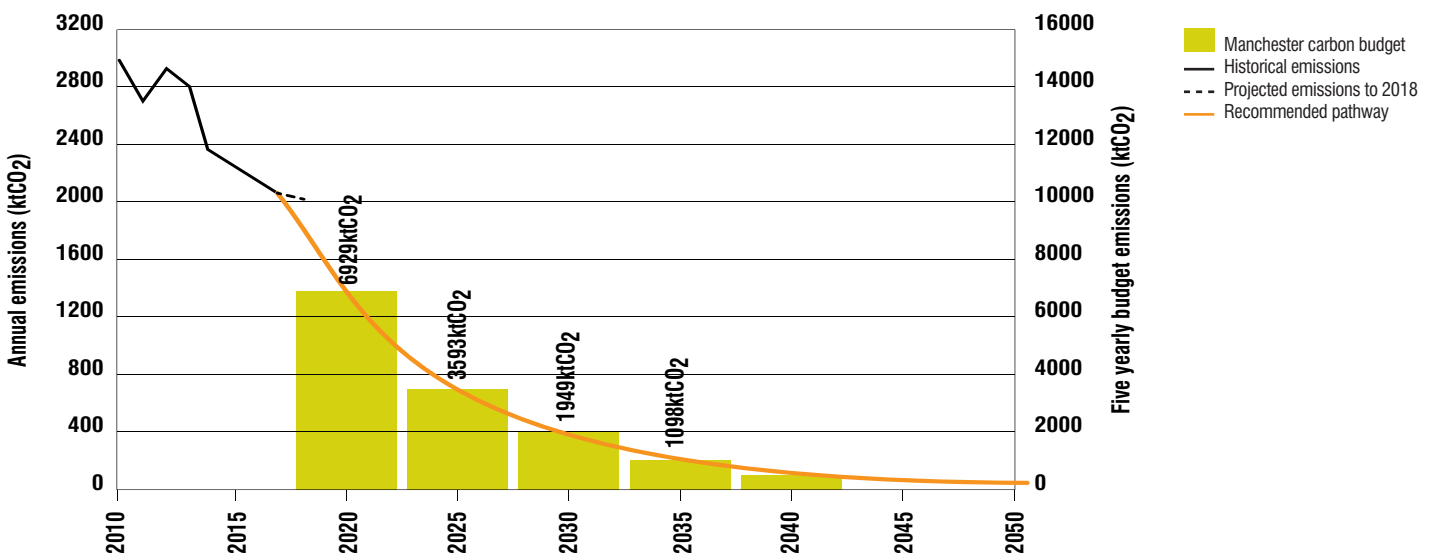


Figure 3: The recommended pathway for Manchester's energy-only CO₂ emissions (2010-2050) and five yearly carbon budgets.

Comparison with other cities

Further analysis of Manchester's CO₂ emissions against other cities and the Greater Manchester (GM) region shows that between 2015 and 2016 (the latest year for which comparative data is available) Manchester's emissions fell by 7.8%, compared to the average across GM of 4.2%, a Core Cities' average of 3.5% and a UK average

of 6.3%. Moreover, the data shows that whilst previously lagging behind GM, Core Cities and national trends, Manchester has now taken the lead because of comparatively greater emission reduction in the business sector between 2015 and 2016.

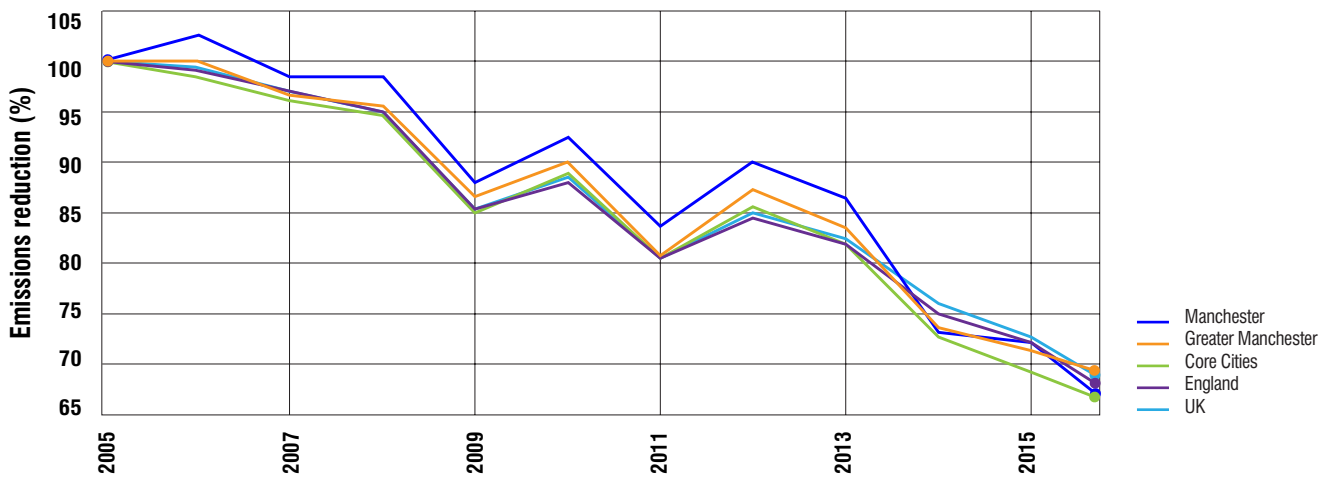


Figure 4: Comparative CO₂ emission reductions since 2005

www.corecities.com: Belfast, Birmingham, Cardiff, Glasgow, Leeds, Liverpool, Manchester, Newcastle, Nottingham and Sheffield



Manchester's carbon emission from our homes.

The emissions from heating, cooling, lighting and cooking in our homes accounts for 29% of Manchester's carbon emissions. The domestic sector has seen a continuing reduction in carbon emissions year on year. Our analysis of the BEIS data shows there has been an estimated 8% reduction in CO₂ emissions from our homes over the past year (2017-18). Our projections estimate that there will be a 64% reduction from 2005-2020.

Table 1: CO₂ emissions from domestic buildings (ktonnes)

2005	2015	2016	2017	2018
1015	689	645	*605	*558

* Data estimated based on year on year correlation reduction of the latest BEIS data.

As the majority of Manchester's housing stock is already lived in, retrofitting current stock is vital. Residents of Registered Social Landlords across Manchester are in a better position at the moment than Private Rented or some Owner Occupiers as all 18 members of the Manchester Housing Provides Partnership (MHPP) have committed to become zero carbon by 2038, and MHPP is one of the 10 Pioneer organisations that sit on the Manchester Climate Change Board.

The Greater Manchester 5 year Environment Plan⁷ has committed to all new homes built across Greater Manchester to be net-zero carbon by 2028, and the UK Green Building Council (UKGBC), a national charity that works with the UK building industry released its Advancing Net Zero Carbon Campaign in 2019 which has set targets for all buildings to be net zero carbon in operation by 2050 and all new buildings to meet this standard by 2030.

Manchester's carbon emission from commercial buildings

The business sector (industrial and commercial) is the greatest source of carbon emissions in Manchester; we have estimated that the business sector in Manchester emitted 793 Kilotonnes in 2018 equating to 40% of total emissions. The business sector has seen a reduction of around 3% over the last year (2017-18) and is projected to achieve a 65% reduction from 2005-2020.

Table 2: CO₂ emissions from business (industrial and commercial) (ktonnes)

2005	2015	2016	2017	2018
1483	1005	857	*818	*793

* Data estimated based on year on year correlation reduction of the latest BEIS data.

Manchester is now starting to see work spaces with net zero carbon emissions become closer to reality. This is primarily being driven by the commercial property sector with organisations such as Bruntwood, who have committed to the UKGBC's Advancing Net Zero Carbon Campaign this year, as well as committing to be zero carbon by 2038 as part of one of the 10 Pioneer organisations on the Manchester Climate Change Board.

Manchester's carbon emissions from transport

Transport accounts for 31% of the city's carbon emissions, primarily from road transportation. The data shows that there has been an estimated 5% decrease over the last year in CO₂ emissions from transportation and the sector is projected to achieve a 31% reduction from 2005-2020.

Table 3: CO₂ emissions from transport (ktonnes)

2005	2015	2016	2017	2018
771	669	676	*649	*618

* Data estimated based on year on year correlation reduction of the latest BEIS data.

⁷<https://www.greatermanchester-ca.gov.uk/what-we-do/environment/>

⁸ <https://mediacentre.manchesterairport.co.uk/secretary-of-state-for-transport-sees-work-begin-on-manchester-airports-1-billion-transformation-programme/>
⁹ <https://www.caa.co.uk/Data-and-analysis/UK-aviation-market/Airports/Datasets/UK-Airport-data/>

Aviation business and Manchester Airport

On a global scale, emissions from flights are the second most-polluting form of transport after the diesel car. However, the projected growth of aviation makes it a major concern for climate change. Operating within the context of a total global carbon budget, if aviation takes a greater share of emissions, this will leave less for other carbon-emitting activities, including from cities.

Manchester Airports Group (MAG) plans to grow its passenger market at Manchester Airport from 24 million trips per annum in 2016 to 45 million⁸. We recognise the responsibility for the Airport and associated aviation emissions is not Manchester's alone - people travel from Greater Manchester and beyond to use the Airport and it supports global tourism and the region more broadly. There is not one 'correct' way of allocating responsibility for these emissions and this is the reason that aviation emissions have been deducted from the UK's carbon budget instead of a share of it being included in Manchester's budget. However, Manchester City Council owns a 35.5% share in the Airport, it is located within the city bounds and it drives a significant part of the local economy.

As part of last year's Annual Review, the Manchester CO₂ Monitoring Group began accounting for aviation emissions separately.

Importantly this footprint cannot be used to compare Manchester Airport to other airports as reporting methodologies are often inconsistent. Drawing on passenger data from the Civil Aviation Authority⁹, we have modelled the emissions from all departing passenger flights from Manchester Airport, taking into account the whole duration of the flight. At present, we have accounted for emissions between 2014 and 2018 and will continue updating this alongside our new science-based carbon budget.

Between 2014 and 2017, the annual emissions from Manchester Airport flights rose 20% from 2.97 MtCO₂ to around 3.56 MtCO₂ – shown in Figure 5. However, emissions from departing flights in 2018 were 3.57 MtCO₂ which is only marginally more than the previous year. This reflects a slowing in growth of passenger numbers and a small reduction in the emissions per passenger.

Flights destined for Europe (including domestic emissions) comprised 64% of the emissions in 2018. These are the journeys that are most easily replaceable by other modes of transport and are a key area of intervention now and in the future. The greatest emissions per passenger are from those flying to Asia. Whilst emissions from flights departing for European destinations fell between 2017 and 2018, this drop was offset by growth in emissions from flights to other destinations.

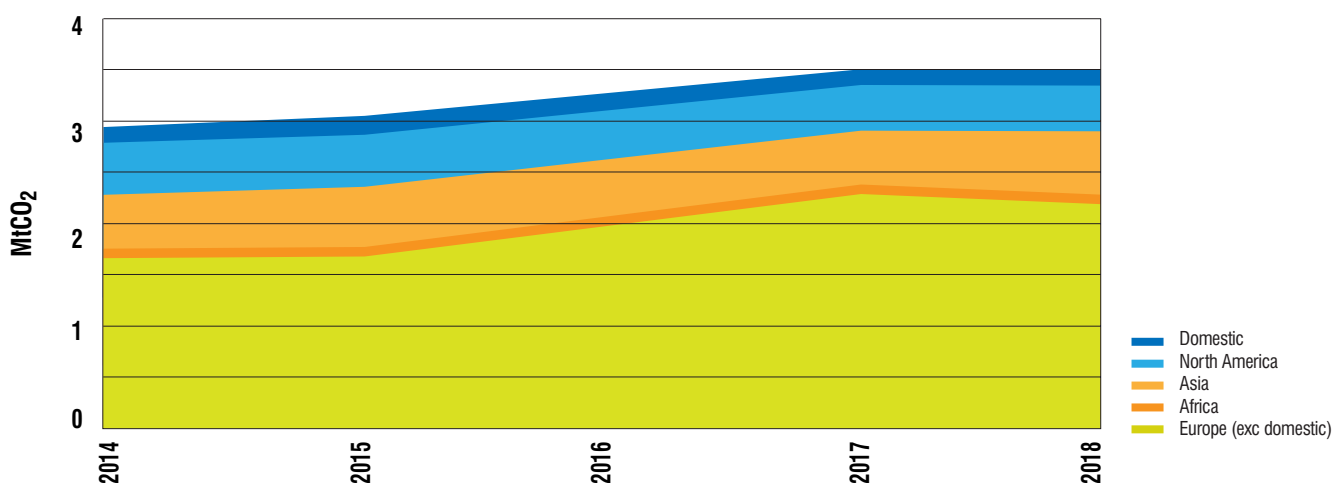


Figure 5: Total emissions from departing flights from Manchester Airport 2014-18 (MtCO₂)

Managing aviation emissions in the context of the Paris Agreement

Manchester’s Paris aligned carbon budget is based on the provision that aviation and shipping emissions are also reduced. Tyndall Centre advice states that the UK’s emissions from flights must remain at 2018 levels until 2030, and then reduce to zero by 2075¹⁰. This corresponds to a budget of 1,262 MtCO₂ for UK aviation 2018-2100.

It is vital that Manchester and the city-region play their part in monitoring and managing aviation emissions. As such we have transposed this pathway on to our inventory of emissions from departing flights from Manchester Airport, as shown in Figure 6. Given that there was only a marginal rise in emissions 2017-2018 we believe it is achievable for emissions to remain stable until 2030.

If we assume the same decarbonisation pathway for these flights as the Tyndall Centre advises for the whole of the UK, Manchester Airport would have a carbon budget of 125 MtCO₂ (2018-2100).

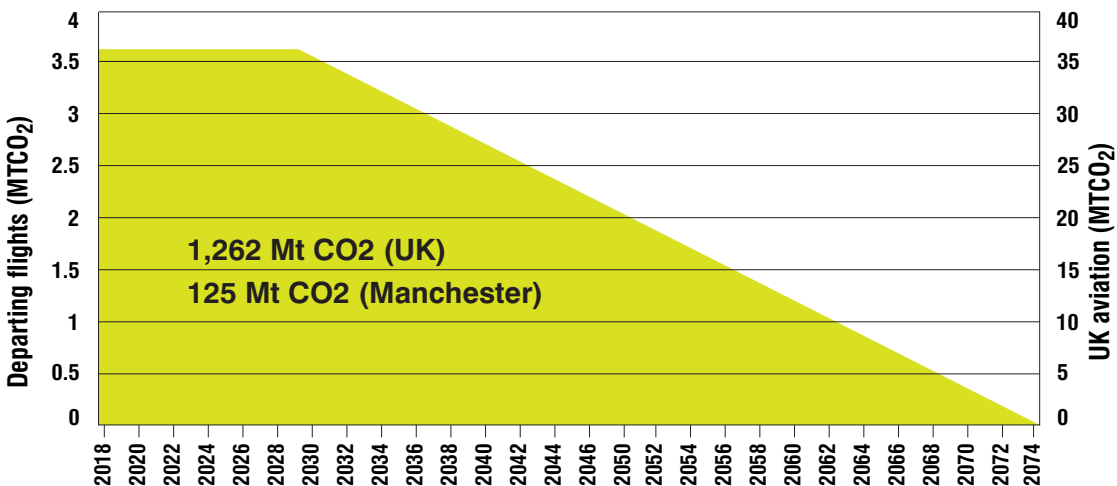


Figure 6: Aviation emission reduction pathway 2018-2075, adapted from Tyndall Centre guidance on UK aviation and applied to departing flights from Manchester Airport (MA).

¹⁰ <http://www.manchesterclimate.com/sites/default/files/Greater%20Manchester%20Carbon%20Budget.pdf>

Staying with a 125 MtCO₂ for flights originating from Manchester Airport is not Manchester's responsibility alone, the Airport is also used by residents and organisations from outside the city's boundaries. Figure 7 shows some of the different ways that responsibility can be allocated for the flights departing from the Airport.

Given this range of different methodologies, Manchester residents, organisations, politicians and Manchester Airport need to discuss and agree how the city can intervene on these emissions. This needs to form part of a clear and transparent national and international strategy for managing aviation emissions that all UK and international airports sign up to, set within the context of the Paris Agreement and the UK's zero carbon commitments. It will also need to take account of the fact that Manchester residents use other airports too.

Manchester is not the only city facing this challenge. However, as with the decision to be one of the first cities in the world to adopt science-based carbon reduction targets, we now have the opportunity to work with other cities, UK government and the international community to establish a fair, transparent and science-based way to deal with UK and global aviation emissions.

We will continue to monitor and report on Manchester Airport and UK aviation emissions and should emissions rise, we will propose the necessary reductions in the city's future five-year carbon budgets accordingly to compensate for this.

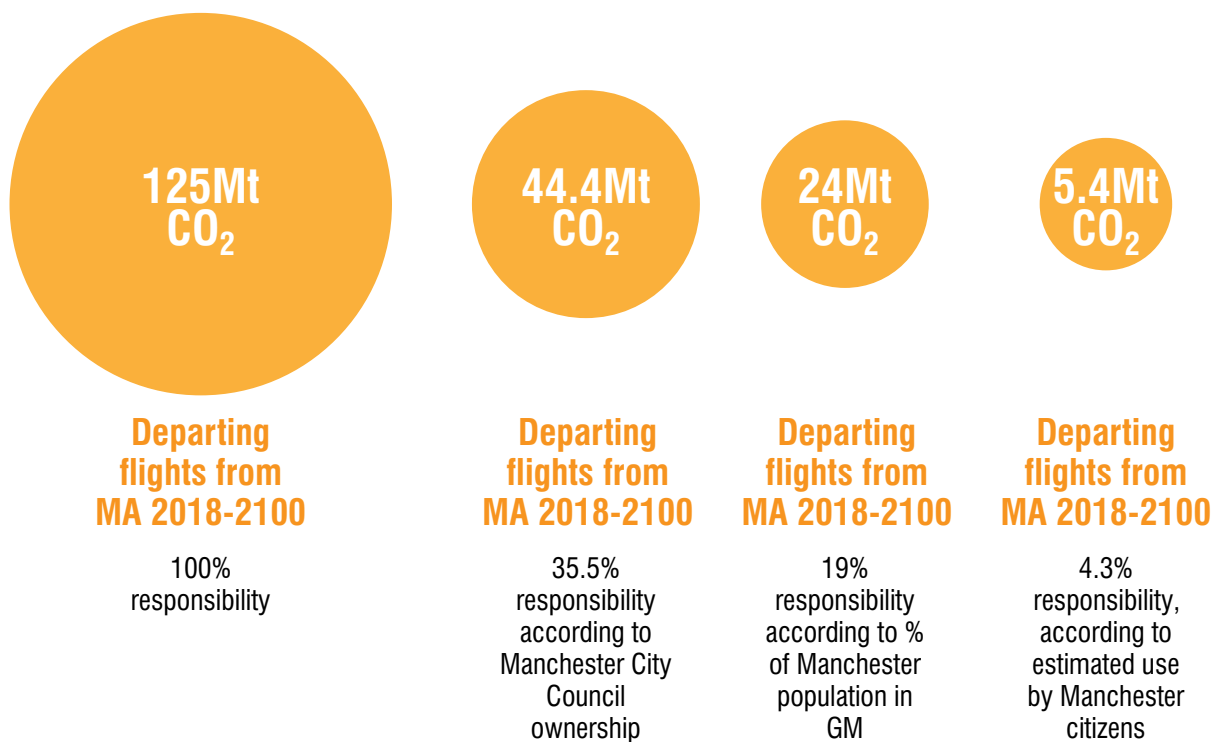


Figure 7: Different methodologies for allocating responsibility for emissions for flights departing from the airport.

2. Improving residents health, well-being and quality of life

Healthy communities

Good health and well-being is a vital part of all successful societies; enabling us to reach our full potential, contribute to and benefit from the city's success.

There are many negative health impacts from climate change – such as heat exhaustion caused by a warmer climate, the physical and emotional impacts of flood damage on people's homes and health, as well as poorly insulated homes causing damp and unsuitable housing conditions and the health impacts of pollution caused by transport, in particular from diesel vehicles.

Percentage of households in fuel poverty

17.9% of Manchester households were in fuel poverty in 2017, the last year we have data for. This equates to a total of 38,307 households who can't afford to heat their homes adequately. This is an increase of 3,971 households in fuel poverty indicating that heating their homes is increasingly an issue for Manchester residents. There are now a number of initiatives across Manchester and Greater Manchester that aim to signpost residents to better energy deals such as the GM Green Switch which sources renewable energy suppliers. <https://bigcleanswitch.org/gm/>

Table 4: Percentage of Manchester households in fuel poverty*

Indicator	2010	2011	2012	2013	2014	2015	2016	2017
% of Manchester households in fuel poverty*	22.4	13.3	15.9	14.9	14.5	15.3	16.2	17.9

* <https://www.gov.uk/government/statistics/sub-regional-fuel-poverty-data-2019>

Walking, cycling and public transport

Data for 2018 has not yet been published. Data for previous years is provided here for information. Once published this data will be available from: www.tfgm.com

Table 5: Percentage of journeys by walking, cycling and public transport*

Mode	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Walking	10.0%	10.7%	10.3%	12.1%	10.7%	10.7%	10.9%	11.4%	11.6%	tbc
Cycling	1.2%	1.3%	1.3%	1.6%	1.6%	1.7%	1.7%	1.7%	1.8%	tbc
Public transport	58.3%	57.3%	58.4%	57.9%	60.1%	60.9%	61.6%	62.5%	63.4%	tbc
Total non-car share**	69.5%	69.3%	70.0%	71.6%	72.4%	73.3%	74.2%	75.6%	76.8%	tbc

* Morning peak figures (07:30am – 09:30am) for Manchester Regional Centre

** Totals may not be normalised due to rounding



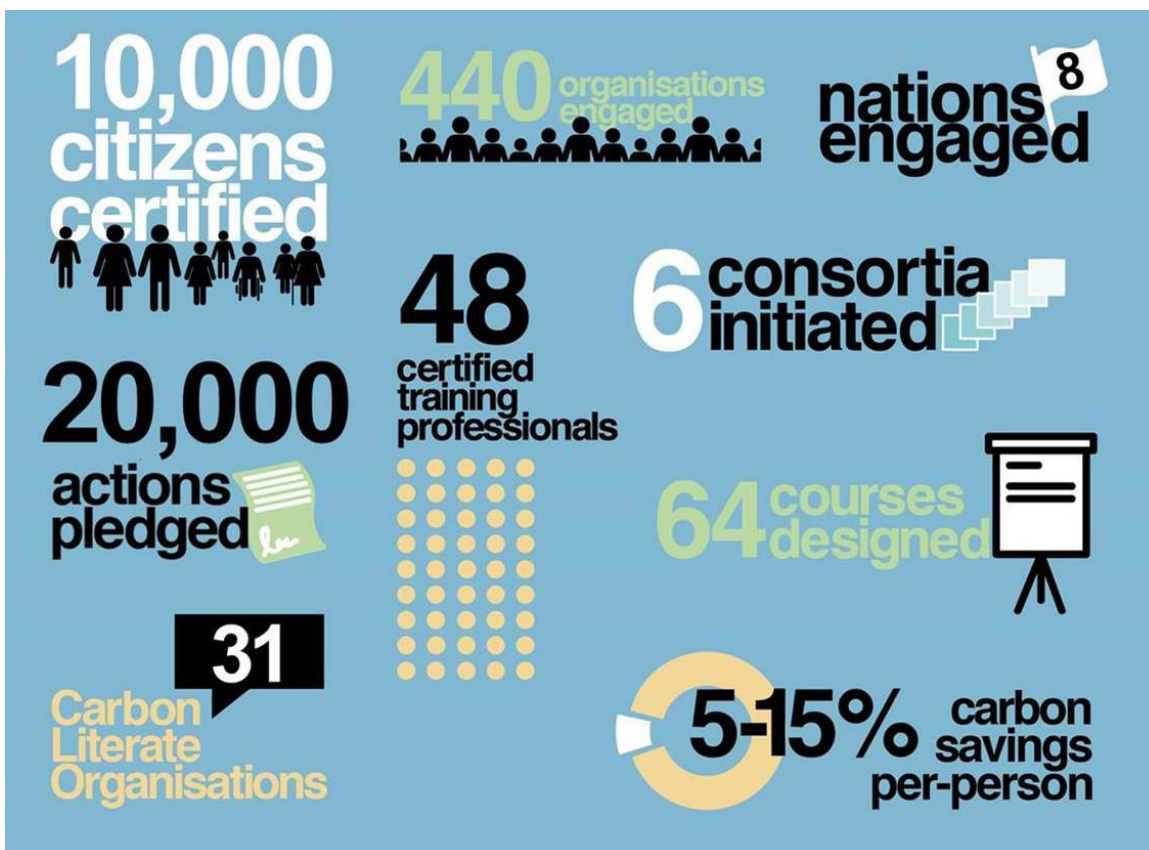
Culture change

For Manchester to achieve its zero carbon by 2038 target and stay within the 15 MtCO₂ carbon budget we need to embrace a new zero carbon culture. From everyday behaviours and lifestyle choices such as the clothes we buy and the food we eat, to longer term investments in new buildings and infrastructure, all of our decisions need to fully take into account the carbon cost. Just as we need to be able to afford the financial cost of our decisions, we also need to be able to afford the carbon cost – especially with only 15 million tonnes in our ‘carbon wallet’.

The on-going success of Carbon Literacy, the continued demand for FareShare and Open Kitchen, the expanding Greater Manchester Community Renewables solar projects for schools, the growing City of Trees, and continued success of MEEN and Eco Schools, Carbon Co-op and many more, are all expressions of our growing zero carbon culture. In the arts, cultural and creative industries Manchester has been recognised as being a leader in this field having been awarded URBACT Good Practice City status in 2017 and is now leading an URBACT Transfer Network, working with five other European cities to share and showcase best practice linking arts, culture and climate change. <https://urbact.eu/files/c-change-network>

The Carbon Literacy Project

The Carbon Literacy Project was developed in 2012 as a direct response to the city’s very first climate change action plan and is now an established independent registered charity. The Project is a mass low-carbon-culture-change project, and founded in Manchester, its scale and approach remains unique worldwide. www.carbonliteracy.com



Eco Schools Programme in Manchester

This year has seen a record number of schools registering to be Eco Schools with 19 new registrations in 2018/19. The number of schools moving up the programme and progressing actions across the school and curriculum area has also increased. There are now an additional 2 top level Green Flag schools and the number of Silver Flag schools has increased from 48 to 62 showing a marked increase in the number of schools wanting to act in a positive way on the environment. This is perhaps prompted by increased awareness from parents, teachers and pupils from television programmes such as The Blue Planet and recent Youth Climate Strikes.

Table 6: Number of Registered Eco Schools and Green Flag schools in Manchester.

	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
No. of Eco Schools*	136	137	142	137	147	153	161	187	191	201
Green Flag schools*	5	9	14	15	15	13	13	10	8	10

*Statistics for reporting Eco-Schools programme in Manchester include private nurseries, state funded schools, pupil referral units, academies and sure start centres that have previously had support from Manchester City Council but not independent schools.



Resources and waste

While it is up to councils how they collect and manage waste, they are heavily influenced by both domestic and European legislation and government policy which has helped to drive recycling rates upwards. Manchester City Council has a statutory obligation to deliver on the Waste Framework Directive target of 50% recycling by 2020. Other key drivers include the Landfill Allowance Trading Scheme, a mechanism designed to help meet landfill diversion targets under the EU Landfill Directive and Landfill Tax.

There have been a number of new initiatives for Manchester kerbside waste and recycling collection service including new, smaller black bins, which have been successful in driving the recycling rate up to 39%. Refuse from households that received the new grey bins has decreased 25%. This is expected to lead to savings of over £8m per year on our waste disposal bill.

During the last year (2017-18) waste collection rounds were adjusted to increase efficiency following the reduction in refuse collected and increase in recycling - as rates have previously not been even across the city. The amount of residual waste collected from all households has decreased from 519kg per household per year in 2015/16 to 436kg per household per year in 2017/18. This is positive news, indicating that residents are creating less waste in the first place and recycling more of what they do generate.

Packaging recycling obligations for packaging producers are determined by national business targets set by the government. The targets to 2020 for packaging waste for a variety of materials set out by UK Government in the 2017 Spring budget¹¹.

Table 7: Percentage of household waste recycled – refuse produced per household in Manchester* * Waste Data Flow

	Recycling Rate (%)	Refuse kg per household per year*
2016	32	519
2017	36	471
2018	39	436

Waste 2 Resources Innovation Network (W2RIN) and Manchester Circular Economy Club

Based at Manchester Metropolitan University the Waste 2 Resources Innovation Network (W2RIN) aims to bring together academic research and expertise together with business and industry to explore and support the region's transition to a zero waste and circular economy.

W2RIN manages the Manchester Circular Economy Club¹², which was launched in February 2018 with the aim to create a network of Circular Economy (CE) enthusiasts across many different sectors, to seek synergies, understanding and drive forward collaboration to ensure that Greater Manchester becomes a Circular City. As part of the global CE network the network holds regular Circular Cities events in Manchester to both show case what they are already doing and what is needed to achieve more.

Manchester is also home to a number of community based organisations seeking to reuse and repair everyday appliances and objects, including the Levenshulme, Moss Side and Chorlton Repair Cafes, and Stitched Up, a community based not-for-profit organisation offering alternatives to disposable fashion. <https://stitchedup.coop/>

¹¹ <https://www.letsrecycle.com/packaging/targets/>

¹² <https://www.circulareconomyclub.com/groups/circular-economy-club-cec-manchester/>

Sustainable Food

Manchester has had a food strategy, "Food Futures", in place since 2007, when it began as an informal collaboration between Manchester City Council and the NHS. The subsequent Manchester Food Board was established in 2014 to drive forward the above commitments, incorporating the aims and objectives of Food Futures at its core. The Food Board has an action framework in place to identify the key areas of activity for progress over the year and the identification of responsible parties in taking this forward, to work in true collaboration across the food agenda. Following a review of the Board and recommendations the refreshed Food Board is now taking shape. The City successfully applied to become a Sustainable Food City (Bronze level) in 2017 www.sustainablefoodcities.org/findacity/cityinformation/userid/46



Local food and growing initiatives

- **MetMunch** is a student led Social Enterprise based at Manchester Metropolitan University with the aim of promoting healthy, nutritional and sustainable diets. They work with students at the university, employers and at events to provide interactive training sessions about the sustainable and nutritional impacts of the food we eat. <https://metmunch.com/>
- **Groundwork** is a leading UK environmental charity, working across diverse and minority groups focussing on youth and social action projects. www.groundwork.org.uk
- **Sow The City CIC** is social enterprise focussing on growing and food projects with communities across the city. They have a holistic approach to working with mental health, inequality and food access. www.sowthecity.org
- **Hulme Community Garden Centre** is a not for profit, community-led organisation and charity created by 3 residents in 1999. Many of their projects take place in the local community and address solutions to local issues especially around well-being and mental health. <https://hulmegardencentre.org.uk/>
- **Growing Manchester Programme** has been supporting over 65 resident groups to grow food live and sustainably since 2013. https://www.manchester.gov.uk/info/200048/health_and_wellbeing/7621/growing_manchester/9
- **Real Food Wythenshawe**, which was created with £1million Big Lottery funds in 2012, continues to engage the people of Wythenshawe in growing and cooking fresh, sustainable food in and with the community, supporting them all to lead healthier, lower carbon lifestyles through the food they grow, cook and eat. <https://www.realfoodwythenshawe.com/>

Resilience to climate change including green spaces and waterways

The changing climate change is expected to result in warmer and wetter winters, drier and hotter summers and more intense and extreme weather such as heatwaves and heavy rainfall leading to flooding in Manchester. As these events become more frequent and damaging the city must adapt and build the resilience of our communities, businesses, transport, energy and other infrastructure, as well as our natural environment.

Number of properties in flood warning area.

Manchester has a number of river valleys; the Manchester Ship Canal and other bodies of water in Manchester as well as a number of flood plains that mean that whilst the flood risk for Manchester remains low there is still a risk to both properties and lives.

Table 8: Number of properties in a flood warning area in Manchester.

Indicator	2017	2018
Number of properties in flood warning areas in Manchester*	16,526	16,526

* Data from Environment Agency Data Communities at Risk

Manchester does not currently have a climate resilience or adaptation plan. The Manchester Climate Change Framework 2020-38 (see Part 3) will address this to a point, although it is likely that more in-depth work will be needed to develop an up-to-date understanding of our climate risks and to put in place a plan for mitigating them. In the meantime, one of the most effective actions we can take to manage the increased risk of flooding and heat stress is to increase the quantity and quality/functionality of Manchester's green spaces and waterways.

The Manchester Green and Blue Infrastructure Strategy 2015-25 sets out the city's commitment to action in this area, built on a similar principle to that underpinning our climate change commitments; that all residents, organisations and the public sector have a role to play.

The following outlines key projects that have progressed in 2018:

- **GrowGreen:** an €11.2m project during 2017-22 to support cities to develop and implement plans to become greener and better adapted to climate change. The project will provide two key outputs for Manchester: a demonstration project at West Gorton, and; a refreshed Manchester Green and Blue Infrastructure Strategy. By working with the five EU partner cities (Wroclaw, Valencia, Brest, Modena, Zadar), Wuhan in China and the project's expert partners, GrowGreen will help Manchester to take on-board the latest best practice and provide a catalyst to embed green infrastructure throughout the city's planning, development and regeneration. At West Gorton development and consultation work has been delivered during 2018-19. On-the-ground delivery of the project is expected to start by early-2020. www.growgreenproject.eu
- **IGNITION:** during 2018-21 Greater Manchester-wide partners will establish an investment programme to increase urban green infrastructure by 10% by 2038, from 2018 levels. The aim is to unlock new funding to accelerate action to green the city-region and adapt to climate change.
- **Tree planting:** 4,941 trees have been planted, including 4 orchards and 1,585 hedge trees, through development schemes in parks and along highways. This has been achieved through partnership organisations such as City of Trees and has exceeded the target for tree planting.
- **Manchester Residential Design Quality Guidance:** this sets out considerations for high quality residential development within sustainable neighbourhoods which developers will need to satisfy or exceed. A key element of the guidance is around GI, and this will help influence both large and small scale developments and masterplans, as demonstrated in recent development plans including Mayfield in the City Centre and the proposals for the Northern Gateway.
- **My Back Yard:** This project has provided a "citizen science" approach to collecting and interpreting data about the important role that domestic gardens play in our City. Over 1,000 people took part in surveys citywide and the report on findings and action plan was published in February 2018. This can be downloaded from <http://mybackyard.org.uk/finalresults.php>
- **Heroes Wood** is a community-focussed tree planting project, in Debdale Park, Gorton, developed collaboratively by City of Trees. The project was one of many national commemorative events taking place between 2014-2018, marking 100 years since the beginning of the First World War the project is a demonstration of how green infrastructure can be used imaginatively, sensitively and boldly to link people and places to significant events.

More information on the Councils G&BI Strategy, including Case Study Downloads, can be found at:

http://www.manchester.gov.uk/info/500002/council_policies_and_strategies/7061/green_and_blue_infrastructure

3. Creating good jobs, supporting successful business and attracting investment

Manchester is the first city in the UK to adopt a science based carbon budget and this is a major opportunity to establish the city as a centre for Green Technology and Services. Achieving a transition to a zero carbon city by 2038 will mean that hundreds of thousands of commercial buildings and homes will need to be retrofitted, and new build properties will be designed and built to net-zero carbon standards by 2025. This provides a significant economic opportunity for the city to become an exemplar city in smart zero carbon technologies, as well as opportunities for upskilling and retraining local tradespersons to meet the demands of new building standards.

Sustainable economy and jobs

Low Carbon and Green Technologies and Services sectors could deliver between £60 billion and £170 billion of export sales of goods and services by 2030 and the sector achieved annual sales of over £5.4 billion across Greater Manchester in 2013. As the no single use plastic pledge continues to gain momentum, especially in the beverage and hospitality sector, companies are seeing the benefits in using compostable and plastic free alternatives and reducing packaging waste. This is leading to increasing sales in the Environmental Services sector.

Manchester's CO₂ emissions per £m GVA.

Carbon Intensity is the amount of carbon that is emitted per unit of economic activity. Manchester's economy is projected to grow around 3% a year. In 2018, Manchester's economy produced 115 tonnes of CO₂ per £1m GVA (Gross Value Added) which is a reduction of 50% on 2005 levels. As the city's economy continues to grow it is expected that by 2020 the city's carbon intensity will need to fall to around 99 tonnes of CO₂ per £1m GVA; this is a 53% reduction on 2005 levels.

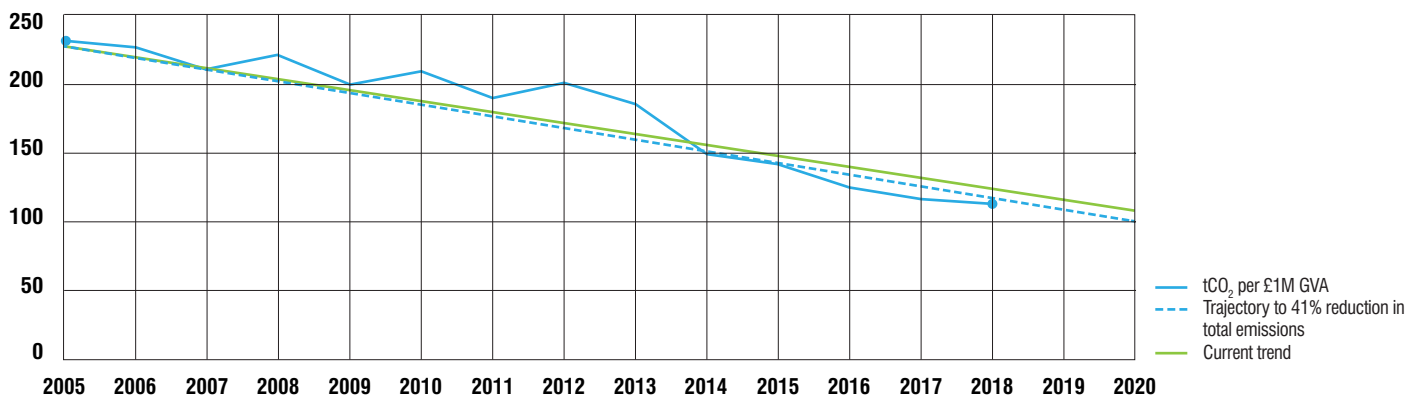


Figure 8: Carbon emissions per £1 million Gross Value Added (GVA)*

* Source: 2005–2018 figures available from BEIS. 2018 figure estimated based on national trend in CO₂ figures in BEIS data. GVA figure from Greater Manchester Forecasting Model 2014.

Business Growth Hub

The Greater Manchester Business Growth Hub provides tailored support to help SME's (small and medium sized businesses) in GM to boost profitability, cut carbon emissions, improve energy efficiency, and improve products and processes. The Hub helps companies in the Low Carbon and Green Technologies and Services Sector to expand; this includes providing specialist advisors and services including a virtual Low Carbon Network to help find local suppliers, a fortnightly Green Intelligence e-bulletin and the Green Growth Pledge, which helps companies to celebrate their green commitments and create action plans to reduce their impact.

In 2018/19

- 36 Manchester SMEs receiving support through the Green Technologies and Services team,
- £482,026 of sales generated as a result of the support,
- 4 jobs created as a result of the support,
- 65 Manchester SMEs receiving environmental business support,
- 1,900 total tonnes of carbon savings realised as a result of environmental business support,
- £202,909 financial savings realised as a result of environmental business support.

The GC Business Growth Hub continues to secure EU funding to deliver is energy efficiency, resource efficiency, eco innovation and sector support helping hundreds more companies start their journey to a zero-carbon economy. www.green-growth.org.uk



Part Three

Priorities for 2019-20

Manchester Climate Change Partnership and Agency Priorities

1) ACTION! ENGAGE, INFLUENCE AND SUPPORT MANCHESTER RESIDENTS AND ORGANISATIONS TO TAKE ACTION URGENTLY AND OVER THE LONG-TERM:

1.1 Residents and communities

Work with partners to expand the range of initiatives to engage and support residents and communities to take action (ongoing action from 2018).

1.2 Organisations

- i. Pioneers: continue to support the ten 'Pioneer' organisations/sectors (responsible for over 20% of Manchester's CO2 emissions) to take urgent action in 2019 and to establish their plans for 2020-38.
- ii. Fast-movers: engage five new Fast-mover organisations/sectors to take urgent action in 2019 and to establish their plans for 2020-38.
- iii. Crucial contributors: engage five new Crucial Contributor organisations/sectors to help them start their zero carbon journey.

1.3 Schools and colleges

- i. Work with Manchester City Council and other partners to deliver a Youth Climate Action Summit in July 2019.
- ii. Work with Manchester Environmental Education Network and other partners to engage and support schools and colleges, including through the Eco Schools programme.
- iii. Work with the Carbon Literacy Project to support the roll-out of climate education to residents and workers across the city.

2) INFLUENCING POLICY:

2.1 Manchester Climate Change Framework 2020-38 and Action Plan 2020-22

Develop a final draft Framework and Action Plan, based on the latest science and the needs of Manchester residents and organisations. See below for further details.

2.2 Manchester Industrial Strategy

Aim to influence the final strategy to ensure it is fully aligned with and contributes to the city's climate change commitments.

3) HONEST COMMUNICATION AND REPORTING:

3.1 Annual Communications.

Deliver the Annual Report and Conference 2020.

3.2 Social Media.

Social media and website articles to highlight progress and areas where more work is needed, on an ongoing basis.

4) KNOWLEDGE SHARING WITH OTHER CITIES:

- 4.1 Contribute to the city's participation in the Covenant of Mayors and Eurocities networks.
- 4.2 Contribute to the URBACT Zero Carbon Cities project to further develop Manchester's plans and to learn from best practice in the other six partner cities; Bistrita Frankfurt, Modena, Tartu, Vilvoorde, and Zadar. <https://urbact.eu/23-action-planning-networks-approved>.

5) OPERATIONS AND GOVERNANCE:

- 5.1 Partnership and Ambassadors: expand the current Manchester Climate Change Board into a wider Manchester Climate Change Partnership and Ambassadors scheme.
- 5.2 Diversity and Inclusion Sub-group: establish the terms of reference and work plan for the sub-group's work during 2019-20.
- 5.3 Manchester Climate Change Youth Board: review the membership and terms of reference and put in place new arrangements for 2019-20.
- 5.4 Agency development: establish plans for the development of Manchester Climate Change Agency during 2019-20.
- 5.5 Chair: appoint a new chair for the Manchester Climate Change Board/Partnership.

Citywide Priorities 2019-20

Urgent action in 2019.

We need every resident and organisation in the city to take urgent action to help us play our full part on climate change. The below list is draft but begins to set out the actions that we all need to take, at home, at school, college, university and at work. This list will be further developed during 2019 but you don't need to wait until then to make a start – act now!

1. Awareness, education and Carbon Literacy. Learn more about climate change at home, school, in your neighbourhood and at work. The Carbon literacy project has great resources to get you started www.carbonliteracy.com
2. Existing buildings and renewable energy: whether its your home or your workplace, there's help available to lower your bills and energy use. Homes: <https://applyforleap.org.uk> Business: <http://www.green-growth.org.uk/> Switch to renewable energy: <https://bigcleanswitch.org/gm/>
3. Transport. Walk or cycle as many journeys as you can including the school run, take the bus, tram and train instead of the car. When you can switch to an electric car. Could you make that meeting a video call instead? <https://cleanairgm.com/what-you-can-do>
4. Flying. Aviation is the fastest growing source of CO₂ emissions. Could you take the train instead, have a video call instead of a meeting face to face, and holiday in the beautiful UK? Ask your employer about Climate Perks – a campaign that works with climate-conscious employers to offer paid 'journey days' to staff who travel on holiday by train, coach or boat instead of flying. <https://www.climateperks.com/>. If you have to fly try and offset your CO₂ emissions.
5. The things you buy and throw away. Everything we buy (clothes, phones, laptops, food, furniture) has a carbon footprint. If you really need it ask yourself – can I get it second-hand? Is it made from environmentally friendly materials and can it be re-used, and if not recycled at the end of its life? <https://recycleforgreatermanchester.com/how-do-i-waste-less/>
6. Food. There are lots of ways to reduce the carbon footprint of the food we eat. Try eating more plant based foods, eating less meat and dairy, growing your own fruit and veg, and wasting less food by planning meals for the week before you shop. Try and buy Fairtrade, source local produce and buy more sustainable foods if you can. <https://feedinggtrmcr.org.uk/>
7. Green and blue spaces. More and better quality green spaces help cities to adapt to a changing climate, and have proven benefits for physical and mental health as well as supporting wildlife and biodiversity. My Wild City (<https://www.lancswt.org.uk/mywildcity>) gives tips on what you can do to help.
8. Construction and new developments. Developers can get ahead of competitors by signing up to the Green Building Council's new programme in the UK to transition to a net zero carbon built environment at <https://www.ukgbc.org/ukgbc-work/advancing-net-zero/>. In your neighbourhood you can comment on current planning applications and ask the developer to go zero carbon https://secure.manchester.gov.uk/info/200074/planning/5865/planning_permission
9. Measuring and reporting your CO₂ emissions. You can't reduce your CO₂ emissions if you don't know what they are. At home via <https://footprint.wwf.org.uk> Your organisation via www.cdp.net/en/companies-discloser
10. Where you invest and save your money. Ethical investments make money and do good. Invest in community energy through projects such as Greater Manchester Community Renewables solar schools programme www.gmcr.org.uk
11. Inspiring and influencing others to act:
 - Talk about the inspirational actions you are taking to help tackle climate change and challenge others to act too.
 - Use your consumer power to demand change from shops, supply chains.
 - Ask your workplace to commit to be zero carbon by 2038 www.manchesterclimate.com/content/commitment-act
 - Got a specific question or proposal for your local councillor or MP? Write to them at <https://www.writetothem.com/>

Planning for action in 2020 and beyond: Manchester Climate Change Framework

In February 2019 Manchester Climate Change Board and Agency published a 'Draft Manchester Zero Carbon Framework 2020-38' to begin to set out how the city could meet its science-based targets. The idea of a 'framework' is based on the need for every individual, household, community, school, business, sector, etc to have their own bespoke plans, to 'plug-in', as part of a citywide suite of commitments and actions.

Work is needed during 2019 to put in place the Framework for 2020-38, to set out clearly what the city's residents, organisations and Manchester City Council need to do, and what support is needed from the Greater Manchester Combined Authority and UK Government. The scope will also be wider than just 'zero carbon', expanding to cover the other key component of climate change action, 'adaptation'.

During July to December 2019 Manchester Climate Change Agency want to talk to as many groups as possible, covering three main points:

1. These are the actions that the science tells us we all need to take, to meet our climate change targets (based on the draft list on the previous page)
2. Which actions are you already taking or could you start to take right now?
3. What is currently limiting/preventing you from acting and what would help you to do more / make a start? (Answers to this question will help us to create a list of 'enabling actions' for key partners in the city to take forward e.g. Manchester Climate Change Agency, Manchester City Council, etc).

To reach as many people as possible the Agency is looking for volunteers to help us organise sessions in communities, schools, colleges, businesses and organisations. To get involved please contact us at info@manchesterclimate.com.

The plan is to publish the final version of the Manchester Climate Change Framework 2020-38 and an Action Plan for 2020-22 (covering the 'enabling actions') in February 2020.

Further Information and Get Involved

To get involved

There are many ways that you can get involved. You can follow Manchester Climate Change Agency on social media at:

- Facebook:
www.facebook.com/McrClimate
- Twitter:
www.twitter.com/McrClimate
#ZeroCarbonMCR
- Instagram:
www.instagram.com/mcrclimate

For further information visit:

**WWW.
manchesterclimate.
com/getinvolved**

Feedback on this report

We welcome your feedback. If you have any comments on this report please email MCCA at:

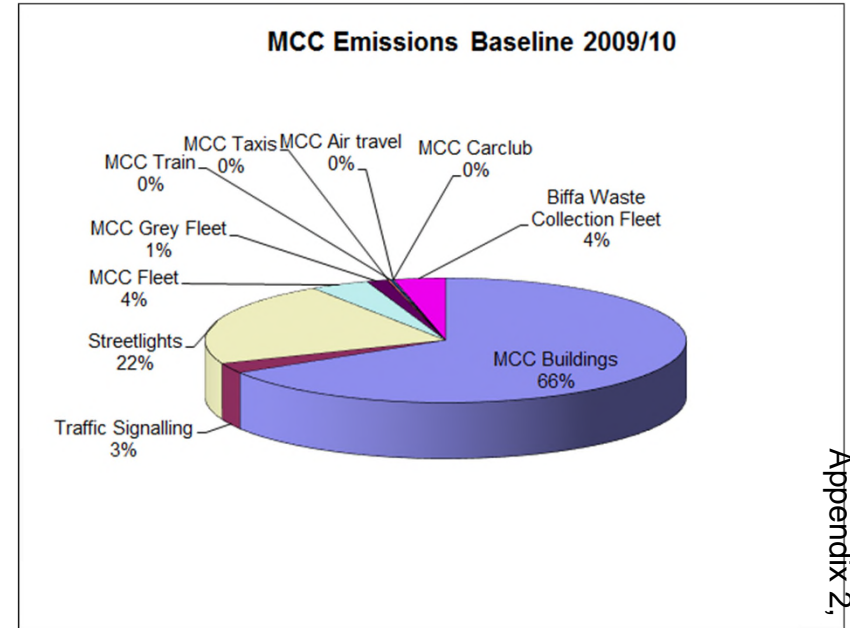
**info@
manchesterclimate.
com**

Manchester City Council Climate Change Action Plan Annual Metrics Report 2018/19

Background

- The Council aims to reduce its direct carbon emissions by 41% by 2020 from a 2009/10 baseline.
- The scope of the Climate Change Action Plan includes only carbon emissions that the Council is directly responsible for, such as our operational buildings estate, street lighting and some transport activities including business travel and the waste fleet.
- Raw data (miles, kilowatt hours of electricity and gas etc) are multiplied by an emission factor provided by government. These are updated annually.
- In 2009/10 the majority of our emissions came from our buildings estate (300 buildings).

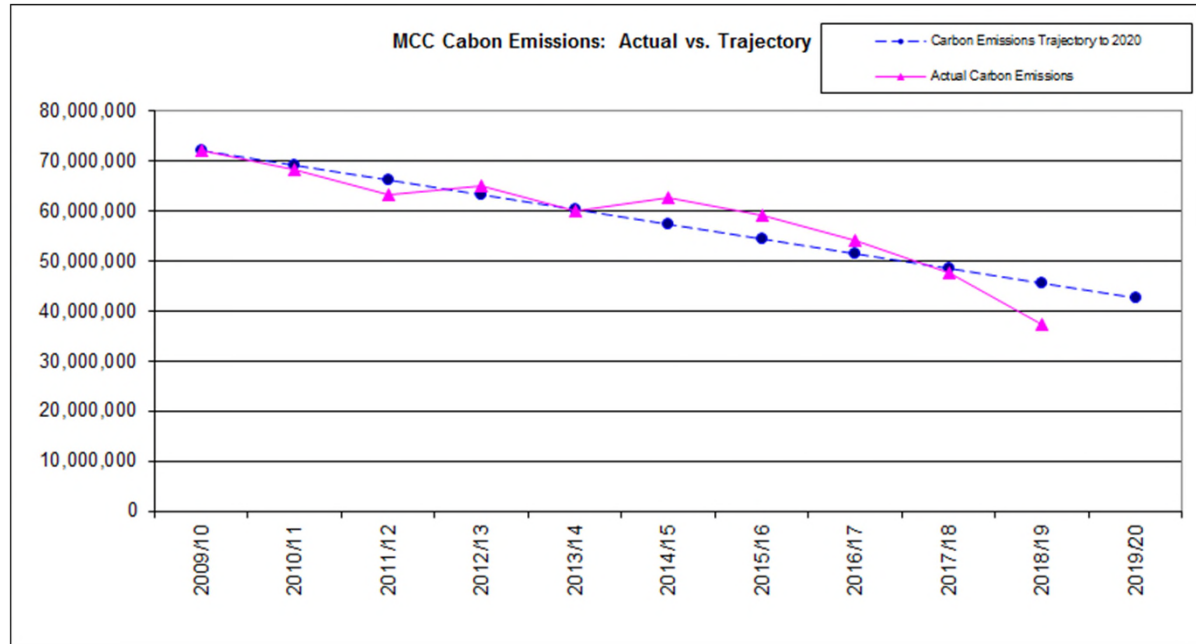
Figure 1: MCC Baseline Emissions 2009/10



Progress in 2018/19

- In 2018/19 carbon emissions were 48.1% lower than in 2009/10 and 21.5% lower than in 2017/18.
- This means that the Council has exceeded our carbon emission reduction target a year ahead of schedule

Figure 2: MCC Carbon Emissions - Actual Vs. Trajectory



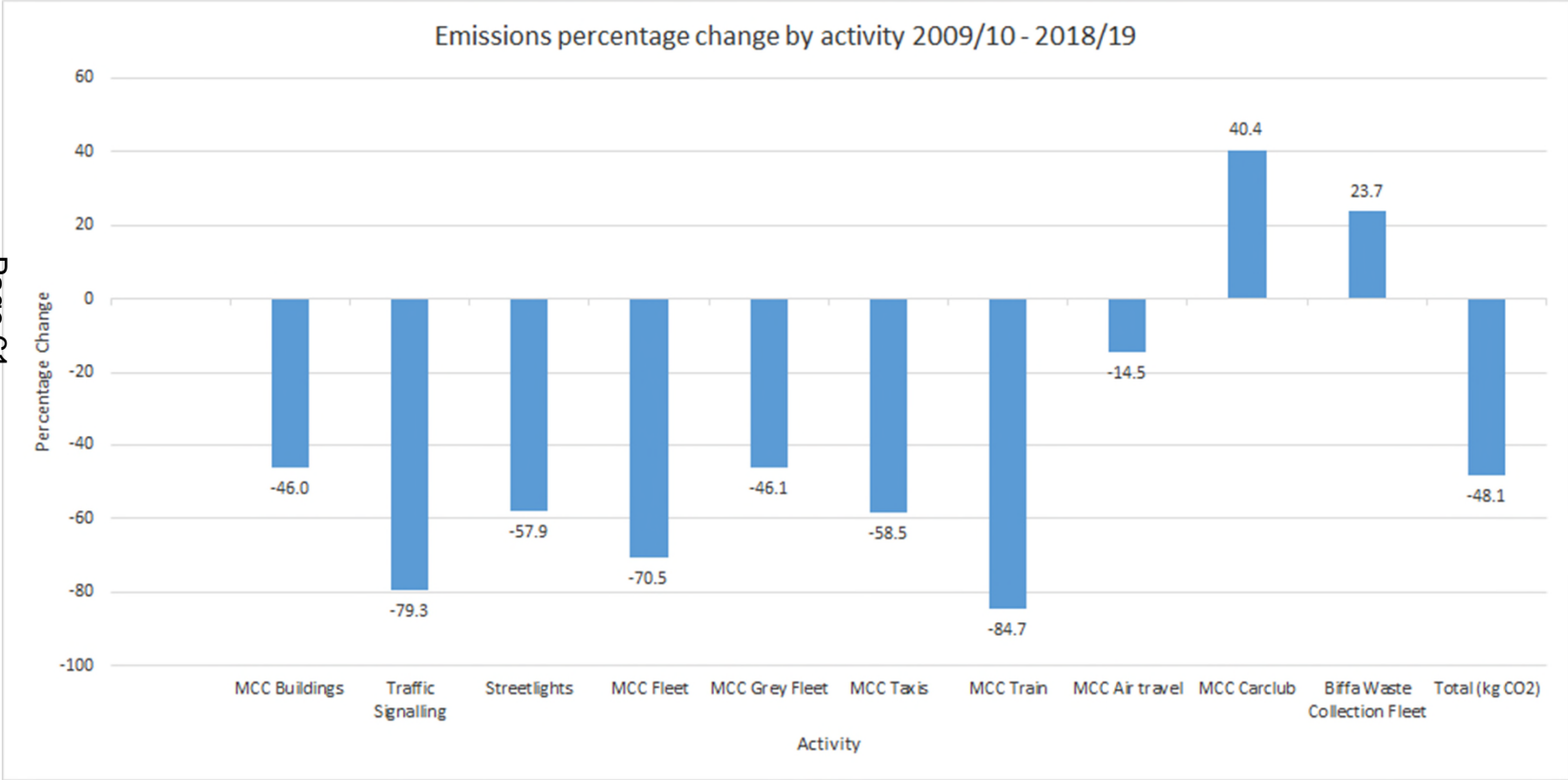
The below table shows a detail breakdown of emissions (in kilograms of CO₂) across the different functions of the Council which are included the direct emissions scope.

Table 1: MCC Direct Emissions by Activity

Activity	Baseline 2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	% change from baseline	% change btw 2017/18 and 2018/19
MCC Buildings	47,764,131	43,892,166	41,407,195	43,063,463	39,649,699	41,192,707	38,746,420	35,374,712	31,173,935	25,788,816	- 46.01	-17.3%
Traffic Signalling	1,894,023	1,661,973	1,474,507	1,310,166	890,934	733,420	644,842	585,275	489,509	392,107	- 79.30	-19.9%
Streetlights	15,725,949	15,601,708	14,716,620	15,052,168	14,898,208	16,291,891	15,111,934	13,386,215	11,309,985	6,616,129	- 57.93	-41.5%
MCC Fleet	2,863,487	2,986,009	2,589,826	2,415,510	1,682,948	1,701,589	1,142,646	1,013,703	836,047	843,852	- 70.53	0.9%
MCC Grey Fleet	1,001,324	918,211	624,799	774,219	565,709	587,975	532,287	577,454	565,751	540,132	- 46.06	-4.5%
MCC Taxis	135,731	138,575	113,512	76,459	48,558	51,075	37,758	54,736	53,817	56,263	- 58.55	4.5%
MCC Train	109,729	57,605	39,920	43,797	27,120	47,454	46,685	30,284	27,832	16,834	- 84.66	99.5%
MCC Air travel	78,502	52,131	60,603	89,605	141,490	89,921	166,165	83,592	79,369	67,115	- 14.50	55.4%
MCC Carclub	5,437	8,803	9,191	8,983	9,517	8,302	7,529	6,469	6,130	7,633	40.39	4.5%
Biffa Waste Collection Fleet	2,496,300	2,986,009	2,087,485	2,054,124	1,963,586	1,978,892	2,579,476	3,051,320	3,145,349	3,088,929	23.74	1.8%
Total (kg CO₂)	72,074,613	68,303,189	63,123,658	64,888,494	59,877,769	62,683,225	59,015,742	54,163,760	47,687,723	37,417,810	- 48.08	
Annual shift (%)		5.2	7.6	-2.8	7.7	-4.7	5.9	8.2	12.0	21.5		
Change from Baseline (%)		5.2	12.4	10.0	16.9	13.0	18.1	24.9	33.8	48.1		

Changes in activity emissions since 2009/10

Figure 3: Emissions Percentage Change by Activity between 2009/10 and 2018/19



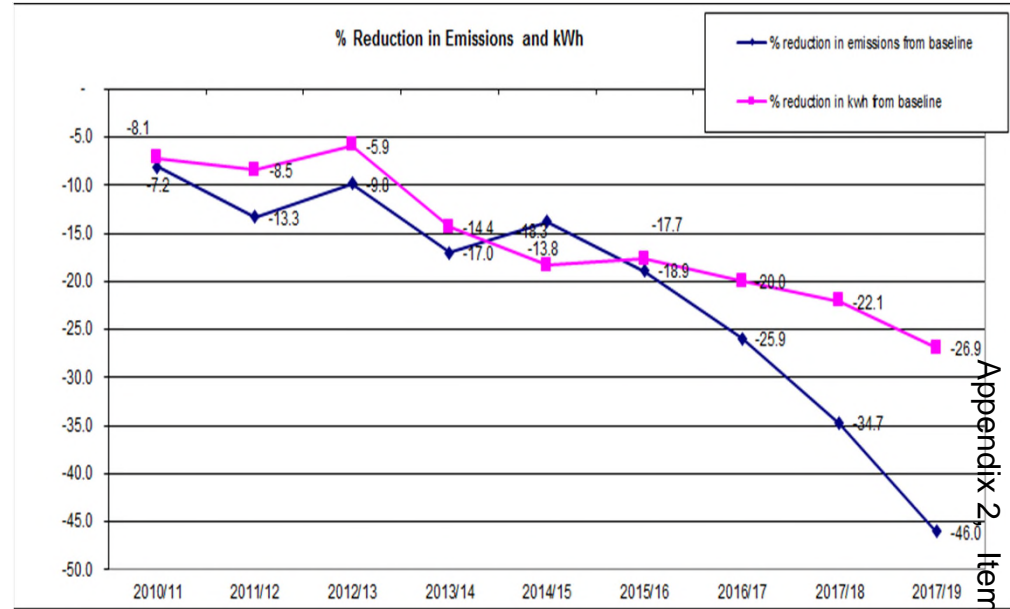
Buildings

- Carbon emissions from our buildings estate have reduced by 46.0% from the 2009/10 baseline.
- In this same period, the total energy used in our buildings (kilowatt hours of gas, electricity and oil) has reduced by 26.9%.
- Between 2017/18 and 2018/19 the emission factor for electricity reduced by 20.1%.
- Emissions from the Town Hall have reduced by 34.6% between 2017/18 and 2018/19 due to the transformation programme taking place. However, this only accounts for approx 400 tonnes of CO₂ equivalent to 1.6% of the total buildings emissions.
- Energy consumption in buildings was also affected by the warmer than average temperatures across the UK during 2018 and particularly during the main heating season.

Buildings Reduction in Kilowatt Hours vs. Emissions

- Some of the emission savings from buildings can be attributed to the reduction in the electricity emission factor.
- Between 2017/18 and 2018/19 the electricity emission factor fell 20.1%
- The changes in this emission factor occurs annually and is due to the makeup of generating capacity that feeds the national grid e.g. coal, renewables and the amount of imported electricity.

Figure 4: Percentage Reduction in Buildings Emissions and Kilowatt Hours of Energy Used



Buildings Continued

- Much of the reduction in building emissions made during recent years is due to the implementation of an Estates Transformation Programme led by the Estates Board.
- This work will continue in to the next year with the delivery of a buildings Carbon Reduction Programme (CRP) which will deliver an ‘invest to save’ programme of works across several of the Council’s highest emitting buildings.
- A wide range of energy conservation measures will be implemented and will deliver:
 - A capital investment of approx. £10m
 - A CO₂ saving of approx. 2,000 tonnes per year
 - 8.4 years payback period on investments*
- N.B The Council purchases electricity from a Green Tariff but cannot claim carbon savings from this as these savings are already accounted for in the UK emission factor.

* These figures are preliminary and subject to change

Street Lighting

- Street lighting was responsible for approx. 22% of the Council's direct CO₂ emissions in 2009/10 but this has fallen to approx. 18%.
- In 2015, the Council embarked on its LED street lighting replacement programme which was anticipated to save 8,400 tonnes of CO₂ or 11.7% of the total 2009/10 baseline.
- Since 2009/10, emissions from street lighting have fallen 57.9% and by 41.5% in the last year demonstrating the progress made with installations.
- By March 2019, approximately 37,000 units had been installed.
- The project is due to be complete by the end of 2020.

Transport

- Emissions from transport related activity accounted for 9.3% of the 2009/10 baseline but this has now risen to over 12% as other emissions have fallen.
- Since 2009/10, the majority of transport related emissions have fallen with the exception of staff travel by car club and the Biffa waste collection fleet.
- Emissions from staff air travel have fallen 14.5% since 2009/10. Some of this can be attributed to changes in the Government emission factors for air travel.
- However, between 2017/18 and 2018/19 the miles travelled by air have also fallen by 11.5%.

Appendix 3: MCC Climate Change Action Plan Actions Update

Action	Further Detail and Milestones	Responsibility	Completion date	Total Estimated CO ₂ savings (tonnes) to 2020	Quarter 4 Update	RAG Rating Q4	Annual Update 2018/19	RAG Annual Update 2018/19
INTERNAL (MCC) DIRECT CO₂ EMISSIONS								
ENERGY								
1. Deliver the Street Lighting LED replacement programme	<ul style="list-style-type: none"> <u>2016/17</u>: Procurement complete and first phase of installation commences. Installation figures set as milestones* (see below) 12 months - 12,000 18 months - 23,000 24 months - 34,000 30 months - 45,000 36 months - 56,625 <u>2019/20</u>: Installation complete by - September 2019 <p>* subject to change as subject to contract negotiations which are currently taking place.</p>	Commercial Director	2019/20	8,400 tonnes	<p>Total units now installed is 13,725. 100% compliance with independent verifier.</p> <p>Milestones remain the same as 12 month milestone has already been met by 7th Month of installation.</p>	Green	<p>Total units installed to March = 37,204 .</p> <p>100% compliance with Independent Verifier</p> <p>Three year programme on trace to be complete by the end of 2020.</p>	Green
2. Deliver the Civic Quarter heat network	<ul style="list-style-type: none"> <u>2015/16</u>: Project procurement complete and preferred bidder appointed <u>2019</u>: Construction commences <u>2020*</u>: Construction complete and heat network operational 	Director, Capital Programmes & Property	2020	2,238 tonnes	<p>May/June 2019 – construction begins.</p> <p>2020 – Construction complete (Completion date December 2020).</p>	Green	<p>Project agreement signed in quarter 3 2018/19.</p> <p>Current project status is in line with contracted programme.</p>	Green

	*Please note: The original construction completion date was incorrectly stated to be 2018/19. This has been corrected to 2019/20							
BUILDINGS								
3. MCC Estate Transformation Programme	<p>The Estates Transformation programme will consist of various actions undertaken to reduce emissions from the MCC operational Estate. These will include:</p> <ul style="list-style-type: none"> ● <u>2016/17</u>: Explore the opportunity of using a variety of finance models to make energy efficiency improvements to the buildings estate. ● <u>Ongoing</u>: use completed stock condition surveys to inform Asset Management Programme which details where carbon savings will be made 	MCC Estates Board and Head of Client Relationships , Strategic Development Directorate	Ongoing	5,900 tonnes	Investment Grade Proposal developed detailing the energy conservation measures to be delivered across 15 of the authorities buildings. Works to begin Q3 2019.	Green	<p>Completed the procurement of an Energy Services Company to work in partnership with MCC to design-deliver energy efficiency work across the corporate estate. Delivered detailed audits of a wide range of buildings from the corporate estate to identify the most suitable opportunities for investment in terms of carbon saved and financial payback. Town Hall has been vacated ready for renovation, partial restoration and refurbishment, with proposals including measures to reduce carbon emissions considered. Hulme District Office refurbishment delivered throughout 18/19 due to be completed in Q1 2019. This will include the largest array of solar panels in the estate so far. Alexandra House has been vacated ready for comprehensive refurbishment, which will include measures to reduce carbon emissions.</p>	Green

4. MCC Estates Rationalisation Plan	<ul style="list-style-type: none"> ● <u>2016/17</u>: Development of an Estates Rationalisation Plan. ● <u>Ongoing</u>: Continue to undertake rationalisation of identified council buildings whilst calculating carbon savings. 	MCC Estates Board and Head of Client Relationships , Strategic Development Directorate	Ongoing		See update under no.3	Green	MCC continues to rationalise buildings as part of a wider estates management programme. Wherever possible, the carbon reduction impacts of this are considered at the decision making stage. For example Hulme District Office has recently been refurbished and reopened . The refurbishment included new LED Lighting, Solar PV amongst other improvements. This has enabled MCC to close older less efficient buildings. This project has also provided accommodation for some staff who were based at Alexandra House. This building has now been closed to enable another full refurbishment.	Green
5. Where financially viable implement suggested actions from Energy Audits and evaluate impact on energy consumption and carbon emissions	<ul style="list-style-type: none"> ● <u>2016/17</u>: Implement ‘quick win’ actions from energy audits carried out at Wythenshawe Forum, Gorton Cross Market, Arndale New Market, Manchester Art Gallery, Sharpe Project and Hall Lane Resource Centre ● <u>2017/18</u>: Undertake cost benefit analysis of longer term energy audit savings to determine in implementation is viable. 	MCC Estates Board and Head of Client Relationships , Strategic Development Directorate	2017/18		See update under no.3	Green	See update under no.3	Green
6. Deliver carbon savings from the MCC operational estate. Leisure Facilities	<ul style="list-style-type: none"> ● <u>2016/17</u>: Explore the opportunity of using a variety of finance models to make energy efficiency improvements to the leisure estate. ● Develop a reporting process which demonstrates emissions per visitor number. 	Head of Community and Cultural Services	Ongoing		See update under no.3	Green	The refurbishment of Moss Side Leisure Centre has been completed, including works to increase the buildings efficiency and reduce carbon emissions. Other leisure facilities are being considered as part of the Carbon	Green

	<ul style="list-style-type: none"> ● <u>2017/20</u>: Implement any identified energy efficiency across the leisure estate where appropriate. ● <u>Ongoing</u>: Work in Partnership with GLL and Eastlands Trust to deliver Environment and Energy Plans for their sites. 						Reduction management Programme.	
7. Develop and deliver a MCC Operational Buildings Carbon Reduction Plan	<p>Use data from the returned Stock Condition Surveys, the Estates Transformation Programme & Rationalisation Plan and energy audits to produce a MCC Operational Buildings Carbon Reduction Plan that sets carbon savings from specific building activities. This will enable us to:</p> <ul style="list-style-type: none"> ● Assess progress on a quarterly and annual basis to 2020 target for carbon reductions arising from the above activities. ● Understand any 'gap' in meeting the carbon reduction target and to formulate options for further reductions to achieve the target. ● Effectively monitor and evaluate buildings projects and programmes to determine key activities that contribute to carbon savings and enable replication of best practice 	MCC Estates Board and Head of Client Relationships , Strategic Development Directorate	Ongoing	N/A	See update under no.3	Green	See update under no.3	Green
8. Ways of working	<p><u>Ongoing</u>:</p> <ul style="list-style-type: none"> ● The MCC Estate Board will continue govern the buildings carbon reduction plans to 2020 and beyond and identify resource for actions as required ● Ensure that carbon reduction activities are embedded in the day to day management and 	MCC Estates Board and Head of Client Relationships , Strategic Development Directorate	Ongoing	N/A	See update under no.3	Green	See update under no.3	Green

	<p>running of buildings to secure further carbon savings</p> <ul style="list-style-type: none"> • Work in partnership with GMCA to access funding mechanisms 								
OTHER									
9.	Zero Carbon Manchester 2050	Work with MACF and the Our Manchester Forum to develop a process to ensure that we are zero carbon by 2050	Head of Policy, partnerships and Research	2020	N/A	<p>The Greater Manchester Green Summit was held on 21st March and was attended by over 400 people. Under the broad pledge to ensure Greater Manchester achieves 'carbon neutral' status by 2040 at the latest, the Greater Manchester Mayor's Office confirmed a host of new targets on green buildings, plastic waste, and transport. The Summit included a "plastic free" Greater Manchester pledge by the events and tourism industry to remove single use plastics by 2020. GMCA, The Tyndall Centre, and consultancy Anthesis Group unveiled a new UK city-focused low carbon pathway model, dubbed SCATTER or Setting City Area Targets and Trajectories for Emissions Reduction</p> <p>The Manchester Climate Change Board convened its second meeting on 17th April. This was to more closely align and to inform the requirements of the Climate Change Agency's work programme with the Board's commitments going forward.</p>	Green	<p>In November 2018, the Manchester Climate Change Board (formally MACF) made a proposal to update the city's carbon reduction commitment in line with the Paris Agreement, in the context of achieving the "Our Manchester" objectives. The Council endorsed these new objectives and adopted a science-based carbon budget, developed by the Tyndall Centre for Climate Change Research, and committed the city to becoming zero carbon by 2038.</p> <p>Manchester's carbon budget is broken down into short, medium and long term allocations. Each carbon budget outlines the emissions not to be exceeded for each period, in order to ensure that Manchester meets its overall emission reduction commitments to 2038. These budgets are front loaded with more than 50% of the total reductions required in the short term; this highlights the scale of the challenge ahead. The reductions required for the remaining years to 2038 gradually decrease.</p>	Green

					<p>The city's third Climate Change Conference will be held at the Royal Exchange Theatre on 17th July.</p> <p>Manchester was successful in submitting a stage 1 bid to URBACT for the city to be a Transfer Network, following on from the "Good Practice" award for the sustainability achievements of the city's arts and culture organisations. Phase 1 will run until 4th October with an additional 24 months until 2020 on successful completion of the Phase 2 application.</p>		<p>Since committing to the new target, the Manchester Climate Change Agency (MCCA) and Board has been working with a range of organisations across the city to develop action plans from 2020-2022.</p> <p>For further information on citywide climate change activity please see the Annual Report http://www.manchesterclimate.com/progress</p>	
CITYWIDE CLIMATE CHANGE ACTION: PROJECTS AND PROGRAMMES								
10. Reduce citywide carbon emissions by 41% by 2020.	<ul style="list-style-type: none"> Support MACF in the delivery of city wide climate change objectives and projects where appropriate. 	MACF	2020	N/A	See update under 9	Green	<p>The MCCA Annual Report for 2018 show that emissions across the city fell from 2.07MtCO₂ in 2017 to 1.97 MtCO₂ in 2018; a 5% reduction. As such in 2018 the city achieved a 40% reduction against the 41% target and is now projected to achieve the 41% reduction in carbon emissions by 2020.</p> <p>For further information on citywide activity please see update no. 9 above.</p>	Green

<p>11. Reduce citywide emissions from domestic buildings</p>	<ul style="list-style-type: none"> • Work with the GM Low Carbon Hub to support residents to reduce domestic CO₂ emissions. 	<p>MACF Buildings Group</p>	<p>2016-20</p>	<p>N/A</p>	<p>The 'Basics' Working Group of the Family Poverty Strategy have been discussing a place-based fuel poverty pilot. There are also discussions taking place between partners about the possibility of undertaking a Horizon 2020 fuel poverty project across the city.</p> <p>The LEAP Project continues to deliver energy efficiency measures to Manchester residents.</p> <p>The Disabled Facilities (DFG) has been used to fund emergency heating grants since October 2017. To date, 35 Emergency Heating Grant cases have been approved with a total spend of £96,359</p> <p>In addition 34 Home Improvement grants, for works such as roof repairs, windows, doors, damp works and rewires, have been approved and paid from DFG to low income householders with health conditions.</p>	<p>Green</p>	<ul style="list-style-type: none"> • MCC has worked with GMCA, to implement a Warm Homes Fund scheme across Greater Manchester. The scheme helps people in or at risk of falling into fuel poverty and is targeted at households that do not currently have a central heating system. • The Local Energy Advice Partnership (LEAP) scheme offers an outreach service to low income and vulnerable households of all tenures. It provides home energy advice visits, income maximisation advice, some simple energy efficiency measures (e.g. draught excluders, LED light bulbs) plus onwards referral for larger energy efficiency measures via Energy Company Obligation (ECO). • The Emergency Central Heating Offer (ECHO) scheme provides ECO-eligible homeowners whose gas boiler has broken down with a fully-funded emergency repair or replacement. <p>Work to improve the energy efficiency of social housing via Northwards Housing ALMO includes:</p> <ul style="list-style-type: none"> • Loft Insulation – 802 properties topped up from less than 200mm to 300mm • Cavity Wall Insulation – 1 	<p>Amber</p>
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							<ul style="list-style-type: none"> • External Wall Insulation - 12 • Boiler Replacement – 297 • Low energy lighting to communal areas – 21 blocks <p>MCC has provided Home Improvement Assistance in the form of loans and grants to private homeowners, in order to fund energy saving measures and to support homeowners in fuel poverty. Since April 2017, the following assistance has been provided:</p> <ul style="list-style-type: none"> • Home Energy Efficiency Loans - 67 • Emergency Heating Grants - 116 	
12. Reduce citywide emissions from energy: Energy Company	<ul style="list-style-type: none"> • Support the Greater Manchester Combined Authority to identify new mechanisms, including options for Manchester and Greater Manchester-level solutions; agree the preferred 	Head of Policy, Partnerships and Research	2015/16	Subject to outcome of work with	Options for a GM Energy company will be reviewed by the Greater Manchester Combined Authority during the next quarter.	Amber	<ul style="list-style-type: none"> • At the Greater Manchester Green Summit 2019 it was accepted that GM needs a 'whole system' transformation to meet 	

	<p>option(s); continue to share information with Core Cities, including on the establishment of Energy Service Companies.</p>			<p>GMCA</p>		<p>the 2019- 2024 targets in new green energy generation, storage, efficiency and combined transport infrastructure with smart IT energy systems.</p> <ul style="list-style-type: none"> ● Key recommendation proposed to GM by Energy Systems Catapult include <ul style="list-style-type: none"> ○ The expansion of local area energy planning and for GM to be an Energy Transition Region ○ Investment to support a GM Energy Innovation Company. ○ Establish an Energy Innovation Company <p>In 2019 GM published its 5 year Environment Plan. The plan includes several actions relating to the city region's energy supply and priorities have been identified as:</p> <ul style="list-style-type: none"> ● Increasing local renewable electricity generation ● Decarbonising how we heat our buildings ● Increasing the diversity and flexibility of our electricity supply. <p>For further detail on the actions that will be implemented please see https://www.greetermanchest</p>	
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							er-ca.gov.uk/what-we-do/environment/	
13. Reduce citywide emissions from energy: Identify and develop additional heat network clusters in Manchester	<p><u>2016/17</u></p> <ul style="list-style-type: none"> Complete master planning for heat network opportunities at Piccadilly Station (Network Rail). Commence delivery of regional level project development with Salford and Trafford. Commercial support (GM Low Carbon Project Development Unit) provided to St Johns scheme being developed by Allied London. <p><u>2017/18 onwards</u></p> <ul style="list-style-type: none"> Development of detailed business cases for above projects, moving into delivery. Identification and investigation of further cluster opportunities. 	Strategic Director, Strategic Development	2016-20	To be determined subject to outcome of feasibility studies and funding applications	<p>St Johns: Recently DBEIS have confirmed that they are happy to extend the draw-down of the loan from May 2018 to May 2019 – however in order to do this they will need some sort of commitment from MCC that they intend to progress (on-lend to the project). This confirmation is yet to be formally provided.</p> <p>Corridor: The OPEN DPD study kicked off in October 2017 and was due for completion in May/June 2018. The stakeholder engagement process has been challenging, and so the study end date is likely to need to be pushed back to circa October 2018. The MCC/Aecom contract may need to be amended to reflect this.</p> <p>Northern Gateway: No further update this quarter.</p>	Amber	MCC had an agreement with Aecom to deliver a Detailed Programme Development and Business Plan Study. However, this contract was amicably terminated in April 2019 due to various issues around the delivery of the work and a challenge on the scope of work. This work will be recommissioned in May 2019 by the GMCA. Work was re-scoped to include a greater emphasis on stakeholder engagement and is now scheduled to be completed in late 2019.	Amber
14. Deliver the Triangulum smart cities project	<ul style="list-style-type: none"> <u>2015/16:</u> Commence delivery of the Triangulum Smart Cities project; Produce overall project plan and detailed technical feasibility studies for energy and mobility. <u>2016/18:</u> Commence installations: 	Head of Policy, Partnerships and Research	2015-20	<p>Targets include:</p> <ul style="list-style-type: none"> Art Gallery : 15% reduction in CO₂ emissions. 	<ul style="list-style-type: none"> Energy Optimisation scheme at Manchester Art Gallery complete. Solar PV panels at MMU Brooks Building have generated 132,640 kwh and estimated carbon savings 37 tCO₂e between Feb 2018 - Jan 2019. 	Green	<ul style="list-style-type: none"> Manchester Art Gallery - Snagging issues arose with energy optimisation. Siemens have carried out extensive work to ensure system is performing to maximum efficiency. MMU Solar panels continue to operate. 	Amber

	<ul style="list-style-type: none"> - Energy optimisations at Manchester Art Gallery and Ellen Wilkinson (UoM) - Installation of renewable technologies at Birley Fields campus.(MMU) - Installation of PV panels on Ellen Wilkinson (UoM) and Birley Fields (MMU) - Development of a central energy control system with MMU, UoM , MCC. - Replacement of Diesel estate fleet with EVs at MMU and UoM. - Trial use of electric assist cargo bikes as part of estate vehicle fleet at MMU and UoM. 			<ul style="list-style-type: none"> • Ellen Wilkins on: 15% reduction in CO₂ emissions. • Birley Fields: Generation of 1500 megawatt hours of renewable energy. • Generation of 65,000 KWh / annum of electricity from PV's. 	<ul style="list-style-type: none"> • Central Energy Control system continues to operate at MCC. • Electrical Energy Storage installed at MMU Birley Campus - see update. • UoM Electric Vehicles have travelled 15,273 km and saved an estimated 1.8 tonnes CO₂e between Feb 2018 - Jan 2019. • MMU Electric Vehicles have travelled 45,448 km and saved an estimated 5.4 tonnes CO₂e between Feb 2018 - Jan 2019. • Triangulum Electric – assist cargo bikes been hired for the equivalent of between Feb 2018 - Jan 2019. 		<ul style="list-style-type: none"> • The Energy Storage Solution (EES) (i.e. battery) installation at MMU has been delayed in activation due to a change in requirements for grid connection during the period of its implementation. New regulations were introduced mid project in early 2019. • UoMs and MMU's EVs continue to be fully operational. • MCC has been supported to purchase four EVs (3 vans and 1 car) in March 2019. These are now with facilities management and the environmental protection teams. Data is being collated from the vehicles. • The eCargo bike “try before you buy” scheme is continuing. 	
15. Work with Transport for Greater Manchester to deliver a range of citywide transport improvements	<p>A large number of projects are in development and delivery, with further information available from www.tfgm.com. Priority projects include:</p> <ul style="list-style-type: none"> • Delivery of new Metrolink extensions; 	Head of Policy, Partnerships and Research	Ongoing	To be quantified where possible	The Bus Services Act came into force in April 2017 and will potentially enable the introduction of bus reform and the deregulation of buses. The Mayor's Office is taking this project forward.		Work commenced in 2016 on a 5.5km Trafford Park extension to the Metrolink network. This extension will include an additional six stops and is due to be completed in 2020. A business case is currently being	Green

	<ul style="list-style-type: none"> • New delivery models for bus services linked to the Bus Services Bill; and • Smarter choices activity aimed at delivering behaviour change. 				<p>In November 2017, Mobike relaunched their dockless cycle hire scheme to improve the availability of Mobikes within the City Centre, including at the Mobike Preferred Locations (MPLs).</p>	<p>developed for further extension at the Airport known as the 'Western Loop'.</p> <p>TfGM operate the GM Electric Vehicle (GMEV) network of public charging points for electric vehicles within GM. The current GMEV network includes 318 charging points and has a membership of 2,526 (March 2019). TfGM are due to award the contract in July for a GMEV Electric Vehicle Charging Infrastructure Supplier and there is a commitment to install 48 additional rapid chargers as part of the expanding network in 2019.</p> <p>TfGM are developing proposals to tender for a Greater Manchester wide car club contract which would reduce the need for car ownership for residents. This contract is due to be awarded in 2020.</p> <p>The Bus Services Act came into force in April 2017 and will potentially enable the introduction of bus reform and the deregulation of buses. The Greater Manchester Mayor's Office is taking this project forward.</p> <p>In September 2018 Mobike permanently suspended their dockless cycle hire scheme. Since this time TfGM have been considering different options to provide a new bike hire scheme within the city. It is</p>	
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							<p>anticipated that this scheme will be in place by spring 2020.</p> <p>The 'Made to Move' document was published by the Greater Manchester's Cycling and Walking Commissioner at the end of 2017 which sets out the steps that are needed to develop a culture of cycling and walking. Following this a 'Bee Network' map was published for consultation in the summer of 2018 and is due to be republished in the summer of 2019 after TfGM have considered all the comments received. The map will evolve over time but aims to lead to the development of schemes that remove barriers to, and makes it easier for, walking and cycling. Funding for these schemes is currently available through the Mayor's Challenge Fund.</p>	
16. Work with partners to increase access in the city to sustainable food.	<ul style="list-style-type: none"> The work of the Food Board is to be transitioned to an independent body during 2019/20. In preparation for this, Manchester Health and Care Commissioning are commissioning a Food Board Manager to take over the work of the food board and to carry out consultation, mapping and review. 	Julie Jerram, Programme Lead, Population Health and Wellbeing Team.	New Provider to start in June 2018 for 12 months	N/A	<p>The Food Board did not meet in Q4. It will reconvene in 2018/19 when new provider is appointed.</p> <p>A full review of the work of the food board and delivery of the food programme will be carried out in 2018/19.</p>	Green	<p>In 2018/19 activity has been carried out to progress the transitioning of the work of the Food Board to an independent body. As such a mapping, consultation and review exercise has been carried out. This will be followed by the production of a report which will outline strategic recommendations to the Board. A new Board has been identified and is awaiting approval to progress with convening its first meeting and</p>	Green

							establishing the necessary governance structure.	
17. Sustainable events	<ul style="list-style-type: none"> ● <u>2016/17</u>: Continue to build on work to date to understand and improve the environmental performance of MCC events, establish a plan for embedding sustainability throughout the Council's events activities; refresh the Green Events Guide ● <u>2017/18</u>: Implement the sustainable events plan 	Head of Events	Ongoing	To be quantified where possible	No significant development in the last quarter but advancement to be made in Q1 of 18/19	Amber	<p>Refresh of Green Events Guides completed draft stage to include a suite of seven guides covering Major Outdoor Events, Small Outdoor Events, Community Events, Indoor Venues, Production Suppliers, Food & Drink Traders, Waste & Cleansing Suppliers. The design of the guides and integration to the MCC website will begin in Q1 2019/20 followed by dissemination to stakeholders</p> <p>The Manchester Arts Sustainability Team network were engaged in this process and their input incorporated into the guides.</p> <p>Outdoor Major Events Production Framework procurement carried out (estimated value £210k per annum) and including social value analysis aligned with the requirements of the Sustainable Events Guides content. Ongoing work to be undertaken with suppliers to achieve best social value from the Framework</p> <p>Key element of Sustainable Events Plan continued: development of Manchester Day sustainability principles. Engagement with key suppliers including event producer on this annual event to increase</p>	Green

							participant and audience engagement on environmental impact. External assessment of event taking place in summer 2019 will be carried out. Key learnings to be disseminated to events by the end of 2019/20.	
18. Green and Blue Infrastructure	<ul style="list-style-type: none"> Continue to Work with a range a partners across the city to coordinate and deliver the Manchester Green and Blue Infrastructure Strategy and a range of Green and Blue projects. 	Head of Policy, Partnerships and Research	Ongoing	To be quantified where possible	<p>Support the development and update G&B Implementation Plan - progress highlights include:</p> <ul style="list-style-type: none"> Annual GI update to Manchester City Council's Neighbourhoods and Environment Scrutiny provided in January 2018. Ongoing development of Natural Course project - Ecosystem Services along the Medlock Valley tendered. Supporting bid for Biodiversity Strategy refresh submitted. Delivery of Manchester GBI Group meeting <p>Development of Community environmental projects including:</p> <ul style="list-style-type: none"> Hulme Ecosystem Services work - 4933 trees planted in Season 2017/18 <p>Support the development of GBI research as per Implementation plan including:</p>	Green	<p>Support the development and update G&B Implementation Plan - progress highlights include:</p> <ul style="list-style-type: none"> In 2018 the Manchester GI Strategy won a national award from the Chartered Institute of Ecology and Environmental Management (CIEEM). The Strategy was recognised as a national exemplar, winning the Knowledge Exchange category. £5million was secured by GMCA to develop a pipeline of investable GI Projects over three years. Manchester is one of the pilot cities involved. The Wildlife Trust, supported by the Council successfully bided for funding from the Esmee Fairburn foundation. The project will deliver, a four year programme of citywide community engagement and biodiversity activity. 	Green

					<ul style="list-style-type: none"> ● Launch of My Back Yard Project ● Ongoing delivery of GHIA project ● Facilitation of visit to Manchester from Natural England Policy team. 		<ul style="list-style-type: none"> ● New Principles of Tree Management for the City were adopted in January 2019. <p>Development of Community environmental projects including:</p> <ul style="list-style-type: none"> ● 'Protecting Playgrounds' a research project looking at air quality around schools was approved. ● An outline Masterplan and community engagement programme was delivered as part of the Grow Green project in West Gorton looking at Nature based solutions to combat Climate Change ● 2994 trees were planted including 3 orchards and 582 hedge trees in the 2018/19 planting season. ● Manchester won 154 Awards at the 2018 NW in Bloom Awards <p>Support the development of GBI research as per Implementation Plan including:</p> <ul style="list-style-type: none"> ● Completion of Nature of Manchester GI Appraisal ● Completion of Nature of Hulme Ward Level Action Plan ● Ongoing delivery of GHIA project which is looking at the effect of GI on an ageing population 	
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							For further information please see the G&BI Action Plan Review 2018 https://democracy.manchester.gov.uk/ieListDocuments.aspx?CId=148&MIId=267&Ver=4	
19. Participate in the Core Cities Adaptation Group to help adapt the city to climate change, including identification and delivery of actions for MCC	<ul style="list-style-type: none"> Work with Core Cities where relevant to review MCC Business Plans in term of preparedness for climate change. 	Head of Policy, Partnerships and Research	Ongoing	N/A – enabling action	Work is ongoing, supporting the Core Cities adaptation sub group, sitting on DEFRA’s Local Adaptation Advisory Panel and will be influencing the local government element of the next national adaptation plan, due out summer 18.	Green	Activity of the Core Cities Adaptation Group has reduced dramatically largely due to limited resources available. MCC continues to deliver projects with adaptation benefits through the Manchester Green and Blue Infrastructure Strategy. For further information please see https://democracy.manchester.gov.uk/ieListDocuments.aspx?CId=148&MIId=267&Ver=4	Amber
20. Embedding carbon reduction objectives in policy-making	<ul style="list-style-type: none"> Manchester Strategy 2015-25: work with the Our Manchester Forum to implement the Manchester Strategy 2015-25, including defining how the city will transition to a low carbon economy, and establishing the required performance management framework to monitor progress against the strategy’s priorities Manchester Local Plan: establish the preferred approach for the review and update of Manchester’s Local Plan, including links to the work of the GMCA on the GM Spatial Framework 	Head of Policy, Partnerships and Research	2015/16	N/A – enabling action	No further update this quarter	Green	Greater Manchester has published its draft Local Industrial Strategy which is jointly owned with HM Government . The strategy highlights GMs ambition to “achieve carbon neutral living by 2038 by launching the UKs first city-region Clean Growth Mission.” It is recognised that there is significant opportunity to deliver substantial carbon reductions, environmental and health benefits to residents, whilst also creating new green industries and jobs capitalising on Greater Manchester’s research assets and large low carbon goods and services sector.	Green

						<p>https://www.greatermanchester-ca.gov.uk/what-we-do/economy/greater-manchester-independent-prosperity-review/</p> <p>The review of the Manchester Local Plan will address key challenges of the city including :</p> <ul style="list-style-type: none">● Climate change and the 2038 zero carbon commitment● Delivery of homes and employment● Provision of critical infrastructure to support growth. <p>Timescales for the completion of the plan are</p> <ul style="list-style-type: none">● Various stages of consultation between autumn 2019 and summer 2021● Submission of the plan to the Secretary of State by Winter 2021● Adoption of the plan by 2023	
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**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee – 17 July 2019

Subject: Mandatory HMO Licensing update

Report of: Strategic Director of Neighbourhoods

Summary

In October 2018 the Government extended mandatory licensing of Houses in Multiple Occupation (HMOs) to cover all properties with 5 or more occupiers living in 2 or more households and sharing amenities, regardless of the number of storeys.

The proposals brought smaller privately rented properties into the HMO licensing regime and it is expected this will increase the number of properties requiring a HMO licence to approximately 6,300 across the City.

Since October 2018 730 new HMO applications have been received and 291 new licences have been issued. The Housing Compliance and Enforcement Team has expanded to cope with the work generated, and activities are underway to seek out further licensable properties and increase communications to landlords.

Recommendations

To consider and comment on the approach to delivering the extension to mandatory licensing 9 months after the scheme has been implemented.

Wards Affected: All

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Manchester Strategy outcomes	Summary of the contribution to the strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Good quality and professionally managed private rented homes contribute to the sustainability of neighbourhoods, ensuring residents have a settled and stable base to contribute and thrive.
A highly skilled city: world class and home grown talent sustaining the city's economic success	Improving the private rented housing offer helps to attract and retain talent.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Increasing the supply of good quality affordable homes for private rent will provide the opportunity for Manchester residents to access good quality accommodation in neighbourhoods where people are happier to settle for a longer period of time.
A liveable and low carbon city: a destination of choice to live, visit, work	The right mix of quality energy efficient housing is needed to support growth and ensure that our growing population can live and work in the city and enjoy a good quality of life.
A connected city: world class infrastructure and connectivity to drive growth	A balanced housing offer plays an important part within a well-connected city and its neighbourhoods. Improving housing available to rent helps to create neighbourhoods where residents will choose to live and their housing needs and aspirations are met.

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.

Previous Report to Neighbourhoods and Environment Scrutiny Committee on Extension to HMO Licensing - 20th June 2018

https://secure.manchester.gov.uk/meetings/meeting/3265/neighbourhoods_and_environment_scrutiny_committee

1.0 Mandatory HMO Licensing Background

- 1.1 The Housing Act 2004 introduced provision for licensing in the private rented sector (PRS) to raise standards in properties considered to present the highest risk to the health, safety and welfare of occupiers. In 2006 the mandatory licensing regime for Houses in Multiple Occupation (HMOs) came into force.
- 1.2 In 2018 this legislation was amended and now requires properties **let to 5 or more people from 2 or more households who share amenities** (kitchens and bathrooms) to be licensed by the local authority.
- 1.3 The Housing Compliance and Enforcement Team licence and enforce standards in HMO properties, respond to requests for service from tenants concerning property condition and management arrangements, and undertake inspections as part of the HMO Licensing Compliance programme. An inspection takes place on receipt of an application and a compliance inspection may be carried out during the period of the licence.
- 1.4 Five year licences are granted to landlords who demonstrate that they offer good quality accommodation. In cases where the Council has concerns that management arrangements or property conditions are not wholly satisfactory, licences may be granted for a lesser period or in some cases refused.
- 1.5 The licence fee for each new HMO application is £985 with a banded increase of £100 as the size of the property increases. The fee can act as an incentive for landlords to improve their practices to obtain a maximum 5 year licence.

2.0 Selective Licensing

- 2.1 Selective licensing is intended to respond to problems of poor property management, crime and anti-social behaviour (ASB) within a defined geographical area. The introduction of selective licensing is not mandatory, unlike HMO licensing.
- 2.2 If introduced it applies to all private rented properties within the defined geographical area that are not a licensable House in Multiple Occupation. It is a tool to deliver sustainable improvements to private rented accommodation, increasing the quality of existing stock in the private rented sector in terms of both physical conditions and management standards.
- 2.3 Manchester currently has four selective licensing areas, encompassing approximately 2,000 private rented properties. The pilot areas and duration of each scheme are as follows:

Crumpsall	13 March 2017 – 12 March 2022
Moss Side	8 January 2018 – 7 January 2023
Moston	23 April 2018 – 22 April 2023
Old Moat	23 April 2018 – 22 April 2023

- 2.4 A report on progress and the impact of the selective licensing schemes is scheduled for scrutiny in February next year.

3.0 Mandatory HMO Licensing Extension update

- 3.1 Determining the number of properties that will require a HMO licence is challenging due to a limited availability of data. Using the data that is available a working assumption of 5,000 additional licensable properties provided a basis from which to plan for the extension of mandatory HMO licensing.
- 3.2 Recruitment has been undertaken and 5 new Business Support posts, 6 new Neighbourhood Officer posts and 2 new Neighbourhood Team Lead posts have been filled. These posts are all funded on a cost recovery basis, through the HMO licence fee.
- 3.3 Since October 2018 730 new HMO applications have been received. Applications have been mainly received from landlords who were aware of the changes and who have proactively submitted their applications. Numbers of applications received by ward are provided in Appendix 1.
- 3.4 The team have carried out 376 pre-licensing inspections and issued 492 HMO licences. 291 of these licenses have been issued to new HMO properties, previously not licensable. The rate of issuing licences is expected to increase now that new recruits into the team have been fully trained and new processes have been refined.
- 3.5 The standard HMO licence conditions have been updated and are attached to all licences issued. These are available in Appendix 2.

4.0 Work to identify Licensable HMO Properties

- 4.1 In January 2019 it was confirmed that the team had been successful in a bid to Ministry of Housing, Communities and Local Government (MHCLG) for £37,000 to undertake canvassing work to identify licensable properties. The canvassers employed have used the data gathered to estimate the number of licensable HMOs to target properties suspected of requiring a licence.
- 4.2 To date 4,322 properties have received a visit. 145 properties thought to be licensable have been written to and 133 licensable properties have been identified.
- 4.3 Further work is ongoing to understand the neighbourhoods where most licensable HMOs are likely to be situated, and to target canvassing work in those areas.

5.0 Engagement with Landlords

- 5.1 In May 2019 three informal landlord drop in sessions were held, in libraries based in Crumpsall, Hulme and Withington. 28 landlords attended these sessions, which were well received and enabled landlords to ask technical

questions about safety standards at their properties as well as wider questions around regulation of the sector. The team intend to repeat these sessions as part of ongoing engagement with landlords.

- 5.2 All existing licensed landlords and managing agents operating within Manchester have been contacted by letter or e-mail as well as properties identified as being potentially subject to licensing. This has involved over 4,200 separate contacts.

6.0 Impact of Landlord Licensing

- 6.1 Mandatory HMO licensing allows the Local Authority to apply additional standards to the private rented properties affected through licence conditions. Pre-licensing inspections are carried out before a licence is issued and compliance inspections are then undertaken during the course of the licence to determine whether the conditions of the licence are continuing to be adhered to.
- 6.2 Where non-compliance is found the Housing Compliance and Enforcement Team can undertake enforcement action against landlords by means of enforcement notices, civil penalties, and prosecutions.
- 6.3 Enforcement notices are regularly served where officers identify items of disrepair in properties. Notices served under the Housing Act 2004 are accompanied by a demand notice charging for the officer's time. Where the landlord fails to address the matters identified on the enforcement notice, prosecution or a civil penalty notice can follow.
- 6.4 Rent Repayment Orders and Banning Orders are also available where certain offences have been committed. The Local Authority or a tenant can apply to the Residential Property Tribunal (RPT) for Housing Benefit, Universal Credit or rent to be repaid through a Rent Repayment Order where a landlord has e.g. failed to licence a property or not complied with a legal notice. Banning Orders are designed to be used for the worst landlords and can ban landlords from renting out properties for a minimum of 12 months.
- 6.5 Of 376 pre-licensing inspections carried out since October 2018, 217 were issued a hazard notification letter, and 24 properties required a revisit to ensure improvements had been made. In contrast, of 196 compliance inspections carried out since October, at properties which already held a HMO licence under the previous definition, 10 were broadly compliant, 5 were non-compliant and 176 were fully compliant. This demonstrates that licensing of HMOs is an effective tool in driving up standards. The extension of mandatory licensing should make this type of accommodation safer for those who live in it.
- 6.6 Housing compliance officers work closely with Compliance & Enforcement and Neighbourhood colleagues as well as partners from the universities to tackle issues around waste and noise emanating from licensed HMO properties in student areas. Where enforcement notices are served at a property in relation

to noise or waste, Housing compliance officers follow up to ensure Landlords are complying with the requirements of any HMO licence in place.

CASE STUDY

The South Neighbourhood Compliance Team raised concerns about a shared student property in Old Moat where enforcement notices had been issued 3 times in the last 3 years in relation to management of waste.

The property required a licence under the new rules for HMO licensing. An officer from Housing Compliance and Enforcement carried out a pre licensing inspection and the landlord was required to purchase new bins to ensure adequate provision for waste. New bins (both waste and recycling provision) have now been put in place.

The property will be monitored proactively to ensure the new waste provision is used appropriately.

- 6.7 Enabling the enforcement of these standards, for example conditions around the management of anti-social behaviour and waste, has a positive impact on the neighbourhoods in which private rented properties are located by helping to professionalise the sector and minimise the detrimental impact some poorly managed rented properties can have.

CASE STUDY

A two storey, six bedroom property in Withington has been raised as a concern by the Licensing and Out of Hours Team due to noise issues. In the last 10 years, officers have had to attend the property 14 times in relation to property standards, noise and waste issues. Enforcement action has had to be taken on 6 different occasions.

Due to the extension of HMO licensing, the property is now licensable. As part of the process to apply for a licence, the owner has had to submit information on safety checks and waste arrangements.

A pre-licensing inspection will be carried out by an officer from Housing, along with an officer from the Licensing and Out of Hours Team. The Applicant will be asked to clarify how they intend to meet the following licence conditions in particular:

13. The Licence Holder must have a written procedure in place to undertake reasonable steps to resolve complaints of nuisance, noise, or anti-social behavior perpetrated by his or her tenant(s)/occupier(s) or visitor(s) to the licensed premises. The Licence Holder must keep on file and have available for the council upon request, evidence that tenants have been made aware of appropriate behaviour and the procedures that he or she will follow should such issues occur.

14. The Licence Holder must keep on file and have available for the council upon request, documented evidence of how he or she has followed his or her procedure relating to nuisance, noise, or anti-social where complaints have occurred

In this case the application of HMO licensing allows proactive, holistic intervention at the property and if a licence is granted, allows officers to monitor compliance with a range of conditions designed to address the issues previously caused.

7.0 Future actions

7.1 The Housing Compliance and Enforcement Team are working closely with Strategic Housing and the Executive Member for Housing to refresh the Private Rented Sector Strategy, and the implementation and progress of licensing schemes will form an important part of this strategy.

8.0 Recommendation

8.1 To note progress in the implementation of the extension to HMO licensing.

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Appendix 1 - New applications received by ward since October 2018

AR Ardwick	17
BU Burnage	17
CL Chorlton	2
CN Charlestown	1
CO Clayton & Openshaw	2
CP Chorlton Park	5
CR Crumpsall	1
CT Cheetham	3
DE Didsbury East	8
DW Didsbury West	2
FA Fallowfield	169
GA Gorton and Abbey Hey	1
HA Harpurhey	4
HU Hulme	1
LE Levenshulme	4
LO Longsight	6
MO Moston	3
MS Moss Side	51
OM Old Moat	124
RU Rusholme	90
WP Woodhouse Park	2
WR Whalley Range	1
WT Withington	216
Grand Total	730

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Appendix 2 - HMO Licence Conditions

Manchester City Council Houses in Multiple Occupation Conditions

The licence holder must adhere to the following licence conditions. These conditions will be monitored by the Council and inspections will be carried out to ensure these are being complied with during the period of the licence.

Failure to adhere to one or more of these licence conditions could result in formal proceedings against you, with an unlimited fine, a civil penalty and/or the loss of your licence. The Council may also consider whether it is appropriate to make a Management Order to take over management of the premises.

Compliance inspections will be carried out to ensure the premises is safe, free from disrepair and well maintained by using the Housing Health and Safety Rating System. Any issues found will be dealt with via the enforcement means available under the Housing Act 2004 (as amended) and other relevant legislation.

Mandatory Conditions in Schedule 4 Housing Act 2004

1. If gas is supplied to the licensed premises the Licence Holder must produce annually to Manchester City Council (the Council) for their inspection, a gas safety certificate obtained in respect of the house named on the licence within the last 12 months.
2. The Licence Holder must;
 - i. Keep electrical appliances and furniture supplied by him in a safe condition
 - ii. Supply to Council, on demand, with a declaration by him as to the safety of such appliances and furniture.
3. The Licence Holder Must;
 - i. Ensure that smoke alarms are installed in the house and must keep them in a proper working order.
 - ii. Supply the Council, on demand, with a declaration by him as to the condition and positioning of such alarms.
4. The licence holder Must;
 - i. Ensure that a carbon monoxide alarm is installed in any room in the house which is used wholly or partly as living accommodation and contains a solid fuel burning combustion appliance, and must keep them in a proper working order. *(Note: for the purpose of this condition a "room" includes a hall or landing and a bathroom or lavatory is to be treated as a room used as living accommodation.)*

ii. Supply the Council, on demand, with a declaration by him as to the condition and positioning of such alarms.

5. The Licence Holder must supply to the tenant/occupiers of the house a written statement of the terms on which they occupy it.

Mandatory Conditions relating to Floor Area

1. The licence holder must:

- i. Ensure that the floor area of any room in the HMO used as sleeping accommodation by one person aged over 10 years is not less than 6.51 square metres;
- ii. Ensure that the floor area of any room in the HMO used as sleeping accommodation by two persons aged over 10 years is not less than 10.22 square metres;
- iii. Ensure that the floor area of any room in the HMO used as sleeping accommodation by one person aged under 10 years is not less than 4.64 square metres;
- iv. Ensure that any room in the HMO with a floor area of less than 4.64 square metres is not used as sleeping accommodation.

2. The licence holder shall ensure that:

- i. Where any room in the HMO is used as sleeping accommodation by persons aged over 10 years only, it is not used as such by more than the maximum number of persons aged over 10 years specified in the licence;
- ii. Where any room in the HMO is used as sleeping accommodation by persons aged under 10 years only, it is not used as such by more than the maximum number of persons aged under 10 years specified in the licence;
- iii. Where any room in the HMO is used as sleeping accommodation by persons aged over 10 years and persons aged under 10 years, it is not used as such by more than the maximum number of persons aged over 10 years specified in the licence and the maximum number of persons aged under 10 years so specified.

3. Where;

- i. Any of the requirements imposed by conditions 1 and 2 relating to floor area have been breached in relation to the HMO,
- ii. The licence holder has not knowingly permitted the breach, and

- iii. the local housing authority have notified the licence holder of the breach,

The licence holder must rectify the breach within the specified period. The specified period means the period which is specified in the notification, which shall be not more than 18 months beginning with the date of the notification.

4. The licence holder shall notify the local housing authority of any room in the HMO with a floor area of less than 4.64 square metres.

Notes in relation to Mandatory Conditions relating to Floor Area

- i. Reference to a number of persons using a room in an HMO as sleeping accommodation does not include a person doing so as a visitor of an occupier (as defined by Section 262(6) of the Housing Act 2004) of the HMO.
- ii. A room is used as sleeping accommodation if it is normally used as a bedroom, whether or not it is also used for other purposes.
- iii. Any part of the floor area of a room in relation to which the height of the ceiling is less than 1.5 metres is not to be taken into account in determining the floor area of that room for the purposes of this paragraph.
- iv. Conditions 1, 2 and 3 of this section do not apply to an HMO which is managed by a charity registered under the Charities Act 2011, and which is a night shelter, or consists of temporary accommodation for persons suffering or recovering from drug or alcohol abuse or a mental disorder.

Mandatory Conditions relating Waste

- 1. The licence holder must comply with any scheme which is provided by the local housing authority to the licence holder and which relates to the storage and disposal of household waste at the HMO pending collection

General Conditions Applicable to all Mandatory HMO Licences

- 1. The Licence Holder must inform the Council in writing or via email of any changes in their address and contact details within 28 days of any changes.
- 2. The licence holder must ensure that any persons involved with the management of the house including themselves to their best knowledge are “fit and proper persons” for the purpose of the Act. Any change in these circumstances shall be notified to local authority in writing.
 - i. The Licence Holder must advise the Local Authority immediately if there will be any transfers in ownership, sale of the licensed property OR management of the property.
 - ii. The Licence Holder must (if applying as a company/partnership etc) inform the Council in writing within 14 days of any changes affecting the

company/partnership status, i.e. bankruptcy, changes in Directors, Partners or Company Secretaries.

3. The Licence Holder must ensure that the licensed premises comply with The Management of Houses in Multiple Occupation (England) Regulations 2006 SI 372 (Management Regulations), and any updated versions of this regulation and continue to do so throughout the period of the licence

4. The Licence Holder must comply with the Council's Standards for Houses in Multiple Occupation and associated guidance throughout the period of the licence unless otherwise specified in the licence, and must maintain those standards throughout the period of the licence.

5. The licence holder must ensure that a fire detection system, which includes smoke alarms, is installed in the property and that the system is kept in proper working order. The Local Authority may request that the licence holder supplies a declaration that the detection is in proper working order and require details of the positioning of such alarms. (Housing Act 2004 Schedule 4 1(4))

6. The Licence Holder must keep on file and have available for the council upon request originals of the following documents:

- i. Fire detection equipment inspection and servicing certificate annually
- ii. Firefighting equipment (extinguishers, blankets etc), inspection and servicing certificate annually
- iii. Gas Safety Inspection certificate annually (if Gas is supplied to the HMO)
- iv. Electrical installations inspection certificate on demand
- v. Portable Appliance Test (P.A.T) certificate on demand
- vi. Certificates supplied annually must be available on a date specified by the Council.
- vii. Energy Performance Certificate

7. The Licence Holder must take all reasonable steps to arrange full access to the whole of the licensed premises for the purposes of a compliance inspection by Manchester City Council within 7 days of a written request to do so. Tenants/occupiers of the licensed premises must be given a minimum of 24 hours notice of the need for inspection by the Licence Holder or his representative.

8. The Licence Holder must ensure that waste carrier licences are placed where a contractor directly employed or employed by a third party working on behalf of the licence holder is used to remove waste from the property. The licence holder must have evidence of the carrier details available upon request of the Council.

9. The Licence Holder must take responsibility for waste and recycling, ensuring that there are adequate provisions inside the property to allow tenants to separate recycling.

10. The Licence Holder must ensure that there are sufficient external refuse and recycling containers available for tenants' use, ensuring that tenants/occupiers are given details in writing of the arrangements for the collection of refuse and bulky goods, throughout the tenancy and for specific periods like bank holidays and end of tenancies, and that the tenants /occupiers return the containers within the boundary of the property on the day of collection.

11. The Licence Holder must work with the Council to find solutions where tenants are not disposing of waste effectively.

12. The Licence Holder must ensure that any tenancy agreement used is written in plain English and must provide the Council with a copy within 30 days of a request to do so. (Housing Act 2004 Part 2 Section 67 (2)(b))

13. The Licence Holder must have a written procedure in place to undertake reasonable steps to resolve complaints of nuisance, noise, or anti-social behavior perpetrated by his or her tenant(s)/occupier(s) or visitor(s) to the licensed premises. The Licence Holder must keep on file and have available for the council upon request, evidence that tenants have been made aware of appropriate behaviour and the procedures that he or she will follow should such issues occur.

14. The Licence Holder must keep on file and have available for the council upon request, documented evidence of how he or she has followed his or her procedure relating to nuisance, noise, or anti-social where complaints have occurred

15. The Licence Holder must take reasonable steps to obtain references as to the character and behaviour of a prospective tenant/occupier from previous landlords and/or persons of standing in the community

16. The Licence Holder must act lawfully in requesting any advanced payments and in handling rents.

17. Where the Licence Holder demands a deposit he/she must provide the tenant/occupier with a statement of the terms of the tenancy deposit including:

- i. Details of the deposit required;
- ii. Details of what the deposit covers together with a written, agreed inventory signed by the tenants/occupiers;
- iii. Details of the arrangements and timescales for the return of the deposit.

18. Where the premises is alley gated the licence holder is responsible for providing the key to the tenant free of charge at the start of the tenancy.

19. The licence holder must provide the occupants of adjoining properties with direct contact details in case of an emergency or to enable them to inform the licence holder of problems affecting their properties.

20. The licence holder must provide a basic guide to new occupiers on the operation of the boiler, fire alarm, house alarm (if installed), heating system and extractor fans. The licence holder must also advise the occupiers on the location of the stopcock, fuse box and meters. Upon request by the Council the licence holder must provide written evidence of the information which has been provided to the occupiers.

Unsupported Temporary accommodation Conditions;

1. The licence holder may be required to attend training courses in relation to any applicable code of practice approved by the appropriate national authority. Where there is a lack of adequate day to day management of the house, the authority may require the licence holder to attend appropriate training
2. The licence Holder will engage with support services as and when required
3. The licence holder must notify the Council within 10 days of any death on the premises for B&Bs

Other Statutory and Legal Requirements

PLANNING PERMISSION - This licence does NOT grant any planning approvals, consents or permissions under the Town and Country Planning Act 1990 or any related planning legislation, retrospectively or otherwise. If the property is being used as a House in Multiple Occupation (HMO) this may constitute a breach of planning control and you should check the Council's website to ensure the correct planning permissions are in place. <https://www.manchester.gov.uk/planning>. This licence does not offer any protection against enforcement action taken by the Planning Department. If you are unclear on the matters outlined above, you should seek professional planning advice.

N.B. If a Licence Holder is prosecuted for a breach of the Management Regulations this may also affect his/her status as a Fit and Proper person to hold the licence and the Council may revoke that licence.

Where documentation has been requested, please forward all originals/copies to Neighbourhood Services at the address stated below:

**Manchester City Council
Housing Compliance & Enforcement Team
Neighbourhood Services
P.O. Box 532
Town Hall
Manchester
M60 2LA
Tel: 0161 234 5500
Email: HMOlicensingenquiry@manchester.gov.uk**

**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee – 17 July 2019

Subject: Update on work to tackle counterfeit activity and environmental issues in the Strangeways area

Report of: Strategic Director of Neighbourhoods

Summary

The Strangeways area of Manchester has a long history of trade in counterfeit goods. This report outlines multi-agency work carried out over the last 3 years, to disrupt and ultimately remove illegal businesses from the area and improve compliance with waste regulations.

Recommendations

To note the progress made and provide comment on further planned work.

Wards Affected: Cheetham

Alignment to the Our Manchester Strategy Outcomes (if applicable):

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	Safe, compliant and successful businesses contribute to a thriving economy. Unchallenged, the trade in counterfeit goods in Manchester undermines legitimate businesses and exploits migrant and vulnerable workers
A highly skilled city: world class and home grown talent sustaining the city's economic success	Removing illegal businesses from the area, and supporting legitimate businesses to thrive and contribute to the economy
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	As above
A liveable and low carbon city: a destination of choice to live, visit, work	The regulatory and environmental problems in the area have resulted in an unattractive and challenging neighbourhood developing on the City Centre doorstep. Work to improve compliance will

	ultimately improve the desirability of the area as a place to live, visit and work.
A connected city: world class infrastructure and connectivity to drive growth	The Strangeways area is on one of the main routes into the City Centre and both environmental and parking issues create a negative feel along this route making it undesirable to use

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Background documents (available for public inspection):

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

Counting the Cost - the Trade in Counterfeit Goods in Manchester

<https://www.gov.uk/government/publications/counting-the-cost-of-counterfeit-goods>

Strangeways - Tackling Counterfeit Activity and Environmental Issues
 Report to Neighbourhoods and Environment Scrutiny Committee, 6 Sept 2017

https://secure.manchester.gov.uk/meetings/meeting/3034/neighbourhoods_and_environment_scrutiny_committee

1.0 Introduction

- 1.1 In September 2017 Neighbourhoods and Environment Scrutiny Committee received a report outlining the work of Manchester Trading Standards, Greater Manchester Police, City of London Police, Intellectual Property Office (IPO), Home Office, HMRC, National Crime Agency, Salford City Council, and the Border Force on 'Project Magpie' which aims to tackle the national trade in counterfeit goods from the Strangeways area.

This report provides an update on further progress to date.

2.0 Background

- 2.1 Days and weeks of action had previously been carried out by enforcement agencies on a regular basis. Despite successful raids, large seizures of goods and prosecutions this type of action did not significantly impact on the prevalence of counterfeit activity in the area. It was recognised that an alternative approach was needed to achieve a more lasting outcome.
- 2.2 The Strangeways Operational Group formed in 2016, and brought together a range of enforcement agencies and brand protection partners to tackle and remove counterfeit traders from the Strangeways area.
- 2.3 Corporate landlord powers have been used to good effect. Manchester City Council owns the freehold for large sections of property within the Strangeways area. This property is divided up and leased to several long term head lessees, who then often have sub-letting arrangements in place. A large number of units used for the storage and sale of counterfeit goods were identified as trading from this land.
- 2.4 Working closely with colleagues in Legal Services it was identified that action could be taken against those head lessees if they were found to be tolerating counterfeit activity. Notices were served under s.146 of the Law of Property Act 1925, outlining covenants within the lease which the Council considered the tenant or sub-tenant(s) to be in breach of and requiring this to be remedied.
- 2.5 This approach has proved to be extremely successful. All those units trading in counterfeit goods from the freehold land identified have now been removed. In total, **43 separate units have been closed**. Regular checks and intelligence gathering are in place to ensure that this remains the case.

3.0 Privately Owned Premises and Closure Orders

- 3.1 The Strangeways Operational Group now have a focus on those privately owned premises allowing the trade of counterfeit goods.
- 3.2 Aside from traditional Trade Mark offences, businesses and landlords involved with these premises could be committing a range of other offences including

profiting from the proceeds of crime, facilitating organised crime and the employment of illegal immigrants.

- 3.3 Warning letters are now being issued to premises owners where it is clear that counterfeit goods are being sold. Trading Standards then engage with owners to ensure they are aware of ongoing activities and their responsibilities as landlords.
- 3.4 To date warning letters have been issued to the owners of 52 premises and as a result 32 premises are no longer trading in counterfeit goods. As many of these premises contained multiple trading units we estimate this amounts to approximately 84 separate units that have ceased trading in counterfeit goods so far.
- 3.5 Where building owners fail to respond to warnings about the use of their premises, investigations are carried out by the Anti-Social Behaviour Action Team in relation to ongoing criminality and nuisance in the area. This has led to one premises comprised of **3 separate retail units being subject to a Closure Order for 3 months**. The Closure Order has now ended and as a result of the action taken the previous tenant has now been evicted and the property is no longer used for the sale of counterfeit goods.
- 3.6 Since the last scrutiny report in September 2017, Trading Standards have also carried out 16 separate seizures of counterfeit goods in the Strangeways area, amounting to over 300,000 individual counterfeit items being seized. This has resulted in two successful prosecutions against companies and 9 ongoing investigations.

4.0 Private Prosecutions

- 4.1 Alongside this work, TM Eye, a private company, have carried out **81 successful private prosecutions** since June 2015 against persons found to be selling counterfeit goods in the area. Sentences have ranged from fines and community orders, to custodial sentences of up to 12 weeks for repeat offenders. A further 13 cases are currently listed at Court.
- 4.2 This work helps to bolster enforcement in the area by taking action against those operating within the retail units, provides evidence for warrants and evidence to property owners of the illegal activities taking place in their premises.

5.0 Neighbourhood Compliance and Waste Enforcement

- 5.1 Neighbourhood Compliance Officers observed that waste generated by commercial properties was accumulating as fly-tipping. From July 2017 – February 2018 Compliance officers completed a project in which 104 properties in the Strangeways area were visited. Officers found 43% had waste contracts and 21 premises had closed down (some following GMP and Trading Standards raids).

- 5.2 Twenty-three notices were served under s34 of the Environmental Protection Act 1990 requiring businesses to comply with their duty of care to dispose of waste appropriately and provide waste transfer notes. All notices were complied with.
- 5.3 Harris Street in particular was targeted as a problem area generating a high number of requests for service. From Nov 2016 to Oct 2017 the team received 23 complaints about waste. Following the project, between Nov 2017 to Oct 2018, only 3 requests for service were received on this street.
- 5.4 Fly tipping reports have been decreasing across Strangeways with a noticeable reduction during the project. There has been a reduction of 55% in the number of Commercial Waste complaints since November 2017 to date and periodic monitoring of the location is in place.

Chart 1 - Requests for service

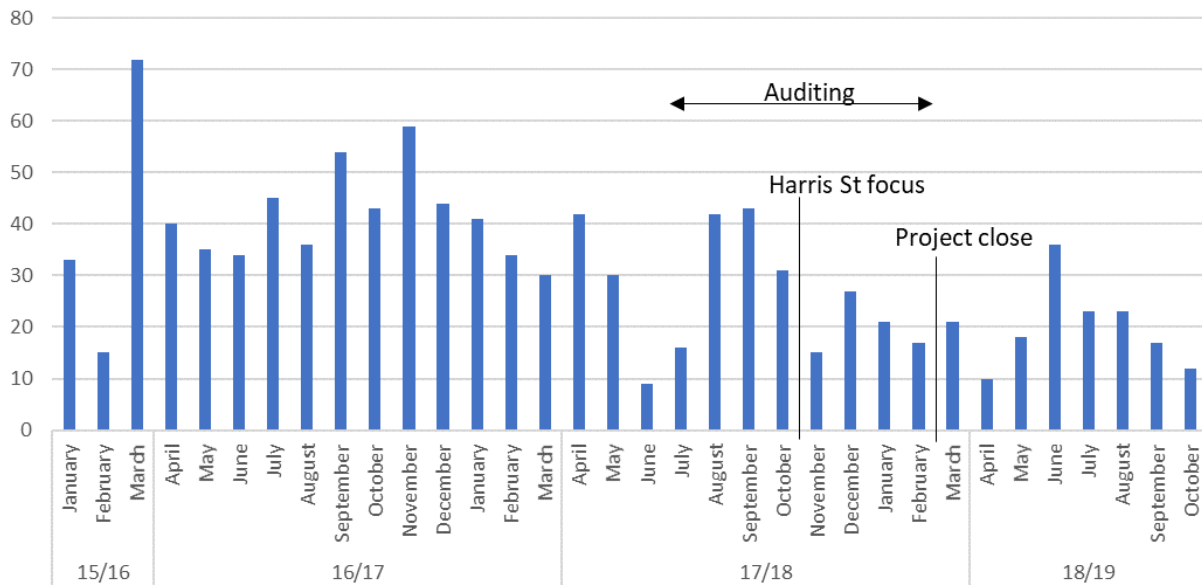
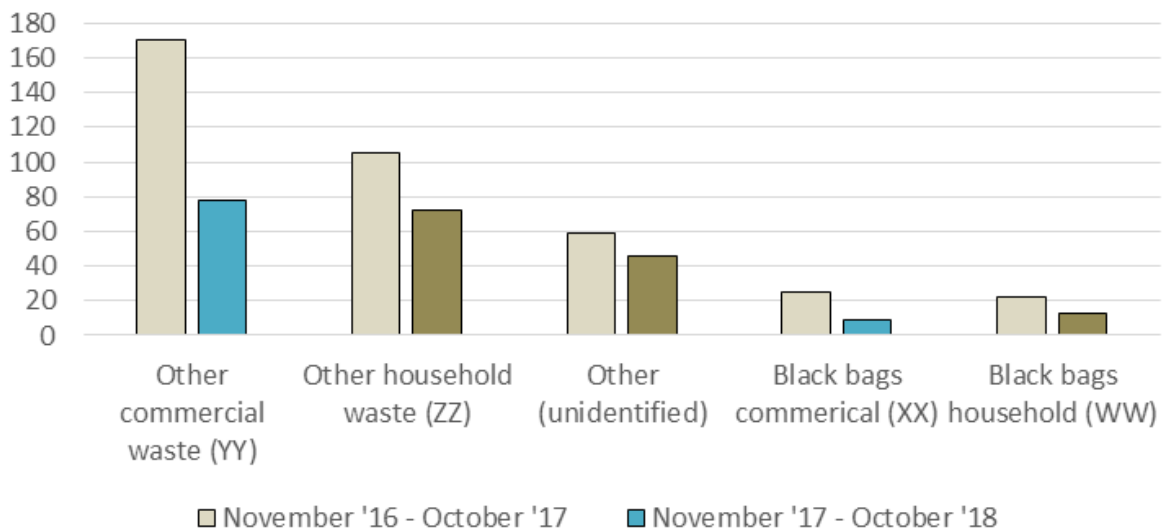


Chart 2 - Requests for service by type



5.5 Neighbourhood Compliance activities continue in the Strangeways area, with a current focus on Broughton Street where officers are ensuring all business have waste contracts in place. One of the main issues in the area is cardboard left on the highway. The Biffa investigation crew flag where this is an issue and refer through to Neighbourhood Compliance for further visits and enforcement action. Over the past 12 months, 47 enforcement notices have been served as a direct result of this specific focus on businesses along Broughton Street.

5.6 There are also many small plots of land hidden behind and in between premises and in the centre of buildings where waste issues need to be addressed and work on this has begun.

5.7 One common theme when engaging with business owners is a lack of use of the "my account" facility and reporting of issues to the North Compliance Team. Officers from the Neighbourhood Team and Compliance team have arranged joint visits to provide details to business owners on how to address this. Officers will also encourage a business forum to be established so closer partnership working can be put in place.

5.8 Challenges remain in identifying some business owners and maintaining consistent standards in the area.

6.0 Neighbourhood Team - Business and Community Engagement

6.1 The North Neighbourhood Team carried out a community clean up on Saturday 13 April 2019 as part of Keep Britain Tidy campaign and led by Prestwich Litter Pickers. Volunteers from Manchester, Salford and Bury joined and helped to clean up the area on Bury New Road. 100 bags of waste were collected. Support was provided by Greater Manchester Police, Biffa, and Travelodge.

- 6.2 The North Neighbourhood Team aim to support more events like this during 2019 to keep a focus on improving the street cleanliness of the area.
- 6.3 The team has also recently objected to street trading licence applications on Howard Street and Bury New Road where there has been concern that street trading could add to current problems around waste management and anti-social behaviour. Options to address street trading in the area are being explored.
- 6.4 The Strangeways area continues to be a priority and a challenge for the Cheetham ward and the North Neighbourhood Team. The team have welcomed continued support and focus on the area and support any additional resources that can be given to the Strangeways Operational Group to address the ongoing complex issues it presents.

7.0 Future Enforcement Work

- 7.1 As a result of successful funding bids by the Trading Standards service to the Controlling Migration Fund, a Senior Investigating Officer (SIO) from GMP has now been appointed for 12 months, to assist in the coordination and development of complex Trade Mark cases where action could also be taken using Proceeds of Crime powers. This may enable the seizure and forfeiture of assets gained through criminal activity.
- 7.2 Trading Standards and the SIO are also exploring further funding opportunities to bolster the current resource dedicated to these investigations.
- 7.3 A recent workshop has been held with a range of enforcement agencies, to discuss progress made so far and to identify further areas of work. Officers from the City Council and GMP are working together to develop a Gold Strategy for the area, providing senior leadership and governance to ensure that progress continues.
- 7.4 The Gold Strategy will also promote improved communication on both progress to date and information to consumers to dissuade them from buying counterfeit goods, and the future use of properties when illegal counterfeit traders are removed.
- 7.5 Investigations are also taking place into alternative uses for counterfeit goods seized as part of the raids on premises. In other parts of the country a Community Shop founder has developed a successful model to repurpose and sell seized counterfeit goods which have had all labelling removed, while also offering valuable training and employment opportunities to vulnerable groups. This may be an approach that could be replicated in Manchester.

8.0 Recommendation

- 8.1 To note progress made in the removal of **127 counterfeit traders** from the Strangeways area; the continued execution of raids and subsequent prosecutions carried out; the appointment of an externally funded SIO within

GMP to assist with complex investigations and the commitment to develop a shared Gold Strategy between GMP and the Council to ensure that the partnership continues to make progress in this area.

**Manchester City Council
Report for Information**

Report to: Neighbourhoods and the Environment Scrutiny Committee – 17 July 2019

Subject: Update on Homelessness and Housing

Report of: The Director of Adult Services and The Strategic Director - Development

Summary

This report provides an update, subsequent to the report to Neighbourhoods and Scrutiny on the 6 March 2019, on the work that is taking place to tackle homelessness and rough sleeping in the City. This includes the work being progressed on helping the number of people sleeping rough access accommodation and support, emergency accommodation, temporary accommodation.

Recommendations

Members are invited to consider and comment on the information contained within this report.

Wards Affected: All

Alignment to the Our Manchester Strategy Outcomes (if applicable):

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	Helping people to stay in their accommodation through prevention work will help them to thrive. Reducing the number of people who are homeless, or placing them in appropriate accommodation with help to access employment and learning opportunities will contribute to Manchester become a thriving and sustainable city.
A highly skilled city: world class and home grown talent sustaining the city's economic success	Having public, private and voluntary sector organisations working together to help people who have personal insight into homelessness into volunteering and employment will contribute to the objective of having a highly skilled city. Employment breaks the cycle of generational benefit dependency and will encourage children to access school and employment in later life.
A progressive and equitable city:	Supporting people who are homeless to access

making a positive contribution by unlocking the potential of our communities	employment and accommodation will unlock their potential to help them become independent citizens who contribute to our city. Working with the Homelessness Partnership to ensure that the views of people with personal insight into homelessness influence ways of working.
A liveable and low carbon city: a destination of choice to live, visit, work	Encouraging commissioned and inhouse services to reduce CO2 emissions and reduce their use of plastics will contribute to a low carbon city. Introducing climate change conversations with homeless people will support them in adopting a low carbon lifestyle.
A connected city: world class infrastructure and connectivity to drive growth	n/a

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Background documents (available for public inspection):

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

Neighbourhoods and the Environment Scrutiny Committee – Wednesday 5th September 2018 - Update on the work to tackle homelessness and rough sleeping

Health Scrutiny Committee – 4th December 2018 - Homelessness Business Planning: 2019/20

Neighbourhoods and the Environment Scrutiny Committee - Wednesday 6th February 2019 - Homelessness Business Plan 2019 - 2020

Executive Meeting - Wednesday 30th May 2018 - Executive Priorities 2018/19

Neighbourhoods and the Environment Scrutiny Committee – Wednesday 6th March 2019 - Update on Homelessness and Housing

Neighbourhoods and the Environment Scrutiny Committee – Wednesday 19th June - Update on the work of the Section 21 team based within the Housing Solutions Team

1.0 Introduction

- 1.1 Homelessness is not just about people who sleep rough on our streets, but also consists of the much larger number of single people in hostel accommodation, families in dispersed temporary accommodation, as well as those who are hidden homeless, those who 'sofa surf' and stay with friends on a temporary basis.
- 1.2 Across Manchester an increasing number of individuals and families are becoming homeless and are at greater risk of homelessness by this wider definition. The main reason for statutory homelessness is the loss of a tenancy in the private rented sector which has become the number one cause above domestic abuse. Government welfare changes, which include capping personal benefits and limiting the amount payable in rent via the Local Housing Allowance, have had a major impact in contributing to the loss of tenancies. Separate work is being undertaken by Housing & Residential Growth / Neighbourhoods to improve the workings of the established Private Rented Sector, with, amongst other goals, the aim of reducing these no-fault evictions. A new Private Rented Sector Strategy 2019-2025 is also in the early stages of being developed.
- 1.3 This report is an update from the report that went to the Neighbourhoods and Environment Scrutiny on the 6th March 2019. It gives a further update on the work that has been progressed to help those who are sleeping rough in the city, to improve standards in temporary accommodation and the work that is progressing to prevent people from becoming homeless.
- 1.4 Members also asked for an update on social housing allocations. Members will be aware that a public consultation is currently underway on the approach to social housing allocations and an update on the consultation outcome will be shared with the Committee later in 2019.

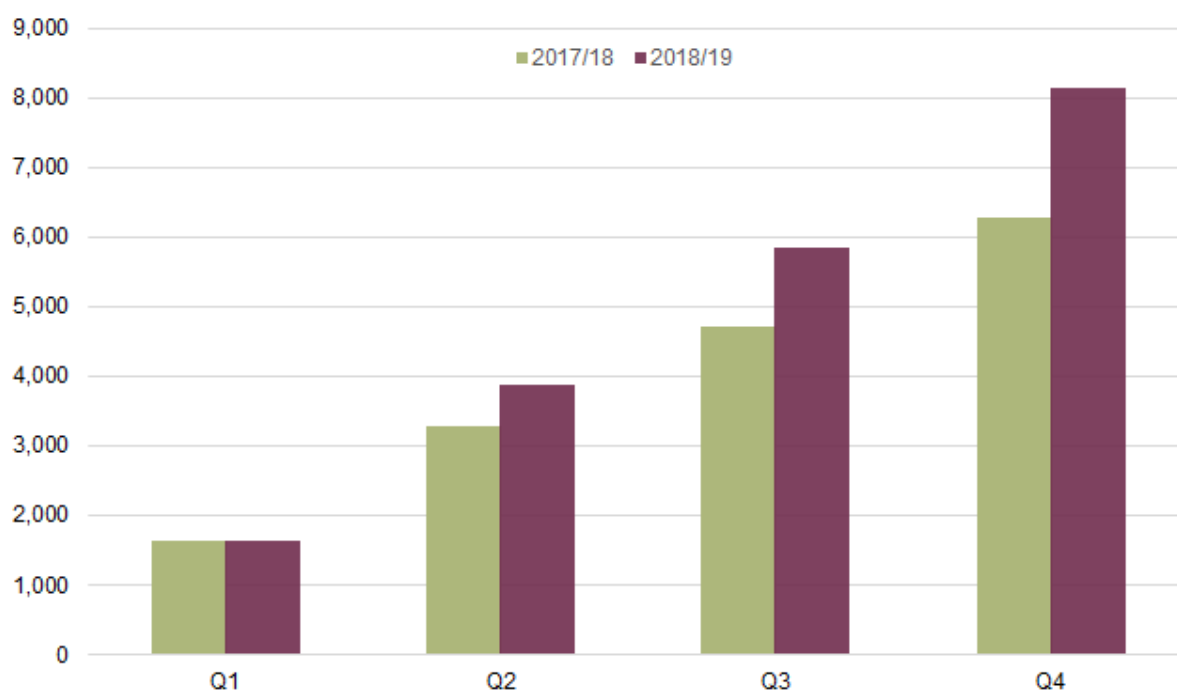
2.0 Background

- 2.1 The Homeless Department works with both single people and families. Wherever possible, interventions begin prior to someone becoming homeless and we commission advice services which help people to stay in their own accommodation and prevent homelessness.
- 2.2 If this is not successful, the Homelessness Department's Housing Solutions Service will provide prevention advice, and will assess the person to see if the Council has a duty under the Homeless Reduction Act.
- 2.3 For single people who do not have a priority need, the Council provides / commissions a range of services such as at the Longford Centre and Project 394 which provide support for people with low level needs.
- 2.4 For single people to whom the Council does owe a duty under the Act, there are a large number of shared houses run by the Council, and Housing Related

Support services that we commission. This provides hostel accommodation for people to be supported whilst moving towards independent living.

- 2.5 Young people can access services at the commissioned service, Centrepoint, the single point of access for single young people in the City. This service can refer people into young people's commissioned and in-house services.
- 2.6 For families, the Council tries to keep them in their presenting accommodation as much as possible, but, if this is not possible, then they are accommodated in dispersed temporary accommodation or in the Council run hostel for families - Willowbank. For women experiencing domestic abuse, the Council commissions both refuges and outreach support, as well as the Council-run Oak Lodge accommodation. The Council will try and move families from their current accommodation directly to dispersed accommodation, but if they present requiring emergency accommodation on that day, then emergency accommodation will be used to ensure they have somewhere to stay on the day.
- 2.7 Once single people and families are in temporary accommodation, they are allocated a support worker, any barriers to permanent accommodation are addressed, and they are supported towards accessing permanent accommodation which meets their needs as soon as possible.
- 2.8 There is a small commissioned resettlement service, provided by Humankind, which provides ongoing support for single people with complex needs once they are in permanent accommodation.
- 2.9 Alongside this, the service also commissions significant support for people who are homeless, for example the Booth Centre, Coffee for Craig, Barnabus, and Manchester Action on Street Health (MASH).
- 2.10 The outreach team, and services for people who sleep rough, are situated outside of this linear process, as many people using these services will have no legal duty owed to them. A Bed Every Night, and the Housing Related Support services for people who sleep rough are commissioned as part of this service.
- 2.11 Since the previous report on the 6th March 2019, homeless presentations have continued to rise compared to the previous financial year, in common with the growing picture across Greater Manchester and the UK.

Combined Homelessness presentations



Source: Civica & Locata HPA

Presentations	Q1	Q2	Q3	Q4
2017/18	1,644	1,626	1,453	1,545
2018/19	1,692	2,174	1,980	2,303

- 2.12 An additional 1,881 households (30%) have presented to the Council in 2018/19 compared to 2017/18. The increase in the number of presentations to the Council is directly affecting both the increasing number of short term households in emergency accommodation (capped at 42 days in line with the statutory limit), and the increase in the need for dispersed temporary accommodation required to meet demand for those remaining homeless over the medium term. The introduction of the Homelessness Reduction Act has increased the number of people who are owed an accommodation duty.
- 2.13 Nevertheless, significant work with regards to preventing people from becoming homeless, and a focus on helping move people through the process into permanent accommodation quicker, has meant that the increase in the numbers of people in dispersed accommodation has slowed down.
- 3.0 The work that is taking place to support people who are sleeping rough in the city**

3.1 Navigator Service

3.2 Since the March report, the Council has been successful in winning a bid from the Ministry of Housing, Communities and Local Government (MHCLG) which will fund a Navigator Service for 12 months. This will consist of four navigators and one team leader. Officers are working with partner agencies to design and develop this service. Navigators will be assigned to work with people who are rough sleeping, who would benefit from tailored support, to help them access and sustain accommodation. They will follow the client from street outreach, giving a continued single point of contact and support through pathway systems and through to resettlement support. The navigators will have particular specialisms, including mental health and drug and alcohol support.

3.3 Housing First

3.4 Housing First commenced in May 2019. This is a Government-funded Greater Manchester initiative. The principle is to support people who have struggled to be accommodated through the usual process of supported accommodation, followed by step down accommodation and then permanent accommodation and to take a different approach in which the house comes first, and people are intensively supported with wrap around services to help maintain their tenancy.

3.5 In order to ensure people are supported immediately upon referring in, there is a set number of referrals that Manchester can make into the scheme on a monthly basis. For May and June, this was 5 referrals each month. The Council has used the multi-agency task and targeting meeting as a basis to identify those people who are most suitable for referring into the project.

3.6 Task and Targeting.

3.7 The Task & Targeting Group has been in operation since January 2019 and meets fortnightly. It has an ever evolving but well developed operating framework that has been agreed by all parties. Its main objectives are:

- To discuss referrals and agree the best pathway and/or support required on an individual case by case basis ensuring personalisation of needs and methods of feedback to the individual.
- To determine the relative priority of cases and grade as either red, amber or green.
- To share information to increase the safety, health and wellbeing of clients and to identify an appropriate pathway to accommodation.
- To reduce repeat referrals.
- To improve all partners individual and collective accountability.
- To increase joint and peer organisation support.
- To act as a dynamic forum to discuss live cases with a triage type focus.

- 3.8 The group is made up of a wide base of statutory, voluntary and charitable organisations who are engaged in working with those sleeping rough, or in imminent danger of doing so in Manchester. These agencies include outreach teams, day centre providers, accommodation providers, mental and physical health services, offender services and drug and alcohol services.
- 3.9 The group is working through a number of cases and ensuring appropriate referrals and holistic partnership action plans are developed, including those into Housing First.

Case Study

A male person has a history of sleeping on and off the streets of Manchester for over three years. He lost his accommodation a year ago and has since been sleeping on the streets. He has learning difficulties and significant substance addictions. He has engaged with services sporadically and finds it very difficult to sustain his own accommodation due to his complex support needs. He has only ever wanted to go into accommodation on his own with his dog and this has been very difficult to achieve. He was referred into the Task and Target Group (T&T) in January and the outreach team has taken a lead on ensuring he receives support from the team on a consistent basis each week both on the street and within day services. From this T&T meeting an action plan was agreed for his support across the partnership and he was prioritised for housing in a single flat. When this became available he went to see the flat and the first day did not want to go into the accommodation. The outreach team worked with him and took him back to the accommodation the next day and worked with him to address any actual or perceived barriers in place. The outreach team is continuing to work with the accommodation provider to help him sustain his accommodation and address any issues that arise. This is a significant step forward for this client and his long term accommodation options are being looked at via professionals meetings as he will require ongoing social services support.

- 3.10 A Bed Every Night - ABEN
- 3.11 A Bed for Every Night (ABEN) for people who are sleeping rough is an ambition of the Greater Manchester Local Authorities, Greater Manchester Homeless Action Network and the Greater Manchester Combined Authority.
- 3.12 Over the winter period to 18th March 2019, Manchester had 529 unique individuals referred to it through ABEN, and accommodated 377 unique individuals.
- 3.13 Since April 2019, the rolling night shelters that were used during the winter period have stopped. Seymour Road has remained open temporarily to be passed back to children's services and Cornerstone has remained open to ensure continuity of service. The Council has also opened other ABEN accommodation, for example SPIN and Sanctuary. This is on top of the

provision that is already commissioned by the Council for people who sleep rough, for example Brydon Court and Newbury House.

3.14 There was significant learning from ABEN Phase 1, which has led to a more targeted and focused ABEN Phase 2. Key changes for Manchester include:

- Separate provision for women who are sleeping rough.
- Priority given to outreach teams for beds in two of the services to ensure the most complex and entrenched people can access accommodation.
- An out of hours offer.
- Greater flexibility in provision to ensure that single rooms can be offered to those who are unable to share.
- Priority access for people in ABEN into Housing Related Support services through the new Manchester Access and Support gateway.
- Closer links are in the process of being developed with the Housing Solutions Team to ensure that people who sleep rough receive a homeless assessment.
- Better links with health services particularly substance misuse and mental health services, with a focus on monitoring health outcomes.
- A greater focus on reconnection where people come into the city from other areas of the UK.

3.15 Manchester will provide an additional 70 beds towards this commitment, over and above its current housing related support commissioned services for people who sleep rough. These are:

Provision	Beds
Safe Haven pods	16 beds for males or females with low - medium support needs. Can accommodate couples.
Sanctuary Supported Living	20 beds for 16 males and 3-4 women in a separate 2 bed flat. Can accommodate medium to high support needs
SPIN - The Well	14 beds for males who are 25+ with low support needs.
Riverside	20 beds for people with medium to high support needs. Out of Hours access.

3.16 This new provision will continue to at least 30 June 2020, with an expected need for an increase in provision over the winter months.

3.17 Social Impact Bond (SIB) Entrenched Rough Sleeper Service

3.18 The SIB entrenched rough sleepers service has been operational since January 2018. Shelter, Great Places and The Brick (Wigan) deliver the service across Greater Manchester in allocated cluster areas, as part of the GM Homes Partnership. GM Homes Partnership also benefits from the support of over a dozen specialist housing providers who have committed over 270 units of accommodation across Greater Manchester via the Greater Manchester Housing providers (GMHP). The project originally aimed to support 200 entrenched rough sleepers over 3 years, helping them to achieve improved social outcomes including sustaining accommodation, engagement with mental health, alcohol and drug services, education and employment. To date the SIB is working with approximately 350 individuals and have accommodated 309. A further cohort have consented to be part of the programme but are not currently engaging. However project staff continue to undertake assertive outreach to find individuals and support them to return to independence where possible.

3.19 Outcomes from the project so far include:

- Increased collaboration, with 24 organisations working in partnership across Greater Manchester, including registered providers of housing coming together at scale across the region. Improved communication between organisations, a commitment to learning and a diversion from the standard process of service delivery have all resulted from an increased focus on collaboration.
- Improved trust and engagement from some of the most entrenched individuals who have rejected services for a number of years. 60% of the staff working on the project have personal insight into homelessness, and adoption of a strengths based approach to delivery, including the provision of assertive outreach in any location, has helped to increase engagement.
- Driving systems change in response to the identification of gaps in and barriers to services. A greater focus on consultation with people using the services, alongside integration of strategies across Health, Housing, DWP and Justice has helped to achieve the required change. Some early success is seen within innovative work to prevent unnecessary custodial sentences and also to improve access to mental health and drug treatment via a dual diagnosis practitioner.
- Steady participant investment in the project, with an ethos in place of allowing 2nd, 3rd, 4th...chances. The project is helping to drive a cultural change across organisations, so that issues that individuals face are not seen as failure, but that a collective response to resolve them is required. There is a strong person centred approach to delivery, which is resulting in high levels of ongoing engagement.

3.20 Rough Sleeping Initiative (RSI) update

3.21 The Rough Sleeping Initiative is producing good outcomes and partnership working. The latest outcomes since the March report are in Appendix 1.

3.22 Since the beginning of the project (July 2018 - May 2019) 660 people were supported to end their rough sleeping and another 216 were prevented from sleeping rough. In addition, during this period 70 individuals were reconnected to their original place of residence and a further 845 non-housing interventions were delivered, which includes advice, advocacy and support.

3.23 Safeguarding Adult Thematic Review

3.24 A Safeguarding Adult Thematic Review is being undertaken based upon the deaths of seven people who slept rough from mid - late 2018.

3.25 This review will analyse key themes that occurred across the deaths and make recommendations on how the system as a whole can improve working practices to avoid deaths in the future.

3.26 A practitioner's event was held on the 27th June, and it is anticipated that the final report will be published winter 2019.

4.0 Dispersed temporary accommodation

4.1 The Council currently has 1,522 (at 3 July 2019) dispersed temporary accommodation properties spread across Manchester and Greater Manchester. This increase is linked to the increased demand for homelessness assistance and the need to reduce bed and breakfast usage. Dispersed accommodation is a better option for families than most emergency accommodation. There is significant work being undertaken to move people out of temporary into permanent accommodation, as well as significant work being progressed to reduce the number of people going into temporary accommodation.

4.2 A commissioning process was undertaken to outsource the management of the Council's dispersed temporary accommodation. The process did not enable a suitable alternative provider to be selected and officers are now reconsidering the best approach to operating this service and considering alternative options.

4.3 The Homelessness Directorate's primary focus will be to deliver sustained reductions in the number of people in temporary accommodation whilst an alternative plan for the management of the accommodation is being developed.

4.4 Inspection of properties

4.5 Funding from the 1st April for 2019/20 was agreed in order to improve standards across emergency and temporary accommodation. Officers have worked hard since with human resources and finance to recruit and interview staff for the new inspections team. This team will be in place from the 1st July, although Housing Health and Safety Rating System (HHSRS) training

commenced in June and will be concluded in early July to ensure the team are fully trained prior to the commencement of inspections.

- 4.6 The Inspections Team will work with the current Inspections Officers in order to increase inspections capacity, chase outstanding work, and improve standards across temporary dispersed and emergency accommodation. This team will also ensure stricter regulation and enforcement of the timescales for repairs. New processes and procedures have been put in place in order to improve monitoring of accommodation and timescales. For example, this includes a requirement that if someone is in the same temporary accommodation for over 12 months it will be reinspected.
- 4.7 The minimum standards of property condition has been reviewed and will be implemented following the commencement of the Inspections team going operational. The previous checklist was sent to Neighbourhoods and the Environment Scrutiny in June after the March meeting request. Revisions include a greater focus upon the outside the property, for example garden walls, ensuring an adequate number of refuse bins are provided and structural elements recorded such as brickwork pointing and chimneys.
- 4.8 Training has been undertaken with support staff to improve knowledge of risks, health and safety issues and repairs.
- 4.9 The service is currently in the process of confirming that accommodation providers are members of a registered Property Redress scheme, as this is a legal requirement. Where a provider has not confirmed this, or has stated that they fall under an exemption to the legislation, this has been forwarded to trading standards who have authorisation to investigate and take formal action if necessary. Providers have been reminded of the formal process that is in place for the Council to counter claim from them on repair issues. The Operations Manager and the new Inspections team manager are currently meeting all providers to ensure they are reminded of their duties under their contractual responsibilities.
- 4.10 An accommodation and support satisfaction survey has been introduced. This is completely anonymous and is collated centrally for management to identify trends, areas of good practice or concern. The link is given to people upon leaving services to ensure there are honest responses and people are not influenced by their concern to get permanent accommodation.
- 4.11 Support workers have had conversations with all tenants at support meetings about the repairs process, how to escalate concerns, and what to do if the Landlord does not undertake the repair in a timely manner. These conversations are ongoing to ensure people are constantly reminded of the process.
- 4.12 Significant progress has been made in establishing links with the Council's Compliance and Enforcement Team. There is regular liaison in relation to waste issues, fly tipping and bin contamination. Work with regards to alley gate keys has been undertaken and is ongoing to ensure effective waste

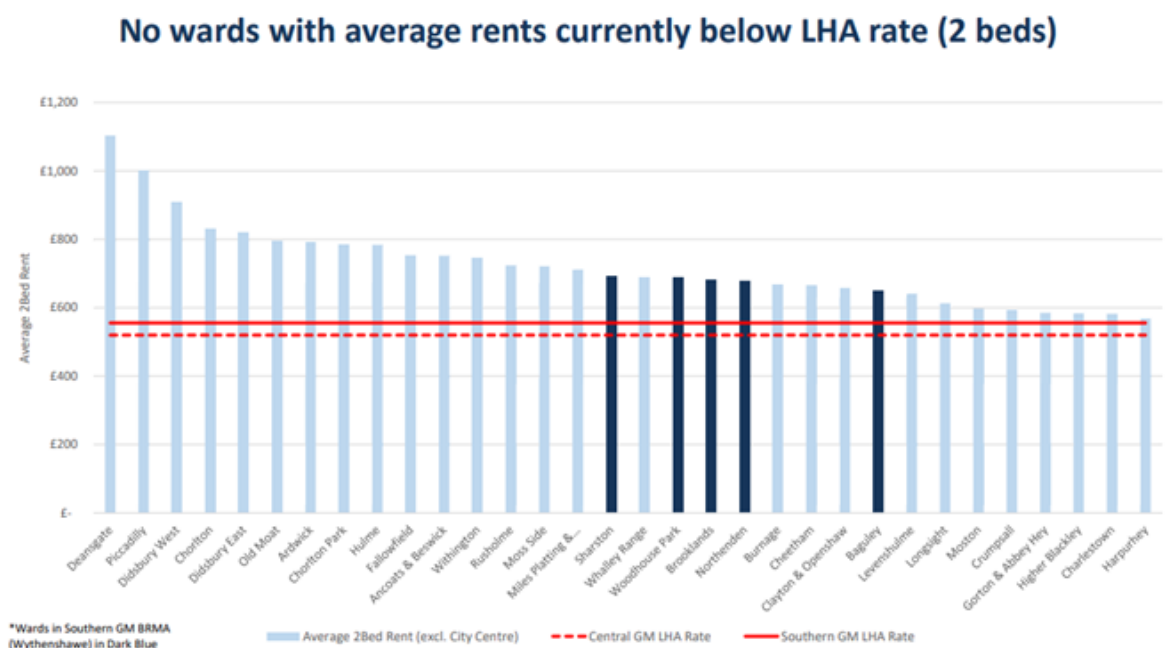
disposal. The enforcement and compliance team are providing training for inspections officers, and regular meetings now occur. Information in relation to inspections of emergency accommodation is now shared between the two services.

- 4.13 A new process has been put in place for properties that fail the inspection process, and are handed back to the provider. The address is sent to the Compliance and Enforcement team so that if the property is subsequently put on the open market the team will already be aware of the standard of accommodation and can immediately inspect and serve notice.
- 4.14 A process has been put in place to make direct referrals to Greater Manchester Fire and Rescue Service (GMFRS) for welfare checks. Staff have been informed and referrals have started to be made.
- 4.15 Location of Dispersed and Permanent Accommodation
- 4.16 Members requested, in Neighbourhoods and the Environment Scrutiny on the 19th June, a better understanding of why people who become homeless are unable to be accommodated, either in temporary or permanent accommodation, in the area from which they have presented. The main reason is the inadequacy of the Local Housing Allowance in comparison to the level of private sector rents in the city, which makes areas of the city wholly unaffordable for this purpose. The table below shows the level of Local Housing Allowance (LHA) in the city.

Southern Greater Manchester rates			
Number of bedrooms	Weekly LHA rate	Four weekly LHA rate	Monthly LHA rate
Shared accommodation	£63.21	£252.84	£273.91
1 bed	£105.32	£421.28	£456.39
2 bed	£132.04	£528.16	£572.17
3 bed	£156.33	£625.32	£677.43
4 bed	£206.09	£824.36	£893.06

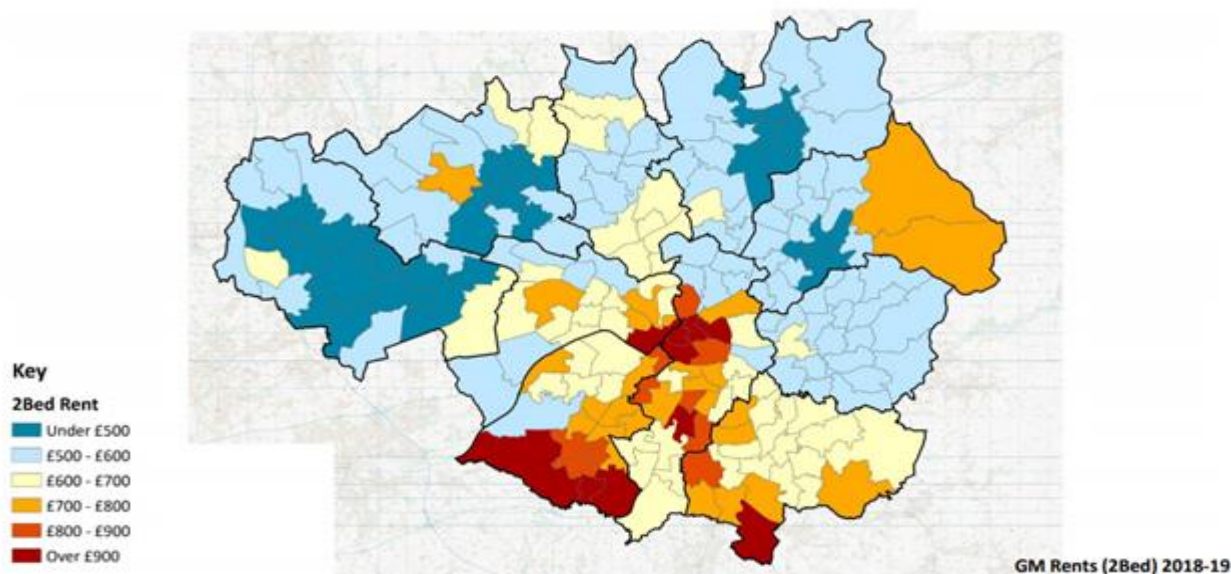
Central Greater Manchester rates			
Number of bedrooms	Weekly LHA rate	Four weekly LHA rate	Monthly LHA rate
Shared accommodation	£67.20	£268.80	£291.20
1 bed	£105.04	£420.16	£455.17
2 bed	£123.58	£494.32	£535.51
3 bed	£137.32	£549.28	£595.05
4 bed	£186.47	£745.88	£808.04

- 4.17 The Local Housing Allowance has been frozen since 2016 whilst private sector rents in the city have had a period of significant growth and rental inflation due to continuing disparities between supply and demand. This phenomenon has also extended to areas that were once more affordable, affecting their accessibility. There are now no areas of low demand anywhere in the city. The buoyancy of demand within the mainstream lettings market means that landlords are now no longer reliant upon the claimant market and are instead able to let almost exclusively to working households in large parts of the city.
- 4.18 There are currently no wards in the city with average rents below the LHA rate (2beds). This means that some residents experience shortfalls in the assistance they can claim to pay rental rates which they have to find from other sources. Many can not afford to sustain this in line with current levels of rental inflation and in some instances this is resulting in increasing numbers of people presenting as homeless. It also inevitably limits the number of properties in the city available to people reliant on LHA to pay for permanent accommodation.
- 4.19 It should be noted that there is a potential significant issue for the Council in this situation following a recent Supreme Court case which ruled that subsistence benefits should not be used to pay housing costs. Ultimately, this presents a serious issue that many households could effectively be owed homelessness duties, with a consequent issue of the need for more temporary accommodation and a shortage of properties which would be available for rehousing.
- 4.20 The Government has stated that they will reassess LHA rates for 2020, but at the moment it is unknown whether this will take place given continuing uncertainty over the next Spending Review and whether it will have any significant impact.



- 4.21 This impact is also felt within the temporary accommodation market. Although providers are requested to find more accommodation in areas of the city where there is less temporary accommodation, demand is so strong that landlords can choose to let to working households or to work with other organisations seeking accommodation rather than the Council's temporary accommodation contract.
- 4.22 One of the main aims of the Family Poverty Strategy is to find ways to help people into sustainable, better paid employment. This would increase their accommodation options within the areas they would like to live and which are affordable for them.
- 4.23 The graph below gives an indication of levels of rent across Greater Manchester.

North Manchester & large parts of GM North affordable



- 4.24 Due to the above situation, there are therefore 489 dispersed temporary accommodation properties outside of Manchester, 561 in the north of the city, 352 in the east, and 130 in the south.
- 4.25 Safeguarding of Families in Dispersed Accommodation
- 4.26 Internal Audit had been asked in November to undertake an audit of temporary accommodation policies, procedures and provisions of support to families. The findings of the audit were that there were significant areas of good practice including:
- The floating support team structure developed had clear management reporting and accountability lines.

- Management and Team Leaders had a shared understanding and vision for the service with key priorities shared across the Service.
- The vision for the floating support teams in supporting delivery of statutory duties was shared within the service up to Members via reports and business plans.
- There was evidence of significant management focus on identifying ways to reduce the number of households in Temporary Accommodation such as increased focus on expanding move on teams, reducing rent arrears and moving households into the Private Rented Sector (PRS).
- Strategic management information was collated monthly and discussed at monthly performance clinics.
- All Team Leaders reported that the teams worked well together and there were high levels of staff commitment. The majority of Support Workers mentioned high levels of support within teams and that management were approachable.
- Trial ways of working for example placing a Housing Benefit person in the office and use of Whatsapp to contact households have been well received by Support Workers and have reportedly led to increased understanding and decreased time spent on certain jobs.
- There were key procedures in place outlining Floating Support workflow and key stages for example sign up and closure.

4.27 Nevertheless, there were areas to focus upon and improve. These were the need to further develop shared and consistent processes and consistency in the understanding and discharge of roles and responsibilities. Due to the speed at which the teams were put together last summer, practices adopted across the floating support teams varied and this had led to differences in the provision of support. Audit stated that this was consistent with rapidly increasing teams who were still very new. The service has therefore put in place the following plan to address these concerns:

- Three workshops with staff and managers which will cover:
 - *Workshop One* - Key expectations for on-going support; Determining and agreeing the 'critical path' of support that must be delivered for all citizens with minimum expectations and clear timescales; Agreeing the minimum documentation requirements to support casework delivery and review.
 - *Workshop Two* - Defining a new procedure for the allocation of cases; Defining arrangements to ensure equity of caseloads across individual Support Workers and teams; Agreeing and confirming the arrangements for supporting and monitoring caseloads through supervision.
 - *Workshop Three* - Service Quality Assurance with managers around key case management tools and oversight including Liquid Logic report functions.
- Meetings with Liquid Logic in order to ensure the reporting and management functions within the system are appropriate to the homeless service and can improve the information extracted from the system.

- A new supervision monitoring structure for staff

4.28 The introduction of the move on and PRS team, alongside automated bidding and work with registered providers, has made a significant difference to the number of people moving out of temporary accommodation. For the period from January to the end of May 2019, 214 households moved into the private rented sector and 226 households moved into social housing.

	2017/18	2018/19	2019/20 Q1
RP	387	479	157
PRS	4	539	118
Total	391	1,018	275

- 4.29 Four welfare contact officers are in the process of being recruited to support the floating support teams. Their work includes maintaining oversight of any currently unallocated cases to ensure appropriate safeguarding is in place; health and welfare checks; income checks; poverty checks; chasing any outstanding property issues; specific pieces of work to help the support worker.
- 4.30 The service has also made contact with the Local Energy Advice Partnership (LEAP) to reduce fuel poverty and financial exclusion. LEAP have secured funding to provide energy saving advice, energy tariff switching and provision of low cost energy measures to tenants within temporary accommodation such as draft excluders, boiler cylinder jackets and radiator reflector panels. The Inspections team and floating support services will be referring clients into this service.

Case Study

Ms H presented 30 August 2017 due to loss of asylum accommodation. She had 'leave to remain' and recourse to public funds. English is not her first language. She has one child who is 2 years old. She was provided with Temporary Accommodation, a 2 bed house in Salford. She was allocated a Support Worker who arranged an initial visit. With the assistance of an interpreter the sign up paperwork was completed including the one offer policy and Early Help assessment. A Manchester Move application was created and Housing Benefit payments were put in place and checked.

The following support was made whilst Ms H was in temporary accommodation

- Referral made to foodbank for a food parcel
- Applied for a fuel voucher
- Support with school admissions forms

- Support with tax credit issues
- Applied online for free hours nursery place for daughter
- Liaised with landlord re repairs at the property
- Referral to Sure Start for pregnancy advice and help with new baby due in Oct 2018
- Manchester Move updated with MAT B1
- Applied to BBC children in need for a washing machine
- Liaised with Early Help worker from Salford
- Set up Payment plan with Scottish Power
- Referral made to Mustard Tree for additional furniture for her permanent property

On the 20th May 2019 Ms H was offered a 2 Bed property by Wythenshawe Community Housing Group. Preliminary offer letter sent out in post and viewing and sign up arranged for 14 June 2019. Welfare provision was applied for which included an electric cooker, beds for Ms H and her children, and a fridge freezer; these were delivered to her new property on 19 June. The support worker informed various agencies and utilities of change of address.

4.31 Rehousing larger families

4.32 The number of larger social rented homes becoming empty and available to rent continues to be extremely low. The Council and Registered Providers have allocated £14m to purchase circa 60 larger properties across Manchester to help alleviate this situation.

4.33 To date 38 properties have been viewed by Registered Providers, with 26 offers being made and 13 purchases completed. Of the purchased properties, 8 have been refurbished to a Decent Homes standard and let to a total of 15 adults and 41 children who have spent an average of 30 months in temporary accommodation. The remaining properties are undergoing refurbishment works and will be made available shortly.

4.34 A further 7 properties are in the legal process of being acquired following offers being recently accepted.

4.35 Registered providers are working closely with the Homeless service to move bigger families out of temporary accommodation and into permanent accommodation.

4.36 Private Rented Sector Strategy

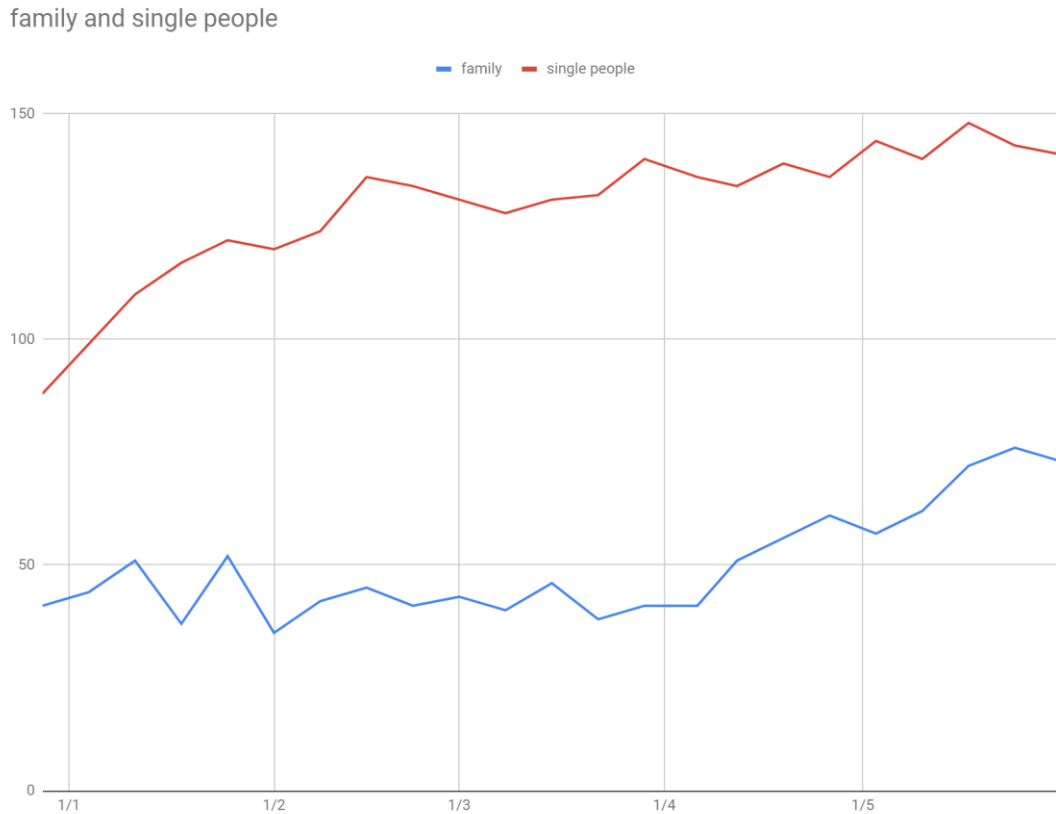
4.37 Officers are developing a private rented sector strategy, which will be presented to Scrutiny in Autumn 2019.

5.0 **Emergency Accommodation**

5.1 Access to Bed-and-Breakfast (B&B) accommodation is required to meet the Council's legal duties to provide emergency temporary housing for both single

people and families. The Homelessness Directorate has assessed an option of keeping dispersed properties empty and available to move people directly into, but this is not financially or physically feasible.

5.2 Since the last update the weekly variation of emergency accommodation occupation for single people and families is below:



5.3 The below table shows the number of single people and families in emergency accommodation on the last day of the month. This has increased by 63% since December due to demand pressures.

	Numbers in emergency accommodation on the last day of the month		Total
	Single people	Families	
Dec	91	42	133
Jan	120	35	155
Feb	129	39	168
Mar	140	41	181
Apr	144	62	206
May	144	73	217

- 5.4 The average length of stay is an important measure as it demonstrates throughput. Stays in B&B accommodation are intended to be short wherever possible. The average length of stay in emergency accommodation is shown below:

Average days in emergency accommodation on the last day of the month		
	Single People	Families
Dec	56	14
Jan	42	24
Feb	41	15
Mar	43	17
Apr	48	15
May	41	21

- 5.5 The table below splits the numbers of families and single people who have been accommodated in emergency temporary accommodation between December 2018 and the end of May 2019. This highlights the significant movement of households both into and out of emergency accommodation.

Numbers entering and leaving emergency accommodation				
	Families		Single People	
	Booked in	Booked out	Booked in	Booked out
Dec	47	80	42	63
Jan	97	98	118	87
Feb	81	78	87	82
Mar	76	76	90	76
Apr	98	79	99	91
May	78	66	106	110

- 5.6 Preventing homelessness is ultimately the most effective way of reducing temporary accommodation usage. Work is ongoing to try and reduce the use of emergency accommodation as much as possible. The report about the Section 21 team that went to Scrutiny on the 19th June 2019 explains some of this work in more detail. Further prevention work and move on work is described later in this report.
- 5.7 All families and single people who enter emergency accommodation are allocated a support worker. These officers work with the homeless household

to support them whilst in emergency accommodation, ensuring support and accommodation concerns are resolved.

- 5.8 Senior Officers have visited all the emergency accommodation that is used by the homeless service and raised any concerns with owners / management. Regular meetings with emergency accommodation providers will be ongoing based upon the inspections regime to discuss issues, concerns and improvements.
- 5.9 With the commencement of the inspection team, a robust schedule of regular inspections will be put in place to replace the current process whereby Support Workers raise any issues. A regime of inspectors accompanying households on an unplanned basis will also be put in place to ensure consistency of standards.
- 5.10 The list of accommodation has been provided to the Councils Enforcement and Compliance Team, and they now inspect the establishments with regards to Health and Safety and Food and Hygiene compliance.
- 5.11 Concerns regarding the ability to heat food has been addressed, and emergency accommodation establishments now have methods to ensure this occurs, whether this be through providing microwaves, or hotel staff heating up food.
- 5.12 Information on support that can be accessed from the local community, as well as local services has now been written and provided to all people who go to emergency accommodation. Work is ongoing with the voluntary sector to develop services in conjunction with the hotels, or to ensure signposting to local services occur.
- 5.13 All families with young children or whom are pregnant are referred to the midwifery service where appropriate to ensure support is in place.
- 5.14 Additional move on emergency accommodation workers are now employed to facilitate families and singles into permanent accommodation solutions if possible, thus avoiding temporary accommodation.
- 5.15 As with the dispersed accommodation, satisfaction surveys are given to people to complete upon leaving emergency accommodation. This will help in identifying any ongoing issues or concerns.

6.0 Work with the Local Care Organisation and Adult Services

6.1 Psychologically Informed Environment at Women's Direct Access

- 6.2 A project is being progressed by the Greater Manchester Combined Authority (GMCA), mental health and the Homelessness service for a psychologist to be placed at the Women's Direct Access Centre for a period of 2 years.

- 6.3 A high percentage of the women staying at the Centre have a range of complex needs, particularly relating to mental health, alcohol / drug use, history of being a victim of domestic abuse etc. These issues have often contributed to them being homeless and living chaotic lives. It also means that developing plans to help them move on to long term accommodation and engage with appropriate support is far from straightforward.
- 6.4 Having a psychologist placed at the Women's Direct Access Centre provides the opportunity for someone with relevant experience and skills from the health service to:
- Work closely with the women residents in a variety of ways as and when required over a period of time, as opposed to waiting for appointments at hospitals and health centres etc.
 - Look closely at the needs of the group of women on a daily basis, gather information and make recommendations for how to best provide the support that is required.
 - Provide support for staff at the Centre and develop approaches to working with women who have mental health needs. Many of the staff have had training on psychologically informed environments and trauma based approaches, the input from the psychologist will allow the service to build on this approach
- 6.5 It is anticipated that the project will commence in the autumn.
- 6.6 Student placements from the University / volunteering
- 6.7 Woodward Court have an arrangement in place to use students on placement from the University to provide a counselling service for residents. This has worked well and the next student will be starting in October.
- 6.8 At different points throughout the year all temporary accommodation schemes have had Occupational Therapy students on placements. The service is currently working to accept more students during the next educational year. These placements have been successful and very useful in terms of working with residents.
- 6.9 Willowbank, one of the Council's family accommodation blocks, continues to have medical and dentistry students volunteering from Manchester University providing activities for children at the weekend and after school. This includes homework club, reading, arts and crafts, sports, cookery classes and DVD nights.
- 6.10 Willowbank also works with the Birthday Stars project, who come into the hostel to provide birthday parties for children who are living there.
- 6.11 Willowbank, Longford Centre and Women's Direct Access all work with Cracking Good Food to help residents learn healthy eating and how to cook. The women's direct access centre has opened the kitchen again as a place for women to eat and congregate.

6.12 Training

6.13 Significant training has been undertaken by all staff over the past year. This included training provided by Ian Wilson who lectures on mental health social work at the University. The training covered:

- Mental Health and Substance misuse
- Cognitive Behaviour Therapy (CBT) covering approaches towards anxiety and depression)
- Identifying mental health conditions including personality disorder
- Referring and navigating; accessing appropriate mental health care

6.14 The service is currently ascertaining how to build upon this and develop further training, particularly focusing on CBT techniques and dual diagnosis.

6.15 Homeless Mental Health Services and Urban Village

6.16 These provide an important link into various health services and treatments for residents of Woodward Court and Women's Direct Access in particular, but also for other accommodation schemes to a lesser extent. Working relationships with these organisations have always been close and have allowed a degree of flexibility that is often required when working with residents who have a variety of complex needs and chaotic lifestyles.

6.17 Community Psychiatric Nurses work closely with individual residents across all schemes.

6.18 MHCC (Manchester Health and Care Commissioning) have established five 'homeless access GP practices' to provide specialist homeless support in neighbourhoods which have high concentrations of hostels, B&Bs, family accommodation and other unsupported accommodation. These practices have had significant support from the Urban Village to help raise awareness of homeless issues and presenting needs.

6.19 Physical health

6.20 All temporary accommodation schemes refer into and access services via the normal routes, this includes:

- Macmillan Nurses,
- Community Support Workers,
- Primary Assessment Team (PAT) Assessors,
- AGE UK,
- Physiotherapists,
- Crisis Response Team,
- Moving and Handling Team,
- Alcohol and Drugs Services,
- Aids and Adaptations Team,
- District Nurses,
- Home Treatment Team,
- Dental Drop in Team.

- 6.21 There is a key contact system in place in case difficulties are experienced in accessing adult social care services, but this route is not needed very often within temporary accommodation.
- 6.22 Willowbank and Oak Lodge also have arrangements in place for working closely with health visitors and midwives.
- 6.23 Young Persons Shared Houses have arrangements in place to work with sexual health workers who go into the accommodation to work with residents.
- 6.24 Naloxone - saving people's lives
- 6.25 The Council wants to ensure that any deaths are kept to a minimum. The service has therefore worked with the Council's Health and Safety team and Change, Grow, Live, our substance misuse partners, to provide training for the administration of Naloxone. This is a medication designed to rapidly reverse opioid overdose. It can very quickly restore normal respiration to a person whose breathing has slowed or stopped as a result of overdosing with heroin or prescription opioid pain medications. The service is also ordering defibrillator kits and organising training. It is anticipated that staff will be able to use both from the end of July.

7.0 Joint work with Children's Services

- 7.1 Homelessness and Children's services adopted a joint working approach to develop a new pathway model which will better meet the needs of all young people in the city, including care leavers and young people with complex needs. Progress within this joint working approach is ongoing. A new positive pathway model has been agreed, which adopts a focus on targeted early help and prevention, includes a gateway into specialist commissioned accommodation, and which should allow young people to access a range of housing options and support. However, referrals to Housing Related Support (HRS) accommodation for young people remain high with existing provision struggling to meet the demand from homelessness services and children's services.
- 7.2 Work to develop and implement a new electronic single point of access gateway system is nearing completion. The Manchester Access and Support (MAS) gateway will be rolled out to the commissioned young person's Housing Related Support accommodation mid July 2019. The MAS gateway will support the new pathway model and will help to streamline the referral process and access points into HRS accommodation for young people in the city. The joint working protocol between Homelessness and Children's Services for 16/17 year olds who are homeless and need accommodation has also been reviewed and updated.
- 7.3 Centrepoin are a national charity providing specialist support and accommodation for young people. They provide the single point of access to commissioned accommodation for young people in the city from their offices in

Oldham Street. They are also commissioned to deliver the prevention and accommodation service for 16/17 year old children, as well as the floating support provision for young people in the city, and the accredited tenancy training course for young people. Following the introduction of the Homelessness Reduction Act in April 2018, the Homelessness Prevention Service in Centrepoint Manchester was remodelled so it was able to jointly deliver the statutory homeless service for young people under 25 years old, in partnership with Manchester's Housing Solutions Team. This new approach works to help the Council meet its duties to prevent and relieve homelessness for young people who are threatened with, or experiencing homelessness.

- 7.4 A review of the Centrepoint services was jointly undertaken by commissioners from the homelessness service and from children's services in May 2019. The review took a detailed focus on the key service areas that Centrepoint are commissioned to provide, and how these operate across the existing accommodation and support pathway for young people in Manchester. The review has highlighted areas of good practice and made some recommendations for service improvement and systems change in order to help inform the approach to the joint commissioning of new accommodation and support contracts.
- 7.5 Commissioners from homelessness and children's services have progressed plans to commission and develop new services for young people, which will be in place from April 2020. The aim of these services will be to deliver a coherent pathway that focuses on preventing young people from becoming homeless, and where this is not possible, provides a range of high quality housing and support options. Plans for the type of services to commission are currently being agreed and developed, with some significant progress being made. A workshop with providers and young people with personal insight has been arranged for 11th July, which will help further shape the models of the services that need to be commissioned. Following this workshop, service specifications will be drafted to go out to tender in September 2019.

8.0 Further updates since March 2019

8.1 Hospital Discharge

- 8.2 Working closely with the Local Care Organisation (LCO), Greater Manchester Combined Authority (GMCA) and hospitals in the city, a hospital discharge protocol has been agreed. The aim of the protocol is to identify people who are homeless as early as possible in the health system, and reduce the number of people who present as homeless upon discharge from hospital.
- 8.3 A Housing Solutions Hospital Discharge Team comprising of 4 housing solutions officers, 3 private rented sector officers and a team manager have been recruited. The final pre-employment check for the enhanced Disclosure and Barring Service (DBS) checks are underway. These officers will work across the 3 hospitals and mental health service, identifying people who are homeless, and working with Manchester Move and the private rented sector to help them find accommodation once they are ready for discharge. This

additional resource should reduce the number of delays of transfers of care (dtoc) and help the hospital manage their beds, whilst also preventing people from presenting as homeless, thereby providing a better level of service for the population and representing savings to both hospital and Council budgets.

- 8.4 There have been unavoidable delays beyond the control of the service for staff coming into these posts as a result of the length of time the enhanced DBS is taking to process. We have queried with Compliance if staff can come in to post with risk assessments in place whilst we wait for the return of the enhanced Disclosure and Barring Service checks. To date we have a Team Leader and one Housing Solution Officer in post. A further Housing Solution Officer and Private Rented Sector Officer will start in mid July.
- 8.5 The Team Leader has secured office space for the worker at Wythenshawe Hospital and is in discussion regarding sourcing space at Manchester Royal Infirmary and North Manchester General Hospital. Working arrangements with MPath, Urban Village Medical practice and Northwards Mental Health Workers are now in place.
- 8.6 Homeless Commissioned Services
- 8.7 Recommissioning of Housing Related Support (HRS) services and the Council's City-Wide Advice contract took place during 2018. Procurement took place in September 2018, with contract award in January 2019. Social value was at the heart of the new specifications and a range of positive outcomes including new jobs, apprenticeships, work experience opportunities, and support back into employment. All providers have committed to paying at least the Manchester Living Wage. New contracts commenced in April 2019.
- 8.8 The Housing Related Support service recommissioning included co-producing a new pathway model with partners and people who have personal insight into homelessness or experience of using services. The overarching model has three distinct pathways. These are:
- 1.) adults pathway;
 - 2.) specialist support pathway for entrenched people who sleep rough;
 - 3.) drugs and alcohol pathway.
- 8.9 To support the new pathway model work is ongoing to develop and implement the Manchester Access and Support (MAS) Gateway, which is the new single point of access for all referrals into housing related support services commissioned by Manchester City Council. The new system has a number of key features:
- Decentralised, cloud-based system allowing access from multiple sites and by multiple agencies
 - Access to all short term supported accommodation and floating support
 - One assessment and prioritisation process used across all services
 - Matching used to identify the most appropriate service(s)

- Management of waiting lists and booking clients in and out of their services
 - Providing comprehensive data on clients, service performance and demand
- 8.10 Training has been delivered for our Housing Related Support providers and organisations who will be making referrals into the system. The system will be rolled out in July 2019.
- 8.11 Recommissioning of the City-Wide Advice service included updating the current service model to ensure that it continues to meet the Council's strategic priorities. New features of the model are: a capacity building role to support and develop the wider advice sector; a multi-channel approach to ensure diversity of access; a tiered approach to meet a range of needs; and, an increased focus on a digital offer and innovation. The current provider was successful in the tendering process and will be developing and strengthening their current offer through the new contract.
- 8.12 The recommissioning of domestic violence and abuse refuge and outreach services is currently taking place. The tender process is due to begin on 8 July and includes three lots:
- Refuge Provision;
 - BAME (Black, Asian and Minority Ethnic) Refuge Provision;
 - Outreach Provision.
- 8.13 Contract award is due to take place in September 2019 with new contracts commencing in January 2020. This recommissioning has been undertaken in the context of a wider strategic review, which is due to start later this year, and contract length has been set at two years initially in order to align with the completion date of the review. The review will include conducting a needs assessment, mapping existing provision both locally and within Greater Manchester, examining best practice, and co-production with partners, providers and people using services to develop a new model and range of commissioning options.
- 8.14 Housing Solutions Service
- 8.15 Reflecting the report which went to Neighbourhoods and the Environment Scrutiny Committee on the 19th July, the Section 21 team, based within the Housing Solutions Service, working in conjunction with the Court Advice Team have become established and are becoming very successful at preventing homelessness. The team has been operational from mid January and in that time have worked with 357 cases with 218 cases prevented, 166 of which had an invalid section 21 and a further 52 were prevented following contact with the landlord.
- 8.16 The Housing Solutions Service are in the process of expanding, in order to ensure a clearer focus upon prevention and develop capacity in this area. The service will also target groups who form the majority of requests for assistance

to make the greatest impact. In 2018/19, 20% of people presenting as homeless presented due to family breakdown, for example being asked to leave by parents/relatives. This is the second highest reason for presentations after Private Rented Sector evictions. The expansion of the service will include the recruitment of two visiting officers, who will be able to mediate between family members and encourage people to be able to remain in their current accommodation rather than in emergency accommodation.

8.17 The expansion of the service will also include 3 housing solution officers, 3 additional team leaders and one team manager role. This expansion will help to meet demand at the front door, will improve scrutiny of cases going into emergency accommodation and will allow for a change in practice.

8.18 Private Rented Sector (PRS)

8.19 The Private Rented Sector (PRS) team within the Homelessness Department work to source settled accommodation for homeless households. The team became fully functional in December 2018. Since December 2018 to end of May 214 households have moved into Private Rented Sector tenancies, enabling temporary accommodation to be freed up and reducing the costs of emergency accommodation.

8.20 In April 2019 the Council were successful in a bid for £401,190 through the Ministry of Housing, Communities, and Local Government (MHCLG) PRS Access Fund to increase the existing PRS offer for landlords. This funding is to be allocated within 2019/20 and will be used to finance the following:

- The purchase of a new on-line system which will be used by landlords to update new properties as they become available for clients to view.
- Expansion of the current paper bond scheme
- The purchase of a tenancy training e-learning based system to equip tenants with the essential skills and knowledge required to maintain their new tenancies. Quotes are currently being provided.
- Additional financial assistance to pay for deposits and bonds.
- Three resettlement officers to be employed for a period of twelve months to provide ongoing tenancy support for clients moving into the Private Rented Sector. This will be an expansion of the current resettlement service provided by Humankind.

8.21 Incentive model to maximise Social Housing Stock

8.22 A right-sizing officer has been recruited by Manchester Move. They will work with Registered Providers to identify people who are under-occupying properties and who are thinking about moving, giving support to people through the process. The officer started at the end of May, and therefore it is too early to have any outcomes at the moment.

8.23 Specialist Domestic Violence & Homelessness Service

8.24 The number of presentations to the homelessness service due to domestic violence has consistently remained high. In Quarter 4 of 2018-19, there were 103 presentations.

	Q1 17/18	Q2 17/18	Q3 17/18	Q4 17/18	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19
Presentations connected to domestic violence	54	60	59	60	63	106	95	103

8.25 The service is in the process of recruiting two specialist Domestic Violence & Abuse and Homelessness workers. They will be based in the Housing Solutions Service, working with people presenting as homeless due to domestic violence, helping identify prevention options and ensuring people are linked in with the most appropriate service. The service will include:

- Risk assessments
- Discussion of housing options
- Offers where appropriate of Sanctuary and civil options to return (occupancy order / non-molestation order)
- Discussion of criminal options
- Referral and support at MARAC (Multi Agency Risk Assessment Conference)
- Management of safeguarding concerns

8.26 Manchester Volunteer Advice Partnership (MVAP)

8.27 The MVAP service recruits, trains and coordinates volunteers in order to support the initial contact and homelessness prevention work in the Council's Housing Solutions Service. This service was originally piloted for 3 days a week, but has recently been expanded to cover five days. The service includes:

- Providing a friendly welcome into the Customer Service Centre and directing people to the appropriate waiting area or facilities as required.
- Supporting the initial basic information gathering.
- Providing a basic advice service.
- Providing support for people to access computers, signing up to Manchester Move etc following their conversations with Advisors.

8.28 Prevention Service

8.29 It is through focusing on prevention that we will make sustainable long-term impacts on homelessness and the use of temporary accommodation. We are developing a new homelessness prevention service which will support those households identified early on as being at risk of homelessness.

- 8.30 The intention is to pilot this in two areas of the city, chosen to make the greatest impact. The service will link in with partners in Early Help, education, health, and other locality based services, and providing a multi-agency/multi-modal prevention response to those households identified as being at risk of homelessness before they hit crisis point.
- 8.31 Work is being progressed with performance, research and intelligence to evidence the most appropriate areas of the city within which the service should be based and where the most impactful interventions can be made.

9.0 Homeless Partnership Work

9.1 Homeless Health Peer Advocacy

- 9.2 The National Lottery Community Fund (formerly the Big Lottery) have agreed a transformational four-year grant of £1,528,299 to Groundswell, a peer led homeless health charity, to partner with charities Crisis and Shelter to take a nationally-recognised approach to overcoming homeless health inequalities.
- 9.3 When someone is homeless, they are often living chaotic lives, trying to navigate systems working in silos to find a safe place to sleep, secure work, claim benefits and overcome debt – their health is often not seen as a priority. This service will roll out Groundswell’s Homeless Health Peer Advocacy (HHPA) model into Manchester through the local Shelter team. Homeless Health Peer Advocacy trains people with experience of homelessness to become volunteer peer advocates, they help homeless people navigate the health system, engage and address their health problems. HHPA is proven to improve health by increasing access to healthcare; it also reduces the rate of DNA’s (‘did not attend’) and saves the National Health Service money.
- 9.4 In addition to directly supporting homeless people to access the health care they need, Health Now will form alliances, informed by peer led research, to understand and raise awareness of local barriers to accessing healthcare for homeless people.
- 9.5 **Homeless Palliative Care Coordinator**
- 9.6 St Ann’s Hospice has funding for a 5 year fixed term post, to work across Greater Manchester, recruiting and managing trained volunteers to deliver an end of life befriending and bereavement support service to staff and homeless people. They will ensure appropriate care and support packages are identified and in place for homeless people; whilst delivering palliative and bereavement training to front line staff. The role will also support staff and teams in advocating for homeless people's entitlements, acknowledging the complexities of their needs and challenging equalities and exclusions.
- 9.7 The interview date is the 8th July, with the role commencing once any notice period is served.

9.8 Lloyds Bank Accounts for Homeless People

9.9 One of the issues that used to be difficult for people who are homeless was the opening of bank accounts. The Homeless Partnership has undertaken significant work with Lloyds Bank to agree a process by which homeless people can open and have an account. This has been very successful with over 206 accounts being opened for homeless people, and over 50% of these being for people who were sleeping rough.

9.10 St John's Homeless Initiative

9.11 The St John Homeless Initiative is a first of its kind collaboration in the UK. The St John's Homeless Initiative has brought together all the organisations involved in the development of Allied London's St. John's scheme, including Laing O'Rourke, Lendlease, and McLaren Construction, working alongside Manchester Council, the Manchester Homelessness Partnership, DWP, Big Change MCR and CityCo to ensure the efforts and donations made are channelled to the most relevant places.

9.12 The St John's Homeless Initiative has three main objectives:

- Awareness – to raise awareness of the causes, impact, and solutions of homelessness to both organisations and the general public.
- Employment – to aim to provide opportunities and support to assist 100 people who are homeless or at risk of homelessness into work in a variety of roles within the St. John's Development. This will be achieved through a collaboration with suppliers, government agencies, local charities and partnerships, and the development of an inclusive online job portal.
- Fundraising – to raise a target of £250k through fundraising, channelling resources and effort to where it is needed most.
- Legacy – Annual objectives have been set out with the main partners but as this initiative grows, there is the potential to include St. John's tenants and occupiers.

9.13 This pioneering project could act as a meaningful and sustainable model which could be rolled out to other developments across Manchester as a model for how property developments can approach social value in partnership.

9.14 Work on the agreed objectives between all parties has already begun with training to understand the full picture of homelessness which was delivered by people who have been homeless themselves, and fundraising events that have already raised over £7k. Employment creation is a key focus and will begin with the launch of an online job portal called 'inclusive jobs' that was created in-kind by Career Builder, and will launch in July 2019.

9.15 Manchester Homeless Partnership (MHP) Business group

9.16 Manchester Homelessness Partnership has an active business network of over 300 organisations who meet monthly to understand more about homelessness and respond to what the sector needs. These projects include:

- Uber - transport: Partnership with Uber to have a central charity account for 15 homeless organisations in Manchester. This has been running for 8 months, with over 800 trips made so far, saving charities over £5,000.
- Space Zero - renovations: Partnered with Women's Direct Access to use their design skills and PIE knowledge to create a new feel to the accommodation space to make it feel less institutionalised. Ran a co-production workshop with residents to decide the focus and the style. Communal space, colours and furniture were chosen, detailed planning underway. They are also donating a number of laptops for residents.
- DBK - group counselling: Private counselling service in Manchester put on a course of 4 free group sessions for frontline charity workers to give them the tools to better respond to the difficulties of working in the homelessness sector.
- RYH and Telecom - regular food donations: They have now developed an annual calendar with the itemised food needs from 12 charities being met and delivered to the charity each month.
- Enterprise Holdings - vans: Volunteer drivers are helping to get everything from furniture for a new property to toilet roll for emergency shelters from one location to another.

9.17 Manchester Homeless Partnership Action Groups

9.18 The Manchester Homeless Partnership (MHP) consists of the voluntary sector, businesses, and the statutory sector, including health and GMP, working together to solve homelessness. The MHP has 13 active action groups which look into specific topics within homelessness to try and effect change at a systems level. Each group is co-chaired by someone who has personally experienced the area being looked at. The groups bring together a diverse range of partners in one room. More recently formed groups include: young people, families, autism, and settled accommodation. Some examples of what is being done within these groups include:

- Emergency Accommodation - co-created suggested 'standards' that all emergency accommodation provisions should meet. These are being used as part of the Greater Manchester A Bed Every Night provision.
- Employment - exploring the transition from benefits to income and how this part of the system can be a disincentive to gaining employment
- Evening services - increased the number of advice and meal provisions that are open after 5pm.
- Unsupported Temporary Accommodation - created a residents pack, providing more support and connections to landlords
- Prevention - exploring options for creating alternative places to present as homeless in different areas of Manchester

- COR (Coalition of Relief) - volunteer-led / grassroots charities sharing information, resources and receiving training on topics such as mental health.

9.19 The Homeless and Health action group have developed and are rolling out a clinical homeless and health training programme for all health staff.

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Appendix 1**Rough Sleeping Initiative (RSI) outcomes****Relieved**

The following table shows the number of people who have been relieved from sleeping rough since January 2019. Please note the February 2019 figure is significantly larger due to the Cold Weather Provision being in place.

Month	Number
January 19	89
February 19	149
March 19	75
April 19	71
May 19	58
Total	442

Prevented

The following table shows the number of people who have been prevented from sleeping rough by the organisations funded through the RSI.

Month	Number
January 19	15
February 19	32
March 19	35
April 19	26
May 19	29
Total	137

Reconnections

The following table shows the number of people the service has worked with to help them return to the area they have come from since January 2019.

Month	Number
January 19	11
February 19	14
March 19	11
April 19	6
May 19	0
Total	42

Non-Housing Interventions

The following table shows interventions provided to individuals in addition to support with their direct housing needs. This includes support with accessing identification documents, emotional support, dealing with issues within temporary accommodation, accessing benefits etc. Some individuals received more than one intervention.

Month	Number
January 19	124
February 19	235
March 19	119
April 19	44
May 19	52
Total	574

**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee – 17 July 2019

Subject: Delivering the Our Manchester Strategy

Report of: Executive Member for Neighbourhoods

Summary

This report provides an overview of work undertaken and progress towards the delivery of the Council's priorities as set out in the Our Manchester Strategy for those areas within the portfolio of the Executive Member for Neighbourhoods.

Recommendations

The Committee is asked to note and comment on the report.

Wards Affected: All

Contact:

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1.0 Introduction

- 1.1 The Our Manchester Strategy, formally adopted by the Council in January 2016, is a vision which plans to get us where we need to be in 2025. Manchester is growing, going global and connecting communities to chances for a good life but we have also got some of the lowest wages, the nation's unhealthiest people, more rough sleepers, and too many litter grot spots. We have still got lots to do.

On the way to 2025, we have set some shorter-term goals for 2020:

- Fewer kids in care
- Fix roads, bus and cycle lanes
- Join up Health & Social care
- Better school results
- Cleaner Green places
- Better and affordable homes
- More recycling and less waste
- Work and skills for better pay

- 1.2 Executive Members are collectively and individually responsible for supporting the delivery of the Our Manchester Strategy and for providing political oversight and direction to officers achieve better outcomes for Manchester residents. The Executive adopted the commitments made in the Manchester Labour 2019 manifesto as priorities for the Executive. The individual priorities specific for my portfolio are:

- We will work to improve communal facilities in densely populated terraced areas to make it easier for residents to recycle
- We have invested an extra £0.5m per year in to the budget to address the ongoing issue of fly-tipping and ensure that the increase in commercial fly-tipping is tackled
- We will continue working with 'Keep Britain Tidy' to achieve 'Tidy City' status by the end of 2020
- We will continue action against premises that are not complying with the Health Act 2006, planning legislation or any other legislation

I also intend to focus on:

- Managing the Biffa waste contract
- Continuing to engage with the Private Hire (PH) and the Taxi trade to work towards a GM Minimum Standards for the trade and also facilitate a move towards a fleet of PH vehicles and taxis which are going to be compliant with the Clean-Air Zone (CAZ) proposals.
- Engaging with all the Lead Members from the different equality strands

2.0 Executive Member for Neighbourhoods – Portfolio

- 2.1 As Executive Member for Neighbourhoods, my portfolio includes:

- Neighbourhood management and the Our Manchester Approach including waste strategy and collection,
- Management of physical environment and Environmental Services
- Licensing Policy
- Equalities and Community Cohesion

3.0 Progress and Outcomes

- 3.1 Over the last year, we delivered on the primary manifesto pledge of increasing recycling rates in the apartment sector across the city. Recycling in apartments was an average of 10% in 2017. The outcome of our work has seen a decrease in the weight of rubbish collected from these buildings and an increase in the weight of recycling collected. We estimate that the recycling is now up to an average of 20% across this sector. The project has been recognised nationally and the Waste, Recycling & Street Cleansing team recently won an award at the Material Recycling World (MRW) National Recycling Awards 2019 beating off stiff competition from Hackney, Islington, Lewisham, Surrey, Brent, Cheshire West and Chester Councils to bring home the award. The project also resulted in making a saving of £500,000.
- 3.2 The introduction of the Health Act 2006 made it illegal for an individual to smoke tobacco of any sort in a place that is more than 50 percent enclosed and to which the public has access. This legislation has had a major impact on the levels of smoking nationally although smoking rates in Manchester are still the highest in Greater Manchester, much higher than national averages and have declined more slowly than in other areas of the country. Manchester has the highest premature mortality rates in the country for the three major smoking related conditions: lung cancer, heart disease and stroke (Manchester Tobacco Plan 2018). The need to reduce the smoking of tobacco is highlighted in the new NHS Ten Year Plan, the national Tobacco Control Plan for England and the Manchester Population Health Plan. Operations around Shisha cafes are therefore crucially important in terms of helping Manchester to meet its targets around reduced smoking of tobacco and tobacco related disease. The shisha operations are an important part of the city's efforts to control and regulate the use of tobacco, thereby reducing smoking rates and the associated mortality and morbidity.
- 3.3 A strong partnership approach has been developed to address this challenge. The group comprises council departments including Licensing and Out of Hours, Development Compliance (Planning), Trading Standards and Neighbourhood Compliance and partner agencies including Greater Manchester Police (GMP), the Complex Safeguarding Hub, Her Majesty's Revenue and Customs (HMRC), Home Office Immigration Enforcement (HOIE), Greater Manchester Fire and Rescue Service (GMFRS) and the Manchester Population Health and Wellbeing Team. The partners meet regularly which provides a platform to share intelligence about shisha premises and plan multi-agency operations.
- 3.4 Over the last couple of years, 10 shisha cafes have closed down due to a combination of enforcement action. The more recent action has included

seizing shisha pipes and this is expected to increase in number. Prosecution proceedings have also commenced against a number of owners and occupiers, the threat to the owners of the buildings and not just the occupiers has proven to be a highly effective deterrent.

- 3.5 The Great British Spring Clean (GBSC) is Keep Britain Tidy's (KBT) National Campaign designed to involve as many people as possible in community clean ups. This year, the GBSC was held over a month from the 22 March to 23 April and was promoted as a key opportunity for schools to get involved with Keep Manchester Tidy and be part of our journey towards becoming the UK's first Tidy City.
- 3.6 During the month we had over 200 events across the city involving more than 7000 volunteers, a record number. All primary schools were provided with a banner to promote their support for Keep Manchester Tidy and these were displayed at the start of the GB Spring Clean. The show of force from Manchester schools during the GB Spring Clean has been phenomenal. At the beginning of May, Keep Manchester Tidy hosted a High Street Week as an extension to the GBSC which enabled efforts to be focused on shopping districts.
- 3.7 During the last year we have had campaigns about 'careful littering', 'Bin the Butt', 'Don't Be A Tosser' and around 'Dog Fouling'. We have attempted to develop a better understanding of fly tipping by undertaking work to assess people's perceptions and understanding of fly-tipping. This work will include engaging with resident focus groups and any insights gained will inform interventions. The national KBT network conference was hosted by Manchester and we had several award nominations.
- 3.8 In 2016, we created a new Environmental Crimes Team, specifically to work on enforcement against criminal behaviours such as fly-tipping. These dedicated officers are constantly at work detecting and investigating these incidents. They are supported by staff from our waste contractors, Biffa, who carry out searches for evidence at the sites of fly-tipping incidents before clearing them away. As well as manual searches, we also have a number of mobile CCTV cameras, which can be installed at known hotspots to allow us to catch the culprits.
- 3.9 In 2018/19 alone, we were successful in bringing more than 200 prosecutions for fly-tipping and associated crimes, including the dumping of commercial waste. As well as taking offenders to court, we have the power to issue Fixed Penalty Notices, with more than 800 handed out in 2018/19.
- 3.10 The most recently published statistics show that in 2017/18, Manchester was responsible for more than 10% of prosecutions for fly-tipping in the whole of England. Our teams achieved around 50% of prosecutions brought in the North West region and nearly 75% of prosecutions brought in Greater Manchester during the 17/18 financial year.

- 3.11 The cost of clearing away illegally dumped waste is undoubtedly a needless drain on council resources and this is particularly challenging in a time of austerity, against a backdrop of cuts to funding from central government. Nevertheless, fighting against fly-tipping is a top priority in Manchester and this year, we have dedicated an extra £500,000 to tackling the issue and prosecuting those responsible.
- 3.12 Around 32 million trips are made in taxis and private hire vehicles in Greater Manchester (GM) each year. It is an important way for many people to travel around the city region. There are around 2000 taxis (black cabs or hackney carriages) (1090 in Manchester) and over 14000 private hire vehicles (where you need to pre-book the journey in advance) (around 3500 Manchester licensed vehicles) licensed by the 10 Greater Manchester authorities.
- 3.13 We want to make sure that anyone licensed by the 10 GM authorities who drives or operates a taxi or private hire vehicle in GM meets the same minimum standards.
- 3.14 Currently, older licensed vehicles are damaging our environment and action is needed to address this important issue.
- 3.15 The proposed minimum standards have been developed by the 10 GM authorities to achieve a single vision for licensed vehicles in the future, which also support the GM Clean Air Plan proposals to tackle air pollution across GM. These proposals will allow any person using a vehicle licensed in GM to be assured that the driver can be trusted, the vehicle is safe, and is not contributing to poor air quality. They will also be assured as far as possible, that any operator licensed in GM who they book a journey with will hold their information safely and that it will not be misused. This supports the key licensing principles of public protection.
- 3.16 We have had initial engagement with the taxi trade about the proposals before a formal consultation, which will take place later in 2019.
- 3.17 Dirty air from road transport can seriously damage our health and plays a part in thousands of deaths every year. Along with other major cities across the country, GM needs to reduce air pollution to legal levels as quickly as possible.
- 3.18 The 10 local councils in GM, in conjunction with Transport for GM, are developing a Clean Air Plan to tackle this major risk to our health.
- 3.19 The current proposals aim to introduce a GM Clean Air Zone in which the most polluting buses, coaches, HGV's, vans, taxis and private hire vehicles would pay a daily penalty to drive in. This is alongside government funding to clean up the region's most polluting vehicles.
- 3.20 It is estimated that around 69% of taxis and 36% of private hire vehicles would not be compliant by April 2021 and would be subject to a daily penalty if a Clean Air Zone was introduced in 2021.

- 3.21 We aim to meaningfully engage with the trade during the formal consultation period to support the trade to become fit for purpose for the 21st century and contribute to the vision for an integrated transport system.
- 3.22 I continue to hold regular meetings with the Waste and Recycling Team and attend meetings of the Waste, Recycling and Street Cleaning Strategic Board.
- 3.23 To improve the scrutiny process, we have arranged regular meetings between Biffa management and members based on the 4 neighbourhood areas of North, Central, South and City Centre.
- 3.24 I have been attending the GMCA Waste & Recycling Committee. The procurement process for the waste disposal management arrangement resulted in Suez as the preferred contractor and the new contract commenced on 1 June. There are no changes planned to resident's household waste and recycling collection services, however, residents will see some changes to the household waste recycling centres and will be able to recycle a wider range of items.

**Manchester City Council
Report for Information**

Report to: Neighbourhoods and Environment Scrutiny Committee – 17 July 2019

Subject: Delivering the Our Manchester Strategy

Report of: Executive Member for Environment, Planning & Transport

Summary

This report provides an overview of work undertaken and progress towards the delivery of the Council's priorities as set out in the Our Manchester strategy for those areas within the portfolio of the Executive Member for Environment, Planning and Transport.

Recommendations

The Committee is asked to note and comment on the report.

Wards Affected: All

Contact:

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Background documents (available for public inspection):

- Manchester Strategy 2016-2025 as approved by Executive 6 Jan 2016
- Building Together – Manchester Labour's promise to Manchester

1.0 Introduction

1.1 The Our Manchester Strategy was formally adopted by the Council in January 2016 and sets the ambitions for the city for the next ten years, to 2025, for Manchester to be:

- Thriving – creating great jobs and healthy businesses
- Filled with talent – both home-grown talent and attracting the best in the world
- Fair – with equal chances for all to unlock their potential
- A great place to live – with lots of things to do
- Buzzing with connections – including world-class transport and broadband

1.2 Executive Members are collectively and individually responsible for supporting the delivery of the Our Manchester Strategy and for providing political oversight and direction to officers for the better outcomes for Manchester residents. In October, the Executive also published its collective political priorities and those of individual Executive Members, all of which are aligned to the Our Manchester Strategy.

1.3 This report is written by Cllr Angeliki Stogia, Executive Member for Environment, Planning and Transport and sets out a summary of the work undertaken over the past 6 months and looks at what will be delivered in the next 12 months.

2.0 Executive Member for Environment, Planning and Transport Portfolio

As Executive Member for Environment, Planning and Transport my portfolio includes:

- Highways
- Planning and Building Control
- Transport
- Climate Change

2.1 The priorities I am responsible to deliver on in the 2018/19 municipal year are:

- Transport
 - Continue the £100m investment in our roads and pavements that began last year, reduce the blight of potholes and over time get all our roads to a good standard and keep them there.
 - Develop a comprehensive set of parking policies that prioritise the needs of local residents and businesses, controlling and discouraging commuter and non-resident parking in residential areas, improving road safety and the local environment.
 - Work with Chris Boardman and the Combined Authority to implement the Made to Move report, making cycling safer, getting more people walking and cycling.
 - Ensure the Mayor and the Combined Authority make public transport serve the public, by extending democratic control over bus services with straightforward smart ticketing covering bus, train and tram.

- Environment
 - A cleaner, greener environmentally sustainable city
 - Prioritise ongoing reductions in our emission of greenhouse gases
 - Take action to make the air we breathe clean

2.2 The priorities I am responsible to deliver on in the 2019/20 municipal year are:

- Transport
 - Continue to support the progress towards bus re-regulation so that public transport serves the public, with straightforward smart ticketing covering bus, train and tram.
 - Work to make cycling safer and make walking and cycling the natural choice for short trips. Continue to seek more fund to create comprehensive dedicated cycling and walking networks across the city.
 - Work with schools, parents, local communities to make walking and cycling to school safer for parents and children through safer streets and junctions, as well as through raising awareness of air pollution.
 - Facilitate the use of local roads for school streets and play streets. Create a process for residents and community groups that will allow temporary street closures at regular intervals for children to play out more safely and neighbours to come together making streets friendlier for all. Trial car free days in parts of the city centre starting this summer.
 - Campaign with local authorities across the north to get the investment in transport the North has been starved of including HS2, Northern Powerhouse Rail and the Northern Hub.
- Environment
 - Build on our Paris commitment to become carbon neutral by 2038, we will work with all stakeholders in the city to take immediate action to reduce our carbon footprint, and prioritise ongoing reductions in our emission of greenhouse gases.
 - Demand that the Council is given all necessary resources and support to take urgent action against climate change.
 - Clean up the air we breathe: bring forward plans to improve air quality involving Manchester residents in how best to tackle the problem of air pollution in our city.
 - Accelerate our work to become a single-use plastic free Council by phasing out the use of single-use plastic products such as bottles, cups, cutlery and drinking straws in all council activities and events and encourage our facilities' users and local business to do the same by championing other alternatives.
 - Promote bio-diversity.

3.0 Progress and Outcomes January 2019 - June 2019

While work has commenced on the 2019/2020 priorities, this report will focus on activities delivered in the reporting six months (January 2019 to June 2019)

3.1 £100m highways investment

Delivery of the second year of investment has progressed. A range of maintenance scheme across various programme areas have been delivered throughout the year.

In year 2 (2018/19) we have delivered:

- Road resurfacing – 110 Roads (Approx 169,000 m2, 15.5 miles), Value £3.85m;
- Preventative maintenance schemes – 211 roads treated (approximately 368,000 m2, 41 miles), value £4.3m;
- Footway maintenance schemes - 25 roads treated (approximately 42,000 m2, 10.5 miles), value £0.473m;
- Large patching works - About 18,000 m2 treated, Value about £380k;
- Small patching works - 29,257 m2 treated, Value £2.1m;
- Drainage repairs - following drain cleansing (funded from Revenue) defects are passed into an improvement programme - to date just over £2m has been spent on this work

The year 3 (2019/20) programmes have all been agreed and work has commenced. The proposed year 4 & 5 resurfacing programmes are being consulted with members.

The approved year 3 schemes include:

- 92 road resurfacing schemes;
- 27 footway schemes;
- 281 preventative treatment schemes

Over the last six months I have visited wards together with members across the city to review the extent of work that is taking place. I have also undertaken frequent visits to see how work is delivered and progresses made on the ground and had the opportunity to meet the contractors, observe the crews while they worked to deliver the improvements across the city.

3.2 Highways leading across the Council on Social Value

In the last six months, our service have been doing outstanding work to transform our approach on social value. The progress has been recognised by the Ethical Procurement Sub Group and the Social Value Strategic Working Group. A number of social value case studies have featured on the social value takeover day, demonstrating positive social value outcomes and commitments as well as the ongoing work programme to further improve the services delivery of social value benefits.

I would like to thank the highways team for leading in this important work to ensure that our investment delivers against a number of priorities identified as part of the Our Manchester Strategy which go over and above simply filling potholes and resurfacing roads.

3.3 Residents Parking schemes

Significant progress has been made with regards to moving forward residents parking schemes in the city. The schemes will prioritise the needs of local residents and businesses, controlling and discouraging commuter and non-resident parking in residential areas, improving road safety and the local environment.

St Georges

Surveys including data collection including parking beat surveys (vehicle registration checks), resident householder questionnaires to identify appetite, and site inventory have all been completed. Preliminary design including analysing survey data to devise restriction types to be used for each street, terms and conditions, times of operation, and drawings for initial designs, cost estimates, are all in progress.

Rusholme & Moss Side

Surveys including data collection including parking beat surveys (vehicle registration checks), and site inventory has all been completed. Resident householder questionnaires to identify appetite is still underway and the deadline for closure has been extended until 31 August by agreement with the 6 ward members. 4 residents' drop-in sessions are arranged for the end of July and beginning of August.

Hathersage Road & NMGH

Surveys including data collection including parking beat surveys (vehicle registration checks), resident householder questionnaires to identify appetite, and site inventory have all been completed. Preliminary Design including analysing survey data to devise restriction types to be used for each street, terms and conditions, times of operation, and drawings for initial designs, cost estimates, is about to commence.

3.4 Implementing Made to Move

The Mayor's Cycling and Walking Commissioner published his 15 step 'Made to Move' plan in December 2017. This plan seeks to transform the way that people travel around Greater Manchester, making walking and cycling the obvious choice for short journeys. Since my last report we have been focusing on progressing the first two steps included in this plan; creating the Bee Network plan and securing funding so that we can start developing our walking and cycling network.

The Bee Network plan is currently being updated to reflect comments from the public and from local members. The public consultation generated some 4,000 comments, with nearly half relating to Manchester's network, highlighting the level of interest in this initiative within Manchester. This is an evolving plan that is intended to assist us in building a comprehensive cycle and walking network over the next 10 years. As each area of the network secures funding, the network in that area will be further developed and refined in consultation with local residents, businesses and members.

It is estimated that it will cost about £1.5Bn to build Greater Manchester's Bee Network. To date, £160 million has been secured from the DfT's Transforming Cities Fund to establish the Mayor's Cycling and Walking Challenge Fund. This fund is open to bids from all GM districts and TfGM.

Manchester City Council has been successful in securing entry to the Mayor's Challenge Fund (MCF) programme for a wide range of projects, with a total value of £30.8M secured in the first four rounds of bidding. The projects accepted into the programme include:

- **Chorlton Cycleway** (MCF £9.5M) – This scheme includes a 5km segregated route from the city centre to south of Chorlton. Extensive consultation has been undertaken with local residents and businesses about the proposals, generating 1,800 comments. The designs are being refined to take account of the comments received. The MCF allocation increases the overall scheme value to £13.4M, which includes a further £3.9M funding from CCAG.
- **Northern Quarter Sustainable Access** (MCF £10.6M) - This project will improve access to the Northern Quarter from Victoria and Piccadilly stations for those on foot or travelling by bike, whilst maintaining bus access. This is about creating a more attractive walking environment and making cycling in the area easier. The Government's Cycle Cities Ambition Grant (CCAG) is providing a further £1m for this scheme.
- **Reducing the Severance of the Mancunian Way** (MCF 2.9M) - This project involves a full junction upgrade where Princess Road meets the Mancunian Way. In order to improve pedestrian and cycle links across the Mancunian way the existing subways will be removed and protected cycle lanes added, as well as new footways and crossings. The full scheme will cost in the region of £10.6m, part funded by MCF.
- **Enhancements to the Rochdale Canal Towpath** (MCF £1.3m) – A key priority for the Council has been to secure more funding for areas that to date have seen little or no investment in cycling and walking. In response to this priority, the Rochdale Canal will be enhanced for the local communities, providing an improved off road link for those on foot or travelling by bike.
- **Levenshulme's Active Neighbourhood** (MCF £2.4M) – This community led scheme will create a neighbourhood designed for people, by prioritising those who are on foot or on their bike. This scheme is being promoted by local people and is the first such scheme funded through MCF. This scheme will provide a template for other communities wishing to promote similar networks in their area.
- **Northern and Eastern Gateway** (MCF £4.1M) – This scheme will create a second city centre cycling and walking corridor. The project will connect the neighbourhoods of Ancoats, New Islington, New Cross, New Town, Redbank and the Green Quarter by creating a high-quality, continuous east-west walking and cycling route for the north and east city centre fringe. The new route will link to Cheetham Hill via an improved walking / cycling bridge crossing the River Irk through the developing New Cross area. There will be

a new walking and cycling bridge crossing the Ashton Canal, making it easier to cross Rochdale Road or Oldham Road to reach Ancoats Urban Village and via the New Islington Canal basin to Pollard Street. In addition, we are also working in conjunction with neighbouring authorities and TfGM to jointly deliver projects such as:

- **Public Cycle Hire Scheme** – The funding for a new cycle hire scheme secured from MCF is to put in place the necessary infrastructure; it is expected to be launched next year.
- **Bury Metrolink Line Cycle Parking** (MCF £1.2M) – Facilitating integrated journeys is essential in extending the reach of our public transport network. This scheme is a pilot intended to test the benefit of introducing more and better cycle storage at our Metrolink stops so that more people are able to access the Metrolink.

The next step is to develop detailed proposals for each of these schemes and full business cases. It is only once full business cases are approved by the Greater Manchester Combined Authority (GMCA) that capital funding will be released and construction can start.

A number of bids have been unsuccessful. These bids included improvements to school crossings and traffic signals across Manchester and other local highway improvements. The feedback on these submissions is that they included isolated interventions that will not bring about the step change in walking and cycling provision that it is expected from MCF funded schemes. In contrast, our successful bids have been either area based delivering sections of the Bee Network or they delivered whole lengths of the Bee Network.

A sixth round of bidding has been announced and schemes are in development for submission. In line with the first principle contained in the report to this committee in December 2018, bids to the sixth round will predominantly feature schemes in north Manchester. The challenge to the Council is ensuring that we can demonstrate that schemes will generate a demonstrable uplift in the levels of cycling and walking and that they fit with a wider strategy to grow cycling and walking within Manchester. Schemes that only enhance our streets for pedestrians without also improving the situation for those on bikes are unlikely to be successful.

3.5 Public transport and extending democratic control over bus services

Progress in this area has been ongoing and the ten-year plan to create an integrated, modern and accessible public transport system was launched in June. The plan outlines the projects and policies the Greater Manchester Mayor via his delegated powers intends to implement to create a world-class public transport system for Greater Manchester. A significant milestone in Manchester's bus reform journey has also been reached, which was considered by the Greater Manchester Combined Authority on Friday 28 June. The GMCA decided to proceed with the bus franchising scheme and approve the assessment for independent audit. An independent auditor will now be

appointed and once the audit has been completed, the GMCA would then decide whether to proceed with a statutory public consultation on the assessment. Greater Manchester is the first city-region seeking to make use of the new powers under the Bus Services Act 2017 and the first to test this legislation – so is leading the way nationally in this regard.

3.6 Zero Carbon 2038

Following the formal adoption of ambitious, science-based climate change targets in November 2018, in March 2019 MCC endorsed a draft Manchester Zero Carbon Framework for 2020-38. The draft Framework was produced by Manchester Climate Change Board, Agency and partners, to set out a recommended approach for Manchester to meet its targets. The Council has agreed to:

- Endorse the draft Manchester Zero Carbon Framework as the city's overarching approach to meeting its science-based climate change targets over the period 2020-38, as part of the wider Our Manchester policy framework.
- Work with partners to develop the final Framework and Action Plan for 2020-22 by March 2020, at the latest.
- Implement the Council's actions for 2019/20, set out in Appendix 4 of the draft Framework.
- Produce a detailed action plan for the Council's climate change work during 2020-22, in terms of both direct, organisational emissions; and the influencing and enabling role that the Council can play through its planning, procurement, regulatory and other powers.
- Work with partners to secure the resources the city requires to commence full implementation of the Framework 2020-38 and Action Plan 2020-22, from April 2020.

We are making progress working with partners to develop the final framework and action plan and we have also commenced work in terms of developing a detailed action plan for the Council's climate change work. In addition, at the time of writing this report a motion has also been submitted to the full council which calls for members to agree that climate change is a serious risk to the Manchester's future and commit to embed the issue as integral part of council decision-making, making sure that all key decisions are taken with the city's target of becoming zero-carbon by 2038 in mind.

3.7 Clean Air

In the last six months a lot of work has taken place together with the other nine Greater Manchester authorities and Transport for Greater Manchester to develop a Clean Air Plan to address the serious problem of air pollution that affects the city along with many other large urban areas throughout Europe.

In the last six months we developed a comprehensive proposal of a package of measures that delivers compliance in the shortest possible time, at the lowest cost, least risk and with the least negative impacts. The proposals include:

- The introduction of a Clean Air Zone across the whole of Greater Manchester in two phases from 2021 and 2023. The aim is to improve air quality by encouraging drivers to upgrade to a cleaner vehicle and reduce the number of the most polluting vehicles travelling in the designated area. Under current proposals, owners of the most polluting vehicles would pay a daily penalty to drive into, out of, within or through the Clean Air Zone. This would include some buses, coaches, lorries, vans, taxis, private hire vehicles, minibuses, motorhomes and motorised horseboxes. It would not include cars (other than private hire vehicles), motorbikes or mopeds.
- A multimillion-pound funding package to support local businesses, including sole traders to upgrade to cleaner vehicles. The fund would include:
 - Clean Freight Fund: £59 million funding ask from Government to support the upgrade of HGVs, coaches, vans and minibuses (which aren't used as a private hire vehicle) which are registered in Greater Manchester.
 - Clean Bus Fund: £29 million to support those operating registered bus services in Greater Manchester to upgrade their fleets.
 - Clean Taxi Fund: £28 million to support the upgrade of taxis and private hire vehicles which are licensed in Greater Manchester. Vehicles licensed outside of Greater Manchester would not be eligible for this support under the current proposals.
 - A Greater Manchester Clean Air Loan Scheme
- As well as the funds to clean up non-compliant vehicles, the proposals include a scheme which could provide loans at preferential rates for those who are taking advantage of the clean vehicle funds. The details of the loan scheme are being developed.
- Proposals to treble the number of electric vehicle public charging points. The proposal includes a £25m funding ask to install another 600 rapid charging points. Some of these are planned for use by electric taxis and private hire vehicles only.
- Helping residents to switch to greener transport. The proposals aim to help people, businesses, and organisations including schools across Greater Manchester play their part to reduce air pollution. This could include helping people to use their car less, especially for shorter journeys, helping businesses to change their fleet so it is cleaner, or to change company cars to electric.

A public conversation on these proposals was held over the spring and closed at midnight on Sunday 30 June.

During the Clean Air week we lead a comprehensive piece of work to highlight the issues around poor air quality, and what Manchester City Council is doing

to help tackle poor air quality, to promote health messages and that poor air quality affects our most vulnerable residents the most, to showcase the various public events and activities taking place across the city and to raise awareness of the Greater Manchester clean air plan and encouraging people to take part in the clean air conversation.

Activities at schools like the launch of the junior PCSO programme took place, as well as road closures led by schools and local volunteers. In addition, the council supported a number of local road closures and play street events throughout week and the weekend.

We will now be using the feedback we received during the conversation to develop the detailed proposals. No decisions have yet been taken on the final measures for GM to clean up our air. There will be another chance for Manchester residents and businesses to have their say. A statutory public consultation will follow, giving another opportunity for comment and feedback before proposals are resubmitted to our Council for further consideration and approval.

**Manchester City Council
Report for Resolution**

Report to: Neighbourhoods and Environment Scrutiny Committee
– 17 July 2019

Subject: Overview Report

Report of: Governance and Scrutiny Support Unit

Summary

This report provides the following information:

- Recommendations Monitor
- A summary of key decisions relating to the Committee's remit
- Items for Information
- Work Programme

Recommendation

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

Contact Officers:

Name: Lee Walker
Position: Scrutiny Support Officer
Telephone: 0161 234 3376
Email: l.walker@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.

None

1. Monitoring Previous Recommendations

This section of the report lists recommendations made by the Neighbourhoods and Environment Scrutiny Committee. Where applicable, responses to each will indicate whether the recommendation will be implemented, and if it will be, how this will be done.

Date	Item	Recommendation	Response	Contact Officer
6 February 2019	NESC/19/09 Updated Financial Strategy and Directorate Business Plan 2019/20	Request that the Executive Member for Neighbourhoods provide the Committee with a breakdown of where the proposed additional investment of £0.5m described in the Neighbourhoods Directorate Business Planning: 2019-20 would be spent and how the impact of this investment would be measured.	A response to this recommendation has been requested and will be circulated once received.	Cllr Akbar
6 February 2019	NESC/19/09 Updated Financial Strategy and Directorate Business Plan 2019/20	Request that the Deputy Leader provide a further breakdown of the Homelessness Budget.	A response to this recommendation has been requested and will be circulated once received.	Cllr S Murphy
6 February 2019	NESC/19/12 Highways and the flow of traffic across the city	Recommend that legal advice is obtained in relation to Stopping Up Orders issued under provisions within the Town and Country Planning Act and the time limits contractors and developers are permitted to close the highway. Following this advice, a review of all Stopping Up Orders issued should be undertaken to establish if there had been any breaches of such orders.	A response to this recommendation has been requested and will be circulated once received.	Fiona Worrall

6 February 2019	NESC/19/12 Highways and the flow of traffic across the city	Request that The Leader of the Council is invited to any future meeting when this subject is discussed to explain how developments had been modelled, the timetable for the delivery of the various schemes, what assessment of traffic displacement had been undertaken and how this was to be managed to minimise disruption.	This invitation will be sent when this item is scheduled into the Committee Work Programme.	Scrutiny Support Unit
6 March 2018	NESC/19/15 Update on Homelessness and Housing	Recommend that a visit to the Floating Support Teams be arranged for Members of the Committee.	This has been progressed and Members have been advised of the dates offered.	Nicola Rea Strategic Lead for Homelessness

2. Key Decisions

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

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

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

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

An extract of the most recent Register of Key Decisions, published on **1 July 2019**, containing details of the decisions under the Committee's remit is included overleaf. This is to keep members informed of what decisions are being taken and to agree, whether to include in the work programme of the Committee.

Decisions that were taken before the publication of this report are marked *

Decision title	What is the decision?	Decision maker	Planned date of decision	Documents to be considered	Contact officer details
Clean Air Plan (Full Business Case) 2018/12/18B	To approve the Clean Air Plan Full Business Case for the city of Manchester	The Executive	11 September 2019 or later	Report to the Executive meeting	Richard Elliott Head of Policy, Partnerships and Research 161 219 6494 r.elliott@manchester.gov.uk
Manchester Zero Carbon 2038 Draft Action Plan 2020-2025 2019/02/01F	<ul style="list-style-type: none"> • To adopt a Zero Carbon 2038 Draft Action Plan 2020-2025 on behalf of the city of Manchester. • For the Council to develop a Zero Carbon Action Plan 2020-2025 to reduce direct emissions from the Council's operations. • To agree to the Council working with the Manchester Climate Change 	Executive	13 March 2019	Covering report and draft action plan.	Richard Elliott Head of City Policy 0161 219 6494 r.elliott@manchester.gov.uk

Decision title	What is the decision?	Decision maker	Planned date of decision	Documents to be considered	Contact officer details
	Agency and other key organisations across the city to provide leadership on the Zero Carbon agenda.				
To report on changes to the Council's Allocations Scheme 2019/04/25D	To agree the changes to the Allocations Scheme.	Executive	16 October 2019	Revised Allocations Scheme	Martin Oldfield m.oldfield@manchester.gov.uk

**Neighbourhoods and Environment Scrutiny Committee
Work Programme – July 2019**

Wednesday 17 July 2019, 2 pm (Report deadline Monday 8 July 2019)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Manchester Climate Change Annual Progress Report	To receive a report that sets out the progress being made towards the delivery of the city's ambitions to reduce carbon emissions.	Cllr Stogia	Richard Elliott	
Mandatory Houses in Multiple Occupation Licensing	To receive an update report on the Mandatory Houses in Multiple Occupation Licensing. Analysis of the impact of this scheme will be provided.	Cllr Richards	Fiona Sharkey	
Strangeways area: Compliance and Enforcement	To receive a report that describes the activities to tackle illegal and antisocial behaviour in and around the Strangeways area. The report will include information on the positive outcomes achieved to date i.e. the number of closure orders, fines issued, local litter campaigns and how this is communicated to residents. Information will also be provided on any long term plans for the area.	Cllr Akbar	Fiona Sharkey	
Update on Homelessness and Housing	To receive an update on Homelessness, rough sleeping and Housing. The report will include information on: <ul style="list-style-type: none"> - The use of temporary accommodation and dispersed accommodation and where available comparative data should be included and case studies provided; - The use of and inspection of B&Bs used to 	Cllr S Murphy Cllr Richards	Nicola Rea Jon Sawyer Mike Wright	Invitations to be sent to the Executive Member for Children and Schools and representatives from Children's Services.

	<p>accommodate single homeless people and families;</p> <ul style="list-style-type: none"> - How the homeless team respond to Sec 21 evictions; and - Include information on how the Homeless Service worked with other services and partner organisations, such as GMP and Mental Health Services to address homelessness. <p>The report will also provide an update on the review of the Housing Allocations system.</p>			
Delivering the Our Manchester Strategy	This report provides an overview of work undertaken and progress towards the delivery of the Council's priorities as set out in the Our Manchester Strategy for those areas within the portfolio of the Executive Member for Neighbourhoods and the Executive Member for Environment, Planning and Transport.	Cllr Akbar Cllr Stogia	-	
Overview Report	This is a monthly report, which includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.	-	Lee Walker	

Wednesday 4 September 2019, 2 pm (Report deadline Friday 23 August 2019) Please note the deadline due to Bank Holiday				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Private Rented Sector Strategy	To receive a report on the Private Rented Sector Strategy. This will include information on the issues related to Airbnb across the city and the response to this.	Cllr Richards	Jon Sawyer	Executive Report
Maintenance of War Memorials	To receive a report on the maintenance of War Memorials. This will include information on the role played by Friend's Groups; the work of Walking with the Wounded and Keep Britain Tidy to encourage community groups to maintain monuments throughout the year. Information will also be provided on where funds from applications made to the War Memorial Trust and Heritage Lottery Fund had been spent.	Cllr Akbar	Fiona Worrall	
Red & Amber School Crossings	To receive an update report on ensuring that all school crossings are improved from both red and amber to green rating.	Cllr Stogia	Steve Robinson	
Overview Report	This is a monthly report, which includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.		Lee Walker	

Wednesday 9 October 2019, 2 pm (Report deadline Monday 30 September 2019)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Waste, Recycling and Street Cleansing Update	<p>To receive an update report on progress in delivering waste, recycling and street cleansing services. This report will include information on the following areas of activity:</p> <ul style="list-style-type: none"> - Data at a ward level on cleansing; - Data at a ward level regarding levels of rubbish collected and levels of recycling collected; - The approach to the removal of side waste; - The approach to weed control; - An update on the impact of the apartment service changes; - Biffa bin bag collection points; - Biffa cleaning schedule; - Assessment and response to 'companies' collecting waste and offering to dispose of at a charge to residents then flytipping it; - The work of local Housing Associations to promote recycling and reduce waste with their tenants; - Container Bin reset; - The use of agency workers and the Biffa contract; - Leaf clearing programme and cycle lane cleaning / sweeping. - An update on the work with Universities / landlords to address issues of increased waste 	Cllr Akbar	Heather Coates	Members have requested that a specific piece of research be undertaken to understand how Manchester compares to other core cities in regard to waste and rubbish. Analysis should be undertaken to understand the factors that contribute to any performance discrepancies.

	<ul style="list-style-type: none"> - from student houses at the end of term; and - Examples / case studies to be provided to demonstrate positive outcomes. 			
Overview Report				

Wednesday 6 November 2019, 2 pm (Report deadline Monday 28 October 2019)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Highways Maintenance Programme	<p>To receive an update report on the Highways Maintenance Programme. The report will include information on the following areas of activity:</p> <ul style="list-style-type: none"> - Highways reactive maintenance update; - Managing disruption caused by major schemes; - Major schemes update; - Tree planting in capital schemes; - Street lighting PFI programme; - The provision of motorbike parking facilities; - Highways planned Maintenance Programme update year 3 progress and year 4 programme confirmation; - How information about how major schemes is provided to both local Ward Councillors and residents; - An update on the Winter gritting programme; and - Residents parking schemes update. 	<p>Cllr Stogia Cllr Akbar</p>	<p>Steve Robinson</p>	
Overview Report				

Wednesday 4 December 2019, 2 pm (Report deadline Monday 25 November 2019)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Compliance and Enforcement Service - Performance in 2018/19	To provide members with an update on demand for and performance of the Compliance and Enforcement service during 2018/19. This will include information on a range of activities that include action to address illegal drinking establishments; shisha bars; business / commercial waste compliance.	Cllr Akbar	Fiona Sharkey	
Planning and Compliance	To provide a report that describes how agreed planning conditions are monitored and where necessary enforcement action is taken, with a particular reference to developers not adhering to their condition to plant / replace trees and develop green spaces. The report will further provide information on how the Planning Department work with the Highways Department.	Cllr Stogia	Julie Roscoe	
Improving journeys to and from school	To receive an update report on the activities to improve the journey to and from school.	Cllr Stogia	Steve Robinson	
Overview Report				

Wednesday 8 January 2020, 2 pm (Report deadline Monday 30 December 2019)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Green and Blue Infrastructure Strategy	To receive an update report on the Green and Blue Infrastructure Strategy. This report will also provide an update on the implementation of the Manchester Tree Strategy. Data will be provided on the number of trees planted / replaced, where possible this information is to be provided at a ward level.	Cllr Stogia	Richard Elliott	The designated Tree Officer to be invited to attend this meeting.
Greater Manchester Clean Air Plan – Update	To receive an update on the Greater Manchester Clean Air Plan.	Cllr Stogia	Richard Elliott	
Scheme Review – Princess Road / Princess Parkway	To receive an update report to review the speed limit reduction scheme that was implemented on the A5103 - Princess Road and the impact on 2 adjacent roads (Alexandra Road South and Nell Lane). The report will include analysis of the displacement of traffic.	Cllr Stogia	Steve Robinson	
Overview Report				

Wednesday 5 February 2020, 2 pm (Report deadline Monday 27 January 2020)				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Climate Change	<p>To receive a report on Climate Change and the activities to address this. This will include information on:</p> <ul style="list-style-type: none"> - Single use plastics; - The delivery of wildlife corridors in the city and the role of Planning to influence developers to support this activity; - Information on the installation of electric vehicle charging points; - Information on the support available to residents for vehicle scrappage schemes; - Planning and the use of tarmac on driveways noting the impact this has on water displacement and drainage of surface water; - Improvements to public transport to encourage people to travel by means other than cars; - Analysis of the number of journeys to Manchester Airport undertaken by public transport; and - Park and Ride Schemes. 	Cllr Stogia	Richard Elliott	
Update on Selective Licensing Schemes	To receive a report that provides an update on the Selective Licensing Schemes. The report will provide and analysis of the impact of such schemes and the options for extending the scheme to other areas of the	Cllr Richards	Jon Sawyer	

	city.			
Overview Report				

Wednesday 4 March 2020, 2 pm (Report deadline Monday 24 February 2020)

Item	Purpose	Lead Executive Member	Lead Officer	Comments
Taxi Licensing	To receive a report that provides Members with information on the work undertaken in Manchester and across GM to improve standards across Private Hire Taxis.	Cllr Akbar	Julie Roscoe	
Overview Report				

Items to be scheduled

Item	Purpose	Lead Executive Member	Lead Officer	Comments
Air Quality Task and Finish Group – Update report	To receive a report that provides the Committee with an update on the actions taken to progress the recommendations made by the Air Quality Task and Finish Group. The report will include a section specifically on air pollution around schools.	Cllr Stogia Cllr Craig	Richard Elliott	See minutes of NESC November 2017. Ref: NESC/17/53

Final Report of the Behaviour Change and Waste Task and Finish Group	To receive the findings and recommendations of the Behaviour Change and Waste Task and Finish Group.	Cllr Akbar	Lee Walker	To be scheduled for the first meeting following conclusion of the Group
Update on the Delivery of Cycle Schemes and Proposed Principles to Guide the Extension of Cycling and Walking Networks	To receive an update report on the Delivery of Cycle Schemes and Proposed Principles to Guide the Extension of Cycling and Walking Networks. This report will included information on the Chorlton Road Corridor consultation.	Cllr Stogia	Richard Elliott Steve Robinson	Invitation to be sent to Chris Boardman, Cycling and Walking Commissioner for Greater Manchester