



## **Neighbourhoods and Environment Scrutiny Committee**

Date: Wednesday, 4 March 2020

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 only at 1.30pm in Committee Room 6 (Room 2006), 2nd Floor of Town Hall Extension**

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## **Membership of the Neighbourhoods and Environment Scrutiny Committee**

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

## Agenda

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- 1. Urgent Business**  
To consider any items which the Chair has agreed to have submitted as urgent.
- 2. Appeals**  
To consider any appeals from the public against refusal to allow inspection of background documents and/or the inclusion of items in the confidential part of the agenda.
- 3. Interests**  
To allow Members an opportunity to [a] declare any personal, prejudicial or disclosable pecuniary interests they might have in any items which appear on this agenda; and [b] record any items from which they are precluded from voting as a result of Council Tax/Council rent arrears; [c] the existence and nature of party whipping arrangements in respect of any item to be considered at this meeting. Members with a personal interest should declare that at the start of the item under consideration. If Members also have a prejudicial or disclosable pecuniary interest they must withdraw from the meeting during the consideration of the item.
- 4. Minutes** 5 - 20  
To approve as a correct record the minutes of the meeting held on 5 February 2020.  
  
To receive the minutes of the Climate Change Subgroup meeting held on 23 January 2020.
- 5. Manchester Climate Change Framework 2020-25 - To follow**
- 6. Manchester City Council Climate Change Action Plan 2020-25 - To follow**
- 7. Taxi Licensing and Work across Greater Manchester** 21 - 34  
Report of the Strategic Director, Growth and Development  
  
This report provides the Committee with information on the work undertaken in Manchester and across Greater Manchester to improve standards across Private Hire Taxis.
- 8. Private Rented Sector Strategy 2020-2025** 35 - 48  
Strategic Director Growth and Development  
  
This report provides the committee with a progress update on the Market Rental Strategy and sets out the key themes for a draft Private Rented Sector (PRS) strategy for the city.

- 9. Review of Selective Licensing Pilot areas** 49 - 68  
Report of the Strategic Director (Neighbourhoods)

The Selective Licensing Pilot areas have now been in operation for three years in Crumpsall, over two years in Moss Side and almost two years in Moston and Old Moat. This report reviews all four schemes, comments on their effectiveness so far and makes a recommendation to consider further Selective Licensing schemes.

- 10. Overview Report** 69 - 78  
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.

## Information about the Committee

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

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Smoking is not allowed in Council buildings.

Joanne Roney OBE  
Chief Executive  
3rd Floor, Town Hall Extension,  
Lloyd Street  
Manchester, M60 2LA

## Further Information

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

Lee Walker  
Tel: 0161 234 3376  
Email: [l.walker@manchester.goc.uk](mailto:l.walker@manchester.goc.uk)

This agenda was issued on **Tuesday, 25 February 2020** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 3, Town Hall Extension (Mount Street Elevation), Manchester M60 2LA

## Neighbourhoods and Environment Scrutiny Committee

### Minutes of the meeting held on 5 February 2020

#### Present:

Councillor Igbon – in the Chair  
Councillors Azra Ali, Butt, Flanagan, Hassan, Hughes, Jeavons, Kilpatrick, Lynch, Razaq, Sadler, Whiston, White and Wright

**Apologies:** Councillors Appleby and Lyons

#### Also present:

Councillor Akbar, Executive Member for Neighbourhoods  
Councillor Stogia, Executive Member for Environment, Planning and Transport  
Jonny Sadler, Programme Director, Manchester Climate Change Agency  
Dr Chris Jones, Tyndall Centre for Climate Change Research

#### **NESC/20/10            Minutes**

#### **Decision**

To approve the minutes of the meeting held on 8 January 2020 as a correct record.

#### **NESC/20/11            Updated Financial Strategy and Budget Reports 2020/21**

The Committee considered a report of the Chief Executive and the Deputy Chief Executive and City Treasurer that provided an update on the Council's overall financial position and set out the next steps in the budget process, including scrutiny of the budget proposals and budget report by this Committee.

In conjunction to the above, the Committee also considered the Neighbourhoods Directorate Budget Report 2020/21 that provided a further updated Neighbourhoods medium term financial plan, and budget proposals for 2020/21. The report had been updated in order to reflect feedback from the January round of scrutiny meetings on the original draft proposals.

The Committee also considered the updated Homelessness Budget 2020/21 report that had been produced to reflect feedback from Members at their meeting of 8 January 2020, the outcome of the provisional Local Government Finance Settlement and other government funding notifications. It further set out the Directorate's budget proposals and strategy for 2020/21.

The proposed 2020/21 budget would reflect the fact the Council had declared a climate emergency by making carbon reduction a key consideration in the Council's planning and budget proposals.

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

- Information was sought on the charging policy and car parks;
- Information was sought on how the revenue collected from bus lane fines was allocated;
- Was there any intention to continue co-locating staff from the Housing Benefit Team within the Homelessness Team to assist in maximising residents' entitlement to Housing Benefit;
- A holistic approach was required between Children's' Services and the Homelessness Department to adequately fund transport arrangements to enable families and their children to continue to attend their school when placed out of area in temporary accommodation; and
- The funding arrangements from central government provided to support homeless people were not consistent and were often short term which could result in services being vulnerable.

Officers responded by advising that information on the charging policy and car parks would be provided following this meeting to Members and the revenue from bus lane fines was ring fenced.

The Executive Member for Finance and Human Resources acknowledged the comment regarding adequately funding transport arrangements to enable families and their children to continue to attend their school when placed out of area in temporary accommodation. He stated that he would address this with officers, the Executive Member for Children and Schools and the Deputy Leader with responsibility for homelessness.

The Strategic Lead, Homelessness stated that they continued to lobby government for adequate, long term funding to support homeless people and she confirmed that the strategic vision was to use temporary accommodation within the city where possible, rather than out of area. Officers commented that the specific budget cost of temporary accommodation, whether in Manchester or out of area was approximately the same; however, they acknowledged a comment from a Member that there were additional budget costs associated with out of area placements, such as travel to school as discussed.

The Chair stated that she welcomed the work of the homelessness team to support some of the most vulnerable people across the city. She stated that the response to the issue of homelessness should be system wide, including health partners, children's and adults' services and population health. She further supported services and teams co-locating to support homeless families, such as early years' services.

### **Decision**

The Committee recommend that their comments be submitted for consideration by the Executive at their meeting of 12 February 2020.

### **NESC/20/12            Climate Change**

The Committee considered the report of the Deputy Chief Executive and City Treasurer that provided an update on progress to develop the city-wide and Council

plans to address climate change, noting that the Manchester Climate Change Partnership and Agency had developed information to support organisations in Manchester to play their full part in achieving the commitment for the city as a whole to adopt a carbon budget of 15 million tonnes of CO<sub>2</sub> between 2018 and 2100. This would require a year-on-year reduction of at least 13%, emissions to be halved within five years, and lead to the city becoming zero carbon by 2038 at the latest.

The Committee received a progress update on the development of the city-wide Manchester Climate Change Framework 2020-25, and Tyndall Centre review of targets and the draft Manchester City Council Climate Change Action Plan 2020-25 for consideration and comment.

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

- Concern was expressed about the Council's scrutiny process for agreeing the proposed targets and agreeing an action plan for the City Council, in particular given the commitment to an open and transparent process. Clarification was sought as to the decision making process and the level of scrutiny;
- Reiterating the need for immediate action to reduce the city's CO<sub>2</sub> emissions;
- What additional resources had been allocated to support this activity following the declaration of the Climate Emergency motion;
- What contingency plans were in place to mitigate the withdrawal of European funding;
- How did Manchester compare to other cities, both nationally and internationally in its response to climate change;
- Members and residents needed to be confident that the Council was responding to the issue of climate change and taking all of the actions available to it;
- Information on what the Council had been doing to address climate change needed to be reported so progress could be measured against this;
- Concern was expressed regarding the extraction of chemicals used in LED lighting and batteries and enquired if this was ethically sourced;
- The Manchester City Council Climate Change Action Plan 2020-25 needed to measure carbon reduction in tonnes so as to align with the decision to adopt a carbon budget and to assist with the monitoring of progress;
- A more ambitious plan for the planting of trees needed to be implemented;
- Emissions from the aviation industry needed to be addressed;
- Planning policy should be used to promote more sustainable journeys to and from the airport; and
- The importance of engaging with young people on the issue of climate change, including using faith and other community based groups.

The Executive Member for Environment, Planning and Transport responded to the question regarding the decision making process. She informed the Members that the Executive would be invited to formally adopt the science-based targets in line with the Paris Agreement and endorse the Manchester Climate Change Framework 2020-25 framework on behalf of the City and approve the Manchester City Council Climate Change Action Plan 2020-25 at their meeting of 11 March 2020.

Members recommended that the Committee have an opportunity to scrutinise the

reports that were to be considered by the Executive at their March meeting and any comments and formal recommendations that arose were to be forwarded to the Executive for consideration.

Dr Jones, Tyndall Centre for Climate Change Research informed the Members that they had reported their findings to the Climate Change Subgroup in January and that based on current scientific analysis the draft recommendations and key points in regard to direct emissions were for Manchester to retain the existing 15 MtCO<sub>2</sub> carbon budget; to revisit carbon budgets in five years or in response to a new scientific synthesis report; focus on above 13% per annum reduction rate and meeting interim budgets; noting that delays in achieving the 13% per annum reductions would require higher reduction rates in subsequent years; noting that in relation to a date to become zero carbon, this was determined by historic emissions and the reduction rate then required in future years to stay within the 15m tonne budget i.e. the zero carbon date would change if the 13% average annual reduction target was not met; and that in relation to the potential 2030 zero carbon date, insufficient detail had been provided to enable Tyndall to analyse whether or not this was in line with the latest science.

Mr Sadler, Programme Director, Manchester Climate Change Agency stated that the draft city-wide Manchester Climate Change Framework 2020-25 set out how the city as a whole needed to play its full part in tackling climate change, to ensure that Manchester stayed within its carbon budget of 15 MtCO<sub>2</sub>. He described that this strategy had been informed by the current science on climate change. He stated that this overarching strategy for the city would have bespoke action plans sat beneath them for different organisations and sectors. He stated that whilst the need to respond to climate change was recognised by partner organisations, and a range of plans and actions had been implemented, the challenge now for the city was to significantly scale up this activity over the next five years. He stated that he welcomed the opportunity to hear the comments and feedback from Members on how the Agency could best work with the Committee and Members on climate change.

Mr Sadler, Programme Director, Manchester Climate Change Agency informed the Members that Manchester was represented at the Core Cities Network and European Networks, and would continue to do so. He described that this provided an opportunity to influence and learn from other cities on this important issue. Dr Jones, Tyndall Centre for Climate Change Research stated that Manchester was pioneering in regard to adopting a carbon budget for the city and other cities they were working with were looking to adopt a similar model. In regard to the issue of emissions from the aviation industry he stated that the current work being undertaken by the Tyndall Centre would develop recommendations on next steps, and likely to identify the next stage of work needed.

Mr Sadler, Programme Director, Manchester Climate Change Agency acknowledged the comment regarding the importance of engaging with young people on the issue of climate change and he made reference to the success of the Youth Climate Action Summit that had taken place 17 January 2020. He informed Members that the Manchester Climate Change Youth Board were seeking to appoint a Youth Climate Action Champion and the Manchester Climate Change Partnership were seeking to



appoint a schools' representative to join the Partnership.

The Deputy Chief Executive and City Treasurer acknowledged the comment on the need for urgent action on this issue. She stated that a significant amount of work had already been implemented, including the delivery of the Civic Quarter Heat Network project and embedding low carbon and energy efficiency measures within the Council's annual maintenance programme and general estates management. In regard to funding, she described that climate change considerations were embedded into decisions and practices across the Council. She described that the Capital Strategy would focus more on prioritising investment in areas that would support delivery of the zero carbon ambitions. She said that the Council would continue to seek and lobby for additional external funding in order to escalate this activity, and to work with its partner organisations to assist with this work. She stated that consideration would be given as to how this activity could be reported.

In response to the question regarding the extraction of chemicals used in the production of LED lighting and batteries, the Deputy Chief Executive and City Treasurer stated that a briefing note would be circulated to Members of the Committee following the meeting.

The Strategic Lead Policy and Partnerships informed the Committee that Neighbourhoods Directorate were leading on the issue of climate change at a neighbourhood level for the Council, and Neighbourhood Team Officers underwent carbon literacy training during November and December 2019 and that the programme of training would continue to be rolled out, with 800 staff currently trained.

The Executive Member for Environment, Planning and Transport stated that the government had failed to recognise or adequately understand the issue of climate change which was evidenced through the lack of appropriate funding and powers provided to local authorities to address this issue. She said the despite this, the Council recognising the importance of the issue and was committed to working in partnership and collaboratively with local partners to respond to the issue of climate change. She reiterated the importance of delivering improvements in emissions over the next five years. She further commented that everybody had responsibility to respond to the climate emergency.

## **Decisions**

The Committee: -

1. Note the reports and thanked the representatives from the Manchester Climate Change Agency and Tyndall Centre for Climate Change Research for attending the meeting.
2. Recommend that the Manchester City Council Climate Change Action Plan 2020-25 be amended to report targets in metrics of tonnes CO<sub>2</sub> to align with the decision to adopt a science based carbon budget and assist with measuring progress against this budget.

3. Recommend that the Executive Member for Environment, Planning and Transport produce quarterly progress reports to report progress against the carbon budget target.

### **NESC/20/13            Planning Conditions and Enforcement**

The Committee considered the report of the Strategic Director Development that provided information requested relating to a number of planning related matters principally around the use and enforcement of planning conditions.

The Director of Planning, Building Control and Licensing referred to the main points and themes within the report which included: -

- Information on planning conditions;
- The approach to enforcement action, including case studies;
- The monitoring of developments, including case studies;
- Data on the number of complaints investigated by the compliance team in the last 5 years;
- Conditions involving trees and open space, including case studies;
- Information on the number of complaints received specifically in relation to trees;
- Information on how the Planning Service worked with the Highway Authority and Social Providers; and
- A summary of the legal framework within which the planning system must operate.

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

- Information was sought in regard to who complaints, especially relating to construction should be directed to;
- Noting the low number of complaints relating to trees and commenting that these were relatively low;
- Further information was requested in relation to the work undertaken with housing providers and the importance of keeping local Members informed of developments;
- Consideration needed to be given to the impact of developments on residents and neighbourhoods, in particular the ability to deliver neighbourhood services such as bin collection; footpath closure and appropriate signage;
- Further information was sought on enforcement and the criteria applied to the public interest test;
- Did the city receive any compensation for road closures incurred as a result of private developments;
- What was the response to developers not complying with, or requesting removal of conditions, particularly in regarding to landscaping and green space;
- Members stated that information relating to planning being available in conservation areas, including providing information to local estate agents.

The Director of Planning, Building Control and Licensing acknowledged the comment regarding the surprisingly low number of complaints relating to trees and confirmed

that these were accurate. She stated that the Planning Department worked with social housing providers at all levels during development and acknowledged that dialogue with local Members had not always been consistent and this would be addressed.

In reference to the issue of construction, the Director of Planning, Building Control and Licensing stated that many applications would require a Construction Management Plan that sought to mitigate disruption in the area. She advised that a virtual team was being established with officers from across a range of services, including the Highways Department to respond to any issues or complaints that may arise.

The Director of Planning, Building Control and Licensing stated that an application to have a planning condition removed or varied would have to be submitted and due consideration given, however these applications were relatively low. She stated that if Members had specific concerns regarding conditions not being adhered to they should notify her and these would be investigated. She stated the local planning authority had powers to enforce breaches of planning control, adding that typically where formal notices were issued the compliance period is a minimum of 28 days, however each case would be considered to ensure the most appropriate and expedient action was taken to address any specific issue. In regard to the issue of the public interest test, the legal officer informed Members that there was no specific legal definition, however guidance relating to this was provided by the Crown Prosecution Service.

The Director of Planning, Building Control and Licensing stated that the local Neighbourhood Teams were proactive in local areas, including conservation areas and were a source of intelligence. She further informed Members that permission was currently being sought from the relevant Secretary of State to obtain legal powers to control the use of 'To Let' signs which were causing issues in parts of the city.

The Head of Network Management informed Members that the Council did not receive any payment by way of compensation when roads were closed when developments were being built. He described that the Highways Department worked with developers and contractors at pre application stage to understand and mitigate where possible the need for road closure, such as installing temporary traffic lights as an alternative to road closure and to ensure the sites and immediate area were safe. With reference to the comment regarding signage, he stated that this would always be asked for and if issues did arise officers would seek to address this.

## **Decision**

The Committee recommend that the Executive Member for Neighbourhoods and the Executive Member for Environment, Planning and Transport work together to ensure that appropriate measures are in place to mitigate the disruption to residents and services delivered in neighbourhoods that result from building construction.

**NESC/20/14                      Delivering the Our Manchester Strategy - The Executive Member for Environment, Planning & Transport**

The Committee considered the report of the Executive Member for the Environment, Planning and Transport that provided 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 Executive Member's portfolio.

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

- Welcoming the reported repairs to over 40,000 highway defects, cleansing of over 100,000 gullies and around 7,000 drainage repairs undertaken;
- Requesting an update on the Public Cycle Hire Scheme;
- Was the work completed on the Manchester and Salford Inner relief route (Regent Road) as reported;
- Recognising the importance of climate change, all Executive Members needed to be explicit in how they would address this through their associated portfolio;
- Ward Plans needed to address climate change and support this activity; and
- Recognising the importance of promoting walking and cycling and the need to invest in schemes and improve footpath conditions and crossings.

With regard to the Public Cycle Hire Scheme, the Executive Member for the Environment, Planning and Transport responded by stating that Transport for Greater Manchester (TfGM) was currently tendering this scheme, building on lessons learnt and it was expected that the approved scheme would be launched later this year.

She reported that there was a snag list relating to the Manchester and Salford Inner relief route (Regent Road) works following completion of the major works that were currently being addressed by the contractor.

In respect of ward plans, the Executive Member for the Environment, Planning and Transport stated that some wards were further developed and detailed in relation to climate change and she would encourage Members to share good practice to build on this. She further confirmed that all Executive Members recognised the importance of climate change and did work together, across their remits to address this.

In regard to improving walking and cycling the Executive Member for the Environment, Planning and Transport acknowledged the importance of this. She stated that the city was committed to improving this and said that she was working with colleagues in TfGM to access the Greater Manchester Mayor's Cycling and Walking Challenge Fund to support this. She further commented that the introduction and development of the Bee Network would further support alternative methods of transport and influence behaviour change. She stated that as this progressed local Members would be kept informed.

**Decision**

To note the report.

**NESC/20/15                      Delivering the Our Manchester Strategy - The Executive Member for Neighbourhoods**

The Committee considered the report of the Executive Member for Neighbourhoods that provided 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 Executive Member's portfolio.

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

- Recognising improvements in the number incidents of flytipping;
- Were officers working in Neighbourhood Teams engaged with the climate change agenda; and
- Welcoming improvement in recycling rates and how this could continue to improve.

The Executive Member for Neighbourhoods informed the Committee that he regularly visited and met with staff working within Neighbourhood Teams and he confirmed that they were all passionate and committed to engaging and working with local communities to support climate change.

The Executive Member for Neighbourhoods further commented at least one of the grants available to each ward through the Neighbourhood Investment Funds each year should be used to deliver a climate change themed project.

The Executive Member for Neighbourhoods welcomed the comment from the Member who described that he had witnessed a reduction in flytipping, however stated this would continue to be closely monitored and action taken against any person responsible for this. In response to a request for further detail on how the additional investment had been used to address flytipping in the city, he referred Members to the waste report that had been considered by the Committee at their meeting of 9 October 2019 and the compliance and enforcement report submitted to the meeting of 4 December 2019.

The Executive Member for Neighbourhoods commented that improvements in recycling rates continued to improve and work to build in this this continued, noting that the introduction of new communal container bins should support this activity. He further commented that all planning application were required to provide an appropriate waste management plan. He further recognised the importance of engaging with schools and young people around the issues of climate change and recycling to influence long term behaviour change.

**Decision**

To note the report.

**NESC/20/16                      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.

A Member requested that both the Chair and the Deputy Chair of the Licensing Committee be invited to attend the March meeting during consideration of the item on Taxi Licensing. The Scrutiny Support Officer confirmed that an invitation on behalf of the Committee would be sent.

### **Decision**

The Committee notes the report and approves the work programme.

## **Neighbourhoods and Environment Scrutiny Committee – Climate Change Subgroup**

### **Minutes of the meeting held on 23 January 2020**

#### **Present:**

Councillor Wright (In the Chair)  
Councillors Flanagan, Jeavons, Kilpatrick, Lyons and Shilton Godwin

#### **Also present:**

Councillor Stogia, Executive Member for Environment, Planning and Transport  
Dr John Broderick, The Tyndall Centre for Climate Change Research  
Dr Chris Jones, The Tyndall Centre for Climate Change  
Jonny Sadler, Programme Director, Manchester Climate Change Agency  
Julie Ryan, Friends of Ryebank Fields  
Adam Pierce, Resident of Manchester  
Claire Stocks, Resident of Manchester  
Louise Sheridan, Resident of Manchester

**Apologies:** Councillors Lynch and Whiston

### **NESC/CCSG/20/01            Minutes**

The minutes of the meeting of the 22 October 2019 were submitted for approval. The Chair requested that Cllr Flanagan's apologies be recorded. The Chair recommended that the letter sent by Cllr Paul Andrews to the Greater Manchester Pension Fund regarding the divestment in fossil fuels be appended to the published minutes.

#### **Decisions**

The Subgroup;

1. Approve the minutes of the meeting held on 22 October 2019 as a correct record, subject to the above amendment.
2. Recommend that the letter sent by Cllr Paul Andrews to the Greater Manchester Pension Fund regarding the divestment in fossil fuels be appended to the minutes.

### **NESC/CCSG/20/02            Climate Emergency and Community Engagement**

The Subgroup considered the report of the Strategic Director (Neighbourhoods) and the Strategic Lead, Neighbourhoods that described that 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. In July 2019, the Council declared a Climate Emergency, noting that the declaration was explicit about the Council working with residents and other partners at a

neighbourhood level, to ensure they were proactively involved in achieving this target.

The report submitted provided a summary on progress to date against this activity, and building on this momentum, outlined further actions that communities, Officers, Members and other partners, wanted to work on together to help reduce carbon. Building capacity to accelerate action at a neighbourhood level was key, as well as embedding priority actions in neighbourhood based ward plans.

The Subgroup considered the key points within the report, which included: -

- Providing a context and background to this activity;
- Progress to date, describing a range of initiatives and activities;
- Describing the ambitions and plans to build on this momentum to ramp up delivery and have an even greater impact to reduce carbon;
- Next steps;
- The approach to communications;
- The approach to the sharing of skills and experience to support and embed this activity; and
- Information on tools and capacity available.

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

- Welcoming the report and noting the activities delivered in wards;
- Recognising the ambition and challenge to scale up this activity to address climate change, suggesting that car free days and road closures should be expanded;
- The Council should use all of its influence through policy levers, across a range of activities, including planning and housing to address climate change and lead by example;
- Communications issued by the Council should be explicit in regard to climate change to reinforce the message;
- Recognising the importance of personal responsibility and behaviours to address climate change;
- Neighbourhood investment funds should be awarded to support and deliver activities and schemes designed to tackle climate change; and
- An update was sought on carbon literacy training for staff in the Neighbourhood Teams and was climate change being incorporated into respective wards plans.

The Members heard from Julie Ryan, Friends of Ryebank Fields. She spoke to the Subgroup and stated that the Ryebank Fields area of land did not appear on the published Brownfield Register and therefore it was their assertion that any plans to build housing on Ryebank Fields was contrary to local and national planning policy. She stated that this land was green belt land with similar status to other protected locations within the area, and as such should not be used for development.

The Strategic Lead, Neighbourhoods informed the Members that the community initiatives and projects were the result of engaging with, and listening to local residents and supporting them to deliver various projects. He stated that the



Neighbourhoods Directorate were leading on the issue of climate change at a neighbourhood level for the Council, and all Neighbourhood Team Officers would have received their carbon literacy training by the end of March. He further commented that the Directorate was continually seeking to influence the many partners of the Council, including Greater Manchester Police, housing providers, the NHS and businesses, and regularly engaged in positive conversations with them regarding climate change and actions to mitigate this. He added that these conversations were then fed back and used to inform strategies and actions.

The Strategic Lead, Neighbourhoods confirmed that climate change was included in all ward coordination meetings and was explicit in ward planning. He further commented that behaviour change was being influenced by communities and residents positively and constructively engaging with each other.

The Neighbourhood Manager, Central Neighbourhood Team responded to the comment from a Member regarding car free days. She said that they were seeking to build on the positive events and were working with partners to expand this, adding that they had bold ambitions to extend car free days and deliver regular road closures to promote and encourage walking and cycling.

The Deputy Chief Executive informed the Members that council policies, including the City Centre Transport Strategy were being reviewed to ensure that climate change would be embedded throughout these. She stated that it was important to use all available levers to influence change, commenting that the Highways Department procurement process was used to challenge suppliers to mitigate their direct and indirect carbon emissions. She further commented on the issue raised regarding communications by stating that this would be reviewed to ensure all communications were strengthened and messages aligned to climate change activity.

### **Decision**

To recommend that the issue regarding the status of Ryebank Fields, raised by the resident be referred to the Executive Member for Environment, Planning and Transport for a response.

### **NESC/CCSG/20/03                      Review of Manchester's Climate Change Targets**

Jonny Sadler, Programme Director, Manchester Climate Change Agency introduced the item. The Agency had commissioned the Tyndall Centre for Climate Change Research to undertake four pieces of work and make recommendations, as required, in relation to: the city's direct CO<sub>2</sub> emissions; the city's indirect / consumption-based CO<sub>2</sub> emissions; aviation emissions, and; methodology for organisations and sectors to set science-based targets.

The Subgroup heard from Dr John Broderick and Dr Chris Jones, from the Tyndall Centre for Climate Change Research who had been invited to present their work to date on the review of the city direct and aviation CO<sub>2</sub> targets. Noting that the review would take into account the latest science and international best practice for cities

and would include further analysis and recommendations on aviation and consumption based emissions.

The Subgroup considered the key points in the presentations, which included: -

#### Direct CO<sub>2</sub> emissions

- Based on currently scientific analysis the draft recommendations and key points in regard to direct emissions were -
  - Retain the existing 15 MtCO<sub>2</sub> carbon budget, recognising that the latest science would allow Manchester to increase its budget to 18m tonnes;
  - Revisit carbon budgets in five years or in response to a new scientific synthesis report;
  - Focus on above 13% per annum reduction rate and meeting interim budgets;
  - Note that delays in achieving the 13% per annum reductions would require higher reduction rates in subsequent years;
  - Note that in relation to a date to become zero carbon, this is determined by historic emissions and the reduction rate then required in future years to stay within the 15m tonne budget i.e. the zero carbon date will change if the 13% annual reduction target is not met; and
  - Note that in relation to the potential 2030 zero carbon date, insufficient detail has been provided to enable Tyndall to analyse whether or not this is in line with the latest science. The main criteria to consider are: maximum carbon budget of 15m tonnes 2018-2100; 13% per annum reduction, as a minimum.

#### Aviation

- UK aviation emissions should stay within a carbon budget of 1,262m tonnes CO<sub>2</sub> 2018-2100, to be in line with the Paris Agreement, versus 1,705m tonnes of estimated forecast emissions based on Government's current plans for UK aviation;
- MCC and Manchester Airport should work with UK Government and other UK airports to establish a plan for staying within this budget;
- Data was available to monitor and report estimated figures for CO<sub>2</sub> emissions from flights by Manchester residents;
- Data was not currently available to monitor and report estimated figures for CO<sub>2</sub> emissions from flights by Manchester businesses but could be developed; and
- Manchester Airport could become a 'pioneer organisation' with other members of the Manchester Climate Change Partnership, in relation to its ground operations.

The Committee heard from Adam Pierce, resident of Manchester, who said that it was his opinion that Manchester needed to be bold and imaginative to effectively respond to climate change, utilising the creativity and skills of the many residents across the city who were engaged in this subject. He called for increased action and visible leadership from the Council to support residents to proactively respond to this issue. He suggested that consideration should be given to introducing a free travel scheme as an incentive for those residents who wished to scrap their vehicles.

The Subgroup heard from Louise Sheridan, resident of Manchester, who stated that it was her opinion that the Council had failed to deliver on its previous promise to

deliver a citywide 41% reduction in carbon emissions by 2020 from a 2005 baseline. She further said that it was her opinion that the Leader of the Council should be summonsed to a meeting of the Subgroup to explain this.

In response to this comment the Programme Director, Manchester Climate Change Agency reminded the Members that a report submitted to the July 2019 meeting of the Neighbourhoods and Environment Scrutiny Committee had described that the latest data showed that citywide emissions had reduced by 40% since 2005 and the Council's direct emissions had reduced by 48.1% from a 2009/10 baseline. He stated that since then the Council had adopted a more challenging science-based carbon budget for the city. A Member also commented that it was everyone's responsibility to act on climate change.

The Subgroup heard from Claire Stocks, resident of Manchester, who stated that it was her opinion that the claim that the Council accounted for approximately 2% of the city's overall carbon emissions was used as an excuse, and that the Council needed to be bolder in its response to the climate emergency. The Deputy Chief Executive responded that the 2.5% figure related to direct emissions, however the Manchester City Council Climate Change Action Plan 2020-25 was much wider in its aims and ambitions and would demonstrate leadership on this issue. She informed Members that that the draft action plan would be submitted to the February meeting of the Neighbourhoods and Environment Scrutiny Committee for comment.

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

- Consideration needed to be given to the impact of activities, such as developments on carbon budgets for other cities;
- Whilst supporting the increased use of electric vehicles, consideration needed to be given to the unintended impact of this, such as increased emissions from power stations required to produce electricity;
- Did the carbon budget include carbon emissions from all sources;
- Noting that contributors to emissions, such as the motorway network were not directly controlled locally and this could negatively impact on achieving any carbon reduction targets. Adding that central government and responsible agencies needed to take immediate action on those areas of infrastructure that they had responsibility for;
- Requesting that the research and information that had informed the presentation be circulated to all members of the Subgroup;
- Emissions from aviation needed to be taken into consideration;
- The impact on climate change as a result of growth at the airport needed to be understood and taken into consideration and decisions taken should not undermine the ambitions to address climate change;
- The Council should use its stake as an owner in the airport as a mechanism to influence positive change; and
- Consideration should be given to the introduction of a frequent flyer levy to deter people from flying and reduce emissions from aviation.

The Programme Director, Manchester Climate Change Agency informed the Members that the Tyndall Centre had made their draft independent recommendations and findings based upon the latest scientific analysis and work to

date. The Manchester Climate Change Framework 2020-25 would set out in high-level terms what the city needed to do to meet its targets. He stated that an update on the development Framework would be presented to the February meeting of the Neighbourhoods and Environment Scrutiny Committee for comment and this would be an opportunity for an honest discussion as to how the city needed to respond to the carbon budget and also identify any gaps.

The Programme Director, Manchester Climate Change Agency clarified that the city's current carbon budget related to energy related emissions from buildings and transport emissions. He further commented that consideration would need to be given to understanding and measuring indirect emissions, created as a result of consumption and the impact this had on other cities, both nationally and internationally. In response to the comments regarding electric vehicles he stated that the national grid would need to continue to decarbonise, combined with increases in the amount of renewable energy generated within the city.

In regard to the airport, the Programme Director, Manchester Climate Change Agency commented that it was important to understand where the emissions were generated from, noting the difference between aviation and the actual airport site. The Deputy Chief Executive added to this by stating that the actual airport ground operation was carbon neutral. A Member recommended that the Subgroup should undertake a visit to the airport.

### **Decision**

The Subgroup;

1. Recommend that aviation emissions should be included in the setting of carbon budgets and work is required with Government and other UK airports to establish a plan for meeting this budget;
2. Recommend that officers explore the options for measures that can be introduced locally to help the UK stay within the required UK aviation carbon budget, for example the introduction of a frequent flyer levy; and
3. Recommend that a visit to the airport site be arranged for members of the Subgroup.

### **NESC/CCSG/20/04                      Terms of Reference and Work Programme**

The Subgroup were invited to consider and agree the terms of reference and work programme. The Chair informed all those present that the date of the next meeting was 18 March 2020 at 2pm.

### **Decision**

The Subgroup agreed the terms of reference and work programme.

**Manchester City Council  
Report for Informaiton**

**Report to:** Neighbourhoods and Environment Scrutiny Committee – 4  
March 2020

**Subject:** Taxi Licensing and Work across Greater Manchester

**Report of:** Strategic Director, Growth and Development

**Summary**

Members have requested a report that provides the Committee with information on the work undertaken in Manchester and across Greater Manchester to improve standards across Private Hire Taxis.

To assist Member's consideration of this, the report also provides contextual and background information with key information with regarding current issues affecting the regulation of Taxis and Private Hire Licences in the City. It also includes how we are engaging with the trades, in addition to GM colleagues to meet those challenges as we strive to improve standards.

**Recommendations**

That Committee note the report.

**Wards Affected:** All

<b>Environmental Impact Assessment</b> - the impact of the decisions proposed in this report on achieving the zero-carbon target for the city
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No decisions are required from this report. However it should be noted that the Greater Manchester Minimum Licensing Standards have been drafted to align with the objectives of the Clean Air plan with regards to vehicle emissions standards, alongside proposed vehicle licence conditions in Manchester to prohibit private hire vehicle idling and travelling to the City for the sole purpose of circling and illegally plying for hire.
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<b>Manchester Strategy Outcomes</b>	<b>Summary of how this report aligns to the Manchester Strategy</b>
A thriving and sustainable City: supporting a diverse and distinctive economy that creates jobs and opportunities	An effective and high quality licensing regime demands and encourages compliance and therefore raises standards and public confidence in licensed fleets. This has the potential to increase public use of these services which benefit the City economy, the licensed trade in Manchester and supports a safer night time economy in the City for visitors and residents as part of the overall transport offer.
A highly skilled city: world class and home grown talent sustaining the city's economic success	High standards and effective and proactive regulation of the Manchester licensed taxi and private hire trades, raises the quality of those operating within this part of the transport network and promotes a world class fleet.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Manchester strives to have a world class licensed fleet that promotes equality and confidence to those living, working in and visiting our City. Taxi and Private hire vehicle policies also have to be mindful of the economic impacts on individuals within those trades.
A liveable and low carbon city: a destination of choice to live, visit and work.	Effective regulation of taxi and private hire fleets can help reduce the carbon impact of this industry through vehicle emissions standards, as well as driver behaviour with regards to idling and circling around the City and the role that Operators have in this. Compliance activity provides a visible and reassuring presence to the public and serves to deter non-compliant and illegal taxi and private hire activity. All activity aims to ensure public safety and support Manchester as a safe destination to live, visit and work in.
A connected city: world class infrastructure and connectivity to drive growth	High standards in taxi and private hire licensing alongside effective regulation, supports the ambition for a world class fleet and one that will assist economic growth.

**Contact Officers:**

Name: Julie Roscoe  
Position: Director of Planning, Building Control and Licensing  
Telephone: 234 4552  
E-mail: j.roscoe@manchester.gov.uk

Name: Danielle Doyle  
Position: Licensing Unit Manager  
Telephone: 234 4962  
E-mail: d.doyle@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.

Law Commission Report 2014 - Taxi and Private Hire Services  
De-regulation Act 2015  
Immigration Act 2016  
DfT Task & Finish Group report 2018  
DfT Taxi and Private Hire Vehicle Licensing: Government response to independent report February 2019  
DfT proposed Statutory Guidance for Licensing Authorities February 2019  
Proposals for Greater Manchester Taxi and Private Hire Minimum Licensing Standards (Trade Briefing presentation) June 2019

## **1.0 Introduction**

- 1.1 This report has been provided in response to a request from Members for information on the work undertaken in Manchester and across Greater Manchester to improve standards across the Taxi and Private Hire trades.
- 1.2 In doing so and to help Members consideration of the matter, the report provides an outline of the legal framework, the potential impacts of the pending Clean Air Plan, and how Manchester is responding to the impacts and challenges whilst continuing to pursue the highest of standards in this area.

## **2.0 Background**

- 2.1 Currently, there are no national standards with regards to taxi and private hire licensing. Existing guidance on the assessment criteria allows for a wide interpretation; this means that the requirements that licensing authorities set for the grant of a taxi or private hire driver, vehicle or operator licence vary up and down the country.
- 2.2 With public safety at the core of the licensing function alongside our clear objective for being best in class, Manchester has some of the highest standards in this area in the country. We adhere strictly to regulatory requirements in our assessment and processing of applications; we require our driver applicants to undertake local knowledge, numeracy and English comprehension tests; we have a strict convictions policy which results in around 40 applicants each year being refused a licence or having their licence revoked by the Licensing and Appeals Sub-Committee; we require either 2 or 3 vehicle tests per year (depending on the age of the vehicle) and have a strict vehicle livery policy. Further we proactively conduct checks on driver DBS's; and are one of a few local authorities with a dedicated taxi and private hire compliance team who proactively ensure these policies and licence conditions are being adhered to.
- 2.3 Delivering these standards means that comparatively our licence fees can be significantly higher than some other authorities, although we are not dissimilar to other core cities. Manchester's Taxi and Private Hire functions are structured on a full cost recovery basis, although we are aware other licensing regimes have different fee models (for example they may receive a central revenue support and not all have a compliance element) which can account for a fee variance.
- 2.4 The national variance in fees and standards took on greater relevance following the commencement of the Deregulation Act 2015. This undoubtedly led to a new era of cross-border hiring across the private hire industry; the Act has enabled an operator to subcontract a booking to an operator licensed in another district; the effect of this is that private hire licensees can obtain their licences from one local authority and carry out work in another. In turn this has brought an element of commerciality to licensing authorities.



- 2.5 Even prior to the Deregulation Act it was already widely recognised that legislation governing taxi and private hire licensing was antiquated and not fit for purpose. A prior Law Commission report of 2014 made a number of recommendations to government to reform the legislative framework, the recommendations have not been responded to. Since the impacts of the Deregulation Act have been realised, there have been further numerous calls for central government to review the legislation. A Department for Transport task and finish group was set up in 2017 to conduct such a review and provide further recommendations, which it did in its report of July 2018. In all it made 34 recommendations, those of note include:
- Urgently revising taxi and private hire legislation.
  - Introduction of national minimum standards for drivers, vehicles and operators.
  - Large Urban areas, notably those that have a metro mayor, should combine into one licensing area.
  - Introduce a statutory definition of plying for hire.
  - Legislating that all journeys should start and/or end within the area for which the driver, vehicle and operator are licensed.
- 2.6 In February 2019, the Government provided a written response to those recommendations and consulted on proposed new Statutory Guidance for Local Authorities in licensing Taxis and Private Hire. Since that time there has been no further progress.
- 2.7 Taken together, the impacts of the Deregulation Act, the business models of some private hire Operators and a lack of legislative reform, means that larger towns and particularly cities like Manchester with vibrant night time economies, have experienced an influx of private hire vehicles and drivers licensed by other local authorities, working (both legitimately and illegally) in their districts.
- 2.8 It is not within our gift to prevent these vehicles coming into the City as it is primary legislation that facilitates this activity; current legislation also does not allow any local authority to cap the number of private hire licenses it issues (this can only be applied to Hackneys). Therefore as long as an applicant meets the criteria set by the relevant authority, a licence will be granted. The variance in standards and how they are enforced, means that Manchester's standards are potentially being undermined by a number of these drivers and vehicles, and the scale of the issue also places additional pressure on our licensed trade. This includes the ability of our own licensees to make a reasonable living, on our ability to effectively recover our costs, on our roads, on safe egress out of the City at night, and on our taxi and private hire compliance team. The concern with the latter is that we only have limited powers to address problems with those drivers and vehicles from other authorities.

### 3.0 Manchester's Processes and Standards

3.1 Manchester has proudly sought to set relatively high standards in taxi and private hire licensing, reflecting key objectives for a safe, inclusive and accessible city. In responding to the challenges outlined above, the Licensing Unit has undergone significant change to make sure the service is as cost efficient as possible, whilst maintaining the high standards it seeks to promote. This is despite many calls from the licensed trade for Manchester to lower its policy requirements and relax licence conditions.

3.2 To obtain a taxi or private hire driver licence in Manchester, an applicant has to:

- Apply online.
- Attend a thorough ID and right to work checks appointment.
- Submit an enhanced DBS application.
- Have their DBS certificate and DVLA record checked against our strict convictions policy which may result in an attendance to Senior Officer Panel or Licensing and Appeals Sub-Committee for a decision to refuse or proceed with their application at that stage.
- Once their DBS & DVLA check has passed our convictions policy scrutiny, they are referred to our driver test team for local knowledge, numeracy and English comprehension tests, and a Safeguarding test paper.
- Obtain a Group II medical certificate (from their own GP or a GP with access to their full medical history) that is less than 4 months old at the point of licence issue.
- Agree to their DBS Status being checked quarterly.

3.3 We believe we are in a minority of local authorities who proactively check the DBS status of its drivers. As driver licences are only renewed now as standard once every 3 years, Manchester's position is that it is in the interests of public safety that we take a more proactive approach as opposed to relying on a driver to declare that they are under investigation or have been convicted of a criminal offence (and only checking once every 3 years on the renewal of the licence).

3.4 Our current processing service standards, and our performance against those targets, for the processing of our main licence types are as follows:

Licence Type	Service Standard	Performance
New Driver Application	Begin processing within 2 working days of payment being received	Exceeding – currently within 1 working day
Driver Renewal Application	Begin processing within 2 working days of payment being received, and issue the licence before expiry as long as application	Exceeding – currently processing within 1 working day and issuing on average within 5 working days* - all licences issued prior to expiry (currently

	received 10 working days prior to expiry date	proactively working on licences that expire in May 2020)
New Vehicle Application	Begin processing within 2 working days of payment being received	Achieving target
Vehicle Renewal Application	Begin processing within 2 working days of payment being received	Achieving target and currently processing licences due to expire in April 2020.
Driver Tests Appointments	Offer an appointment date within 10 working days of request	Achieving and regularly exceeding – many applicants are offered an appointment date within 5 working days if desired
Vehicle Test appointments	Offer a vehicle test within 5 working days of request	Achieving – vehicle tests are pre-booked throughout the currency of the licence but when tests are required ad hoc (as a result of accident or rearranging) then we are able to offer these within 5 working days if not sooner. Re-tests are also accommodated in the main within the working week.

\* length of time taken to issue is dependent on the applicant providing relevant documentation and having up to date certificates

- 3.5 To hold a Hackney Vehicle licence in Manchester, the proprietor has to obtain a purpose built hackney carriage vehicle, that conforms to all our vehicle conditions of fitness, which currently include wheelchair accessibility, a requirement for a swivel seat, to be of a Euro 4 (petrol) or Euro 6 (diesel) emissions standard, and are only allowed advertising wraps that have been approved by the Licensing Unit. No other form of advertisement or stickers are allowed, and all non-bespoke taxis have to be black in colour (bespoke vehicles can be the manufacturers colour). The age limit was 12 years for hackney carriages, and this was recently extended to 13 years pending the details of the Clean Air proposals. If the vehicle is over 2 years of age it will be tested twice a year, and vehicles over 7 years are tested 3 times per year.
- 3.6 To hold a Private Hire Vehicle licence in Manchester, the proprietor has to ensure the vehicle attached to the licence is either silver or white in colour. The vehicle cannot have a roof sign or carry any signs or advertising, and can only use non-magnetic operator name stickers approved and issued by the Council. Vehicle are tested twice annually between 2 and 5 years of age, and

3 times annually up to a maximum age limit of 7 years. Vehicles cannot have window tints (manufacturer's tint permitted at minimum light transmission criteria) for public safety reasons.

- 3.7 These vehicle policies were introduced in response to the Suzy Lamplugh Trust's long running campaign to reduce the risks posed by unlicensed drivers. The campaign called for clearer identification of properly licensed vehicles, and greater public awareness to reduce the risk of serious crimes and sexual assaults. As such, Manchester introduced its colour policies, requires licence plates on both the front and rear of the vehicle, and has strict rules about the placement of identifying stickers that cannot be magnetic (and therefore transferred easily to non-licensed vehicles). These identifiers also make it easier for both the public and authorised officers to capture evidence and identify any vehicles of concern; and make it easier for the public to identify when a vehicle is properly licensed or not. However, as other authorities do not have these policies (allowing hire signs on private hire vehicles, any make, model, colour of vehicle, requiring only rear plates, not requiring any identifying stickers at all or allowing magnetic stickers that can be easily removed or transferred) and many are working in Manchester, it just serves to undermine the level of public safety Manchester has worked hard to provide to its residents and visitors.
- 3.8 We have a dedicated taxi and private hire compliance team consisting of 7 front line officers, a senior officer and a team manager. The service runs two alternating shifts that cover days Monday to Friday (to manage casework relating to complaints, proactive investigations regarding licence breaches and prosecution cases) and Thursday, Friday and Saturday night shifts. The team cover the whole area within the City's boundary, including compliance issues at the airport, but focus most of their proactive time in the city centre.
- 3.9 Complaints are made in various ways (via the contact centre, online web form or emailing the team directly) and the service receives around 100 complaints/reports each month relating to drivers. Complaint numbers have gradually declined over the past 4 years following the creation of the dedicated compliance team and it is believed a subsequent increase in focus and taxi and private hire related outputs. The steady decline in complaint numbers is considered a positive reflection of increased compliance among our licensed trade. Officers also conduct around 150 proactive checks per week on vehicles and drivers. Cases and on street checks can result in anything from advice, to a formal warning, a vehicle notice, and FPN (for smoking), a prosecution or referral to Licensing and Appeals Sub-Committee. The team also work closely with GMP and run monthly operations focusing on illegal ply for hire activity where trained plain clothed special constables undertake journeys as customers followed by police vehicles. Taxi compliance officers then conduct the interviews under PACE and lead on the prosecution cases.
- 3.10 We currently licence around 6,750 drivers and 4,300 vehicles in Manchester, and in the last 12 months have:

- Referred 135 cases to either the Senior Officer Panel or Licensing and Appeals Sub-Committee (to review the licence or consider whether to grant or renew). Of these:
  - Refused 24 driver licence applications
  - Revoked 16 driver licences
  - Issued 80 warnings
- Issued 46 Compliance Notices (suspending a vehicle or requiring action on the vehicle to bring it into compliance).
- Issued 54 Fixed Penalty Notices (smoking whilst in a licensed vehicle).
- Issued 98 Prosecution cases at Court (95 of which are in relation to illegally plying for hire and 43 of which have been successful to date).
- Issued around 400 officer warnings.

We have also successfully prosecuted 7 unlicensed drivers in the last 3 years. As part of the performance framework and scrutiny quarterly reports on compliance are presented to the Licensing and Appeals Committee.

#### **4.0 Greater Manchester Minimum Licensing Standards**

- 4.1 The above provides a context for the challenge faced by Manchester and similar authorities in wanting to continue raising standards of public safety; in doing so it also outlines the risk of driving licensees and new applicants obtaining licences in authorities that have lower standards (and are cheaper), but then having those individuals working in Manchester with fewer direct controls and the potential to undermine our standards.
- 4.2 In 2017, the Greater Manchester Licensing Network (Licensing Managers from each of the 10 authorities) began looking at how we could collectively respond to and address these challenges. This included jointly lobbying central government for legislative reform and working to establish if there is a willingness to harmonise standards and licence conditions across the conurbation; the hope being to set a benchmark for national minimum standards. The network already had many similar policies, including a consistent convictions policy. The main variances exist with regards to vehicle requirements, fee models and the compliance offer.
- 4.3 A draft set of proposed minimum standards was developed and presented to Chairs of Licensing Committees and Executive Members periodically throughout 2018 and 2019. These can be broadly delineated into 22 separate policy points (across drivers, vehicles and operator licensing), as well as agreement on a common set of licence conditions and a revised Suitability Policy (which encapsulated the current convictions policies).
- 4.4 Of the 22 proposals for minimum taxi and private hire licensing standards across Greater Manchester, there are only 5 areas which would require Manchester to introduce a new standard:

Standard	Comment	Comparison across GM
Requiring a certificate of good conduct for applicants who have lived outside the UK for 6 months or longer	Other local authorities who currently request these report that they either do not receive a response or there is doubt as to their credibility. As such, Manchester did not see particular benefit in introducing this but is happy to amend the policy in line with proposed minimum standards.	5 GM authorities currently do this as part of their application process.
Requiring a driving proficiency test for drivers	There are specific courses aimed at taxi and private hire drivers with general positive feedback. Manchester has considered this before and is happy to introduce this to further raise standards within the licensed fleet	5 GM authorities currently require this as a pre-requisite to obtaining a licence
Requiring vehicle licence holders to have a DBS check	Not currently required in law but considered a sensible step forward, given learning from government reports and reviews on child sexual exploitation and serious organised crime groups	None at present
Vehicles to be fitted with CCTV	Manchester are keen to introduce this, and the trade seem generally in favour	None at present
Fit and Proper criteria for Operators	No current statutory guidance on what this should be, but Manchester supports this approach	None at present

#### 4.5 In addition to the above, Manchester also has plans to:

- Update all licence conditions (new private hire driver and operator conditions were proposed to the Licensing and Appeals Committee in January 2020) – including restricting idling, plotting and waiting in areas of high congestion.
- Introduce additional driver training post licence issue in:

- disability awareness and vehicle accessibility;
  - licence conditions;
  - customer service, conduct and enforcement policies and procedures
- Continue to find efficiencies of process to reduce costs wherever possible (i.e. further integration of online applications and appointment booking systems).
  - Review all the Hackney Carriage ranks in the City to ensure they are fit for purpose and supporting the Hackney Trade to effectively ply their business.
  - Following the introduction of improved Operator licence conditions – ensure full compliance with those conditions and take enforcement action as necessary.
- 4.6 It is noted that any additional training, whether mandatory or not, would have to be funded either charging a fee or via central budgets. Customers and trade members have advised officers that any additional licence requirements that attract a fee for applicants are likely to encourage those applicants to apply to other authorities.
- 4.7 Whilst Manchester is fully supportive of working across GM both as a positive step forward and a demonstration to government that this harmonisation is possible; our long held position is that there remains some risks of the project being undermined unless we can concurrently harmonise our licensing fee regimes, and have a proportionate parity in a proactive compliance offer. Without the latter two elements and whilst remaining 10 separate licensing authorities, the risk will be that applicants are likely to seek a licence elsewhere and work across the conurbation. This is without, in theory, undermining the local licensing principles of other GM authorities. As such, work is now underway to develop a common framework for calculating licence fees.
- 4.8 There is no statutory requirement for licensing authorities to proactively inspect vehicles, or check compliance with licence conditions. As noted earlier many authorities choose not to do so or only do so on an ad hoc basis. This is a high profile area and it is firmly believed working proactively is essential to maintain high standards of public safety, deter illegal and particularly unlicensed activity. Anecdotally, we are told our proactive approach and strict convictions policy may lead to licensees going elsewhere; it is important we maintain confidence in the service and the high standards we set. Further discussions at a GM level are required to understand what comparative compliance offers could look like; a degree of parity of service offer or joint funding arrangements, for example, could support and enable authorities to delegate authority to enforce against each other's licences.
- 4.9 It is also recognised that without legislative reform and in particular national standards, the current wider challenges and risks to public safety will remain. Manchester alongside its GM colleagues are committed to continue to strive for improving standards and licence a professional, well trained fleet of drivers with the highest expectations of conduct, with vehicles that are safe, clean and

clearly identified as properly licensed vehicles and taking robust enforcement action when these standards are not met. However, unless there is a parity of fees and around enforcement, we have to be mindful of the risk of where licensees may choose to be licenced and the ramifications of this.

## **5.0 Inter-dependency with Clean Air**

5.1 Given the clear inter-dependence with the developing Clean Air Plan, particularly in relation to licensed vehicles, the two pieces of work were aligned with the intention that consultations on both proposals would take place concurrently; this would allow stakeholders to consider their responses with full sight of each set of proposals.

5.2 The current minimum licensing proposals in relation to vehicles (and outlined to the trades across GM in briefings in June 2019) are:

- All licensed vehicles to be compliant with the current Euro Standard relating to vehicle emissions at first licensing (currently Euro 4 for petrol and Euro 6 for diesel) with a direction of travel towards a zero emission fleet to support the GM Environment Plan.
- A maximum vehicle age of 10 years.
- A common template for livery, advertising and signage for all vehicles, including permanently affixed plates front and back and no magnetic stickers.
- All Hackney Carriages to be Wheelchair Accessible Vehicles, black in colour (apart from bespoke Taxis which can be the manufacturer's colour).
- All Private Hire Vehicles to be white in colour.
- All vehicles to be tested at least twice per year over the age of 3 years.
- All vehicles to be fitted with CCTV.
- No tinted windows allowed (minimum light transparency criteria).

5.3 Taxi and Private Hire trades, and particularly vehicle proprietors naturally want to understand how they can transition their vehicles, what deadlines will be implemented by GM licensing authorities and what financial support would be available through the Clean Taxi Fund. Authorities have agreed that transition periods for vehicle policies other than emissions compliance, would need to be agreed in order not to penalise proprietors who have already bought an emissions compliant vehicle that may not conform to other policy proposals.

5.4 As we await government response to the outline business case for clean air, work is continuing on designing a Clean Taxi Fund policy. This will be the subject of a report to the Licensing and Appeals Committee when more is known. Further engagement with the trade to help co-design this policy is planned and final proposals will be consulted upon. As this work progresses we , along with other GM authorities intend to continually review the minimum standards proposals. For example, further consideration is being given to the maximum age of licensing for electric vehicles.

## **6.0 Conclusion**



- 6.1 The report provides the Committee with key information with regards to current issues affecting the regulation of Taxis and Private Hire Licences in the City, and how we are working with GM colleagues and the trades to meet those challenges and strive to improve standards.

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**Manchester City Council  
Report for Information**

**Report to:** Neighbourhood and Environment Scrutiny – 4 March 2020

**Subject:** Private Rented Sector Strategy 2020-2025

**Report of:** Strategic Director Growth and Development

### Summary

This report provides the committee with a progress update on the Market Rental Strategy and sets out the key themes for a draft Private Rented Sector (PRS) strategy for the city.

### Recommendations

The Neighbourhood and Environment Scrutiny Committee is invited to comment on the draft PRS strategy themes as set out in this report.

**Wards Affected:** All

<b>Supporting the Manchester Strategy</b>	<b>Summary of the contribution to the strategy</b>
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	An efficient and well functioning housing market is essential for the economic wellbeing of the City and delivery of the Greater Manchester Strategy. If Manchester is to meet the needs of the forecast population and employment projections there is an urgent requirement to increase the supply of good quality housing of all tenures, including a good quality PRS.
A highly skilled city: world class and home grown talent sustaining the city's economic success	The delivery of the housing opportunities will have major economic benefits for the City creating jobs across the supply chain and the development cycle, providing a positive impact on the performance of the local economy and the availability of local employment.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Good quality housing of all tenures supporting successful neighbourhoods have helped to develop a sense of self esteem and mutual respect amongst communities
A liveable and low carbon city: a destination of choice to live, visit, work	Good quality homes including those that are energy efficient is very important to the City and residents,

	this strategy will closely align to a newly developed carbon neutral housing strategy.
A connected city: world class infrastructure and connectivity to drive growth	n/a

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

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

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### **Financial Consequences – Revenue**

There are no direct financial implications

### **Financial Consequences – Capital**

None

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### **Contact Officers:**

Name: Kevin Lowry  
 Position: Interim Director for Housing and Residential Growth  
 Telephone: 0161 234 4811  
 E-mail: kevin.lowry@manchester.gov.uk

Name: Martin Oldfield  
 Position: Head of Housing Services  
 Telephone: 0161 234 3561  
 E-mail: m.oldfield@manchester.gov.uk

Name: Julie Roscoe  
 Position: Director of Planning, Building Control and Licensing,  
 Telephone: 0161 234 4552  
 E-mail: j.roscoe@manchester.gov.uk

Name: Breige Cobane  
 Position: Neighbourhood Manager - Env Health, Trading Standards, Housing  
 E-mail: b.cobane@manchester.gov.uk

Name: Nick Cole  
 Position: Research Manager - Performance Research & Intelligence  
 Telephone: 0161 219 6492  
 E-mail: n.cole@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.

Market Rental Strategy 2015 - 2020  
Residential Growth Prospectus - 2016  
Manchester Housing Strategy 2016-21  
Manchester Affordability Strategy 2018  
Selective Licensing update report March 2020

## **1.0 Introduction**

- 1.1 The Market Rental Sector (MRS) Strategy (2015) set out how the Council would meet its commitment to “developing a quality private rented sector” one of the six key principles of the Residential Growth Strategy.
- 1.2 Between 2005 and 2015 the sector doubled in size and had become even more diverse, with the higher end of the market increasing in supply and quality, providing a real alternative to owner occupation. However, at the same time, there was a concentration at the bottom end of the market, where a more intensive housing management approach was required.
- 1.3 The MRS Strategy was developed to focus on this end of the market and enabled the Council to set out expectations of the sector. The strategy identified areas that required direct intervention as well as initiatives for greater self-regulation within a partnership approach.
- 1.4 Over the last 5 years the approach and delivery of the strategy has been, in part, successful. However, the continuation of welfare reforms, emerging issues around housing supply, affordability, homelessness and no fault evictions has seen a further polarisation of the sector. This has led us to review the strategy to make sure the Council can effectively refocus its priorities to meet the challenges affecting the sector, specifically at the lower end of the market.
- 1.5 This refreshed strategy will continue to focus on the areas that are most challenging, targeting resources to improve housing outcomes for some of our most vulnerable residents. It will also consider how best to respond to the emerging short-term lettings sector and, crucially, sets out our approach to developing a zero carbon strategy for the private rented sector (PRS).

## **2.0 Background**

- 2.1 The PRS across the UK continues to grow in size and importance. It provides 4.7 million households with a home, this includes 1.7 million families - 3 times as many as a decade ago.
- 2.2 The PRS is no longer used as a transitional market that people enter, for example, between university and buying a home. The number of 35-44 year olds in the sector has increased from 13% to 28% in the last 10 years and renters are spending 34% of their annual income on rent.
- 2.3 Locally the sector’s growth has continued at pace, with it now overtaking owner occupation as the largest sector (38%) in the city, expanding outside of the traditional city centre and student markets.
- 2.4 The diversity in terms of range of accommodation is growing too. The city has seen a dramatic increase in PRS use for temporary accommodation for homeless families, short terms lets, investment build to rent, and general need rentals for those who cannot access a mortgage or social housing. In short, it

is a vital element of the housing market in Manchester and one that looks set to continue to be increasingly important in the years to come.

- 2.5 Across the city more and more households are becoming homeless. This is due to a combination of continued welfare reforms, the roll out of Universal Credit, serving of section 21 notices (no fault eviction notices) and the freeze on LHA levels. Alongside a buoyant housing market this has led to affordability becoming a real barrier to accessing the sector.
- 2.6 At the same time there are growing concerns over landlords and letting agents actively discouraging residents who claim welfare benefits from accessing accommodation. This places greater demands on already scarce social housing, putting further pressure on the Council to find suitable temporary accommodation.
- 2.7 Clearly the PRS in Manchester is a vital element of the city's continued success and a key component in the market at all levels. The Council, therefore, needs to have a robust strategy that includes opportunities to develop solutions to solve current and future challenges, making the best use of resources and the existing powers available to tackle the issues faced particularly within the lower end of the market.

### **3.0 Market Rental Strategy 2015-20**

- 3.1 There have been a range of successful interventions during the past 5 years including:

#### 3.2 Area regeneration

In the Ben Street area, Clayton, the Council has worked with One Manchester (Registered Provider) to buy and carry out the internal and external refurbishment of 62 long term empty properties. In addition, 151 properties were improved via facelifting, which has helped to ensure an improvement to all of the properties in this area. Streetscaping improvements have also been carried out, with a range of traffic calming measures, tactile pedestrian crossings and roadside tree planting to improve the environment.

#### 3.3 Retaining properties in the social rented sector

Two years ago one of our RP partners decided to dispose of some of its properties which were located within private rented terraced housing blocks. Rather than simply sell them on to be relet in the private sector we negotiated with them and they agreed to sell to another RP, retaining the properties within the social housing sector.

All of the RPs in the Manchester Housing Providers partnership have agreed to offer any properties that they no longer want to own and manage to other RPs in the city rather than simply selling them into the private sector.

#### 3.4 Registered Provider place-based interventions

The Gorton place-based approach focussed on 3 themes: Neighbourhoods (environment), Wellbeing and Homes.

The aim of the Homes workstream was to work with partners to trial new approaches to housing related challenges in Gorton with a particular focus on the 'Ladders' area in Abbey Hey and the private rented sector. This was an area where there was fractured ownership and the quality of properties was an issue.

One Manchester, a Registered Provider with social housing in the area, bought empty properties as they became available, including a small existing landlord portfolio. Running alongside this, the Council's Housing Compliance Team proactively surveyed residents in a small area (which included partner agencies questions eg. health), offering tenants housing inspections and following up with enforcement where appropriate. In response the majority of landlords made the required improvements.

The Council's Neighbourhoods Team worked with partners and the community to develop strength-based approaches to tackle environmental and neighbourhood challenges in Gorton, with a particular focus on the 'Ladders', creating a frontline group of officers, residents and representatives from the voluntary and community sector. The group runs a series of events and initiatives that engage the community, take action and share information. For example, they developed and shared information on landlord and tenant rights and responsibilities, took joint action with GMP on a burglary hotspot as well as running activities to improve the environment and recycling rates. Resources are pooled and engagement opportunities shared. This has been a 'bottom up' approach but with an eye to the strategic goals.

There has also been a focus on using local resources/facilities. A lot of work was done to build capacity and improve the offer in the Gorton Community Centre, working with a range of partners and making improvements to the fabric of the building through MCC social value opportunities. This Centre is the focus of the wellbeing activities and offers a base for Council officers and other organisations to work from in the heart of the community.

One Manchester owns approximately 2,000 homes in Gorton. As well as a social landlord it is currently partnering with Manchester City Council, the NHS and DWP to create a joint service centre on Hyde Road. It has also provided investment into the new Oasis Centre on Hyde Road, which will open shortly. One Manchester's place based investment in Abbey Hey/Gorton has involved interventions across the organisation through coordinated neighbourhood management, financial inclusion activity and assisting local residents with employment training and education opportunities through East Hub. In particular, One Manchester's growth programme is actively developing new homes for a range of tenures across the ward on a number of sites, including some for social rent. It has applied some of its affordable housing grant to acquire properties to refurbish and convert into affordable rent and shared ownership properties. Its aim is to bring better quality properties into the affordable and private rented market, managed by a credible quality landlord.



One Manchester is also intervening in the PRS via the planned acquisition of 300 properties in north and east Manchester which could otherwise have been sold to speculator landlords and relet into the lower end of the private rented market. One Manchester's intervention will provide newly acquired empty homes at the Local Housing Allowance, making them affordable to residents on Universal Credit or other benefits. Properties will be refurbished to meet the regulatory standards and will be available for rent and shared ownership. Residents will also be linked into One Manchester's support services.

One Manchester has also built its own, high quality, market rent properties in Hulme.

### 3.5 Matrix Homes

The Council has directly intervened in the private rented sector in the joint venture arrangement with the Greater Manchester Pension Fund (GMPF). Through this joint venture the Council and GMPF have developed 120 new homes for rent in Chorlton, Wythenshawe and Gorton.

Rents for tenants who stay for more than a year are only increased by inflation despite market rents in some of the areas increasing at significantly more than this.

### 3.6 Licensing

There is a separate report on Selective Licensing on this agenda but the intention is to develop 4 more schemes in consultation with local councillors.

### 3.7 Large properties for homeless families

The Council has jointly bought over 20 large family homes with a group of Registered Providers (RPs) to rehouse families out of temporary accommodation. RPs continue to identify properties and, more recently, have secured a number of properties in south Manchester. There is a time lag from agreeing to buy, completing the purchase, undertaking any refurbishment works to bring the property up to the Decent Homes Standard and then reletting the property. However, this project has been extremely successful in rehousing families and we will continue to work with RPs to identify suitable properties.

### 3.8 Proactive Direct Landlord Intervention

Grant funding has allowed us to develop proactive services through a Rogue Landlords Team and new Civil Penalty powers have enabled the Council to take direct action on landlords who do not meet the required standards. Results have included:

- Rogue landlord project - Proactive work targeting locations with poor property conditions and portfolio landlords. Targeted work includes inspecting flats above shops, which can have poor fire separation,

overcrowding issues, inadequate heating and general disrepair.

- Civil penalties - Since the introduction of civil penalties in April 2017, a total of 47 civil penalties have been issued totalling over £450,000.

### 3.9 Advice for tenants

The Council held a social media take over day in January to raise awareness and provide information about how the Council is developing and delivering solutions to meet the city's wide-ranging housing needs.

Messages focussed on the rights of those in private rented accommodation, highlighted action taken against non-compliant landlords and signposting tenants who live in shared housing to check that their House in Multiple Occupation (HMO) is licensed.

The takeover day comprised 15 posts across Facebook and Twitter. These attracted 119 link clicks through to the housing advice pages of the Council's website. The posts have had 73 retweets/shares and 128 likes.

Further communications activity is underway to highlight the HMO guidance, specifically to students. Initial results show an increase of 32% of visits to the HMO web pages and further social media targeting will continue into late February to increase this further.

## 4.0 Market Rental Strategy review

4.1 During 2019 we have undertaken a detailed consultation on the future of the Strategy.

4.2 This involved a range of stakeholders including:

- Member consultation
- Northwards Housing
- North, Central and South Place Group meetings
- Manchester Housing Providers' Partnership
- Northern Housing Consortium
- Four drop-in events and online consultation for Tenants, Landlords and Representative Bodies

4.3 General Feedback

Topics raised during the sessions included:

- Information for Health colleagues
- Issues with poor property condition
- Concerns about lack of security of tenure and choice
- Training and support needed for tenants and landlords

- Improved communications with the sector
- Mixed tenures and RP intervention
- Concentrations of temporary accommodation.

#### 4.4 Feedback from renters

Renters enjoy the choice and flexibility but don't like high rents, lack of tenants' rights, property condition and repair issues.

Renters also want an end to Section 21 evictions, rent controls, tenants' rights, longer tenancies and problems solved.

#### 4.5 Feedback from landlords

Landlords want references, deposits and rent paid. They would also like a better relationship with the Council.

60% of landlords don't want longer tenancies.

### 5.0 Private Rented Sector strategy 2020 onwards

5.1 Following the consultation a draft strategy is being produced to respond to the feedback.

5.2 The following Strategic Vision is proposed:

*Manchester's Private Rented Sector will provide a high quality, low carbon, affordable and sustainable offer so that Mancunians have a good choice of quality homes in clean, safe and vibrant neighbourhoods.*

### 6.0 Short term lettings

6.1 Manchester's short term rental sector is growing following the recent success of a range of online platforms, whose services make it possible to let properties at short notice, for a few weeks or just a few days at a time.

6.2 Most homeowners who let on this basis will do so without issues. However, in some cases, short term lettings can impact adversely on the quality of life and comfort of neighbouring residents. As there is no requirement to register use of a property for short term letting the Council will be unaware that properties are being used in this way unless a complaint is received.

6.3 In partnership with the Short Term Accommodation Association (STAA) we are working to develop a Considerate Short Term Letting Charter which defines parameters and sets out best practice for property owners, managing agents and hosts engaging in this activity, emphasising the shared responsibility of them and their guests.

- 6.4 A task group has been established to ensure this work progresses and updates are provided to senior members with a keen focus on standards and safeguarding family homes.

Next steps are:

- Meetings with a number of key managing agents for their input into the draft Charter.
  - Meet with STAA to finalise the Charter and discuss an interactive database showing occupancy and other details about each apartment for the building owner.
  - Launch STAA Charter & Technology Platform (to monitor occupancy in shared buildings).
- 6.5 Although there is no registration requirement, where complaints are received about premises operating as short term lets, this information is recorded and contact is made with the landlords/managing agents to make them aware of the complaints and where action to address the issues complained of can be taken it is. Even where action cannot be taken in relation to a specific complaint this contact is useful as it makes the landlord aware of the fact that we know they are using the property as a short term let and that proactive monitoring will take place.
- 6.6 The types of issues that are most complained about are poor waste management practices, noise and anti-social behaviour. The Licensing and Out of Hours Team, Housing Compliance Team and Neighbourhood Compliance teams follow up every complaint and have been successful in ensuring that waste, noise and ASB issues are addressed. It is however important that residents continue to make us aware of where they suspect premises are being used as short term lets so that we can investigate any issues arising from this use.
- 6.7 Planning legislation is such that in many cases short term lets do not require a planning consent. However, if complaints are received about a possible unauthorised use these will also be investigated.
- 6.8 There is a significant shortage of family accommodation in Manchester leading to increasing levels of homelessness. In order to avoid the loss of any more family housing the Council is seeking legal advice to identify whether it can avoid properties built on Council-owned land being used as short term lets. We will also engage with developers and encourage them to take a similar approach when building new homes, on private land, with the aim of retaining as much family housing as possible.
- 7.0 Greater Manchester (GM) Initiatives**
- 7.1 During the last 18 months the Combined Authority (CA) has been developing initiatives and working towards improving the sector. The Ethical Letting Agency is due to start later this year and will be developed to enable greater access to properties and offer an alternative solution to landlords who do not

want to go with high street letting agents.

- 7.2 Over £1m in grants have been issued by a partnership between Shelter and the Nationwide Foundation to charities who aim to support the sector with schemes and services for residents across GM.
- 7.3 We work closely with colleagues across Greater Manchester and a GM private rented sector strategy is in development with significant emphasis, in particular, on lobbying government for devolved powers.
- 7.4 The following issues are being considered by the CA:
- Seek devolved powers to designate areas for selective landlord licensing, arguing for Scottish models of security of tenure.
  - Lobby for greater resources to enforce and raise standards in the private sector.
  - Greater influence over the welfare system, including linking payments of Housing Benefit/housing element of Universal Credit to the condition of properties.
  - Opportunity to pilot the Rugg Review proposal for 'property MOTs' for PRS homes, tied to a comprehensive register of PRS homes.
  - Additional powers for local authorities to intervene, especially where the safety and security of our residents is at risk from the effects of poor housing or rogue landlords, or where we can see ways to remove barriers to delivering the new homes we need.

## **8.0 Strategic Themes**

- 8.1 There are three key themes that will underpin a comprehensive action plan that is to be developed with key partners over the next 3 months.
- 8.2 Theme 1: Improve Property and Management Standards

*Target and focus intervention and proactive enforcement on the very worst properties, landlords & agents and improvement of neighbourhoods*

Potential policy interventions:

- Identify further areas suitable for landlord licensing.
- Explore further initiatives with the use of the rogue landlord database
- Work with health organisations and landlords to improve health outcomes for residents.
- Use of rent repayment orders.
- Explore opportunities to improve standards of property management & letting agencies.
- Work with housing partners to develop and deliver integrated neighbourhood management.
- Explore use of Empty Dwelling Management Orders (EDMOs).

### 8.3 Theme 2: Increase Opportunities within the Sector for Low Income Households

*Narrow the quality gap between the lower end and that of the middle and higher end of the market so that people on lower incomes have greater access and more choice.*

Potential policy interventions:

- Introduce an ICT solution for access into the PRS.
- Develop links with the GM Ethical Letting Agency.
- Consider investment opportunities to develop initiatives to bring affordable housing to the market.
- Work with RPs to introduce good quality affordable rental properties onto the market.
- Use the Council's Housing Affordability Fund to increase supply at affordable rents.
- Work with GM around rethinking Local Housing Allowance & Reducing the Housing Benefit Bill.

### 8.4 Theme 3: Greater Communication Across the Sector

*Raising awareness of landlord, agent and tenant responsibilities; sharing good practice and an enhanced role for the relevant professional bodies will help ensure standards continue to be met at all levels of the market.*

*Potential policy interventions*

- Review the Manchester Renting Pledge for its effectiveness.
- Continue to build partnerships with trade bodies and regional, GM and Local Authorities to benchmark and develop specific interventions.
- Increased Government lobbying activity on key PRS pressures affecting the sector within the city.
- Introduce landlord and resident forums directly relating to the PRS including the city centre market.
- Introduce modern methods of communication, including social media and interactive web design, utilised to raise awareness of the rights and responsibilities of landlords, agents and tenants.
- Engagement with HMRC to develop incentive schemes for landlord tax discounts.
- Tenant and landlord training.

## 9.0 Overarching Workstreams

### 9.1 Running alongside these three key themes will be two important overarching workstreams:

1. Data and intelligence.
2. Policy.

9.2 Although the direction of overall market trends looks clear, the detailed impact on neighbourhoods and communities is not and changes within the different sub-sectors will profoundly differ. In particular, there looks to be quite diverse effects of population growth and migration on different neighbourhoods. In a number of communities, demographic profiles are changing and questions remain in terms of how this will affect demand and in turn influence the growth of the sector. Ongoing work will be needed to track and understand this very dynamic position to best shape the Council's response moving forward.

9.3 As the context evolves so will the strategy and policy responses. This workstream will include monitoring market intelligence in the PRS across the various strands as follows:

- City centre & city centre fringe
- LHA markets
- Impact of new purpose built supply in the city centre and secondary markets
- Sales and rent prices
- Mortgage market
- Voids
- Homelessness and mediated tenancies
- Segmentation of PRS
- Short term lets
- Affordability

We will also closely monitor and respond to emerging policy & legislation including:

- Homes (Fitness for Habitation) Act 2018
- Welfare reform
- Reforms within PRS legislation including new regulations around Assured Shorthold Tenancies and Section 21 notices
- MCC Affordability Policy
- EPC Minimum Energy Efficiency Standards (MEES) Regulations
- Homelessness Reduction Act
- Monitor Greater Manchester Mayoral housing activities

## **10.0 Zero Carbon**

10.1 To identify the estimated cost of retrofitting properties to meet the Council's zero carbon 2038 strategy we will undertake a stock condition survey of private rented and owner occupied properties across Manchester, to be completed by April 2021

10.2 We will consider the use of equity loans for two pilot projects in the private sector to demonstrate what can be done to retrofit existing housing. One pilot is aimed at older terraced housing to identify whether undertaking works to a group of properties is more cost-effective than individual properties. The other is aimed at individual private sector property to determine the overall cost of a range of interventions. Major challenges exist, not only with

the funding for retrofit works, but also in identifying suitably qualified professionals to carry out the works. Conversely, this might provide opportunities for small and medium-sized businesses to enter into a growing market.

10.3 We will also work with National Landlord and Agent organisations who have requested assistance with drawing up a 'road map' to assist landlords in understanding potential improvements they can make to their properties to reduce carbon emissions and reduce fuel poverty.

10.4 Once we have identified what can be done, and how much it might cost, we will lobby the Government for funding to meet our zero carbon target.

### **11.0 Fire Safety**

11.1 Thousands of tenants in the private sector live in multi-occupancy buildings. Many now live in city centre tower blocks. Large numbers of these buildings have features which are causing the Fire and Rescue Service concern. Not just ACM cladding but insulation beneath other cladding materials and features such as wooden balconies.

11.2 The Council has been selected as an Early Adopter following Dame Judith Hackitt's review of the construction industry. Whilst at this stage we do not know how this will affect the Council it will, without doubt, lead to greater intervention for our Building Control officers and much more detailed scrutiny of all new build properties and refurbishments.

### **12.0 Impact Assessment & Equal Opportunities**

12.1 One of the key aims of the Strategy is to improve the quality and choice of the PRS market to benefit and support those who contribute to Manchester's economic success. There has, however, been limited consideration given to accurately quantifying the impact of interventions in the private rented sector, either economically or socially.

12.2 We will attempt to develop a number of key performance indicators to measure the success of our interventions. These might include reductions in crime, improvements in health, reductions in fuel bills and improved resident satisfaction.

12.3 A full equalities impact assessment will be carried out alongside the development of the strategy action plan.

### **13.0 Next steps**

13.1 Members of this scrutiny committee are asked to comment on the report.

13.2 A draft strategy will be brought back to this committee at the end of May and a report will be taken to the Council's Executive in June 2020.



**Manchester City Council  
Report for Information**

**Report to:** Neighbourhoods and Environment Scrutiny Committee – 4 March 2020

**Subject:** Review of Selective Licensing Pilot areas

**Report of:** Strategic Director (Neighbourhoods)

### Summary

The Selective Licensing Pilot areas have now been in operation for three years in Crumpsall, over two years in Moss Side and almost two years in Moston and Old Moat. This report reviews all four schemes, comments on their effectiveness so far and makes a recommendation to consider further Selective Licensing schemes.

### Recommendations

To note the progress made in existing Selective Licensing areas and comment on proposals to consider further schemes, which will require public consultation.

**Wards Affected:** Crumpsall, Moston, Moss Side, Old Moat

### 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	Good quality and professionally managed private rented homes contribute to the sustainability of neighbourhoods, ensuring residents have a settled and stable platform 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 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, meet carbon reduction targets, 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 where their housing needs are met.

**Contact Officers:**

Name: Fiona Sharkey

Position: Head of Community Safety, Compliance and Enforcement

Telephone: 07767417235

Email: f.sharkey@manchester.gov.uk

Name: Breige Cobane

Position: Neighbourhood Manager

Telephone: 07852344795

Email: c.myatt@manchester.gov.uk

**Background documents (available for public inspection):** None

## 1.0 Introduction

- 1.1 Selective licensing is intended to respond to problems of poor property management, crime and anti-social behaviour (ASB) within a defined geographical area. All privately rented properties within a designated area require a licence, with some exemptions for example property rented to family members, Registered Providers and Council run housing.
- 1.2 The introduction of selective licensing is not mandatory, and can only be implemented following a public consultation lasting at least 10 weeks.
- 1.3 Where implemented Selective Licensing is a tool to require 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.
- 1.4 Manchester currently has four selective licensing areas, encompassing approximately 2,000 private rented properties. Each Selective Licensing scheme is designated for 5 years. The pilot areas and duration of each scheme are as follows:
- |           |                               |
|-----------|-------------------------------|
| Crumpsall | 13 March 2017 - 12 March 2022 |
| Moss Side | 8 Jan 2018 - 7 Jan 2023       |
| Moston    | 23 Apr 2018 - 22 Apr 2023     |
| Old Moat  | 23 Apr 2018 - 22 Apr 2023     |
- 1.5 At the end of a designation, the scheme will cease to have effect, unless it is renewed.
- 1.6 A Selective Licence currently costs £650 and can be issued for up to 5 years. Licences of a shorter length can be issued where there are concerns about management arrangements. In the first 3 months before each designation came into effect, licence applications were charged a discounted rate of £400 to encourage applications and reduce costs associated with identifying suspect properties.
- 1.7 The schemes are designed to be self-funded, with the licence fee meeting the costs of administering the schemes.

## 2.0 Progress within Pilot Areas

- 2.1 Applications are made online and determined by the Housing Compliance and Enforcement Team. Following assessment of an application and associated documentation (e.g. gas safety certificates) a licence can be granted or refused. Where a licence application is refused, alternative management arrangements must be made, or where necessary the Council can make a Management Order to take responsibility for the property.

- 2.2 Following grant of a licence, a compliance inspection is carried out at those properties which have been flagged as part of the application process, where complaints have been received or where there are indications an inspection is required. The team will inspect 50% of all licensed properties during the course of the 5 year designation.
- 2.3 The following table provides information on the number of suspected private rented properties in each pilot area, the number of selective licence applications received, the number of licences issued and the number of compliance inspections carried out.
- 2.4 The second column in the table refers to the number of PRS properties identified at the start of the scheme. It should be noted that the number of premises initially identified minus the number of exempt properties will not add up to the number of licences granted. There are a number of reasons for this. During the lifetime of the scheme there will be properties that were initially exempt e.g. occupied by a family member who subsequently moved out and the property was then rented and licensed; or more than one licence application can be received or granted for the same property if there has been a change of owner.

<b>Pilot Area</b>	<b>No. PRS</b>	<b>No. exempt</b>	<b>Applications Received</b>	<b>Licences Granted</b>	<b>Compliance Inspections</b>
Crumpsall	358	54	350	340	68
Moston	394	71	295	252	41
Moss Side	1217	274	1033	795	106
Old Moat	312	30	254	153	1
<b>TOTAL</b>	<b>2,281</b>	<b>429</b>	<b>1,932</b>	<b>1540</b>	<b>216</b>

- 2.5 During compliance inspections officers assess property conditions under the Housing Health and Safety Rating System (HHSRS) as well as assessing compliance against licence conditions. The Housing Health and Safety Rating System (HHSRS) is a risk-based evaluation tool used by officers as an evaluation of the potential risks to health and safety from any deficiency identified in domestic dwellings, in order to take action to reduce/remove threat of harm to occupants.
- 2.6 The following table sets out findings following compliance inspections. A number of inspections are ongoing and therefore a number of outcomes are yet to be determined.
- 2.7 The number of non-compliant properties in Moston and Moss Side is low, however this may change as properties licensed later in the scheme are inspected.

Pilot Area	Fully Compliant	Broadly Compliant	Non-Compliant	% Non-Compliant (enforcement required)
Crumpsall	6	42	19	28%
Moston	7	29	1	3%
Moss Side	20	72	4	4%
Old Moat	0	1	0	0%

### 3.0 Enforcement

- 3.1 Enforcement notices are served on landlords where poor property conditions are found. Civil Penalty Notices can also be issued or prosecutions instigated in relation to breaches of legislation.
- 3.2 Within the selective licensing areas 16 improvement notices have been served relating to property conditions, and 3 suspended prohibition orders have been served. All enforcement notices served carry a demand charge of £300 per notice to account for officer time.
- 3.3 A total of 10 Civil Penalty Notices have been issued in the selective licensing areas with fines totalling £48,000. Of the Civil penalties notices served: 8 were issued in relation to operating without a licence; 1 related to failing to comply with an improvement notice served; and 1 related to breach of licence conditions and failing to comply with an improvement notice.
- 3.4 A portfolio landlord issued with 15 licences for a period of 1 year has taken steps to improve management standards. This has had a positive impact on the local neighbourhood and the landlord has now been through the process of reapplying for all 15 licences for the remainder of the designation.
- 3.5 The team are working to ensure that the remaining properties suspected of requiring a licence in Moss Side, Moston and Old Moat apply, and our focus has also now moved on to increasing the number of compliance inspections carried out.

### 4.0 Impact

- 4.1 The designations are nearing the halfway point and whilst the overall impact will only be evident at the end of the designation period, a review of data on anti-social behaviour (ASB) and neighbourhood issues such as noise and fly tipping has been undertaken. This data is summarised below and the information is available in full at Appendix 1.
- 4.2 The Crumpsall pilot was the first area to be designated in March 2017 so at the time of writing the scheme has been operational for almost 3 years. The

information on ASB and Neighbourhood issues pre and post selective licensing does not provide a causal link between selective licensing and these issues, but it does provide a useful indicator of improvements in some areas.

The statistics indicate that in the Crumpsall area there has been a considerable decrease in ASB incidents. Rowdy and inconsiderate behaviour has decreased by 64%, ASB from Neighbours by almost a third and overall ASB by 51%.

Flytipping has also decreased from 250 incidents in 2017, when selective licensing came into force, to 194 in 2019. Domestic noise has decreased from 11 to 7 incidents

There have been slight increases in housing related issues which initially halved in 2018 but increased from 17 in 2017 to 22 in 2019. Street cleansing also increased from 23 to 35 and untidy gardens from 11 to 12.

- 4.3 In Moston ASB incidents have also reduced with rowdy and inconsiderate behaviour reducing by 70%, neighbour nuisance increasing slightly by 8% but overall ASB is down by 52%. Neighbourhood issues have not seen the same degree of improvement with slight increases in housing, street cleansing and untidy gardens reported but have seen slight improvements in domestic noise. Incidents of flytipping have fluctuated over the years but are showing an increase between 2018 and 2019. However, as it is just over 2 years since the designation it is still early in the life of the scheme to draw conclusions on whether it will have a positive environmental impact overall.
- 4.4 In Old Moat there has been a decrease of 3% in rowdy and inconsiderate behaviour, 60% decrease in neighbour nuisance and overall reduction of 35% in ASB. As it is less than 2 years since the designation of Old Moat, again it is too early to draw conclusions but the statistics indicate that following there are early signs of improvements across all the neighbourhood indicators other than street cleansing and untidy gardens which show slight increases.
- 4.5 In Moss Side incidents of ASB have increased across the board and although flytipping initially increased, it has decreased in the second year of the scheme. Again it is early in the scheme to judge any impact. It should also be noted that there are a number of wider challenges in the areas within which the pilots are located, which selective licensing alone cannot resolve. However, there are a number of positive indicators suggesting that overall there are more positive than negative signs that selective licensing may be contributing to improving areas.
- 4.6 In order to try to understand the views of those living or renting properties within the schemes, tenants and landlords from all designations have recently been invited to complete short questionnaires.

Of 24 tenants spoken to:

- 83% were not aware that their landlord required a licence
- 13% thought that the scheme had improved the management of their property, 21% thought it might have, and 13% did not think it had
- 67% said they did not have issues with disrepair at the property
- 52% thought that licensing might have helped improve the neighbourhood, 26% thought it had and 22% thought it hadn't
- 91% had been informed about their responsibilities around waste and recycling and 100% knew when their bins were collected
- 57% knew how to report issues with waste or fly-tipping in their area
- 87% knew who to contact if they had disrepair in their property

4.7 Comments made by tenants included:

*"(My) agency sorted out a leak quickly"*

*"It is bringing the quality of private rent up to a legal standard"*

*"Good response from Landlord"*

4.8 Of 50 landlords who completed the questionnaire (by e-mail):

- 42% owned 1 property and 50% owned between 2-5 properties
- 20% found the online application process very easy or easy to use
- 34% found the online application process difficult or very difficult to use

4.9 When asked about key benefits of the scheme, some landlords agreed with the following statements:

- Better regulation of private rented properties - 23%
- Improved property conditions - 26%
- Better understanding of legal requirements - 16%
- Reduction in ASB and crime - 10%
- Tenants staying longer in properties - 6%
- Reduction in waste issues - 10%

16 landlords (32%) said they had not noticed any difference or thought the scheme was an exercise in generating income.

4.10 When asked if there had been any negative impacts 28 responded to say there had. Comments included:

- Increased costs
- Landlords complying anyway, so scheme unnecessary
- Length of time to obtain licence too long
- Being dragged into waste issues, rather than tenant dealing with
- Not clear how those flouting regulations are being dealt with
- Only good landlords are being asked to pay for a licence
- Cost of licence disproportionate to running the scheme
- Difficult to trust Council's intentions as scheme failed before

- Guidance for landlords before inspections needs to be improved
- 4.11 When asked if they felt there had been an improvement in the management of other PRS properties in the area, 87% felt there had not been. It is not surprising that most of the landlords, who completed the survey, are not positive about selective licensing as it does require closer scrutiny of their performance as a landlord, increases responsibilities in respect of their tenants' behaviour and requires an application fee to be paid.
- 4.12 There have however also been some positive comments from landlords which include:
- Principle of selective licensing is sound
  - Managing agents feel scheme improves condition of properties
- 4.13 A key benefit of selective licensing in respect of landlords is that there is now a large and growing contact database of landlords which will help to improve communication and enable genuine dialogue with landlords.

## **5.0 Feedback from Neighbourhoods and Case Studies**

- 5.1 The North Neighbourhood Compliance Team have reported that the key issues they typically deal with in the selective licensing areas are related to the external appearance and maintenance of properties and waste management. Their observations are that there has been a visual improvement in the selective licensing areas, with a reduction in the time spent on investigations and enforcement.
- 5.2 The North Neighbourhood Team have advised that although there are still some problems regarding the general environment on certain roads, where bins and litter are left on the street, they have also seen significant improvements and complaints have reduced. The need for multi-agency interventions has also reduced.

The Neighbourhood Team have not yet seen significant positive changes in working with landlords and managing agents within the Selective Licensing scheme areas and this would be welcomed.

- 5.3 A resident from a Moss Side resident group fed back the following;

*“When selective licensing was due to be implemented, landlords who no-one had ever seen before suddenly appeared out of the blue and started doing things to their houses. These had been really absent. Some of these properties had looked awful for years, and not been touched and now the landlords were turning up sending in workmen to do bits and pieces. This included stuff that wasn't on the licensing criteria, such as attaching a nice looking gate where there had just been a semi-collapsing wreck of a gatepost fronting a sad looking unloved dump of a garden, and even some of the walls*



*got painted. These landlords wanted to make a good impression. No gate, and weeds sky high hadn't bothered them before."*

### **Case Study 1 - Investigation of unlicensed premises in Crumpsall**

A suspected licensable property was identified in Crumpsall and investigated by the Housing Compliance & Enforcement team.

An officer visited the property, confirmed the property was rented and contacted the landlord. As the tenant was moving out and the property would be vacant, a selective licence was not required at this stage. A letter was sent to the landlord, explaining that should the circumstances change and the property become tenanted, the landlord would be required to apply for a licence.

The officer visited again and found the property had been occupied by new tenants. An investigation commenced and the landlord admitted during an interview under caution that he had failed to apply.

The landlord submitted an application following the interview, however, as evidence of an offence had been obtained, the landlord was issued with a financial penalty of £7,500 for failing to apply for a licence.

### **Case Study 2 - Compliance inspection in Crumpsall**

A compliance inspection was carried out at a property in Crumpsall to check whether the landlord was compliant with the licence conditions, had adequate management arrangements to deal with waste and that the property was in a good condition.

The property had been selected for a compliance inspection due to previous complaints of disrepair. On inspection a number of disrepair matters were found, including Category 1 hazards. This included gaps in the patio door allowing draughts, no fire separation in the basement, damp in the living room, a drop in excess of 60cm to access the rear garden, waste water discharging in the rear garden, and a damaged gutter with overgrown vegetation.

An Improvement Notice was served on the landlord requiring him to carry out remedial work to the hazards found in the property. The property was re-inspected following the expiry of the notice and the officer found that no work had been carried out.

The landlord was investigated for breach of an Improvement notice and issued with a financial penalty of £10,500 for failing to comply.

Remedial works were subsequently carried out.

### **Case study 3 - Joint working in Old Moat**

A referral was received from the South Neighbourhood Compliance Team who were investigating waste issues at a property. The officer noted concerns with a rear external fire escape serving first floor flats above a commercial premises.

A joint site visit was arranged by the Housing Compliance Officer along with the Neighbourhood Compliance officer and the managing agents for the flats.

The agent was advised to carry out a number of repairs within a short timeframe, the rear fire escape stairs were repaired, and all the waste to the side and rear of the building was cleared.

Colleagues from Greater Manchester Fire and Rescue Service were invited to a second site visit where fire precautions throughout the common parts of the building and within the shop unit to the ground floor were investigated. Advice was provided to the shop owner on steps required to ensure adequate fire separation between the shop and the dwellings above and on the fire detection within the shop unit.

During investigations, it became clear that the three flats should have been licensed under selective licensing. The agent has since submitted licence applications which are being processed.

## **6.0 Lessons Learned**

- 6.1 Identifying landlords as far as possible through land registry and Council Tax data, prior to declaring each selective licensing scheme, enabled a more targeted approach to advertising the scheme and following up suspect properties.
- 6.2 Additional staffing in the first year of each scheme would have increased the speed of processing and issuing licences. This was implemented for the extension to HMO licensing and has worked well so will be replicated during the next phase of selective licensing.
- 6.3 Smaller, targeted areas enable a more focussed approach and prevent the schemes from becoming a bureaucratic exercise. The Moss Side scheme is the largest of the current schemes with over 1,200 PRS properties and this size of scheme is more difficult to manage. Schemes of around 300 - 600 PRS properties are likely to work well.
- 6.4 Offering a discount to landlords for 3 months before each designation came into effect proved popular, generated a good level of applications at an early stage, and reduced the need for investigative work.
- 6.5 In consideration of the feedback received from tenants and landlords, there is a need to increase awareness of the schemes among tenants, and there is a need to communicate more with landlords, especially around positive impacts, the use of the licence fee and ongoing work to tackle those landlords who do not comply. This will be taken forward in future schemes.

## **7.0 Further Selective Licensing Schemes**

- 7.1 From April 2015 local authorities have been required to obtain confirmation from the Secretary of State for any selective licensing scheme which would cover more than 20% of their geographical area or would affect more than 20% of privately rented homes in the local authority area.
- 7.2 A designation may be made to combat problems in an area experiencing low housing demand, significant and persistent ASB, poor property conditions, a high level of migration, a high level of deprivation or high levels of crime.
- 7.3 A local authority must be clear about what objectives it hopes to achieve with a designation from the outset. It must also consider whether other courses of action available would achieve the same objective.
- 7.4 From discussions with colleagues within the Neighbourhoods Directorate and their discussions with local members through ward coordination and casework, it is likely that there are other small areas of the city that may meet one or more of the criteria in paragraph 7.2 and may benefit from a selective licensing scheme.
- 7.5 From the work carried out by the proactive Rogue Landlords Team, there are also significant concerns about the condition and management of some flats above shops, on main arterial routes in particular.
- 7.6 Appendix 2 includes the process and timeline for agreeing new selective licensing areas along with some areas that may be suitable to be included in the next phase of selective licensing (a further 4 areas). These have been identified by both compliance and neighbourhood team officers from their knowledge and ongoing discussions with members about challenging areas. Their suitability needs to be assessed against the criteria i.e. low housing demand, an area with significant and persistent ASB, poor property conditions, a high level of migration, a high level of deprivation or high levels of crime.
- 7.7 Current housing stock in the private rented sector in Manchester is estimated to be around 88,000 properties. There is therefore scope to introduce further small schemes without requiring approval from the Secretary of State.

## **8.0 Recommendation**

- 8.1 The Committee is asked to note the findings of this review of the selective licence areas at the midway point of the schemes. The Committee is asked to provide feedback and to consider supporting work to agree four additional areas for new selective licensing schemes, each covering between approximately 300 - 600 private rented properties.

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## Appendix 1

### Crumpsall



<b>Anti-Social Behaviour</b>			
	Incidents 2015	Incidents Jul 18 - Jun 19	Difference
Rowdy and Inconsiderate	92	33	- 64%
Neighbours	31	21	-32%
Other	72	49	-32%
Total*	195	96	-51%

<b>Neighbourhood Incidents</b>					
	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
(Via Customer Service Centre)					
Housing Issues	21	8	17	8	22
Domestic Noise	<5	<5	11	6	7
Fly Tipping	228	304	250	184	194

Street Cleansing	13	25	23	32	35
Untidy Gardens	5	<5	11	10	12

### Moston



<b>Anti-Social Behaviour</b>			
	Incidents 2015	Incidents Jul 18 - Jun 19	Difference
Rowdy and Inconsiderate	104	31	-70.1%
Neighbours	12	13	+8%
Other	53	42	-20.75%
Total*	169	81	-52%
<i>*Totals may not sum as more the one category type can be assigned to a single ASB incidents</i>			

<b>Neighbourhoods Incidents</b>					
(Via Customer Service Centre)	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Housing Issues	19	13	15	15	21
Domestic Noise	13	12	18	18	14
Fly Tipping	269	504	269	279	338
Street Cleansing	16	87	55	47	50
Untidy Gardens	10	5	7	7	9

### Old Moat

<b>Anti-Social Behaviour</b>			
	Incidents 2015	Incidents Jul 18 - Jun 19	Difference
Rowdy and Inconsiderate	32	31	-3%
Neighbours	51	20	-60.7%
Other	39	37	-5%
Total*	122	79	-35.24%

*\*Totals may not sum as more the one category type can be assigned to a single ASB incidents*



<b>Neighbourhood Incidents</b>					
(Via Customer Service Centre)	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>
Housing Issues	9	7	5	11	6
Domestic Noise	30	23	36	39	32
Fly Tipping	26	62	58	61	39
Street Cleansing	16	9	20	20	26
Untidy Gardens	12	8	8	5	10

**Moss Side**





<b>Anti-Social Behaviour</b>			
	Incidents 2015	Incidents Jul 18 - Jun 19	Difference
Rowdy and Inconsiderate	108	148	+ 37%
Neighbours	32	36	+12.5%
Other	88	119	+35%
Total*	228	287	+26%
<i>*Totals may not sum as more the one category type can be assigned to a single ASB incidents</i>			

<b>Neighbourhood Incidents</b>					
(Via Customer Service Centre)	2015	2016	2017	2018	2019
Housing Issues	20	26	31	22	30
Domestic Noise	12	49	61	47	52
Fly Tipping	244	540	433	574	500
Street Cleansing	59	113	93	163	101
Untidy Gardens	1	9	7	15	17

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## **Appendix 2**

### **Process and timeline for agreeing new selective licensing areas**

The process for agreeing the next phase of selective licensing will be informed by:

- Feedback from the Members Policy Panels on 19 & 20 February 2020
- Feedback from Neighbourhoods and Environment Scrutiny Committee
- A hot spot review of areas across the city

The selected areas will undergo a data review to confirm they meet the designation requirements - **24 Feb- 16 March 2020**

Recommendations on the next phase of selective licensing to Executive Member – **16 March 2020**

Report to Executive to request permission to consult - **3 June 2020**

Consultation period starts - **15 June 2020**

Review Consultation Feedback - **7 September 2020**

### **Potential Future Selective Licensing areas**

#### **North**

**Harpurhey:** Trinity area, area to the back of the Manchester Dogs Home, parts of Whiteway Street / Clevedon St:

**Cheetham:** Halliwell Lane/Newsholme Street, Esmond Rd Avondale St, Huxley, Bellot, Bignor St area

#### **Central**

**Levenshulme:** Matthews Lane area including Stovell Ave, Damian St, Seddon St, Maida St & sections of Longden Rd

**Gorton:** The Ladders, Abbey Hey

**Longsight:** Area between Thompson Rd, Buckley Rd, Sanby Rd and the Royals

**Moss Side:** Streets between Claremont Road and Great Western Street leading to Princess Parkway.

#### **South**

**Whalley Range** - some streets around Clarendon Road

**City Wide**

Flats above shops on the main arterial routes into Manchester, such as Hyde Road, Stockport Rd and Cheetham Hill Rd have been identified as area of particular concern during proactive enforcement initiatives led by the Housing enforcement team, with poor property conditions, inadequate fire separation, and other issues such as poor waste management.

**Manchester City Council  
Report for Resolution**

**Report to:** Neighbourhoods and Environment Scrutiny Committee  
– 4 March 2020

**Subject:** Overview Report

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

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### **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.

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### **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/19/12 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 report on 'Planning Conditions and Enforcement' was considered by the Committee at their meeting of 5 February 2020.	Fiona Worrall
9 October 2019	NESC/19/39 Waste, Recycling and Street Cleansing Update	Recommend that invitations be sent to ward Councillors to accompany officers when undertaking street cleansing inspections to assess the standard of cleansing and quality of services provided by Biffa.	This recommendation has been accepted and this information has been shared during member briefing sessions in 2019. If members would like to accompany officers undertaking street cleansing surveys in their wards, they should contact David Sabet, Contract Manager: d.sabet@manchester.gov.uk.	Fiona Worrall / Heather Coates
9 October 2019	NESC/19/39 Waste, Recycling and Street	Recommend that the Executive Member for Neighbourhoods reviews the Biffa contract to ensure that it	A response to this recommendation has been requested and will be	Cllr Akbar

	Cleansing Update	stipulates that Biffa operatives to replace emptied bins in a safe and appropriate manner so as not to cause a hazard or obstruction to other users of the highway and pavement.	circulated once received.	
9 October 2019	NESC/19/39 Waste, Recycling and Street Cleansing Update	That the passageway programme of works and cleaning for the next six months is circulated to all Members.	This recommendation has been accepted. During quarter 3 2019/20, updates have been provided to ward members as passageway cleansing work has been completed. The programme for 2020/21 will be shared with members by 31st March 2020.	Fiona Worrall / Heather Coates
9 October 2019	NESC/19/39 Waste, Recycling and Street Cleansing Update	Recommend that an intelligence based approach to street cleaning should be adopted with consideration to using intelligence from local residents; and understand how other core cities engage with residents around the issue of waste and recycling to influence behaviour change. The Committee shall receive a report on this at an appropriate time.	This recommendation has been accepted, the service continues to work in partnership and with guidance from Keep Britain Tidy, Greater Manchester Combined Authority, Waste and Resources Action Plan (WRAP) and many others.	Fiona Worrall / Heather Coates
5 February 2020	NESC/20/12 Climate Change	Recommend that the Manchester City Council Climate Change Action Plan 2020-25 be amended to report targets in metrics of tonnes CO2 to align with the decision to adopt a science based carbon budget and assist with measuring progress against this	A response to this recommendation has been requested and will be circulated once received.	Cllr Stogia

		budget.		
5 February 2020	NESC/20/12 Climate Change	Recommend that the Executive Member for Environment, Planning and Transport produce quarterly progress reports to report progress against the carbon budget target.	A response to this recommendation has been requested and will be circulated once received.	Cllr Stogia
5 February 2020	NESC/20/13 Planning Conditions and Enforcement	The Committee recommend that the Executive Member for Neighbourhoods and the Executive Member for Environment, Planning and Transport work together to ensure that appropriate measures are in place to mitigate the disruption to residents and services delivered in neighbourhoods that result from building construction.	A response to this recommendation has been requested and will be circulated once received.	Cllr Akbar and Cllr Stogia



## 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 **21 February 2020**, 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
Manchester Zero Carbon 2038 Action Plan 2020-2025 (2020/01/16B)	The Executive is requested to: - - To endorse the Manchester Climate Change Framework 2020-25 (including citywide carbon reduction targets);	Executive	11 March 2020	Covering report, Manchester Climate Change Framework 2020-25, Manchester City Council Climate Change Action	David Houliston d.houliston@manchester.gov.uk

Decision title	What is the decision?	Decision maker	Planned date of decision	Documents to be considered	Contact officer details
	<ul style="list-style-type: none"> <li>- To note the summary of Manchester Climate Change Partnership members' action plans; and</li> <li>- To adopt the Manchester City Council Climate Change Action Plan 2020-25.</li> </ul>			Plan 2020-25.	

**Neighbourhoods and Environment Scrutiny Committee  
Work Programme – March 2020**

<b>Wednesday 4 March 2020, 2 pm (Report deadline Monday 24 February 2020)</b>				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Manchester Climate Change Framework 2020-25	The Committee are invited to comment on the Manchester Climate Change Framework 2020-25, the citywide framework that sets out how the city as a whole needs to play its full part in tackling climate change, to ensure that Manchester stays within its carbon budget of 15 MtCO <sub>2</sub> .	Cllr Stogia	David Houliston	Executive Report
Manchester City Council Climate Change Action Plan 2020-25	This sets out the Council's commitments to tackle climate change over the next five years, building on and scaling up activity from previous action plans over the last decade. It summarises the specific actions which are required to ensure that the Council reduces its direct emissions by at least 50% by 2025, whilst also playing our full part in supporting and influencing the city to do the same.	Cllr Stogia	David Houliston	Executive Report
Taxi Licensing	To receive a report that provides Members with information on the work undertaken in Manchester and across Greater Manchester to improve standards across Private Hire Taxis.	Cllr Akbar	Julie Roscoe	Invitations to be sent to the Chair and Deputy Chair of the Licensing Committee
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	Kevin Lowry	Executive Report

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 city.	Cllr Richards	Fiona Sharkey	
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 27 May 2020, 2 pm (Report deadline Thursday 14 May 2020)**

Item	Purpose	Lead Executive Member	Lead Officer	Comments
Work Programming Session	The Committee will receive presentations from Directors on upcoming issues and challenges within the Committee's remit, following which Members will determine the work programme for the forthcoming year.	Cllr Akbar Cllr Stogia Cllr Richards	Fiona Worrall	This part of the meeting will be closed to the public.

<b>Items to be scheduled</b>				
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
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
War Memorials Update	To receive a progress report on the implementation of the recommendations of the Committee following their consideration on this item at their meeting of 4 Sept 2019.	Cllr Stogia	Fiona Worrall	See minutes of the Neighbourhoods and Environment Scrutiny Committee Ref. NESC/19/35
Highways Department's communication strategy	To receive a report on the Highways Department's communication strategy, including communication with Members.	Cllr Stogia	Steve Robinson	See minutes of the Neighbourhoods and Environment Scrutiny Committee Ref. NESC/19/45
Homelessness Update	To receive a report on the approach to accommodating homeless families with children. The report will include data on the numbers of children housed in temporary accommodation; the length of	Cllr S Murphy	Mike Wright	See minutes of the Neighbourhoods and Environment Scrutiny Committee Ref.

	time spent in temporary accommodation and the support that is offered to families to minimise the disruption to children's education.			NESC/19/44
Lithium Batteries for the use in electric vehicles	To receive a report on the environmental and social impact of lithium batteries, including the extraction of the materials used for the production of these units and the arrangements for the safe recycling of them when they degrade.	Cllr Stogia	TBC	See minutes of the Neighbourhoods and Environment Scrutiny Committee Ref. NESC/19/39
Waste, Recycling and Street Cleansing Update	This is the annual update report, previously considered by the Committee at their meeting of 9 October 2019. At the meeting of January 2020 the Committee had further requested an evaluation of the revised service at Household Waste and Recycling to be introduced from February 2020.	Cllr Akbar	Fiona Worrall	September 2020  See minutes of the Neighbourhoods and Environment Scrutiny Committee Ref. NESC/20/02
Behaviour Change and Waste 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 Behaviour Change and Waste Task and Finish Group that were endorsed by the Committee at their meeting of 9 October 2019.	Cllr Akbar	Fiona Worrall	See minutes of the Neighbourhoods and Environment Scrutiny Committee Ref. NESC/19/40