



Communities and Equalities Scrutiny Committee

Date: Thursday, 7 November 2019

Time: 2.00 pm

Venue: Council Antechamber, Level 2, Town Hall Extension

Everyone is welcome to attend this committee meeting.

There will be a private meeting for members of the Committee at 1.30 pm in Committee Room 6, Room 2006, Level 2 of the Town Hall Extension.

Access to the Council Antechamber

Public access to the Council Antechamber is on Level 2 of the Town Hall Extension, using the lift or stairs in the lobby of the Mount Street entrance to the Extension. That lobby can also be reached from the St. Peter's Square entrance and from Library Walk. **There is no public access from the Lloyd Street entrances of the Extension.**

Filming and broadcast of the meeting

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

Membership of the Communities and Equalities Scrutiny Committee

Councillors - Hacking (Chair), Andrews, Chambers, Collins, M Dar, Doswell, Douglas, Evans, Grimshaw, Hitchen, Kirkpatrick, Rawlins and Rawson

Agenda

1. Urgent Business

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

2. Appeals

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

3. Interests

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

4. Minutes

To approve as a correct record the minutes of the meeting held on 10 October 2019 .

Pages
5 - 12

4a. Minutes

To note the minutes of the meeting of the Review of Advice Services in Manchester Task and Finish Group held on 30 September 2019.

13 - 16

5. [2.05 – 2.30] Our Manchester Disability Plan

Report of the Executive Director of Adult Services

Pages
17 - 98

This report provides an update on progress with Our Manchester Disability Plan (OMDP), including the recent refresh of the Plan and the new Joint Strategic Needs Assessment (JSNA) for the Social Model of Disability. There are also updates from each of the current OMDP workstreams to report on topics discussed and the progress achieved as well as a progress report on the Council's Disability Confident scheme.

6. [2.30 – 3.10] Proposed City Centre Public Spaces Protection Order

Report of the Head of Compliance, Enforcement and Community Safety

Pages
99 - 238

This report provides an update on the outcome of the consultation for the city centre proposed Public Spaces Protection Order.

7. **[3.10 – 3.30] Manchester International Festival** Pages
Report of the Deputy Chief Executive & City Treasurer and 239 - 262
Strategic Director (Neighbourhoods)

This report provides a positive picture of the outcomes of the evaluation of the Manchester International Festival 2019 and re-confirms the funding arrangements for 2021 Festival as approved by the Executive on 18 October 2017.

The Committee is invited to comment on the report prior to its submission to the Executive on 13 November 2019.

8. **[3.30 – 3.50] 2019 City Centre Festive Delivery Programme** Pages
Report of the Strategic Director (Neighbourhoods) 263 - 270

The purpose of this report is to provide the Communities and Equalities Scrutiny Committee with an update on the 2019 City Centre Festive Delivery Programme.

9. **[3.50 – 4.10] Widening Access and Participation in Leisure, Libraries, Galleries and Culture - Update and Cultural Impact Survey Data** Pages
Report of the Strategic Director of Neighbourhoods 271 - 326

This report provides an update about Widening Access to and Participation in Leisure, Libraries and Culture. The purpose of the Widening Access work is to understand resident engagement and to explore routes to increase participation among groups or communities that may be less engaged. The report highlights progress made since and outlines the priorities proposed for future work.

10. **[4.10 – 4.15] Overview Report** Pages
Report of the Governance and Scrutiny Support Unit 327 - 340

This report provides the Committee with details of key decisions that fall within the Committee's remit and 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 amend as appropriate and agree.

Information about the Committee

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

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

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

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

Agenda, reports and minutes of all Council Committees can be found on the Council's website www.manchester.gov.uk.

Smoking is not allowed in Council buildings.

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

Further Information

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

Rachel McKeon
Tel: 0161 234 4497
Email: rachel.mckeon@manchester.gov.uk

This agenda was issued on **Wednesday, 30 October 2019** by the Governance and Scrutiny Support Unit, Manchester City Council, Level 3, Town Hall Extension (Lloyd Street Elevation), Manchester M60 2LA

Communities and Equalities Scrutiny Committee

Minutes of the meeting held on 10 October 2019

Present:

Councillor Hacking - In the Chair

Councillors Andrews, Chambers, Collins, M Dar, Doswell, Douglas, Evans, Grimshaw, Kirkpatrick and Rawson

Councillor Rahman, Executive Member for Skills, Culture and Leisure

Dave Moutrey, Director and Chief Executive (HOME) and Director of Culture (Manchester City Council)

Apologies:

Councillors Hitchen and Rawlins

CESC/19/35 Minutes

Councillor Andrews was unable to stay, gave his apologies and left the meeting.

Decision

To approve the minutes of the meeting held on 5 September 2019 as a correct record.

CESC/19/36 Culture Overview

The Committee received a report of the Strategic Director of Neighbourhoods which provided an overview of work to support the city's cultural offer. It highlighted work to deliver the Cultural Ambition and the 2019 Culture Awards. It also outlined work by the cultural sector to support the city's zero carbon target.

Dave Moutrey, Director and Chief Executive of HOME and Director of Culture for Manchester City Council, referred to the main points and themes within the report, which included:

- The Culture Team's core priorities;
- The Cultural Ambition 2016-25;
- Cultural impact data;
- The 2019 Culture Awards; and
- Zero carbon and the climate emergency.

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

- To request more information on the Winning Hearts and Minds pilot project;
- Whether there were any further plans for projects to be taken out into the community, for example, to care homes;
- Whether any work was taking place to engage with homeless people;

- To welcome that all the staff at HOME were trained in carbon literacy and ask what was being done to promote this across other cultural venues; and
- Whether all staff in the culture sector were being paid the Manchester Living Wage.

Dave Moutrey informed Members that the Winning Hearts and Minds project which would take place in four wards in north Manchester and was about changing people's lifestyles to improve health outcomes. He reported that he and the Head of Libraries, Galleries and Culture had been invited to be involved to see how the culture sector could contribute to this work. He also informed Members that the Engagement Network was mapping wards to identify which areas were currently under-served by cultural events and looking at how to get a better distribution of cultural engagement activity across the city. He advised that there was a lot of interest in working in care homes but that this required significant resources as sustained engagement was more beneficial than a one-off cultural activity.

The Executive Member for Skills, Culture and Leisure outlined work to widen access to and participation in libraries, leisure and culture and informed the Committee that they would be receiving a report on this work at a future meeting. He reported that a lot of work had been taking place in the culture sector to engage with homeless people, including a Homelessness Summit. The Head of Libraries, Galleries and Culture provided examples of the ways his service was supporting the participation of homeless people, including waiving the identification requirements to use the library for homeless people who were unable to provide these documents and providing reading material in homeless centres. He reported that further information on the work in this area could be shared with Members.

Dave Moutrey reported that the Manchester Arts Sustainability Team (MAST) involved representatives from Manchester cultural organisations and that MAST was involved in a programme to train trainers on carbon literacy so that carbon literacy training could be embedded within organisations. He informed Members about proposals for the Council to embed requirements about carbon literacy training for staff into the funding agreements for cultural organisations which the Council funded.

The Executive Member for Skills, Culture and Leisure reported that the culture sector in Manchester was leading the way in reducing its carbon footprint and that other cities were looking at what Manchester had done in this area. He also informed Members that any organisation which the Council provided funding to was required to pay staff the Manchester Living Wage.

Decisions

1. To agree to receive a presentation on the results of the 2018/19 Cultural Impact Survey at the next meeting.
2. To request statistics on the workforce in the cultural sector, including demographic information, the use of zero hours contracts and payment of the Manchester Living Wage.
3. To request an update on the Winning Hearts and Minds project.

4. To request mapping information on access to and engagement with arts and culture by ward.

CESC/19/37 Manchester Art Gallery's Update

The Committee received a report of the Director of Manchester Art Gallery and the Strategic Director of Neighbourhoods which detailed Manchester Art Gallery's programme, reach and social impact during 2018/19 and 2019/20 within the context of its strategic plan.

Officers referred to the main points and themes within the report, which included:

- Manchester Art Gallery's vision and objectives;
- Visitor and volunteer information;
- Work with schools;
- Targeted outreach in areas with lower levels of engagement with the Gallery; and
- The Gallery's programme of work, including exhibitions, the redevelopment of Platt Hall and the Manchester Together Archive.

The Committee watched a short film about Manchester Art Gallery.

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

- To welcome the work being done by Manchester Art Gallery;
- How engagement with schools could be improved;
- Whether the Queen's Park Conservation Studios in Harpurhey could be opened up to the public to encourage engagement from people in the local area;
- The work to re-develop Platt Hall; and
- What was the future for the Manchester Together Archive, the physical and digital record of the spontaneous public response to the Arena attack of 22 May 2017.

The Executive Member for Skills, Culture and Leisure outlined how the Council had worked to engage with schools to encourage them to take up the cultural offer which was available to them and promote its benefits. He encouraged Members to engage with schools in their ward to encourage them to take this up. The Director of Manchester City Galleries reported that lack of transport and lack of time in the school week could impact on schools' ability to engage with the cultural offer and he expressed concern that arts and culture were being phased out of the curriculum nationally. He informed Members that he had recently joined the Board of Manchester Cultural Education Partnership (MCEP) with the intention of introducing art into the curriculum of Manchester schools and promoting visual and emotional literacy in children. He advised that creativity should be embedded across the whole curriculum. In response to a Member's question, the Director of Manchester City Galleries reported that education professionals would be on the MCEP Board and involved in the development of this work.

The Director of Manchester City Galleries reported that the building in Harpurhey had previously been an art gallery and was now a storage facility and conservation studio for the city's collections; however, he advised that providing public access to the building would create some challenges, due to security issues. The Senior Operational Lead (Manchester City Galleries) reported that consideration with being given to having a publicly-accessible collection on this site.

The Senior Operational Lead reported that the redevelopment of Platt Hall would be a collaboration with the local community, where communication, transparency and co-production with local people were key in order to develop something which was sustainable and community-driven.

The Senior Operational Lead informed Members that the Gallery currently had funding for the Manchester Together Archive until July 2020 which was to create digital content for the archive. She reported that an application had been submitted to the Heritage Lottery Fund for a further three years of funding which, if successful, would be used to develop the public offer for the physical material, while ensuring a contemplative personal space for those most affected to engage with the material.

Decision

To note the report.

CESC/19/38 Manchester Libraries: Our Manchester – Our Libraries

The Committee received a report of the Strategic Director of Neighbourhoods which provided an update on the Library 2020 strategy and presented future plans for Our Manchester - Our Libraries.

Officers referred to the main points and themes within the report, which included:

- Background information, including the role libraries played in local communities and library usage figures;
- Progress in relation to the Library 2020 Strategy, which began in 2016; and
- The aims of the Library 2025 vision.

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

- To congratulate the Library Service on what it had achieved in transforming the service while facing budget cuts;
- The changes in the way people were using the Library Service, for example, increasing borrowing of e-books and the use of libraries for events and activities, putting them at the heart of the community;
- How the service could recruit more volunteers and diversify its volunteer base;
- Oldham Council's decision to abolish library fines; and
- The role of the Library Service in helping people with benefit claims, including benefit validation and signposting people to other services.

The Head of Libraries, Galleries and Culture reported that the service was keen to recruit more local volunteers and was now taking a more targeted approach to

volunteer recruitment. He advised that the service would look at opportunities to engage young people who were using the library service with volunteering, particularly in relation to ICT support.

The Executive Member for Skills, Culture and Leisure reported that the Council was considering whether to abolish library fines, looking at both the advantages and the disadvantages, but no decision had been made as yet.

The Chair requested that a representative from the Library Service attend the next meeting of the Review of Advice Services in Manchester Task and Finish Group to discuss the service's role in providing support to residents seeking information and advice on benefits and other issues.

Decision

To request that a representative from the Library Service attend the next meeting of the Review of Advice Services in Manchester Task and Finish Group to discuss the service's role in providing support to residents seeking information and advice on benefits and other issues.

CESC/19/39 Archives+ 5 Years On

The Committee received a report of the Strategic Director of Neighbourhoods which provided an overview of the Archives+ Partnership, five years on from the reopening of Manchester Central Library, where the partners operated. It provided information on participation and engagement with Manchester residents and provided insight into each of the partners and examples of the partners working together for the benefit of Manchester residents.

Officers referred to the main points and themes within the report, which included:

- The Archives+ exhibition area;
- The Archives+ partners and how they worked together;
- Collections development;
- Greater Manchester Archives and Local Studies Partnership; and
- Future priorities of the Archives+ Partnership.

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

- To recognise what the service had achieved and to ask what the vision was for the next five years; and
- That there was a high level of engagement with primary schools but less engagement with secondary schools and was there any plan to increase engagement with secondary schools.

The Head of Libraries, Galleries and Culture reported that the vision for the service was to build on its strengths, to engage more with children and young people and to get the archive out into community venues across the city. He advised Members that the MCEP would provide an opportunity to get people's history onto the school curriculum.

Decision

To note the report.

CESC/19/40 Manchester UNESCO City of Literature

The Committee received a report of the Strategic Director of Neighbourhoods which provided an overview of Manchester's UNESCO City of Literature designation and the work to establish a governance model that would enable the city to live up to its commitments to UNESCO and maximise the opportunities that the designation would bring.

Officers referred to the main points and themes within the report, which included:

- Background to Manchester City of Literature;
- Anticipated benefits of the UNESCO City of Literature designation;
- Commitments to UNESCO;
- Vision and governance model for Manchester City of Literature;
- City Council involvement in Manchester City of Literature; and
- Manchester City of Literature project activity.

The Executive Member for Skills, Culture and Leisure reported that the Council was looking at developing a number of initiatives as part of the UNESCO City of Literature designation and suggested that, at an appropriate time, the Head of Libraries, Galleries and Culture circulate a list of the planned initiatives to Members of the Committee.

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

- To welcome the work outlined in the report;
- Whether this work had received any European funding which could be affected by Brexit;
- What tangible benefits there might be for people working in the literary sector; and
- Whether existing literature by Manchester authors would be showcased as part of this.

The Executive Member for Skills, Culture and Leisure confirmed that there was no European funding involved in this. He reported that this work had been funded by the Council, Manchester University and Manchester Metropolitan University, although he advised that they would be seeking funding from other sources in future. He informed Members that the aspirations behind the UNESCO City of Literature application were to stimulate the literary sector in the city, promote partnership working, give opportunities to aspiring writers and improve literacy rates.

The Citywide Services Manager (Reform) informed Members that one of the key aims of Manchester UNESCO City of Literature was to nurture the local literary scene which would be done through working collaboratively with local groups. He also reported that Central Library would have dedicated shelving showcasing books by local authors and publishers. The Head of Libraries, Galleries and Culture reported

that the Manchester UNESCO City of Literature status would also be used to raise awareness of activity which was already going on in the city.

Decision

To note the report.

CESC/19/41 Item for Information: Voluntary, Community and Social Enterprise (VCSE) Infrastructure Service Update

The Committee received an item for information from the Director of Policy, Performance and Reform which provided an update on the VCSE infrastructure service, specifically on the progress since January 2019 and the procurement of the new VCSE infrastructure service contract.

The Chair reminded the Committee that this was an item for information only. He noted that the report stated that the Programme Team would consider the communications strategy, particularly how they and Macc, the contract provider, could regularly engage Members on the work of the VCSE infrastructure service contract. He reported that he would meet with an officer from the Programme Team to discuss a communication plan for keeping Members informed. He also recommended that, following the contract negotiations, Macc and officers from the Programme Team be invited to a meeting of the Committee to discuss what Macc's outputs would be.

Decisions

1. To note that the Chair will meet with an officer from the Programme Team to discuss a communication plan for keeping Members informed.
2. To request that that, following the contract negotiations, Macc and officers from the Programme Team be invited to a meeting of the Committee to discuss what Macc's outputs will be.

CESC/19/42 Overview Report

A report of the Governance and Scrutiny Support Unit was submitted. The overview report contained a list of key decisions yet to be taken within the Committee's remit, responses to previous recommendations and the Committee's work programme, which the Committee was asked to approve.

The Chair advised that, given the number of items scheduled for the next meeting, he would discuss with officers whether some should be deferred to a later meeting.

Decision

To note the report and agree the work programme.

This page is intentionally left blank

Communities and Equalities Scrutiny Committee – Review of Advice Services in Manchester Task and Finish Group

Minutes of the meeting held on 30 September 2019

Present:

Councillor Hacking – In the Chair
Councillors Doswell, Douglas and Grimshaw

Councillor Craig, Executive Member for Adult Health and Wellbeing

Apologies:

Councillor Collins

CESC/ROASIM/19/01 Terms of Reference and Work Programme

The Chair provided an overview of the terms of reference and work programme for the Task and Finish Group. He informed Members that the number of meetings had been reduced from four to three as the key lines of enquiry and purpose of the Task and Finish Group, which had been proposed as the subject for discussion at the first meeting, had already been determined at the Communities and Equalities Scrutiny Committee meeting on 5 September 2019. He reminded Members that it was not the role of the Task and Finish Group to review contracts for advice services which had already been awarded.

Decision

To note the terms of reference and work programme.

CESC/ROASIM/19/02 The Current Position (Context for Provision of Advice Services in Manchester) and Gaps in Provision

The Task and Finish Group received a report of the Director of Homelessness which provide an outline of the current position in respect of the recent tender of citywide advice services. It highlighted a range of issues for consideration with regard to access to and provision of advice in the city and suggested areas where this could be further developed to increase access to quality advice for Manchester residents.

The main points and themes within the report included:

- The local context and demand for advices services;
- The current provision;
- Future options for consideration; and
- Potential gaps.

The Executive Member for Adult Health and Wellbeing highlighted the impact of austerity on both the funding of advice services and on the demand for advice relating to issues such as financial problems and homelessness.

A Member asked what had happened to the external advice services which the Council had ceased funding. The Executive Member for Adult Health and Wellbeing reported that some had amalgamated with other organisations and that some had continued operating with funding from elsewhere, although their advice provision might have changed.

A Member expressed concern that cuts to advice services could have an impact on other areas, such as mental health services. The Executive Member for Adult Health and Wellbeing agreed that there was a link with mental health, as mental health problems could lead people to experience poverty which could then have a further negative impact on their mental health. She reported that the main advice contracts did not represent all the advice services that the Council funded, stating that, for example, people could now access advice via their GP's surgery. She advised Members that early intervention was important to prevent problems reaching a crisis point. The Director of Homelessness reported that, if problems with benefits were not resolved at an early stage, it was much more difficult to address later on and could result in people being at risk of homelessness, when the problem could have been resolved quite easily at an earlier stage.

A Member asked how non-commissioned services which provided advice linked in with the commissioned services and what training and support was available for libraries staff who dealt with requests for advice from members of the public who could have quite complex queries.

The Director of Homelessness reported that, in addition to the advice services commissioned by the Council, a number of services within the Council provided advice but that it was difficult to quantify this. He advised Members that there was an opportunity to undertake an audit of what was available in each of the localities within the city, including advice services provided by other agencies, and that this could be done through the recently-established Advice Forum. He also reported that the Forum could be used to provide training and development, for example on preventing homelessness, and for organisations to provide peer support. The Executive Member for Adult Health and Wellbeing expressed concern that, at present, some providers of specialist advice were not known to the Council or only became known to the Council when they were in financial difficulties and in need of emergency support. She commented that a clearer advice offer would enable staff in libraries to effectively signpost people to advice services rather than feeling that they had to advise members of the public themselves.

The Director of Homelessness highlighted that it could be difficult to draw a clear distinction between providing advice and signposting individuals and that, sometimes, it was more appropriate to signpost people with complex queries on to specialist advice. The Executive Member for Adult Health and Wellbeing advised that it was important to have clarity and boundaries regarding whether particular agencies or services were advising people or providing information and signposting.

The Chair expressed concern that some immigration solicitors were charging people high fees and providing poor advice and asked whether the Council could do anything about this. The Director of Homelessness reported that the Council could run a campaign advising people to check where they were getting advice from and

informing them about good quality, free advice they could access. The Executive Member for Adult Health and Wellbeing reported that the Council funded groups which worked with asylum seekers and, through these groups, was providing information to asylum seekers at the earliest opportunity.

In response to a question from the Chair, the Executive Member for Adult Health and Wellbeing reported that the Forum was being led by the commissioned advice services and would help to strengthen relationships in the advice sector as well as being a way for them to engage with the Council. She reported that the organisations in the advice sector were setting the priorities but that it would include a focus on quality, improvement and capacity-building.

The Chair commented that advice providers were being invited to the next meeting and suggested that the Advice Forum be discussed with them. A Member requested that information be provided on how these organisations linked in with partners, for example, libraries, Sure Start Centres and the Yes project. He also questioned whether the Council could access funding available at a Greater Manchester level.

The Chair outlined some concerns of Ward Councillors, including whether residents could easily access face-to-face support locally, the need for Ward Councillors to know how to respond to or where to refer residents requiring advice related to homelessness and the need to have a clear understanding of and co-ordination of advice provision, as well as being able to identify any gaps. He reported that the provision of advice relating to debt, homelessness and immigration were priorities.

The Director of Homelessness outlined plans to develop a citywide approach to homelessness prevention, which would require investing in giving people the skills to provide basic advice at an early point and to understand when a query was too complex and should be referred on. He informed Members about two locality-based pilots related to homelessness prevention which would use local assets such as libraries and GPs' surgeries.

A Member expressed concern that some groups were less likely to seek advice than others. The Director of Homelessness reported that it would be useful for the Advice Forum to look at equity of access to advice. The Executive Member for Adult Health and Wellbeing outlined some of the support available to enable people to access advice, for example, providing advice in different languages and providing advice in a written format.

Members discussed venues which could be used to provide advice services such as libraries, Sure Start Centres and schools, commenting on the value of using less intimidating venues and places that people visited anyway, while also noting that some people would want to keep any problems they had separate from their child's school. The Executive Member for Adult Health and Wellbeing informed Members that officers would provide a breakdown for the next meeting of the venues currently being used by commissioned advice services.

The Chair requested that a report be provided to the next meeting on the mapping of local advice provision, both in terms of the ward and the type of venue, and on proposals for in-house advice relating to homelessness prevention. A Member asked

for more information on how the Advice Forum would work and whether housing providers which provided limited advice in relation to debts, prioritising their rent arrears, would be engaged in the Advice Forum.

Decisions

1. To request that a report be provided to the next meeting on the mapping of local advice provision, both in terms of the ward and the type of venue, and on proposals for in-house advice relating to homelessness prevention.
2. To request more information on how the Advice Forum will work and whether housing providers which provide limited advice in relation to debts, prioritising their rent arrears, will be engaged in the Advice Forum.

Manchester City Council Report for Information

Report to: Communities and Equalities Scrutiny Committee – 7 November 2019

Subject: Our Manchester Disability Plan

Report of: Executive Director of Adult Services

Summary

This report provides Members with an update on progress with Our Manchester Disability Plan, including the recent Refresh of the Plan and the new Joint Strategic Needs Assessment (JSNA) for the Social Model of Disability. There are also updates from each of the current OMDP workstreams to report on topics discussed and the progress achieved as well as a progress report on the Council's Disability Confident scheme.

Recommendations

Members of the Scrutiny Committee are asked to comment on and note the report.

Wards Affected: All

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

The continuation of improvements to accessible transport for all disabled people will encourage more people use public transport and reduce individual journeys which will reduce carbon emissions.

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	The creation of an accessible city will enabled disabled people of all ages to take part in all the city has to offer, including employment opportunities or similar and remove barriers/promote inclusion
A highly skilled city: world class and home grown talent sustaining the city's economic success	Disabled People in our city are talented – we want all citizens to be recognised for their contribution to the city's success and have equality of opportunity.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The Our Manchester Disability Plan promotes partnership working across all public sector bodies, and, increasingly, working with our private sector partners. This will inevitably celebrate diversity and ensure Manchester is an accessible city where disabled people can live, work or visit.

A liveable and low carbon city: a destination of choice to live, visit, work	
A connected city: world class infrastructure and connectivity to drive growth	

Contact Officers:

Name: Zoe Robertson
 Position: Strategic Lead (Commissioning)
 Telephone: 0161 234 1767
 E-mail: z.robertson@manchester.gov.uk

Name: Mike Petrou
 Position: Commissioning Manager
 E-mail: m.petrou@manchester.gov.uk

Background documents (available for public inspection):

None

1. Introduction

- 1.1 The Our Manchester Disability Plan has been in existence for over four years and has been regularly presented to this Scrutiny Committee in terms of progress, achievements and updates. This work has been guided by our Partnership Board and also under the political leadership provided by the Lead Member for Disability.
- 1.2 The last update was January 2019 and the Chair of the Board (Jackie Driver) also attended to provide Scrutiny with her vision for OMDP in Manchester, how much progressed was being achieved and, notably, how significant this work is both locally and nationally.
- 1.3 Work has continued through the bi-monthly Board meetings and the workstreams. It should be stressed that workstreams have relied on the goodwill of partners to support and lead their respective areas and so achievements are despite additional investment or access to wider support services.

2. Progress achieved during 2019

- 2.1 This report will provide an account of progress through the workstreams. In addition, work has been led by Breakthrough UK on the refresh of the OMDP Plan (previously known as the 'Strategy'). This has condensed the former excessively long Plan, made it much more accessible in language and clarity, and also leads the way to produce the OMDP Plan in more accessible formats. This work is currently underway. **Appendix 1** therefore includes the refreshed Plan for information.
- 2.2 As part of the OMDP Plan, the Board agreed that a new OMDP logo was required – a logo which provided identity for the work and that all partners could use without assigning OMDP to a particular organisation. This is important as OMDP is not a sole MCC responsibility – it is a partnership approach that represents our work with Disabled People's Organisations, Disabled People and the wider infrastructure e.g. services provided to all residents e.g. Transport. A logo competition was launched and a small number of young disabled people took part in this. The winning logo was chosen by the Board and the logo was then professionally designed by a graphic artist. It can be seen clearly in **Appendix 1**.

Workstream Updates

2.3 Health and Social Care Update

- 2.3.1 The Health and Social Care Workstream is jointly chaired by Dr Paul Wright, Deputy Medical Director, MHCC and Zoe Robertson, Strategic Lead Commissioning. The work this year has focused on some major topic areas:
- 2.3.2 **NHS Accessible Information Standard** – this is now a legal requirement for all health and social care services to meet this standard. In brief, it is

concerned with a) asking citizens do they have a need for accessible communication e.g. a letter in a different format, for organisations to record this need, and then meet this need as required and in all future communications. Compliance with the Standard remains patchy in Manchester and this work is being led by MHCC in terms of auditing and good practice

2.3.4 Joint Strategic Needs Assessment (JSNA) –The Joint Strategic Needs Assessment (JSNA) is a vehicle for providing evidence and data regarding the current and future health and care needs of the local population in order to inform and guide the planning and commissioning of health, well-being and social care services within a local authority area. The JSNA topic report on disabled adults, children and young people is the first to look at this issue explicitly through the lens of the Social Model of Disability (**see Appendix 2**). Throughout the report, the focus is on what needs to happen in Manchester in order to identify and remove the disabling barriers that are present in society.

2.3.5 The report describes to all commissioners and planners of public services (not just health and social care) why a barrier removal approach based on the Social Model of Disability should be used and provides evidence to support organisations to work more closely with disabled people in order to plan and develop better, more inclusive programmes that recognise and remove disabling barriers from the outset. Crucially, the report contains a series of ‘opportunities for action’ to be taken forward by commissioners, service providers, VCSE organisations and disabled people in order to address the issues identified within the paper.

2.3.6 The report has been developed on behalf of the Our Manchester Disability Partnership Health and Care Workstream Group and has been co-produced with representatives from disabled people’s groups, notably Breakthrough UK. For more information about the Manchester JSNA, please go to www.manchester.gov.uk/jsna.

2.3.7 Blue Badge Services – the Blue Badge service has existed for many years and is an excellent way for eligible disabled people to benefit from the dedicated parking bays across the city, including private land such as supermarkets and retail facilities. The Department for Transport amended the national eligibility criteria on 30 August to include ‘hidden disabilities’ so, for example, people who would have previously been ineligible e.g. people with Autism or living with Dementia, are now included (subject to the normal assessment and evidential process). The Blue Badge changes have been discussed with the members of the Workstream (which includes residents as well as VCS organisations) to provide critical feedback. A number of improvements will be made to Blue Badges based on the points raised by the workstream members.

2.4 Children and Young People Update

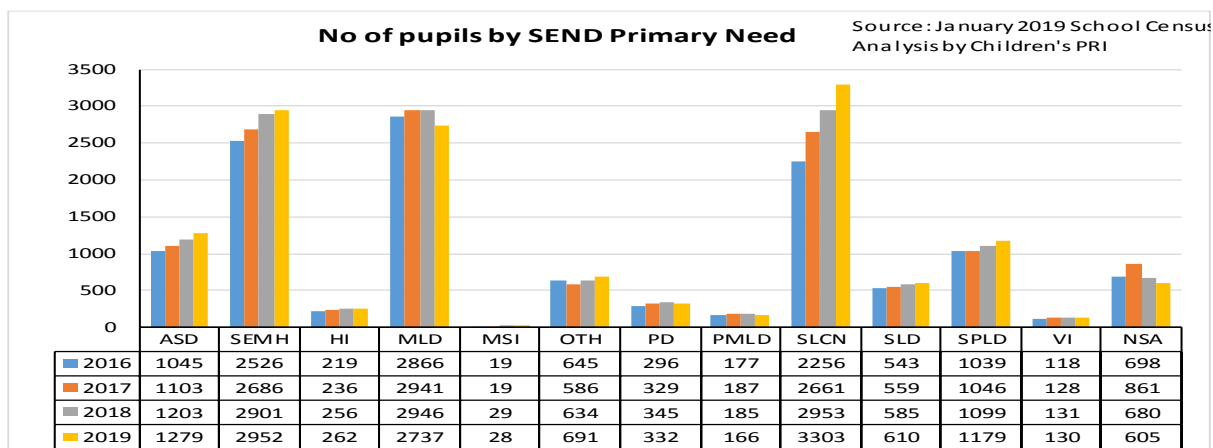
2.4.1 The SEND Board, chaired by the Director of Education, provides governance of SEND in Manchester and is also the children and young people’s

workstream of the OMDP Partnership Board. The SEND Board is responsible for evaluating progress in implementing the Children and Families Act SEND Reforms and identifying key areas for development. The Board has agreed the following outcomes and oversees the action plan that partners are working together to deliver:

- Parents'/carers' and children's/young people's views impact on strategic decisions
- Excellent local offer, understood and accessible to all leading to improved life outcomes.
- Integrated, transparent pathway allows parents/carers and young people to access services across education, health and care
- Young people with SEND have needs met through excellent education, health and care services, jointly commissioned where appropriate
- Preparing for Adulthood (PfA) is embedded in Manchester from the earliest years
- Highly effective education, health and care plans and reviews improve life outcomes for children and young people
- Improved outcomes and standards across education and training
- A highly skilled workforce across all stakeholders improves outcomes for children and young people

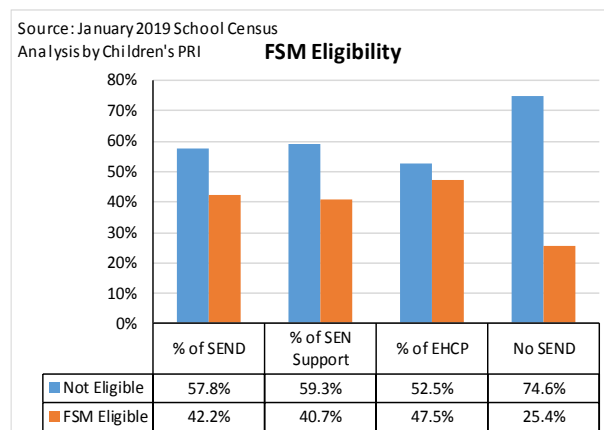
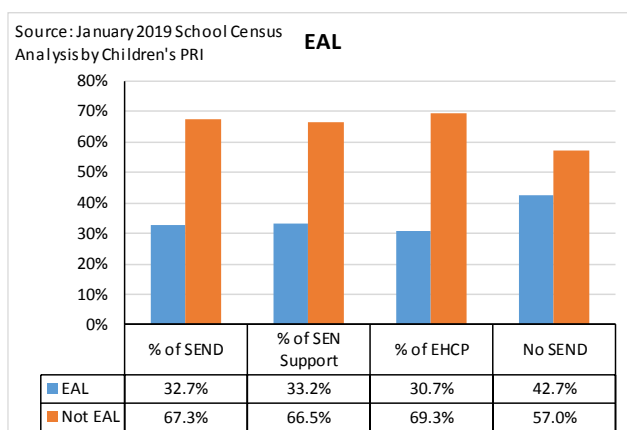
2.4.2 This section of the report will provide some context on numbers of children and young people with SEND and their primary needs and will illustrate progress towards the above outcomes. Manchester's population is growing significantly and the number of children and young people with SEND is growing in line with this increase. In addition, earlier identification of children's needs and greater readiness of parents to ask for support for their children are contributing to a rise in the number of children and young people at both SEN Support and Education, Health and Care plan (EHCP) levels.

2.4.3 The continuing growth in numbers of 0-25s with SEND is putting pressure on services and budgets in the local authority, health, schools, colleges and the voluntary sector. In January 2019, the school census showed that 14,187 pupils in Manchester schools have an identified SEND (16.2%). This is made up of 11,097 (12.7%) who have their needs met at SEN Support level and 3,090 (3.5%) who have an EHCP. The types of primary need that are most common in Manchester are: speech, language and communication needs, social, emotional and mental health needs and moderate learning difficulties. (Categories are those used for reporting by the Department for Education.)

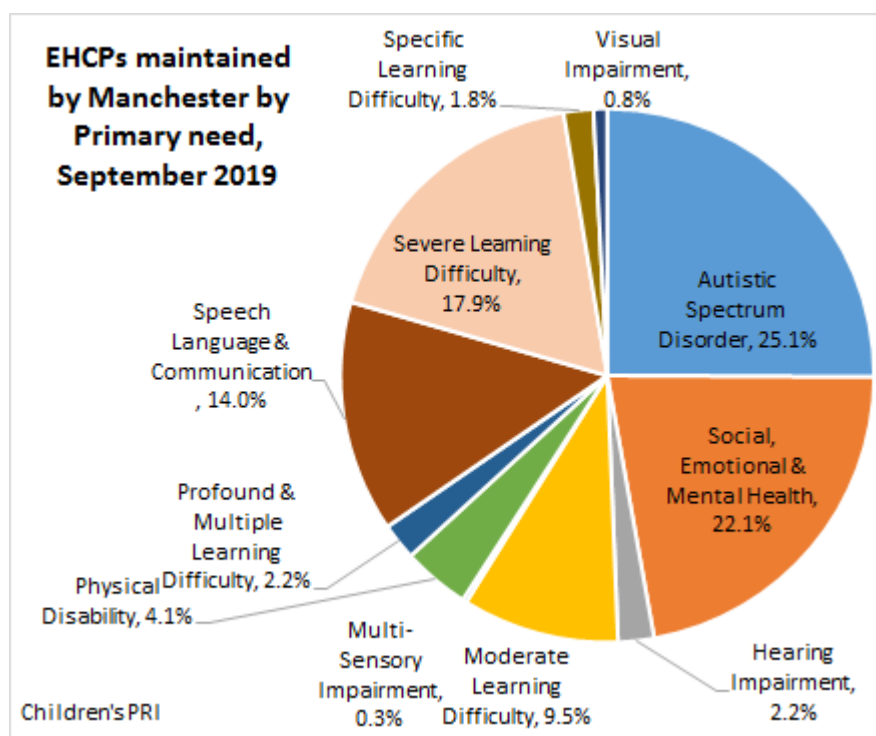


Key: ASD – Autism; SEMH – social, emotional and mental health need; HI – hearing impairment; MLD – moderate learning difficulty; MSI – multi sensory impairment; OTH – other need; PD – physical disability; PMLD – profound and multiple learning difficulty; SLCN – speech language and communication need; SLD – severe learning difficulty; SPLD – specific learning difficulty; VI – visual impairment; NSA – no specialist assessment.

2.4.4 Manchester pupils with SEND are more likely to be eligible for free school meals and less likely to have English as an additional language than those with no SEND.



2.4.5 In September 2019 Manchester maintains 4,569 Education, Health and Care plans for 0-25 year olds attending provision in Manchester and elsewhere. This compares to 2,391 in 2015. The most common types of primary need for children and young people with EHCPs are: autism, social, emotional and mental health needs, and severe learning difficulties.



Progress in implementing the SEND reforms:

2.4.6 Parents'/carers' and children's/young people's views impact on strategic decisions

The Manchester Parent Carer Forum is the strategic voice of parents/carers of children and young people with SEND. MPCF members sit on the SEND Board, health transformation groups and co-chair the Local Offer Review Board. MPCF conduct twice yearly surveys that inform local authority and health improvement plans. The MPCF have established a Working Together group of parent/carers organisations from across Manchester to ensure the voices of diverse communities around the city can be heard. In 2018, MPCF and the Working Together groups worked with the local authority and health to agree a co-production charter which describes the principles of working in partnership.

The Manchester Parent Champions group continues to be a successful model for promoting and raising awareness of the Local Offer to parents/carers of children with SEND. There are now 130 Champions and 300 members of the Champion Facebook group – which helps parents support each other and find creative solutions to questions.

In 2019 the local authority commissioned Greater Manchester Youth Network to help us gather young people's voice more systematically. They have recruited and trained eight youth ambassadors – now called 'Changemakers' – who will help us ensure that young people's voice informs policy and practice.

2.4.7 Excellent local offer, understood and accessible to all leading to improved life outcomes.

The Local offer is all the services and support that is ordinarily available in Manchester to children and young people with SEND and their families. Manchester's Local Offer is detailed on the Local Offer website www.manchester.gov.uk/sendlocaloffer. The website is continually evolving in response to parents', young people and partner feedback. This year there have been improvements in layout and ease of navigation, but there remains work to be done to increase appeal to younger people. Hits on the Local offer have increased steadily to nearly 42,000 in 2018. Parent Champions work with Information, Advice and Support, SEND engagement, and Early Help teams to run monthly Local Offer drop ins across the city. These events are designed to provide information and advice in an informal setting, and are especially valuable for people who may not have access to digital technology. 98% of parents who attend these sessions say they find all the information they need.

2.4.8 Integrated, transparent pathway allows parents/carers and young people to access services across education, health and care

Families have told us that pathways into services are too complicated, so local authority and health teams are working in co-production with parents and young people on several pathways:

- Staff from across the local authority, schools and health are working with parents to streamline how children and young people are assessed for equipment for home and school and to improve moving and handling training for school staff.
- Children's Community Health held a co-production workshop earlier this year to look at people's current experience of using services to feed into new ways of working.
- Work on a new Social Communication pathway is already having a positive impact. CAMHS, community health staff, parents, schools and local authority staff designed a new pathway for assessment and diagnosis of social communication need/autism which has been piloted in south Manchester. The new multi-agency way of working has reduced waiting times and is popular with the families who have experienced the process. There is a proposal to extend the pathway to central and north Manchester next year.

2.4.9 Young people with SEND have needs met through excellent education, health and care services, jointly commissioned where appropriate

Education - Manchester has a continuum of educational provision for children and young people with SEND aged 0-25, which includes a multi-agency early years pathway, mainstream school and college provision with or without an EHCP, resourced provision in mainstream schools, specialist schools and college in the city. This means that the majority of children and young people with SEND have their needs met in their local community. In 2019, 97% of early year's settings were judged to be good or better. 85% of pupils at SEN

Support and 88% of pupils with EHCPs were attending good or better schools. All colleges in Manchester are good or outstanding.

Social care - The Disabled Children's social work team ensure a holistic assessment of children with the highest level of SEND and their families. They also provide expert advice to locality and early help teams.

MFT and CAMHS - Manchester NHS Foundation Trust CQC inspection judged all aspects good in March 2019 with Community Child and Mental Health services judged as Outstanding. Particular reference was made in regard to individualised, holistic support through specialist community mental health services for children and young people.

The local authority and health are jointly commissioning a number of services. A multi-agency panel of senior officers meets monthly to make placement and commissioning decisions about children and young people with the highest levels of need. This work is also helping us plan for services that will be needed in the future.

2.4.10 Preparing for Adulthood (PfA) is embedded in Manchester from the earliest years

The Preparing for Adulthood (PfA) programme includes four strands: education, employment and training; health and wellbeing; being part of the community and having friendships and relationships; independent living. PfA is a focus in annual reviews from Year 7 and school and college staff are helping young people identify what a 'good week' would like for them as they move into adulthood.

Manchester's specialist support high schools offer high quality work related and community activities. One school has its own café and shop serving the local community. Supported Internships – a partnership between colleges, employers, supported employment providers and the local authority are the most successful route into employment for young people with EHCPs. Over 70 young people are currently on internship programmes and 80% move into work.

SEND and Work and Skills teams are working with learning providers and employers to increase the number of young people with SEND who achieve apprenticeships. An exciting digital project – Digital Inc. – took place in eight special schools this year, which helped young people work in teams with industry professionals to develop business ideas. The aim is to create a digital Supported Internship in 2020.

A multi-agency Transition Board has been established to review transition to adulthood and in particular to adult health and social care services. The Board's aims are aligned to the Greater Manchester learning Disability and Autism strategies. Families have asked for more information about what support is available to young people aged 16+, so one workstream is looking at how to improve information and advice from Year 9.

2.4.11 Highly effective education, health and care plans and reviews improve life outcomes for children and young people

The increase in requests for statutory assessment has put pressure on the Statutory Assessment Team, health, care and education partners. We are currently piloting a new approach to the statutory assessment process in response to parental comments and with a view to improve both statutory performance and the quality of EHC plans which remains variable. This will include a redesign of the Statutory Assessment Team to enable a key working approach. An EHCP quality assurance framework is in place and includes moderation of plans by senior officers from education, health and care.

2.4.12 Improved outcomes and standards across education and training

In 2018-19 the local authority and partners worked together to develop an Inclusion Strategy in response to the growing numbers of school permanent and fixed term exclusions. The strategy is due to be launched in November, but the strong partnership working has already led to a significant decrease in the number of permanent exclusions.

Manchester's attendance figures continue to be better than national for pupils without SEND, but absence rates for pupils with SEND are a concern. The authority held a conference in June for schools to explore strategies to improve attendance for pupils with SEND. Educational outcomes for Manchester children and young people with SEND are inconsistent. Attainment outcomes for key stage 1 and 2 children with SEND are improving, but key stage 4 outcomes are a key priority for improvement.

2.4.13 A highly skilled workforce across all stakeholders improves outcomes for children and young people

The local authority provides training for early years and school SENCOs and staff involved in Preparing for Adulthood. In 2018-19 130 staff attended at least one school or PfA network and 40 early years SENCOs have received accredited training. The authority is funding the speech and language therapy service to train school and college staff in ELKLAN – an evidence based programme designed to improve children's communication skills.

Outreach support to mainstream schools and early year's provision is commissioned from specialist schools – this has a positive impact on inclusion and achievement in mainstream settings. Information, Advice and Support and the engagement team provide a range of courses for parents, including accredited legal training.

Children's and transition social care staff attended a conference on SEND earlier this year. Parent champions attended the conference to advise and sign post social workers to the community support available to families.

The Thrive emotional wellbeing and mental health transformation programme is providing a wealth of evidence based training for staff across statutory and voluntary agencies.

2.5 Work and Skills Update

2.5.1 This workstream is chaired by the Breakthrough UK CEO and includes representatives from MCC Work and Skills, MCC SEND lead, MAES, DWP, The Growth Company and Manchester University. The overall objectives of the workstream are:

- Preparing for work – to test accessibility of the existing offer and test out new opportunities
- Getting into work – closing the employment gap by targeting and adapting current programmes and influencing the design of new programmes.
- Staying in work – improve the retention of disabled people by developing tools/forums/best practice and influence current and new programmes
- Developing and supporting our disabled workforce to progress in work, developing a leadership programme, highlight pay gaps and improve the diversity of roles
- Promotion of OMDP and particularly the Work and Skills.

2.5.2 Successes achieved during the past year:

- Development of a Young Disabled Person Mentoring Scheme
- Jobs Fair – approximately 200 disabled people attended looking for work and 14 employers advertising their vacancies. Monitoring progress in this arena is difficult but it is known that 3 attendees found work, and a further 3 being interviewed. Breakthrough UK has taken on 25+ people to support into work
- Disability Confident – working with MCC to achieve accreditation and progress up the levels of standards
- Developing and supporting disabled people into work. The workstream is currently mapping out existing development and leadership offers and monitoring arrangements within OMDP partner organisations and whether they are extended to disabled people. The aim is to develop inclusive approaches to leadership opportunities to ensure that organisations have a representative workforce and a diverse leadership model.

2.6 Transport Update

2.6.1 The Chair of the Transport workstream provided the following update:

Contactless

Contactless successfully launched on July 15th, a first step to a fully integrated ticketing system.

Our Pass

Our Pass launched on the 1st September. Our Pass is a new pass that gives 16-18 year-olds across Greater Manchester the freedom to travel, work and learn. For a one off £10 administration fee, Our Pass card holders can travel for free on local buses right across Greater Manchester. They can also benefit from half-price off peak 1 day and weekend travel cards on Metrolink, and exclusive opportunities, experiences and benefits from a range of partner organisations.

Our Pass can be used for up to two years, starting from 1 September after your 16th birthday and is available to people who live in Greater Manchester. It can be used in conjunction with concessionary passes giving young people more flexibility to travel before 9:30am for free if their Concessionary Pass doesn't allow for this and they have full access to opportunities.

Please Offer Me a Seat

Badges continue to be popular across the network with over 4000 badges in circulation across GM

Disability Design Reference Group

The Disability Design Reference Group has consulted on a number of issues including

- Cycle ways and pedestrian crossings,
- Wheelchair accessible taxi's,
- Metrolink Accessibility week plans,
- Updating the Metrolink Access guide
- Input into the ongoing works updating Cornbrook and Shudehill

3. Disability Confident

- 3.1 In 2017, we signed up to the national Disability Confident Scheme in 2017, which focuses on good practice and innovation in the recruitment, support/retention and progression of disabled people and employees. The scheme has 3 levels of achievement, and we are currently accredited as a **Disability Confident Employer (level 2)**, and have committed to attaining **Disability Confident Leader** (level 3) by March 2020.
- 3.2 A key outcome of the work undertaken around Disability Confidence has been the development of a **Disability Workforce Strategy** which will undergo wider engagement and socialisation across the HROD service, directorates, unions and members, throughout December and January.
- 3.3 This 'whole organisation' strategy was designed through a combination of; HROD and workforce engagement, research on best practice and innovation in other organisations, feedback from our EFLG (Equality Framework Local

Government) assessment and through evaluating the outcomes from our self-assessment against the Disability Confident criteria.

- 3.4 The Disability Confident Leader strategy is pioneering in its scope, complexity, breadth and ambition and if fully realised, will see tangible whole organisational benefits for our workforce, encompassing positive outcomes and effects for health, attendance, productivity and culture, and position us as a city leader on workforce health and disability.

- 3.5 The strategy is built around 5 pillars:

1. **System Leadership**
2. **Recruitment and Talent Development**
3. **Information, Advice and Support**
4. **Workforce Culture.**
5. **Organisation Enablers**

- 3.6 We identified confidence, competence, knowledge and skills around disability in the workplace as a significant area for improvement and also the gateway to realising the objectives within the overall strategy. Therefore we have made **Information, Advice and Support** the foundation element of the strategy to equip line managers and HROD officers with the right advice, skills, knowledge and confidence to support disabled employees to thrive in the workplace, underpinned by an effective workplace adjustment process.

- 3.7 **Strategy objectives already underway** - Work is already underway on some of the objectives outlined in the strategy where it made sense to do so and where they aligned with existing HROD priorities such as Health and wellbeing and recruitment. These include:

1. A new recruitment policy, training and guidance with inclusion and Disability Confidence at the heart of it was launched in October 2018.
2. In March 2019 we became a member of **Business Disability Forum** to enhance our access to disability employment expertise, tools, guidance and advice. This includes an advice line that we will roll out in a phased way to HROD, Corporate Functions and Line managers, over the next 12 months.
3. We have commissioned Business Disability Forum to deliver training to HROD officers on disability, the law, reasonable adjustments to ensure to support them when advising line managers. Training session to take place before the end of 2019.
4. Soft market testing session held on 25th September with an organisation which provides a centralised one-stop-shop model for Workplace Adjustments which include the assessment, provision, training and case management of workplace aids, assistive tech and equipment for disabled employees. This model has potential benefits to significantly improve our approach to supporting disabled employees and enabling them to thrive at work. The session was facilitated by the Equality Team and included colleagues from ICT, HROD, Estates, Health & Safety, procurement and MHCC. Following this session, a business case is now

in early development to outline the costs and benefits of having a centralised model, and to set out the procurement options. Further updates will be provided as this work develops.

5. Establishing a Cancer Working Group to identify how we can better support individuals and line managers dealing with or living with cancer in the workplace.
6. Integrating the **Access to Work Mental Health Support Service**, to strengthen and complement our core mental health support offer to colleagues. The service provides one-to-one personalised and confidential support over a nine month period, for employees struggling with their mental health at work. Support is provided by a mental health professional to:
 - Help our employees sustain their attendance at work and perform their job, via coping strategies and workplace adjustments
 - Help our employees return to work if they're off sick and need support for mental health
 - Advise line managers, with employee consent, about the support and adjustments their team need to stay in work or return to work.

3.8 This support is given through fortnightly telephone conversations and regular face- to-face meetings in a place of employee choosing e.g. work, home, cafe, park. They can receive this support alongside counselling via EAP or instead of counselling, giving our staff the freedom to decide what works best for them. Work is underway with Comms to promote and raise awareness of this support, which was launched as part of our World Mental Health day promotion.

3.9 Forward Plan

- Finalise the strategy into a final draft for wider engagement and consultation with HROD wider DMT, Trade unions, wider leadership team, members, directorate leads and disabled staff group. – **December 2019**
- To date, Lorna Young from Equality Team has held the responsibility for developing the Disability Confident leader strategy. It has now matured to the point where due to its size and scope, it needs carving up and embedding across the HROD service, and also with corporate functions such as ICT, Estates and Comms where it naturally fits and aligns with their existing team plans and responsibilities. – **September 2019**
- Appropriate governance will need to be established i.e. through a **'Disability Confident Strategy Group'** with representatives from across HROD, corporate functions (ICT, Estates, Comms) and Directorates, to ensure that the overall strategy aims have oversight and that the work remains coordinated. – **December 2019**
- Promoting the use of Business Disability Forum and MHSS services across the HROD service through lunch and learn sessions, to increase their capacity to support managers and also to enhance HROD disability

understanding in developing policy and training. – **Ongoing from June-December.**

- Collate and submit our evidence for attaining Disability Confident Leader Accreditation which has to be independently validated. This validation will be undertaken by Business Disability Forum and is a large piece of work being coordinated by Lorna Young and submission is anticipated **February 2020**
- Public Launch of Disability Confident Leader Strategy – **2020 date tbc**

4. Conclusion

- 4.1 The substantive update in this report is concerned with the progress being made to further embed OMDP as a strategy for the city to improve the lives of disabled people. Whilst some progress is being made, there is still so much more work to do, particularly with key partners and also our influence over the private sector to improve access and equality of opportunity for all disabled people.

This page is intentionally left blank

**Working together
to make change**



**Our Manchester
Disability Plan**



The Our Manchester Disability Plan



Our Manchester Disability Plan 2019

1. Foreword

Councillor Tracey Rawlins: Lead Member for Disability and Co-Chair of the Our Manchester Partnership Board

'As the Lead Member for Disability, I've led the production of this new plan. I feel strongly connected to this work as I'm a disabled person myself, so I understand and have experienced some of the barriers people face. I want to do something about that. This plan is just the beginning. As has been demonstrated so well through the Age-Friendly Manchester work, the vision for this plan is a city that enables all disabled Mancunians to reach their potential.

Many of the actions and changes highlighted in this plan are not within the Council's control, so this calls for a partnership approach. In particular, we are asking the private sector, specifically in terms of employment, to be guided by some of the key messages included in this plan, and open up recruitment and job opportunities to disabled children and adults. More recently, we've heard about very positive outcomes for disabled children and adults through a range of Supported Internship programmes, and we would strongly urge you to find out more and get involved.

Thank you for taking the time to read this plan. We hope everyone can play their part in the future and together make a real difference.'

July 2019 Refresh

Our Manchester Disability Plan



Councillor Bev Craig: Executive Member for Adult Health and Wellbeing

'I'm delighted to co-launch and lead the new Our Manchester Disability Plan. Manchester is proud of its strong history of working with disabled people and disabled people's organisations to promote equality and break down barriers for disabled people. Too often, barriers prevent our city's disabled people in our city from living their lives to their full potential.

As the Lead Member for Adult Health and Wellbeing, I will make sure that the city's health and care services fulfil people's individual needs at their centre, helping and empowering people to achieve their potential. This plan is ambitious and needs us all to work together to break down barriers, tackle challenges and, importantly, listen to and be led by disabled people's voices. I look forward to working with you to turn this plan into action.'

2. About this plan

Manchester has always had a reputation for being welcoming, and everyone who lives, works, studies in or visits the city should feel part of that. No one should feel excluded. The plan is about all the people of Manchester; it's about what's at the heart of the city and the people who make Manchester what it is today.

We all have a role to play in recognising and removing the barriers disabled people face in our society. This is because we have structured many parts of society in ways that exclude and disadvantage disabled people. The Our Manchester Disability Plan sets out a commitment to disabled people with the aim of enabling everyone to have a much richer and more fulfilled life. By all of us working together with disabled people and their organisations, we can identify the best solutions to removing those barriers. This 'Our Manchester' approach allows us to...

- 1) build on what works
- 2) work together in new ways
- 3) avoid duplication
- 4) increase opportunities for disabled people.

Our Manchester Disability Plan



Why get involved?

By engaging with this plan disabled people and their organisations can work together to consult, engage and involve disabled people from design through to delivery of new and changed service provision and employment opportunities. Service providers and employers can showcase their own evidence for meeting their equality and human rights duties.

3. What is the purpose of the plan?

Disabled people can face a range of barriers to participation in society, and can also experience disadvantage and discrimination accessing services, opportunities, buildings, environments and facilities in Manchester. The Our Manchester Disability Plan (OMDP) is Manchester's approach to remove these barriers together so everyone can take full advantage of the great opportunities, facilities, activities and communities the city has to offer.

In 2010 Manchester became the first Age-Friendly city in the UK and much progress has been made in making the city a great place to live as an older person.

Manchester is a 'destination' city for older people to visit because it's relatively easy to get around, there's plenty to do and see, and they feel valued and welcomed. Yet disabled and older Mancunians and visitors of all ages have told us they don't have the same experience of life in the city. Many disabled people have told us that Manchester does not include them or give them the same opportunities. In fact, there are a large range of barriers and inequalities. The drive to reduce these inequalities is at the centre of this plan.

The plan's aim is to reach all communities in Manchester, from the variety of communities who have settled in Manchester from other parts of the world and made it their home, to BAME disabled people and disabled people from the lesbian, gay, bisexual and transgender communities.

Our Manchester Disability Plan



The purpose of this plan is to recognise and then remove existing barriers to disabled people accessing ; services, buildings and environments, transport, health and social care, education and training ,employment opportunities and to make sure new services incorporate inclusion from the outset, information.

We will do this by challenging, changing and removing existing attitudes and barriers and improving and developing policies and practices, with the aim of reducing the inequalities disabled people face. In doing this, the plan will acknowledge the many improvement programmes in progress across the city and the platform of work already progressed. We have much to be proud of in Manchester, and we want to work with local disabled people to build on this.

3.1 A disabled people-friendly city is a place where:

1. Disabled children's and adults' aspirations are recognised and can be realised.
2. All areas of the city and all parts of city life are accessible to disabled and older people
3. Information is accessible to everyone
4. Private, rented, social housing and accommodation is made more accessible
5. Services are responsive to the requirements and needs of disabled people, including health and social care
6. Disabled people can be independent and equal in society, and have choice and control over their lives
7. All Mancunians are the city's best assets
8. Everyone has the freedom to flourish and barriers and discrimination does not limit life chances

4. Context

The OMDP has been delivered to contribute to the Manchester Strategy.

Our Manchester Disability Plan



The Manchester Strategy sets a long term vision for Manchester's future and describes how we will achieve it. It provides a framework for actions by our partners working across Manchester – public sector organisations, businesses, the voluntary sector and our communities. It is not a strategy for Manchester City Council, but for Manchester. We all have a role to play in making our city the best it can be.

4.1 Our Manchester delivers:

- A means by which all its citizens can develop their opportunities to become happier, healthier and wealthier people making a good life for themselves and their family and friends
- Proactive, pre-emptive and creative services and employment and learning opportunities, ensuring that Manchester recognises and removes barriers in the design and development and evaluation of services, not as a costly afterthought
- services and employment focused on a person's or community's strengths and opportunities
- A partnership of local people and organisations developing new answers to how we can deliver public services informed by lived experience.

Asset-based

You'll hear Our Manchester being called an asset-based approach. This assumes that everybody has something to contribute to make this a better city. It also recognises its disabled citizens as assets.

Different conversations

The Our Manchester Plan means a different relationship with colleagues, partners, people and places. This requires us to engage in active listening, have honest conversations with disabled people and their organisations and take a creative approach to designing solutions together.

Our Manchester Disability Plan



Behaviour change

Our Manchester is very much about how we challenge ourselves and change behaviours where necessary to create different solutions that are more inclusive. We don't provide solutions in independence, we work with disabled people and their organisations together to create and develop them.

4.2 Legislation and policy

As well as Our Manchester, there are also many pieces of legislation, guidance and policy relating to disability, equality, human rights and improving the quality of life of disabled people.

This plan is written from the perspectives of [the Social Model of Disability](#), the [12 Pillars of Independent Living](#), and [The UN Convention on the Rights of Persons with Disabilities](#)

4.3 The Social Model of Disability

The Social Model of Disability explains that it is not people's conditions or impairments that disable them. It is society that does not recognise and accommodate difference and in doing so creates barriers which stop disabled people from being involved in activities in their community or accessing services. The intention of this plan is to remove those barriers.

We are committed to working together with disabled people and partners to embed the Social Model of Disability in the way the city's services, the built environment, learning and employment opportunities, transport, housing and information are designed and delivered.

4.4 The 12 Pillars of Independent Living

Disabled people have identified 12 Pillars of Independent Living, which we believe everyone needs to live independently. To be fully independent, an individual needs to have all of these in place in a way which works for them.

Our Manchester Disability Plan



1. Appropriate and accessible information.
2. An adequate income.
3. Appropriate and accessible health and social care provision.
4. A fully accessible transport system.
5. Full access to the built environment.
6. Adequate provision of technical aids and equipment.
7. Availability of accessible and adapted housing.
8. Adequate provision of personal assistance.
9. Availability of inclusive education and training.
10. Equal opportunities for employment.
11. Availability of independent advocacy and self-advocacy.
12. Availability of peer support.

[More information about the 12 Pillars](#)

4.5 The Equality Act 2010

The Equality Act 2010 is a major piece of legislation that brings together and strengthens the various existing pieces of anti-discrimination legislation that have been passed since the 1970s.

The act covers three areas: employment, provision of goods and services, and property. It describes 'prohibited conduct', which includes direct and indirect discrimination, harassment, victimisation, and disability discrimination, and sets out the 'protected characteristics' covered by the legislation – including disability. It also describes a general equality duty for public bodies to have due regard of the need to:

1. eliminate discrimination, harassment, victimisation and other conduct prohibited by the act
2. have equality of opportunity between people who share a characteristic and those who do not
3. foster good relations between people who share a characteristic and those who do not.

Our Manchester Disability Plan



Public authorities, with a few small exceptions, are also required under the Public Sector Equality Duty to publish information annually to demonstrate that they are complying with the general equality duty in all areas of their work. Information must be included on how policies and practices affect people who share a relevant protected characteristic. You can read more about Manchester City Council's progress in this area, and statistics relating to disability in the city, in the [State of the City Report 2018](#).

4.6 Devolution

Devolution for Greater Manchester provides significant opportunities for extending the reach of the plan. Control of budgets and the power of decision-making in key areas such as health and social care, some aspects of housing, employment, training, transport and planning have shifted from the government to Greater Manchester. This means key decisions on how and where money is spent is being made locally, not in London.

This is enabling Manchester to seize opportunities created by devolution to ensure that new and existing infrastructure and services are accessible, promoting equality, wellbeing and independence.

[Get more information about devolution on the GMCA website.](#)

Health and social care is being implemented across Manchester and Greater Manchester in the 'Living Longer Living Better' programme. Every area in Greater Manchester has produced a locality plan detailing how devolution is being used to transform services.

4.7 This is Manchester

Manchester is an amazing city with world-class visions, facilities, venues and technologies. We've had many firsts over the years in industry, technology, sports and the arts, such as the first computer. Manchester has also been a world leader in improving the quality and equality of life for its residents, including the first free public library in the 17th century, key leaders in the

July 2019 Refresh

Our Manchester Disability Plan



suffragette movement and votes for women, fresh drinking water in the 1850s, becoming a nuclear-free city, and smokeless zones.

Also:

- Manchester staged the first inclusive Commonwealth Games
- Manchester pioneered accessible hackney cabs
- Manchester made the first Direct Payments, ahead of the legislation
- We believe Manchester was the first local authority to use positive action to increase representation of disabled people in the workforce.

4.8 Manchester's disabled people

In the 2011 census 17.8% of Manchester's residents reported that they had a long-term health problem or disability which limited their daily activities. This was slightly higher than the 17.6% reported for England as a whole.

At 9.4%, Manchester has a higher proportion of residents whose daily activities are limited 'a lot' when compared to the national figure of 8.3%.

Percentage of economically inactive working-age residents who are long-term sick/disabled.

At 6.6% the proportion of economically inactive working-age Manchester residents who identify as long-term sick or disabled is higher than the national average of 4%.

(Source: Census 2011, ONS, Crown Copyright)

According to the ONS Annual Population Survey (April 2017 to March 2018), disabled people remain significantly less likely to be in employment than non-disabled people. In Manchester, an estimated 41% of working-age disabled people are in employment, compared to 68.9% of working-age non-disabled people.

(Source: [State of the City Report 2018](#))

Our Manchester Disability Plan



5. Developing this plan with disabled people

To develop this plan we asked disabled people, their families and carers, what they think works well and what doesn't work well using a series of public and targeted workshops.

5.1 Three themes particularly stood out from the consultation

- * There should be nothing about us without us
- * Get disabled children and adults involved, as they have the best understanding of their situation
- * People need to think outside the box

A first draft of the plan went out for public consultation in January 2016. At the same time, direct consultation and engagement also took place with Greater Manchester Coalition of Disabled People, Breakthrough UK, Manchester Disabled People's Access Group, Manchester Deaf Centre, Manchester People First and the Manchester City Council Disabled Staff Group. All the feedback has been reviewed and used to develop this version of the plan.

5.2 Personally speaking

During the consultation on development of this plan, disabled children and adults said they can face many **barriers and challenges**. They described being disabled as a 'battle' or a 'fight', and many found the constant requirement to repeat themselves 'exhausting' and 'frustrating'. Many also found themselves isolated. Some of their comments clearly showed that while service providers think they have good policies, procedures and services in place, the effects aren't always experienced in the way those service providers expected.

Disabled children and adults and their supporters told us that most of the issues they face stem from:

Our Manchester Disability Plan



- a) lack of access
- b) lack of awareness
- c) assumptions about ability
- d) poor planning at all levels
- e) poor communication
- f) parental fears that stop children and young people going out on their own

Some examples of this include

- 1. reporting hate crime and other forms of crime
- 2. using public transport
- 3. the amount of bureaucracy they've encountered when wanting to access even very basic services or support
- 4. attitudes they've come across when trying to access or receive health and/or social care services
- 5. difficulties they've had when they've needed accessible and up-to-date information on where to get help

However, everyone's experience was unique, so what doesn't work for one person, may work for another. **Some Positive experiences** mentioned in the consultation included:

- 1) supported employment schemes
- 2) regular checks from GPs and other medical services
- 3) accessing mainstream education
- 4) staying in employment
- 5) housing and adaptations
- 6) proactive support from social workers and social housing providers
- 7) carers' services
- 8) positive attitudes from and good experiences with health, the police, education and housing providers
- 9) integration and partnerships
- 10) voluntary work providing positive experiences

Our Manchester Disability Plan



6. Everyone's responsibility

We have developed an approach to drive forward this plan which ensures that disabled people are at the heart of this work. Our approach also ensures that the plan continues to evolve in line with any input we get from local disabled people.

6.1 The Our Manchester Disability Plan Partnership Board

A Partnership Board is in place, which has overall strategic oversight for the plan, and is driving it forward. It ensures that we and our partner organisations are fully engaged with the plan, and that the emerging learning and best practice becomes embedded in their respective strategic approaches, their work and how they engage with citizens.

The board comprises a wide variety of organisations that can drive through the change that's required. Its membership includes relevant elected members: senior managers from a range of different departments of the Council, the NHS, GMP, Transport for Greater Manchester, Manchester College and both universities in Manchester, as well as representatives from Manchester-based disabled persons' organisations (DPOs).

Through the plan, partners continue to develop positive and productive working relationships with disabled people's organisations in the city.

Co-chairing the Partnership Board

To reflect the importance of this work, the Board is co-chaired by the lead councillor for disability issues from Manchester City Council and a local disabled person who acts as an Independent Co-Chair.

Our Manchester Disability Plan



The Our Manchester Disability Plan Engagement Group

This group is made up of representatives of disabled people's user-led organisations in Manchester. They work with the Board to develop the strategic approach of the plan and to act as a vehicle to seek the views of disabled Mancunians and make sure they are involved and linked into the work arising from the plan. This approach is fundamental to delivery of the plan and embodies the principle of 'nothing about us without us'. Using a variety of co-production methods, the group will involve disabled children and adults at local and citywide levels. It will also actively seek the views of groups or communities that statutory organisations often find 'hard to reach'.

6.2 Our Manchester Disability Plan Workstreams

The Workstreams are the vehicles by which partners are turning the Our Manchester Disability Plan into actions "making it real". They correspond with the 12 Pillars of Independent Living as closely as possible. These are:

1. Work & Skills
2. Access to the Built Environment (which includes transport and housing inputs)
3. Health and Social Care, (which includes Equipment, Adaptations & Personal Assistance (Personalisation))
4. Transport
5. Disabled Children & Young People
6. Information and Money Advice (Under development)
7. Advocacy and Peer Counselling (Under development)

We also have an aspiration to set up an Our Manchester Disability Plan Research Group.

This group will design the tools that will be used to monitor and evaluate the outcomes of the plan. The group will also collate and provide data, analysis and research on disability issues for the Partnership Board and the Workstreams. The group will gather and share local, national and international examples of best practice addressing disabling barriers. They

July 2019 Refresh

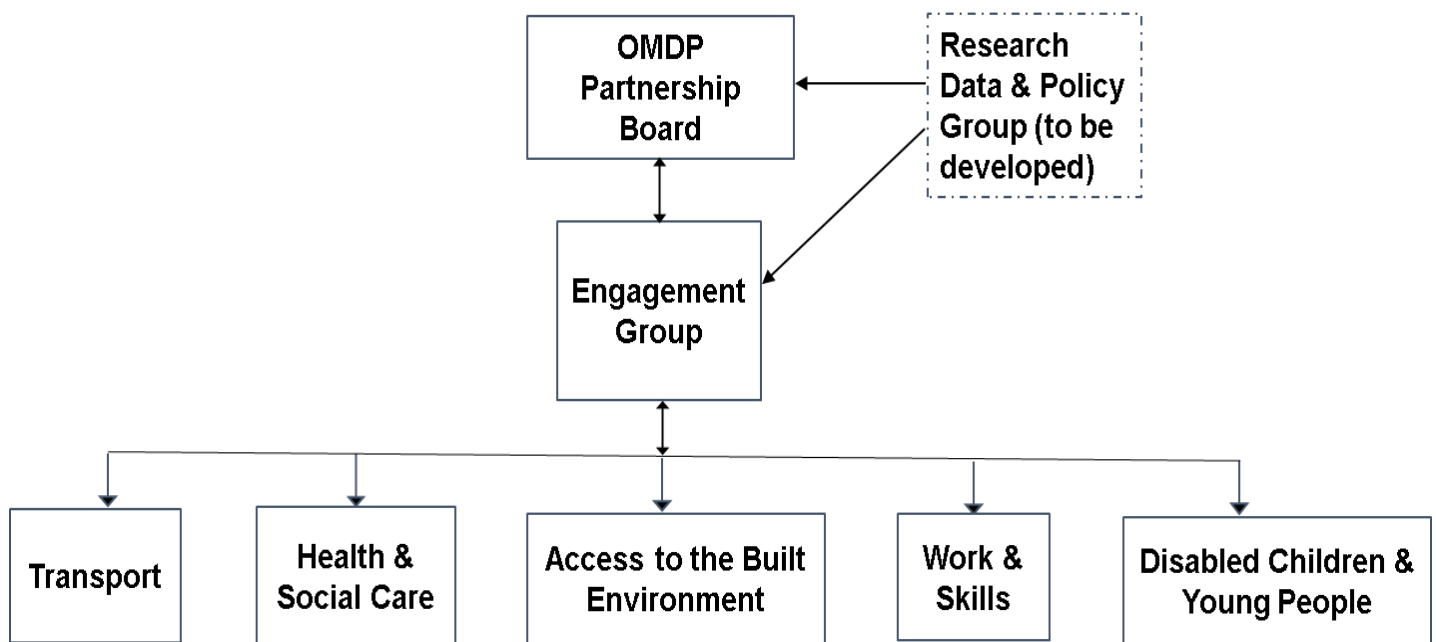
Our Manchester Disability Plan



will develop links and work with local academic institutions which will challenge and contribute to the outputs and outcomes of the action plan.

Membership will be fluid as the work progresses and develops but will be drawn from existing research data and policy teams within the Council, our external partners, and disabled children and adults' organisations.

Current OMDP Governance Structure March 2019



Our Manchester Disability Plan



7. Our Priorities

The writing and publishing of this plan has been the first step in delivering the change that's needed. The plan was launched in December 2016 and that started the work to make its intentions a reality.

Each part of the OMDP has identified and developed its own priorities and these are:

7.1 The OMDP Board

- a) To raise awareness amongst the public about the OMDP
- b) To create an Access Charter so partners/stakeholders understand what we are trying to achieve
- c) To increase co-production of the Disability Plan with local disabled people
- d) To review the OMDP terms of reference, with particular emphasis to the membership and governance structure
- e) Support and develop the Workstreams which relate to the life journey of disabled people and align to the Pillars of Independent Living
- f) To develop an evidence base for working in a co-productive way with local disabled people and local service providers
- g) To develop an evidence base for working to the Social Model of Disability to remove barriers and improve opportunities for disabled people

7.2 The Engagement Group

Our Manchester Disability Plan



- a) To ensure the OMDP engages with a larger number and wider range of disabled people
- b) Recognise that disabled people living in Manchester need to have a variety of ways to engage with the OMDP
- c) To be confident that organisations that represent disabled people are fully involved in the OMDP
- d) To ensure publicity about the Our Manchester Disability Plan exists in a variety of formats

7.3 Transport Workstream

- a) To identify the difficulties in travelling and develop new approaches to improve inclusive transport practices
- b) To ensure disabled people understand TfGM's responsibility for delivery of different modes of transport not sure this is relevant here, unless it means to improve the delivery of different modes of transport for disabled people)
- c) To promote the availability of accessible public transport

7.4 Children & Young People's Workstream

The SEND Board, chaired by the Director of Education, provides governance of SEND in Manchester and is also the children and young people's workstream of the OMDP Board.

The SEND Board is responsible for evaluating progress in implementing the reforms and identifying key areas for development. The Board has agreed the following outcomes and oversees the work plan which partners are working together to deliver:

Our Manchester Disability Plan



- a) Parents/carers and children's/young people's views which impact on strategic decisions
- b) Excellent local provision that is understood and accessible to leading to improved life outcomes
- c) Young people with SEND have needs met through excellent education, health and care services, jointly commissioned where appropriate
- d) Preparing for Adulthood (PfA) is embedded in Manchester from the earliest years
- e) Highly effective education, health and care plans and reviews improving life outcomes for children and young people
- f) Improved outcomes and standards across education and training
- g) A highly skilled workforce across all stakeholders improves outcomes for children and young people

7.5 Health & Social Care Workstream

- a) Develop disability and impairment related Joint Strategic Needs Assessment (JSNA) topics to inform health and social care commissioning
- b) Develop accessible health and social care information
- c) To explore the opportunity of a Manchester Centre for Independent Living
- d) Ensure disabled people can access the equipment, adaptations or wheelchairs they need.

Our Manchester Disability Plan



7.6 Employment Workstream

To improve opportunities for disabled people to 'get in work', 'stay in work' and 'develop whilst in work'.

- a) To promote the OMD Plan, ensuring it is visible and accessible to both employers and employees
- b) To prepare both the employer and employee for the transition into employment for disabled people
- c) To tackle inequality within the work place by encouraging monitoring and develop and encourage leadership, mentoring & coaching programmes.

7.7 Access to the Built Environment Workstream

To encourage and promote a more inclusive built environment in Manchester

- a) To encourage and promote a more inclusive external environment in Manchester
- b) To encourage and promote accessible buildings and facilities, including housing
- c) To encourage and promote more inclusive activities, events and facilities in Manchester
- d) To develop updated best practice guidance on inclusive design for professionals working in the built environment
- e) To develop an Access Guide for Manchester for visitors, residents, workers and students and specific guides to facilities e.g. Central Library

Our Manchester Disability Plan



8. Tell us

We hope this plan prompts you to consider how you can contribute towards removing the barriers to make Manchester the best it can be for disabled people to grow up in, to live in, to work in and to visit. It's as much about attitude as it is about actions. If you would like to comment on the plan or share your experiences of any of the issues mentioned above please contact us on:-

admin@breakthrough-uk.co.uk

Telephone 0161 234 3950

Text phone 0793 994 3383

Thank You

As we've said in this document, this plan has been developed with the support of disabled children and adults and their supporters, and we would like to thank everyone who has made a contribution.

In addition, we would like to thank the following organisations for their contribution to the development of this document:

Breakthrough UK, Greater Manchester Coalition of Disabled People, Manchester Carers Forum, Manchester Deaf Centre, Manchester Disabled People's Access Group & Manchester People First.

Appendices for Our Manchester Disability Plan

Access all areas

Development of this plan has been and will continue to be based on the comments and feedback from the co-production and consultation.

The aim of the plan is that everyone who lives or works in Manchester should know what 'good' looks like for a disabled person, because a disabled people-friendly Manchester is a city that benefits everyone in a multitude of ways. It is the intention of this plan that this will develop into a summary

July 2019 Refresh

document called 'access all areas' which can be printed and used by individuals or by any organisation.

Access all areas will be in two parts that can be used by all. It will support how the city will work to achieve equality and equal access for disabled children and adults in all areas of life and the physical environment. The first part will be a yardstick to measure how disabled person-friendly the workplace and the neighbourhood are. The second part will put forward actions and guidance on how to make improvements. It is important to stress that this is a work in progress and will be further refined by the engagement group, the workstreams and the partnership board.

Setting standards

A second area of work will be to look at the standards set out in [Appendix 2: Draft Access All Areas \(best practice standards\)](#), agreeing those that will be formally adopted across the city, and creating a reference library to support development of the plan. This will ensure that all future work and projects will adhere to these standards.

Some good examples of where standards relating to disability already exist are those used to assess accessibility.

Design for Access 2 (DfA2)

These Manchester standards for accessible buildings are supplementary to national planning and building regulations. DfA2 standards were developed in partnership with the city's disabled children and adults' organisations to ensure that we draw on the invaluable experience and expertise existing within Manchester.

The Building Regulations 2010

Work is guided by Part M of the Access To and Use of Building Regulations. This includes Volume 1 – Dwellings, and Volume 2 – Building, other than dwellings. These documents prescribe mandatory minimum levels of compliance for the use of and access to buildings. The document includes many useful diagrams on how to show compliance with the regulations.

BS 8300: 2009+A1:2010

This offers best-practice recommendations on how architectural design and the built environment can help disabled people to make the most of their surroundings. It covers facilities such as access routes to and around all buildings, car parks and garaging, as well as setting-down points, entrances, ramps and interiors, corridors, lifts and signage.

July 2019 Refresh

Accessible information standards

These standards from NHS England came into effect in mid-2016. All organisations that provide NHS or adult social care must now follow these standards. They aim to make sure that people with a disability, impairment or sensory loss can access and understand information relating to themselves and the services they receive or that are available to them, and that they can access these services.

Appendix 1: what ‘good’ looks like

During our co-production and consultation, we asked disabled children and adults what they thought ‘good’ looks like. The majority of the contributions came from individuals, however a number of Disabled People's Organisations also contributed. There was so much feedback that we can't include every comment here, but the full list will steer the work of the Our Manchester Disability Plan.

i. This is what ‘Good’ looks like in planning and delivering services

Disabled people, their families and carers will be at the heart of decision-making. The impact of the barriers on the whole family will be considered, and support offered to other family members if required.

Services will communicate with one another: information will be shared and services will be more coordinated when working across organisations.

There won't be as many assessments and we won't have to keep repeating ourselves.

There will be a wider choice of services to suit individuals. Services will be designed for the requirements of the disabled person, their family and carers.

Everyone will ‘think outside the box’.

Services will be person-centred and there will be discussion and planning ahead for key life events, eg. transition from being a young person to becoming an adult.

Everyone takes responsibility to understand and develop relationships with their family, friends and/or customers with a disability.

There will be more peer support relating to the individual, confidence-building, and raising and managing expectations.

July 2019 Refresh

Professionals will be less judgmental about the role and actions of families and carers.

People will be able to access services closer to home, so they can continue to be part of their local community even when care and support is needed.

ii. This is what ‘Good’ looks like in fulfilling potential

I have the chance to be a parent and friend, and have a family.

I have the opportunity to get a job, build a career, or do some volunteering.

Employers will be flexible and work around people’s needs, offering flexible hours and taking into account good and bad days – for disabled people and carers.

Education will be more personalised and inclusive wherever possible, with better transition and post-16 choices.

People will be empowered to help themselves and improve their health.

I will feel safe.

Carers will have a higher profile and be given more respect and recognition.

Carers should be paid a living wage, with annual reviews and pensions.

iii. This is what ‘Good’ looks like in being able to have choices

I’ll be able to live in my own home with people I choose to live with, and be able to choose when to go to bed and what to eat.

I’ll be able to go out – to go shopping, or go to the pub. I’ll have a social life.

I want to take part in community and public life.

Young people will be educated and supported to learn about living in their own home.

There will be stronger emphasis on preventative services for people at risk of becoming homeless.

There should be a ‘recommended’ list – a list of tradespeople – so I feel safe and know who I’m dealing with.

July 2019 Refresh

Extra Care housing will be available for young people.

Planners and providers will work with disabled people to test buildings, refurbishments etc.

We'll have an 'access guide' in Manchester. Other cities have them. There'll be dropped kerbs. Pavements will be in better condition with fewer obstacles on pavements, such as furniture and signage.

Hackney cabs, trams and buses will put ramps down for us.

There'll be more suitable and accessible private and social housing for disabled children and adults.

The allocation of suitable properties for disabled children and adults will improve, eg. I might be offered a one-bedroom flat, but I may need a PA or family to stay over.

My home and my wishes will be respected when putting in adaptations.

I'll have unlimited access to venues and locations. Leisure, public sector and community buildings will be better designed, eg. Guide dogs will be allowed in leisure centres, and there will be more disabled lifts in swimming pools.

Building planners and developers will realise that 'open plan' doesn't work for people with hearing problems, and 'listed' doesn't have to mean 'inaccessible'.

There'll be consistent, flexible, accessible and well-staffed community and public transport provision, which is cross-boundary.

Trams and electric cars will have to make a noise.

Appendix 2: Draft Access All Areas (best practice standards)

'Access all areas' is a key element of the Our Manchester Disability Plan. The plan sets out to achieve a disabled child and adult-friendly city.

This draft document is the first step to an access all areas quick-reference guide for the whole city to use. The aim of the guide is that once it is completed, any individual or organisation in Manchester can easily identify best practice when living and working with, supporting, planning and building for disabled children and adults, their families and carers. It will enable

July 2019 Refresh

friends, neighbours, planners, service providers, employers (the list is almost endless) to measure themselves or their organisations against this best practice and identify where and how they need to change.

We envisage a fully developed access all areas guide will be based on the 12 areas covered by the pillars of independent living. It will include statements describing best practice, what 'good' looks like for disabled children and adults and references to real-life examples of best practice, standards and further reading.

The full access all areas document will be developed through consultation, and approval for the final version will come from the Our Manchester Disability Plan engagement group and the Our Manchester Disability Plan partnership board.

Pillars of independent living and the standards we would aspire to for a disability friendly city

- 1) Appropriate and accessible information
- 2) Information is made available to suit any disabled person's
- 3) Communication preferences – eg easy to read, Braille, audio, email, large print etc.
- 4) An adequate income
- 5) Timely provision to appropriate financial and welfare advice to maximise a person's income.
- 6) Appropriate and accessible health and social care provision
- 7) Health and social care organisations and services to take a person-centred approach to meeting needs. Services need to be accessible to ensure that all communities can access timely health and care support.
- 8) A fully accessible transport system
- 9) Manchester's transport system is fully accessible to disabled people, and regular feedback is received to rectify any accessibility issues.
- 10) Full access to the built environment
- 11) Planners and developers need to comply with and actively contribute to the standards set in the Equality Act 2010. Disabled people want to access the same community and city facilities that everyone else can.
- 12) Adequate provision of technical aids and equipment
- 13) Access to timely technical aids and equipment is available to disabled people of all ages as required. Services for children and young people are the same as those for adults where necessary.
- 14) Availability of accessible and adapted housing
- 15) A range of suitable types of adapted accommodation is available that meets the needs of different disabled people and their families. Co-

July 2019 Refresh

ordination and allocation of the city's social- rented adapted housing stock should be improved.

- 16) Adequate provision of personal assistance
- 17) Disabled people who are entitled to a personal budget (social care) are actively supported to have a personal assistant who is appropriately trained to provide the right support.
- 18) Equal opportunities for employment
- 19) The city's employers promote equality of opportunity so that disabled people can access work and they are actively supported through reasonable workplace adjustments.
- 20) Availability of peer support
- 21) Where appropriate, organisations create opportunities for disabled people in similar circumstances to share experiences and receive mutual peer support.
- 22) Availability of independent advocacy and self-advocacy
- 23) All organisations provide access to independent advocacy. For disabled people to be able to self-advocate, they need to be supported with confidence-building skills and encouragement.

Our Manchester Disability Plan



**You can get in touch with Breakthrough UK
in the following ways:**

The Kevin Hyett Suite
Abraham Moss Centre
Crescent Road
Crumpsall
Manchester
M8 5UF

Phone: 0161 234 3950
Text phone: 0793 994 3383

Email: admin@breakthrough-uk.co.uk
www.breakthrough-uk.co.uk

Twitter @BUKCommunity
facebook BreakthroughUKLtd

This page is intentionally left blank

MANCHESTER JOINT STRATEGIC NEEDS (BARRIERS) ASSESSMENT ADULTS AND OLDER PEOPLE

CHAPTER: Key Groups

TOPIC: Disabled People (Social Model of Disability)

1. WHY IS THIS TOPIC IMPORTANT?

Introduction

This topic report focuses on disabled adults, children and young people and is written through the lens of the Social Model of Disability. Although, in line with legislation, this report forms part of the Manchester Joint Strategic Needs Assessment, the focus throughout is on identifying and removing disabling *barriers* present in society (rather than people's impairments) and therefore it is more accurately described as being a Joint Strategic Barriers Assessment (JSBA) rather than a needs assessment.

The report describes to all commissioners and planners of public services (not just health and social care), why a barrier removal approach based on the Social Model of Disability should be used. It provides evidence that will enable commissioners to work with disabled people to plan and develop better, more inclusive programmes that recognise and remove disabling barriers from the outset.

Most local and national research data on disabled people tends to follow a deficit-based, medical approach that is focused on the details of individual impairments, rather than on disabled people's lived experience of social barriers. Research methodologies also draw on very different definitions of disability and data collection is often very limited and, as a result, there may be gaps in terms of the availability of reliable evidence about the impact of social barriers on disabled people and their solutions. This report draws on some broader statistical evidence from non-social model research approaches and methodologies but this is not necessarily an endorsement of such approaches.

What is the Social Model of Disability?

Manchester City Council adopted the Social Model of Disability in 1991, the first local authority in the country to do so. The Social Model of Disability was developed in the 1970's by disabled people as an alternative to the prevalent medical model. It is based on the premise that people with impairments encounter barriers that have been created by a society which has not taken disabled people into account when designing and delivering services. It is these socially constructed barriers which disable (i.e. exclude) people, not their impairments. The Social Model of Disability is all about recognising potentially disabling barriers, and then taking action to remove them.

Commissioners of services for disabled people, whether specialist or mainstream have traditionally used the medical model of disability (also known as the 'individual' or 'deficit' model). It views an individual with an impairment as the 'problem' and therefore 'in need' of modifications or support to 'cure' or 'fix' that individual problem. It is that person who doesn't fit in with existing policies, procedures or practices. The medical model is still commonly used in health and social care settings and when assessing benefits, where only aspects of a person are considered, rather than identifying structural barriers to their full participation in society and dealing with people holistically.

Using the medical model can lead to assumptions being made about a disabled person's abilities or requirements based on their impairment e.g. there are many different ways in which visually impaired people experience the world and there are many common conditions which affect how a visually impaired person sees objects and people in different ways. Similarly, neuro-diverse people will experience and understand people, information and environments in different ways, as will people with dementia, wheelchair users, people with mental health issues and other disabled people.

The Social Model seeks to move the focus of attention away from a person's impairment towards a better understanding of their access and participation requirements. Rather than asking people about the ways in which they are disabled or what disability, medical condition or impairment they have, the focus should be on asking whether they have any access requirements or reasonable adjustments, whether they face any barriers in accessing a service or event and what their communication requirements are.

The Social Model frames *disability* as something that is socially constructed and created by physical, organisational and attitudinal barriers which can be changed and eliminated. Viewed through this lens, disability is the name for the social consequences of having an impairment. People with impairments are disabled by society and disability is therefore a social construct that can be changed and removed.

The term '*impairment*' refers to an individual's physical, sensory or cognitive difference (e.g. being visually impaired, experiencing bipolar or having a learning difficulty).

Key disabling barriers from a Social Model approach include:

- **Attitudinal barriers:** These are social and cultural attitudes and assumptions about people with impairments that explain, justify and perpetuate prejudice, discrimination and exclusion in society; for example, assumptions that people with certain impairments can't work, can't be independent, can't have sex, shouldn't have children, need protecting, are "child-like", are "dangerous", should not be seen because they are upsetting, are "scroungers" etc.
- **Physical barriers:** These are barriers linked to the physical and built environment, and cover a huge range of barriers that prevent equal access, such as stairs/steps, narrow corridors and doorways, kerbs, inaccessible toilets, inaccessible housing, poor lighting, poor seating, broken lifts or poorly managed street and public spaces.
- **Information/Communication Barriers:** These are barriers linked to information and communication, such as lack of British Sign Language interpreters for deaf people, lack of provision of hearing induction loops, lack of information in different accessible formats such as Easy Read, plain English and large font.

This gives us a dynamic and positive model that tells us *what the problem is and how to fix it*. It takes us away from the position of "blaming" the individual for their 'shortcoming'.

The Social Model of Disability states that "impairment is, and always will be, present in every known society, and therefore the only logical position to take, is to *plan and organise society* in a way that includes, rather than excludes, disabled people." (Barbara Lisicki, 2013 cited in Inclusion London's [Factsheet on The Social Model of Disability](#))

Disabling social barriers contribute hugely to avoidable disadvantages experienced by many disabled people, for example:

- Poorer health outcomes
- Social isolation
- A higher risk of being exposed to violence
- Restricted participation
- Reduced quality of life
- Lower educational achievements
- Reduced economic participation and lack of employment opportunities
- Higher rates of poverty

Commissioners and planners are in an excellent position to change this by ensuring that barriers are designed out of programmes and services.

The Social Model, in highlighting the barrier, often simultaneously identifies the solution to the barrier; for example:

Barrier	The intercom in a block flats does not have a video camera, therefore deaf/hard of hearing residents cannot establish who is seeking entry.
Solution	Install an intercom system with video for deaf and hard of hearing residents.
Additional benefits	Older people and other people who may feel vulnerable feel more secure in the accommodation.

By using the Social Model of Disability, individuals are empowered by respecting and incorporating their own experiences. It provides an enabling framework for disabled people to explain their requirements and explore inclusive opportunities that will best support their requirements and aspirations. It provides an opportunity to work together towards making Manchester fully inclusive and barrier free.

Health of Disabled People

Health inequalities often start early in life. Difficulties in getting effective and appropriate healthcare when it is needed can make a person's health worse and affect their quality of life. The [World Health Organisation \(WHO\)](#) has summarised some of the barriers that can result in health inequalities experienced by disabled people. These include:

- Limited availability of accessible services
- Access barriers
- Inadequate skills and knowledge of health workers
- Poverty
- Inaccessible transport
- Poor communication
- Negative attitudes
- Diagnostic overshadowing and under-shadowing¹

¹ Diagnostic overshadowing is a term used to describe the under-diagnosis of mental illness in people with a general learning disability. The term has also been used when physical illnesses are overlooked in people with mental illness. Diagnostic overshadowing can lead to delays in treatment for physical health conditions in people with mental illnesses, leading to increased mortality and poorer treatment outcomes

Published research looking at [access to healthcare for men and women with disabilities in the UK](#) has shown that disabled people report worse access to healthcare, with transportation, cost and long waiting lists being the main barriers.

Across Britain, disabled adults report much lower rates of good health overall compared with non-disabled adults. A report from the Equality and Human Rights Commission ([‘Being disabled in Britain 2016: A journey less equal’](#)) states that:

“Disabled people are more likely to experience health inequalities and major health conditions, and are likely to die younger than other people. The extent of these health inequalities is difficult to assess because of limited data on outcomes for disabled people collected by NHS providers and commissioners. Accessibility of services is problematic, and disabled people are less likely to report positive experiences in accessing healthcare services.”

The Equality and Human Rights Commission’s report on the [state of equality and human rights in 2018](#) highlights that health inequalities and barriers to accessing healthcare are a significant reason why disabled people are four times more likely to die of preventable causes than the general population. Research from the Deaf health charity SignHealth ([‘Sick of It: How the Health Service is Failing Deaf People’](#)) shows that Deaf people are twice as likely as hearing people to have undiagnosed high blood pressure and are also more likely to have undiagnosed diabetes, high cholesterol and cardiovascular disease.

Health promotion and prevention activities may miss opportunities to reach disabled people and don’t put in specific targets to reach them. For example, disabled women receive less screening for breast and cervical cancer than non-disabled women. People with intellectual impairments and diabetes are less likely to have their weight checked. Young disabled people are more likely to be excluded from sex education programmes.

Social/physical isolation, loneliness and a lack of integration into the community is also increasingly identified as a significant public health risk. It can affect anyone, but disabled people are at a higher risk due to a lack of accessible information, transport and local activities. A report by the New Policy Institute on [Disability and Poverty](#) shows that disabled people have higher poverty rates than the rest of the population and that almost half of people in poverty in the UK are in a household with a disabled person or are disabled themselves. This means that disabled people often face many barriers to social participation and leisure opportunities. Feedback from local VCSE organisations suggests that many community activities in Manchester are not accessible to disabled people due to inadequate communication and support.

Poor health, immobility and living in a deprived area all add to isolation. The [Marmot Review \(‘Fair Society, Healthy Lives’\)](#) highlights that there is a strong link between social isolation, loneliness and poor physical and mental health. “Individuals who are socially isolated are between two to five times more likely than those who have strong social ties to die prematurely”.

Many disabled people have been affected by cuts to government benefits and services. A [UN Committee investigation](#) found that welfare reform was limiting disabled people’s ability to choose where they live, causing “reduction in their social interaction and increased isolation”.

A [study by the Independent Living Strategy Group \(ILSG\)](#) found that 41% of disabled people responding to a survey had experienced a substantial increase in charges over the last couple of years and that nearly half (43%) had had to cut back on their spending on food to pay for care. Around two-fifths of respondents (40%) said they had had to cut back on heating costs to pay for care and support.

Health of people with learning difficulties

People with learning difficulties have poorer health than the general population. A lot of this is avoidable. Research and [statistics published by Mencap](#) shows that the life expectancy of people with learning difficulties is shorter than for the general population, by 18 years for women and 14 years for men in England and some studies indicate that the gap is much higher. The annual report of the [Learning Disabilities Mortality Review \(LeDeR\) Programme](#) highlights that men with learning difficulties live 23 years less than the general population and women with learning difficulties live up to 29 years less.

The '[Being Disabled in Britain 2016](#)' report from the Equality and Human Rights Commission shows that people with learning difficulties are five times more likely to end up in hospital for preventable issues that can be treated by their GP. A survey by [Dimensions](#) involving people with learning difficulties, their support teams and GPs showed poor quality of primary health care due to a lack of GP training.

The final report of the [Confidential Inquiry into premature deaths of people with Learning Disabilities \(CIPOLD\)](#) found that 38% of people with learning difficulties died from an avoidable cause (amenable death), compared to 9% in a comparable group of people.

More detailed information about the needs and barriers faced by people with learning difficulties is contained in a separate JSNA Topic Report on Adults with Learning Difficulties (in preparation).

Disabled People and Crime

Nationally, around 40% of disabled children and adults aged 16-34 have reported being a victim of crime, compared to 30% for non-disabled children and adults.

In 2017/18, there were 94,098 [hate crime offences recorded by the police](#) in England and Wales, of which 7,226 (8%) were disability hate crimes - a 30% increase compared with the previous year. The large percentage increase may suggest that increases are due to the improvements made by the police into their identification and recording of hate crime offences and more people coming forward to report these crimes rather than a genuine increase.

Greater Manchester Police (GMP) [hate crime and hate incident data](#) for the 6 month period to the end of June 2019 shows that there were 248 disability hate crimes and 309 disability hate crimes and incidents across all police subdivisions in Greater Manchester. This represents 5.5% of all hate crimes and 6.0% of all hate crimes and incidents. The number of disability hate crimes during the first 6 months of 2019 is 2% higher than the number seen over the same period in the previous year.

In Manchester, there were 30 hate crimes and 41 hate crimes and incidents reported over the same period, representing 2.1% of all hate crimes and 2.5% of all hate crimes and incidents in the city. The number of disability hate crimes during the first 6 months of 2019 is 7% lower than the number seen over the same period in the previous year.

2. THE MANCHESTER PICTURE

People with physical and learning impairments in Manchester

According to the [Health Survey for England 2016](#), around 9% of the population aged 16-64 in Manchester is estimated to have a “moderate or serious” physical impairment (sic). This compares with 11.2% for the North West and 11.1% for England.

Data from the [Quality and Outcomes Framework \(QOF\)](#) shows that there were around 3,080 people (all ages) in Manchester with a learning difficulty known to GP practices as at the end of March 2018, equivalent to 0.48% of patients registered with a GP practice. This is similar to the average recorded prevalence of people with a learning difficulty for GP practices in Greater Manchester (0.51%) and England as a whole (0.49%).

People with sensory impairments in Manchester

Prevention of sight loss will help people maintain independent lives as far as possible and reduce the need for social care support, which would be necessary if sight was lost permanently. Research by the Royal National Institute for Blind People (RNIB) suggests that 50% of cases of blindness and serious sight loss could be prevented if detected and treated in time. The risk of sight loss is heavily influenced by health inequalities, including ethnicity, deprivation and age. Sight loss can increase the risk of depression, falls and hip fractures, loss of independence and living in poverty.

The Law Commission report on Adult Social Care (May 2011) recommended that local authorities should maintain a [register of blind and partially sighted people](#). Completion of a Certificate of Vision Impairment (CVI) by a consultant ophthalmologist, initiates the process of registration with a local authority and leads to access to services.

Please note that people who have a CVI from an ophthalmologist can choose whether or not to be included in their Local Authority's register of blind or partially sighted people. This means that registration is not automatic and not everybody that has been certified as having vision impairment is recorded on a Local Authority register.

Table 1: Number of blind/severely sight impaired persons and partially sight impaired persons on the register in Manchester by age group, 2016/17

Age group	Blind/severely sight impaired persons		Partially sight impaired persons	
	Number	Rate per 100,000	Number	Rate per 100,000
0-4	5	12.7	15	38.2
5-17	85	105.4	140	173.7
18-49	360	118.9	330	109.0
50-64	255	372.3	195	284.7
65-74	155	562.0	155	562.0
75 and over	535	2,360.6	540	2,382.6
Total	1,395	257.7	1,375	254.0

Source: SSDA902 Collection, NHS Digital Copyright © 2017 Health and Social Care Information Centre

In 2016/17, there were a total of 2,770 blind or partially sighted people registered with Manchester City Council - a rate of 511.7 per 100,000 population. In the same year, there were a total of 60 new blind or partially sighted people added to the register.

Just over half (55%) of blind or partially sighted people registered with Manchester City Council in 2016/17 were recorded as having an additional disability. Two-fifths (40%) of blind or partially sighted people also had a physical disability and around 13% were also hard of hearing.

Long-term health conditions and impairment (as defined by the 2011 Census)

According to the 2011 Census, around 89,360 Manchester residents reported that they had a long-term health problem or impairment (called 'disability' in the Census) which limited their daily activities either 'a lot' or 'a little'. This equated to 17.8% of Manchester's surveyed population, which was slightly higher than the 17.6% reported for England as a whole.

At 9.4%, Manchester has a higher proportion of residents whose daily activities are limited 'a lot' when compared to the national figure of 8.3%. However, at 8.3% the proportion of Manchester's residents whose daily activities are limited 'a little' is lower than the national average of 9.3%. The fact that the proportion of Manchester residents who reported that their day-to-day activities that are limited 'a lot' is notably higher than the national average suggests that the proportion of people with significant support requirements is greater in the city than nationally.

While direct comparisons with 2001 are difficult due to a differing question style in the earlier census, Manchester and other large urban conurbations have shown a reduction in the proportion of disabled people and people with long term health conditions reporting that their daily activities were limited.

Table 2: Percentage of disabled people and people with long term health conditions whose daily activities are 'limited a lot', 'limited a little' or 'not limited'

Degree of limitation	Manchester	England
Day-to-day activities limited 'at lot'	9.4%	8.3%
Day-to-day activities limited 'at little'	8.3%	9.3%
Day-to-day activities not limited	82.2%	82.4%

Source: Census 2011, ONS, Crown Copyright

The proportion of Manchester residents who reported that they had a limiting long-term health condition or impairment between different black and minority ethnic (BAME) communities, and also between faith groups.

Long-term health conditions in Black and Minority Ethnic Groups

The JSNA topic report on [black and minority ethnic \(BAME\) communities](#) shows that men from the White Gypsy or Irish Traveller, Mixed White-Black Caribbean, White Irish and Black Caribbean groups had *higher* rates of reported limiting long term illness than White British men. In contrast, Bangladeshi, Arab and Pakistani men reported *lower* rates of limiting long-term illness than White British men. White British women had similar rates of illness as White British men. White Gypsy or Irish Traveller women had the highest rates of limiting long term illness, almost twice that of White British women. Pakistani and Bangladeshi women also had worse health than the White British group.

In contrast, Chinese, Other White and Black African women had *lower* rates of limiting long-term illness than White British women.

The JSNA topic report on [Faith and Health](#) shows that Manchester residents from one of the main religions covered in the census question (Christian, Buddhist, Hindu, Jewish, Muslim, Sikh and 'Other') were more likely to report that they had a long-term health problem or impairment that limited their day-to-day activities than those who stated that they had no religion (with the Hindu population being the main exception to this rule).

People from Christian and Jewish faiths were the most likely to report having a limiting long-term health problem or impairment. In both cases, age is likely to be the main explanatory factor. Levels of poor general health and limiting long-term health problems both increase with age and people identifying themselves as having a religion were, generally speaking, older than those who did not, with the Christian and Jewish faiths having the oldest population of all.

Lesbian, Bi-Sexual, Gay and Transgender

National research carried out by the [Social Care Institute for Excellence \(SCIE\)](#) in partnership with Regard (a LGBTQI+ disabled people's organisation) based on a survey of more than 50 LGBTQI+ disabled people in England who control their own support packages, as well as 20 in-depth interviews, showed that more than a third of LGBTQI+ disabled people had experienced discrimination or received poor treatment from their personal assistants because of their sexual identity or gender identity. Researchers also found that many LGBTQI+ disabled people had not come out to their personal assistants because they feared discrimination. More than half said they never or only sometimes disclosed their sexual orientation or gender identity to their PAs.

Almost a third said they felt they had been discriminated against by their local authority on the grounds of their sexual orientation or gender identity and more than 90% said their needs as an LGBTQI+ disabled person were either not considered or were only given some consideration, when they were assessed or reviewed by their local authority.

Employment and skills

At the time of the 2011 Census, there were 19,415 *economically active* people in Manchester who identified themselves as disabled or who have a long-term health condition that limits their daily activities. This represents approximately 5% of the city's working age population. The proportion of *economically inactive* working-age Manchester residents who identify as long-term sick or disabled (6.6%) is higher than the national average of 4%.

Table 3: Percentage of economically inactive working-age residents (16-74 years) who are long-term sick or disabled

	Number of economically inactive residents	% economically inactive residents long-term sick or disabled
Manchester	382,932	6.6%
England	38,881,374	4%

Source: Census 2011, ONS, Crown Copyright

Although this is far from always the case, the statistics also show that disabled children and adults in Manchester are more likely to live in poverty, have fewer educational qualifications, be out of work, be a victim of crime, have difficulty accessing transport and buildings, and experience a poorer quality of life than their non-disabled peers.

There is an employment gap between disabled and non-disabled people. The national employment rate for disabled adults is 52.6%, compared with 81.5% for non-disabled people, equating to a 28.9% gap between the employment rate for disabled and non-disabled adults, a 1% reduction in the static 30% gap of the past decade. However, these figures do not show how many people are in insecure employment.

Disability related benefit claimants

According to the Department of Work and Pensions, the total number of people in Manchester claiming Employment Support Allowance (ESA) as at November 2018 was 26,650. Nearly 80% of that number (20,770) were in the ESA Support Group and have been assessed by the Department for Work and Pensions as not being fit to work.

At the same period (November 2018), there were just under than 16,000 people in Manchester claiming Disability Living Allowance (DLA). Over 80% of these people had been receiving this benefit for 5 years or more. Around 30% of people claiming DLA were children under the age of 16, 32% were of working age (16-64 years) and 38% were aged 65 and over.

Personal Independence Payments (PIP) provide financial support for people who have extra care or mobility needs (difficulty getting around) as a result of long-term disability or ill-health. PIP is replacing Disability Living Allowance (DLA) for eligible working age people aged 16 to 64. In January 2019, 23,060 people in Manchester were receiving PIP. This compares with a figure of 19,557 people in January 2018.

Access to long term adult social care services

Data collected by Manchester City Council as part of the Short and Long Term Service (SALT) report shows that there were just over 10,200 adults aged 18 and over receiving long term social care support between 1 April 2018 and 31 March 2019. The table below shows this data broken down by the primary support reason.

Table 4: Adults in receipt of long term social care support from Manchester City Council by primary support reason (1 April 2018 - 31 March 2019).

Primary support reason	Number of clients	% of all clients
Physical Support	4,295	42.0%
Sensory Support	93	0.9%
Support with Memory & Cognition	320	3.1%
Learning Disability Support	1,267	12.4%
Mental Health Support	4,202	41.1%
Social Support	39	0.4%
Total	10,216	100.0%

Source: Manchester City Council SALT (Short and Long Term Service) Report, 2018/19.

In summary, over this period, there were 1,267 people with learning difficulties recorded as a primary support reason (12.4% of all adult clients) and 4,295 (42% of all clients) with a physical impairment (physical support need). Around 90% of adult clients with a physical impairment were receiving personal care support. The remainder were receiving access and mobility support only.

Over 70% of clients receiving support for a physical impairment were receiving support in a community setting. The proportion of clients receiving support for a learning difficulty in a community setting was higher still (86%). In both cases, the delivery mechanism for this support was predominantly through a council-managed personal budget.

Children and young people

Nationally, it is estimated that children and young people defined as having 'Special Educational Needs' (SEN) have higher rates of absence from school and exclusion from school. This is also the case in Manchester, where for example in 2017/18 Manchester pupils missed 4.7% of school sessions. For pupils with an Education, Health and Care Plan (EHCP) the absence rate was much higher (10.2%).

There has been an improvement in the percentage of pupils with an EHCP achieving at least a pass in English and Maths over the past three years. However, there is still a large gap between these pupils and those with no SEN. Around 53% of disabled children and adults and those with long-term conditions have either no qualifications or qualifications below GCSE grades A-C.

In July 2019, 10.8% of 16 to 18 year olds with SEN were not engaged in education, employment or training, compared to 3.6% of all 16 to 18 year olds.

Statistics on [schools, pupils and their characteristics](#) published by the Department for Education shows that, as at January 2019, there were around 87,500 pupils being educated in Manchester schools, of whom 14,200 (16.2%) were SEN. This compares with 14.8% nationally. Half the school-age population with high levels of SEN reflected by an Education, Health and Care Plan attend a mainstream school and half attend a special school. These figures have not changed much over the last five years.

Most children and young people with SEN have Speech, Language and Communication Needs. 'Autistic Spectrum Disorder' is the most common impairment for children and young people with a Statement or EHC plan in Manchester (30%). This is slightly higher than the national figure of 29% (2019 School Census).

Please note that this relates to children and young people educated in Manchester schools, not all of whom are Manchester residents. Similarly, not all children and young people living in Manchester attend a school within the Manchester City Council area.

More information on how Manchester is implementing the Special Educational Needs and Disability reforms introduced in September 2014 is provided in a [report to the Children and Young People Scrutiny Committee](#) that was held in January 2019. This report also provides information on the numbers of children and young people with SEND in the local area, data on pupil attainment, attendance and exclusions and comparisons with national data.

Further statistics relating to disability in the city are available in the [State of the City Communities of Interest Report 2016](#).

Lived Experience

Between 2009-11 and 2012-14, there was an overall increase across Britain in the percentage of disabled and non-disabled adults who reported having difficulty accessing services in the areas of health, benefits, tax, culture, sport and leisure. In Manchester, most disabled people have excellent support from both health and social services but this is not universally the case. Disabled people report that the loss and reduction of support services has had a significant impact on them over the last few years.

As part of the work to develop the Our Manchester Disability Plan (OMDP), disabled people, carers, family members, professionals and representatives from voluntary and community sector groups and disabled people's organisations (DPOs) were asked to share their real life experiences of disability across a range of key themes:

1. Health and Wellbeing
2. Staying safe
3. Getting off to a good start
4. Choice and control
5. Independence in your home
6. Community opportunities
7. Involvement
8. Advocacy

The material in this section is a summary of the information gathered through a number of engagement workshops with more than 200 people that took place in two phases between April and September 2014. A further phase of work took place between January and March 2015.

A detailed summary of the issues raised by people involved in the engagement process is available as a supplementary report that should be read alongside this topic paper. The table below shows the top 10 issues highlighted by disabled people in respect of the things that they perceived to not be working and the things that were working well.

Rank	"What's Not Working?"	"What's Working Well?"
1	Inaccessible services e.g. leisure, public sector and community due to design, knowledge and attitudes	Accessible public and community transport e.g. stagecoach, travel passes
2	Inconsistent, inflexible and inaccessible community and public transport provision	Knowledge and confidence to self-advocate with services
3	Lack of empathy, poor attitude and knowledge of health care professionals for both disabled people and carers	Promoting services and signposting people via different methods e.g. multi-agency events, partnership boards, local 3 rd sector providers, radio, family information service, shop mobility etc.
4	Poor perceptions on service quality i.e. access, time and capacity	Aids and assistance in my home and school
5	Assessments/reassessments not person centred, don't enable choice and not done in timely manner	Structured activity for disabled people e.g. computer classes

6	Not enough appropriate and accurate and user friendly promotion and signposting of services available to disabled people and carers in the community	Good provision of annual health checks (for LD people) and others with long term conditions
7	Barriers to getting and keeping a job due to employer attitudes, inflexibility and assumptions and benefits for both disabled people and carers	Leisure providers offering accessible and lower cost services for disabled people e.g. cinema, swimming,
8	Public sector cuts affecting provision particularly preventative services	Inclusion and personalisation within schools
9	Lack of suitable and accessible private and social housing for disabled people and allocation of suitable properties	Targeted services to support disabled people to get into employment/self-employment
10	Challenging and inconsistent transition process across all agencies from childhood to adulthood. Support post-18 is inadequate.	Good opportunities to volunteer which, in turn, improves health and wellbeing e.g. Imperial War Museum, Factory Youth Zone

Two issues - inaccessible public transport and inaccessible services - were particularly prominent in terms of the things the people thought were *not working*. These issues cut across all impairment types and ranged from inaccessible or inflexible designs of buses and trams to poor attitudes such as lack of knowledge and training from bus drivers or members of the public. Problems with inflexibility of community buses were raised several times. Universal services, such as leisure centres, were cited as being inconsistent and inflexible e.g. guide dogs not allowed in leisure centre.

Issues in respect of community opportunities featured strongly in the top ten issues noted by disabled people as making a *positive impact*. Support from the voluntary and community sector, disabled people's organisations and public sector services, is clearly working for some disabled people. Other positive aspects of community opportunities such as supported employment schemes, inclusion within mainstream education and regular health checks.

The ability to advocate either directly or with support is seen as very positive and given the range of barriers, systems and process that disabled people need to successfully navigate, this highlights the key role that advocacy brings to enable that. All these areas reinforce the relationship with independent living principles.

The accessibility of transport and leisure services were seen by people in both a positive and negative light. However, the numbers of disabled people reporting bad experiences with transport and leisure services were significantly higher than those reporting positive experiences. This suggests that there is some inconsistency in terms of the design and delivery of these services across the city and, although efforts to improve accessibility of transport and universal services are being felt, improvements are still required.

Disabled people have also raised the need for greater enforcement to underpin the intent to procure ethically and responsibly. The Social Model of Disability and accessible information standards should go into the definition of social value used by the council and others who procure public services.

The provision of reasonable adjustments to enable disabled people to take part in activities should not be based on perceptions of cost as many changes cost little or nothing to make. For example, the accessibility of buildings could be rated 1 to 5, like food hygiene, with 1 being not at all accessible and 5 being completely accessible

Employment

Disabled people report that having support from a peer who understands the barriers they face is extremely useful as many deaf and disabled people in the city believe that finding and keeping work is hard. They have low confidence about finding meaningful work and feel that employer attitudes can be discriminatory. Some local employers have adopted a more target driven approach in recent years, resulting in rigid employment practices and systemic disabling barriers.

Disabled people accessing employment support often know little or nothing of their employment rights at first, particularly of reasonable adjustments and the Access to Work scheme. Flexible working remains an important support for disabled people. Cuts have resulted in 'specialised' employment support being decommissioned and the abandonment of the [Right to Control](#) initiative (a rights-based approach to support and services for disabled people that started in 2010). This means that disabled people have little control over how their employment support is directed.

Information and communication

People feel confident and empowered when they get communication support. It enables them to get the same information as everyone else and to make informed choices about their health. However it's not all about provision of support. People said listening like an equal, with courtesy and respect, empathy, consideration, like the disabled person knows their own mind and has the ability to make their own decisions is the most important thing in being treated by health and social care professionals.

Much more needs to be done to ensure that deaf and disabled people are consistently asked about their information and communication requirements, that these are recorded and acted upon, and organisations know how to produce and promote accessible formats. There is an over reliance on online information, which excludes a high number (at least one in five) of disabled people who experience digital exclusion (Ofcom 2017).

Information aimed at the public is often inaccessible and full of jargon. People do not find it easy to find out about their rights and options, or be able to easily speak to a person with the authority to take action.

Lack of communication support (e.g. insufficient interpreters, too few key services using them or interpreters not being booked due to budget constraints) is a key issue for local deaf people. 73% of deaf people surveyed felt excluded from wider community involvement because of communication barriers - leading to social isolation, low self-esteem and a negative impact on people's wellbeing. More deaf awareness and British Sign Language (BSL) training is required in schools and services. Communication barriers, such as lack of accessible appointment systems at GPs, are also a big issue.

Other issues and themes

As well as the points above from disabled people and representatives of their

organisations, members of the OMDP Health and Social Care Workstream have also made the following points:

- i) There needs to be more support for disabled people who are also carers.
- ii) There is poor discharge planning for people with newly acquired impairments e.g. amputations.
- iii) There needs to be more forward planning for young people with mental health issues to prepare for adulthood and help support them over their whole lives, not just at specific times which are convenient for the services that support them.
- iv) The NHS Accessible Information Standard may improve things for disabled people but how will its effectiveness be monitored?
- v) Citizens aren't 'hard to reach', its information about services citizens can't access.
- vi) The MCC Website is very hard to access, navigate and search.

The [‘Taking Charge Together’ research](#) with so called ‘hard-to-reach’ groups in Greater Manchester found environmental/social barriers (transport, housing, skills/education and social connections) directly affected people’s health or their ability to adopt healthy behaviours. This is highly significant when a [key objective of the Manchester Local Care Organisation](#) is to promote ‘independence’, reducing the reliance on health and social care provision as people are equipped to safely take more personal responsibility for their own health and wellbeing.

Manchester People First held a series of 6 health workshops. In these workshops, Learning Disabled people talked about the barriers they face going to and keeping medical appointments and also created a [video](#).

Members gave the most common reasons why people with learning difficulties struggle to attend medical appointments:

- **Support:** travel and travel planning, letters, advocacy if need be, need for gender specific support.
- **The professionals:** No jargon. Explain medication. Speak to me, not support workers. Understand the effects of my impairment when I ring or call. Be more patient. Don’t cancel at the last minute. Consider screening me for everything at my annual health check.
- **What stops me attending:** Give me information in a way I can understand. Appointments should be close to me. Travelling may be difficult or too expensive. Make sure I have the right equipment, such as a hoist or rise and fall bed. Useful meaningful pictures for signage e.g. skeleton for a fracture clinic.
- **Knowing my body:** This can help me to avoid getting very ill. Need to be confident about talking about my body without embarrassment – someone of the same sex would be good

Research carried out by Manchester Metropolitan University in collaboration with Breakthrough UK and Venture Arts research ([‘A Breakthrough Venture: \(re\) building value in the lives of disabled people’](#)) found that restrictions on funded support constrained the independence of disabled people. One participant found “his ability to access the community is severely restricted by the care package he receives”.

3. WHAT WOULD WE LIKE TO ACHIEVE?

There are a number of pieces of legislation, standards and guidance which are consistent with the Social Model of Disability's approach to removing barriers that create obstacles to the positive development of an accessible, inclusive city for all citizens.

Equality Act 2010

Many aspects of the Equality Act 2010 cite the Social Model of Disability as a measure of discrimination and most disabled people's organisations in the UK use this as a fundamental approach in their campaigns and activities. The Equality Act requires service providers to make reasonable adjustments and to remove or modify barriers - and to anticipate the needs of disabled people to ensure that disabled people are not discriminated against in comparison with non-disabled people. The Equality Act also has specific elements relating to employment, education, transport, housing and other areas which might affect disabled people and there are also additional duties for local authorities and public bodies.

Medical model terminology is used in the Equality Act but much of the guidance uses a barrier removal approach. It is important to not rely on doing the minimum that you have to do under the legislation and follow [guidance and best practice](#) in order to create an inclusive and barrier free environment, in collaboration with disabled people and their organisations. The report of the [House of Lords Select Committee on the Equality Act 2010](#) and Disability, published in 2016, showed that enforcement of the Equality Act 2010 remains weak so best practice is essential.

The Public Sector Equality Duty requires public bodies to eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Equality Act. Under the Public Sector Equality Duty 2011, public bodies in Manchester are required to publish information annually to demonstrate that they are complying with the general equality duty in all areas of their work. Information must be included on how their policies and practices affect people who share a relevant protected characteristic.

United Nations Convention on the Rights of Disabled People (UNCRPD)

The [Convention on the Rights of Persons with Disabilities](#) is an international human rights treaty of the United Nations intended to protect the rights and dignity of disabled people. The UK is a signatory and its articles should underpin all of our work. Parties to the Convention are required to promote, protect, and ensure the full enjoyment of human rights by disabled people and ensure that they enjoy full equality under the law. The Convention has served as the major catalyst in the global movement from viewing disabled people as objects of charity, medical treatment and social protection, towards viewing them as full and equal members of society, with human rights. It is also the only UN human rights instrument with an explicit sustainable development dimension. The Convention was the [first human rights treaty](#) of the third millennium.

Article 25 of the UNCRPD reinforces the right of disabled people to attain the highest standard of health care, without discrimination.

The Right to Independent Living (Article 19 of the UNCRPD) is not yet enshrined in direct law in the UK. The Independent Living Strategy Group has issued a [position statement](#) calling for this to be changed so that all disabled people can live in the

community with the same choices, control and freedom as any other citizen. The Equality and Human Rights Commission has published [draft proposals](#) that would provide a new legal right to independent living for disabled people.

Design Standards and Regulations

Building work is guided by Part M of the Access To and Use of Building Regulations 2010. This includes Volume 1 ('Dwellings') and Volume 2 ('Building, other than dwellings'). These documents prescribe mandatory minimum levels of compliance for the use of and access to buildings. The document includes many useful diagrams on how to show compliance with the regulations.

British Standard (BS) BS 8300:2018 offers best-practice recommendations on how architectural design and the built environment can enable disabled people to make the most of their surroundings. Part 1 covers the external environment and Part 2 covers buildings, including such things as access routes to and around buildings, car parks and garaging, as well as setting-down points, entrances, ramps, corridors, lifts and signage.

The Blue Badge Parking Scheme

The [Blue Badge parking scheme](#) provides a national system of parking concessions for people who face significant barriers to travel either as drivers or passengers. The scheme also applies to 'registered' blind people and disabled people who regularly drive a vehicle but cannot turn a steering wheel by hand.

Blue badges allow parking concessions on public roads but also in many other places such as hospitals and retail parks/shopping centres as well. Most places provide accessible parking bays; some are free whereas others still require a payment but the space tends to be nearer the entrance. When a badge is issued, the citizen will receive a booklet with their badge which explains all the rules about where they can park and their responsibilities for use.

The [eligibility criteria](#) used by the Blue Badge scheme has recently been expanded to cover some people with hidden impairments. The new criteria came into force on 30 August 2019.

The Accessible Information Standard

All organisations that provide NHS care and/or publicly-funded adult social care are legally required to follow the Accessible Information Standard (AIS). The AIS sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support requirements of disabled people who are patients, service users, 'carers' and/or parents. Local implementation of the standard is currently very patchy.

The Accessible Information Standard is made up of a [Specification and Implementation Guidance](#). In August 2017, revised versions of the Specification and Implementation Guidance were issued, following a post-implementation review of the Standard.

Inclusive language and user involvement

Our language carries many messages. It categorises, labels and reinforces stereotypes and can both disempower or enable us. It conveys how we feel about other people, allowing us to connect or to put up barriers, and can influence how we deal with situations. Words are important for both building relationships with other people and for how we think about ourselves. Under the Social Model of Disability, "disability" is a

political term which describes disabled people's exclusion and experience of barriers. The Greater Manchester Coalition of Disabled People (GMCDP) has published on the [preferred terminology and language](#) that should be used to describe disabled people.

The ['Beyond the Usual Suspects' report](#) draws on the findings of a three-year national research and development project supported by the Department of Health, which aimed to find out how inclusive user involvement could be achieved. This project was particularly interested in looking at why certain groups of 'seldom-heard' service users experience barriers to involvement and how these barriers can be overcome.

NHS Equality Delivery System 2 (EDS2)

The NHS Equality Delivery System (EDS2) supports local NHS organisations, in discussion with local populations, to review and improve their performance for people with characteristics protected by the Equality Act 2010. By using the EDS2, NHS organisations can also be helped to deliver on the Public Sector Equality Duty. [Good practice case studies](#) are also available.

The Care Act 2014

The Care Act 2014 made a number of significant changes to how local authorities assess, commission and deliver a more holistic and personalised range of adult social care services. There is a much greater emphasis on wellbeing, and local authorities now have a duty to promote wellbeing in the specific areas below:

- Personal dignity, including treating people with respect
- Physical and mental health and emotional wellbeing
- Protection from abuse and neglect
- Control by the individual over day-to-day life, including choice and control over how their care and support is provided
- Participation in work, education, training or recreation
- Social and economic wellbeing
- Domestic, family and personal relationships
- Suitability of living accommodation
- The individual's contribution to society.

Developing and Commissioning Services

One of the aims in developing this topic report is to support commissioners across and beyond health and social care to understand disability better, and take action to remove the barriers that disabled people in Manchester face when going about their daily lives. Disabled people face barriers all the time so it is important that commissioners and planners are supported to understand these issues and are therefore better informed when planning and developing services.

One way of doing this is to support commissioners and planners to understand the Social Model of Disability and use it as a guiding principle throughout the commissioning process, as outlined below. In addition there is no reason why wider partners outside of health and social care could not use this topic report in the same way.

4. WHAT DO WE NEED TO DO TO ACHIEVE THIS?

Independent Living

The [Greater Manchester Disabled People's Manifesto](#) includes a number of relevant recommendations in respect of independent living. This includes ensuring that:

- Disabled people have the opportunity to choose their place of residence and where and with whom they live on an equal basis with others and are not obliged to live in a particular living arrangement;
- Disabled people have access to a range of in-home, residential and other community support services, including personal assistance, necessary to support living and inclusion in the community, and to prevent isolation or segregation from the community;
- Community services and facilities for the general population are available to disabled people on an equal basis and are responsive to their needs (see Article 1.19 of the Care Act 2014 Statutory Guidance)
- All commissioned and contracted providers should fulfil the Equality Act duties and demonstrate a proven track record and a continuing commitment to providing accessible and inclusive services and to employing disabled people.

The Manifesto also calls on commissioners to engage directly with Manchester DPO's about the impact on disabled people's independent living in relation to the pooling of Social Care budgets and the merging of health and social care.

Accessibility Standards

Design for Access 2 (DfA2) are Manchester standards for accessible buildings are supplementary to national planning and building regulations. DfA2 standards were developed in partnership with the city's disabled children and adults' organisations to ensure that we draw on the invaluable experience and expertise existing within Manchester.

The Manchester Disabled People's Access Group (MDPAG) have produced a set of [Guidelines for Accessible Meetings and Events](#) which were initially published by the Community Network for Manchester (CN4M) and are now available from MDPAG. These guidelines are complementary to DfA2 and include a set of handy checklists alongside detailed advice and information about for what to consider and plan for before, during and after meetings and events, including checking people's access requirements, accessible child care, communication support, accessible information (incl. clear print guidelines) and organising rooms etc.

Health and Social Care Integration

Specific recommendations from the local disabled people who were involved in [Breakthrough UK engagement on the neighbourhood approach](#) include:

- Information on key changes should be cascaded through disabled people's organisations, existing meetings and local groups. A 'piggybacking' approach to engagement where information is shared with existing groups of disabled people works better than arranging stand-alone meetings

- Alternative formats need to be clearly available, with standard print Word versions also distributed electronically so that groups can create their own copies and formats as required.
- There needs to be a better system of communicating key information about local community resources, advice, and key rights around independent living to disabled people. This is especially important to people in the city who newly acquire an impairment. Historically, this work has been done by disabled people's organisations, but many are lacking capacity to do this at present.
- Disabled people gave lots of examples of communication breakdowns between teams involved in their support. Good communication between health and social care teams is already a core component of the approach in principle. Close monitoring is required to ensure this is happening in practice.
- Peer support is hugely important to disabled people's health and wellbeing. Disabled people's groups need to be supported and resourced, irrespective of whether they are hosted by disabled people's organisations, impairment specific groups or via patient experience models.
- Awareness raising on the nature of adjustments required by most disabled people and that they are rarely costly. The anticipatory duty of health and wellbeing related service providers to make reasonable adjustments under the Equality Act needs more robust enforcement. This is already a statutory duty for health and social care providers, alongside the Accessible Information Standard (AIS).
- EDS2 is one lever that can be used to increase compliance with the Equality Act but this would not be applicable to all community wellbeing and leisure providers. The Accessible Information Standard must be implemented fully across all statutory provision. There needs to be a consistent approach to asking, recording and acting upon people's access requirements for information, in line with the requirements of the AIS and to perform well under EDS2.
- The work of the Manchester Advocacy Hub needs stronger promotion. This statutory advocacy will not meet all needs however, and consideration should be given to commissioning and supporting work which enables disabled people to develop skills to self-advocate in health and social care provision.
- Manchester should consider the adoption of Inclusion London's three questions into the Single Trusted Assessment process ('How do you want to live?', 'What stops you living that life?' and 'What do you need to help you live that life?')
- The assessment should use a Social Model of Disability approach (i.e. focus on removing barriers that stop the person fully participating in society), be a 'real world test', be based on the presumption that the disabled person is the expert on their impairment and how it affects them, be co-designed with disabled people and incorporate training on the Social Model of Disability to assessors.
- Set up an accessible mechanism for disabled people to peer review health, social care and wellbeing related venues based on the [AccessAble](#) (formerly

DisabledGo) model, but with offline options to input and retrieve information.

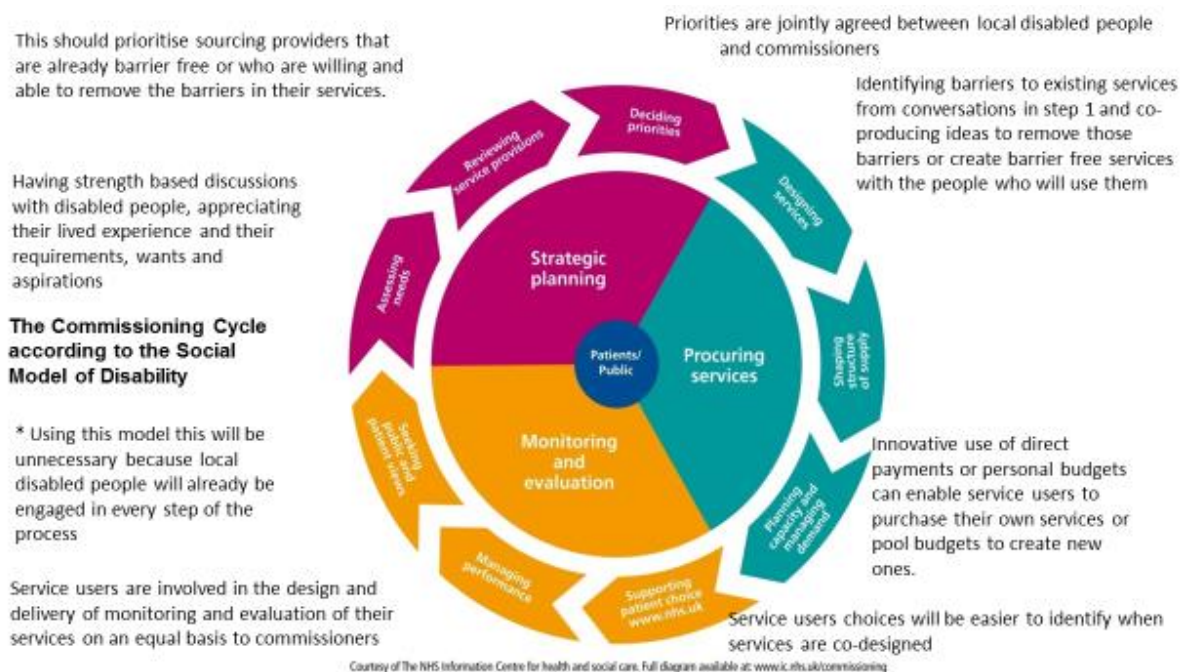
Commissioners need to ensure that all services are accessible and inclusive for all citizens, particularly in terms of the design and redesign of health and care services in Manchester. There are risks associated with not following the legal requirements of the Equality Act, including infringing disabled people's civil and human rights and legal challenges to service areas, and therefore demonstration of compliance with the Equality Act by providers before contracts are awarded is important.

Disabled people have expressed support for service models based on a local hub with various practitioners on the same site including doctors, dentists and physiotherapists. This has been popular because it is more streamlined, quieter and less anxiety provoking to use than traditional services. One person said that the holistic approach of his community health provider made a huge difference when he came out of hospital.

Many disabled people are keen on the idea of having co-located neighbourhood teams and "seeing the same person every time", as long as getting there is accessible.

Commissioners and the Commissioning Cycle

There is strong case for using the Commissioning Cycle as a framework for considering how barriers that disabled people face can be overcome when planning and developing services. Below is an example of a barrier related Commissioning Cycle which could be used by commissioners and planners when developing services. This approach can be the basis of co-design/co-production with the aim that it is adopted by Manchester Health and Care Commissioning and the Manchester Local Care Organisation.



Whilst there are legal considerations to factor in as a commissioner, the user experience is central. For that reason, it is important to ensure that a co-production approach with disabled people is used right from the start of the commissioning process e.g. using the commissioning cycle of 'Analyse, Plan, Do and Review'. People with lived experience have a better understanding of what needs to be improved and how we can work together to achieve a sea change in behaviours and attitudes to disabled people.

Using this approach will help to ensure that all key risk factors are virtually eliminated. This must be resourced so that the process is accessible throughout, enabling full participation for everyone. This approach should be embedded in the daily activity of commissioners, through the actions outlined in Section 6 of this topic paper.

5. WHAT ARE WE CURRENTLY DOING?

Manchester City Council

Manchester City Council's broad current [Equality Objectives](#) are:

- To know Manchester better
- To improve life chances by taking a joined up approach with public and voluntary sector partners to raise awareness of hate crime and help people feel more confident to report it.
- To celebrate the diversity of the city

In 2015, Manchester City Council achieved the 'Excellent' standard in the [Equality Framework for Local Government \(EFLG\)](#), a national equalities benchmarking tool run by the Local Government Association (LGA).

The **Blue Badge parking scheme** is designed to help people with a disability to park closer to their destination. Blue Badge 'standards' are set by the Department for Transport and govern who is and isn't eligible for a Blue Badge. There are two routes to obtaining a Blue Badge: a) those who are automatically eligible and b) those where a further 'assessment' needs to be carried out.

Locally, administration of the [Blue Badge Service](#) is carried out by Manchester City Council. Two teams are responsible for the processing of badges in Manchester. A team of business support staff, based at Harpurhey District Office, are the main administrators of the scheme and process all the automatic eligibility applications, send out the renewal reminder letters and deal with all queries and replace lost/stolen badges. Assessment staff within the Manchester Service for Independent Living (MSIL) team, based at Poland Street, deal with those applications that need further assessment.

Manchester currently has 16,438 badges on issue. Between 1st January and 30th June 2019, 3,206 Blue Badges were issued in Manchester. Around 38% of these badges (1,214) were issued to people with a walking disability or registered blind, of which 69% were new applications. A further 1,136 badges (36%) were issued to people receiving a Personal Independence Payment and 820 (26%) to people receiving Higher Rate Mobility Allowance.

Manchester Locality Plan

Manchester is embarking on a radical programme of work to change the lived experience for disabled Manchester citizens. The ambition is for Manchester to be a fully accessible city that puts disabled people at the front of change projects and creates an inclusive and co-productive approach as a default.

Work to improve the lives of disabled people is complementary to the work to improve the health and wellbeing of Manchester residents as set out in the Manchester Locality

Plan. Disabled people who face a range of barriers cannot equally access appropriate and timely health and social care services and are therefore disadvantaged through no fault of their own. There are some good examples whereby GPs in primary care will ensure that a translator/BSL Signer is always available for deaf patients but this is not always the case.

Our Manchester Disability Plan

Manchester City Council's *Our Manchester Plan* focuses on helping people to make the changes in their lives that will see them become more independent. The approach doesn't begin by asking 'What's wrong?' Instead, it asks 'What's right?' and 'What matters to you?' In this way, Our Manchester becomes:

- a way people can develop into happier, healthier and wealthier people making a good life for themselves and their family;
- proactive, pre-emptive and creative, focusing on a person's or community's strengths and opportunities;
- a partnership of local people and organisations developing new answers to how we can deliver public services.

Our Manchester is also pioneering Strengths Based Development Co-design work, including the development of a new Strengths Based workforce development programme, involving disabled people's organisations in its development.

The [Our Manchester Disability Plan \(OMDP\)](#) has been co-produced by local disabled people, disabled people's organisations, public sector organisations and other voluntary sector organisations and is written from the perspective of the Social Model of Disability. The Plan provides a shared vision on how services must be reshaped to ensure that no further barriers are created for disabled people and that accessibility for all, on whatever activity or topic, is central to our approach to planning and delivering services for disabled people. The main aim of the OMDP is to develop actions which will remove the barriers in society that stop disabled people from playing a full part in society.

The plan also relates to a number of basic rights that disabled people have identified, which if fully met would enable them to fully participate in society. These rights (also known as 'Pillars of Independent Living') are set out in the box below:

Pillars of Independent Living

- i) Full access to our environment, transport system and accessible or adapted housing
- ii) Inclusive education and training and equal opportunities for employment
- iii) Appropriate and accessible health care provision, equipment & adaptations and personal assistance
- iv) Information and money advice
- v) Advocacy and peer counselling

These rights identify the foundations which disabled people need so they have the same opportunity to live an independent life and be as fully integrated in society as non-disabled people. Independence doesn't mean disabled people doing everything for themselves. It means having choice and control over how they live their lives, what

support they receive, and if any, how that support is provided. It is striking how similar some of these rights are to the wider determinants of health.

Governance and delivery of the OMDP is overseen by a multi-agency Partnership Board. It also includes an Engagement Group which ensures local disabled people are at the heart of the co-productive development of the plan. Through the established governance structure, a series of workstreams have been established which are focused on delivering the objectives of the plan.

As a starting point, the broad objectives of the OMDP (grouped under the Pillars of Independent Living) are:

- **Appropriate and accessible information:** Information is made available to suit any disabled person's communication preferences e.g. easy to read, Braille, audio, email, large print.
- **An adequate income:** Timely provision to appropriate financial and welfare advice to maximise a person's income.
- **Appropriate and accessible health and social care provision:** Health and social care organisations and services to take a person-centred approach to meeting needs. Services need to be accessible to ensure that all communities can access timely health and care support.
- **A fully accessible transport system:** Manchester's transport system is fully accessible to disabled people, and regular feedback is received to rectify any accessibility issues.
- **Full access to the built environment:** Planners and developers need to comply with and actively contribute to the standards set in the Equality Act 2010. Disabled people want to access the same community and city facilities that everyone else can.
- **Adequate provision of technical aids and equipment:** Access to timely technical aids and equipment is available to disabled people of all ages as required. Services for children and young people are the same as those for adults where necessary.
- **Availability of accessible and adapted housing:** A range of suitable types of adapted accommodation is available that meets the needs of different disabled people and their families. Co-ordination and allocation of the city's social- rented adapted housing stock should be improved.
- **Adequate provision of personal assistance:** Disabled people who are entitled to a personal budget (social care) are actively supported to have a personal assistant who is appropriately trained to provide the right support.
- **Equal opportunities for employment:** The city's employers promote equality of opportunity so that disabled people can access work and they are actively supported through reasonable workplace adjustments.
- **Availability of peer support:** Where appropriate, organisations create opportunities for disabled people in similar circumstances to share experiences and receive mutual peer support.
- **Availability of independent advocacy and self-advocacy:** For disabled people to be able to self-advocate, they need to be supported with confidence-building skills and encouragement.

A second area of work for the OMDP will be to look at the standards set out in the draft [Access All Areas standards](#), agreeing those that will be formally adopted across the city,

and creating a reference library to support development of the plan. This will ensure that all future work and projects will adhere to these standards.

The Manchester City Council Local Delivery Pilot Steering Group has £1.5 million over 3 years to develop approaches across the system to reduce 'inactivity and tackle inequalities'. Increased accessible activity for people with learning difficulties is a key focus of this pilot, including people in supported housing in the chosen places.

Disabled Children and Young People

Manchester's Children and Young People's Plan ('Our Manchester, Our Children') covers the period 2016 to 2025 and outlines how children and young people matter in Manchester. It places children at the heart of its vision for Manchester to be in the top flight of world-class cities by 2025 and aims to open up new opportunities for children and young people in the fields of education, work, leisure and family life. It is also a partnership plan, jointly held by all the city's agencies and organisations that work with children and young people.

The Special Educational Needs and Disability (SEND) Board, chaired by the Director of Education, provides governance of SEND in Manchester and is also the children and young people's workstream of the OMDP Board. The SEND Board is responsible for evaluating progress in implementing the reforms and identifying key areas for development. The Board has agreed the following outcomes and oversees the work plan which partners are working together to deliver:

- a) Parents'/carers' and children's/young people's views impact on strategic decisions;
- b) Excellent local offer, understood and accessible to all leading to improved life outcomes;
- c) Young people with SEND have needs met through excellent education, health and care services, jointly commissioned where appropriate;
- d) Preparing for Adulthood (PfA) is embedded in Manchester from the earliest years;
- e) Highly effective education, health and care plans and reviews improve life outcomes for children and young people;
- f) Improved outcomes and standards across education and training
- g) A highly skilled workforce across all stakeholders improves outcomes for children and young people.

Manchester Local Care Organisation (MLCO)

The [Manchester Local Care Organisation \(MLCO\)](#) has a key role in creating accessible local provision for disabled people and promoting holistic ways of working that address all of the pillars of independent living in disabled people's lives.

The MLCO focuses on four ways of working:

- Promoting healthy living - helping people to stay well through prevention, supporting them to lead healthier lives and tackling health issues before they escalate;
- Building on vibrant communities - using all the resources available in the wider communities people live in and identify with in a true neighbourhood approach, improving population health and wellbeing;
- Keeping people well in the community - helping people who have existing health needs and complex health issues to stay as well as possible in their homes

- through 12 integrated neighbourhood based teams and citywide services;
- Supporting people in and out of hospital - ensuring community-based care helps people to avoid unnecessary hospital admissions; or to discharge them from hospital care, quickly and safely, as soon as they are ready if they do need time in hospital.

The MLCO Neighbourhood Team Leads have a key role to play in bringing people together, to deliver services for disabled people in a new way, identifying and promoting the use of local assets and support neighbourhood teams to work with local community groups and residents to co-produce local neighbourhood action plans and projects.

The MLCO currently holds many contracts with VCSE organisations. This is a substantial resource with significant work going on with disabled people across the city.

Manchester University NHS Foundation Trust Disabled People's User Forum

The purpose of the Disabled People's User Forum is to listen to the views and experiences of disabled people and enable them to influence decision making within Manchester University NHS Foundation Trust's (MFT) hospitals. This aims to improve the access to, experience of, and quality of health care for disabled people within MFT hospitals. The members of the forum are:

- A disabled person who has used MFT's services;
- A disabled person who is a member or governor at MFT;
- Someone who has experience of the barriers faced by disabled people when using MFT's healthcare services and has ideas for how these can be removed;
- People able to attend up to 4 meetings per year.

Carers and advocates are welcome at the Disabled People's User Forum. The meetings are chaired by a member of the Equality and Diversity Team and are also attended by other relevant MFT teams such as Estates and Facilities.

Voluntary, Community and Social Enterprise (VCSE) sector initiatives

In 2017, the [Manchester State of the VCSE Sector report](#) stated that "The ten per cent of organisations responding to the survey who indicated that equalities and civil rights was a main area of their work were also asked to identify the specific areas within this category in which they operate. The most common responses were gender (63%), age (58%) and disability (47%)."

There is a rich diversity of work involving disabled people across the VCSE sector in Manchester, particularly among disabled people's organisations. Some key examples are given below. For more examples, see the [Manchester Community Central Directory](#).

Greater Manchester Coalition of Disabled People (GMCDP) is a Disabled People's Organisation, which is controlled and run by disabled people only. All Executive Council members and staff positions are only available to disabled people. GMCDP aims to:

- Promote the independence and integration of disabled people in society;
- Identify and challenge the discrimination faced by disabled people in society;
- Encourage and support the self-organisation of disabled people;
- Ensure disabled people have equal rights in society and equal access to opportunities.

The GMCDP **Manchester Disabled People's Project** empowers disabled adults (aged 15 and above) who live in Manchester to be in charge of their own lives and well-being by enabling them to learn how to effectively respond to and challenge discrimination, how to express their access needs within their relationships and the wider community; how to advocate for accessibility and fair and equal treatment of oneself and other people and how to resist and challenge disablist discrimination in all its forms.

GMCDP's **Shaping Our Inclusion** project is centred on working with disabled people who are interested in activism, campaigning and leadership. They are working with disabled people to get involved in GMCDP and take on roles such as Executive Board members, leaders, trainers, representatives and activists.

GMCDP provides **an advice/advocacy service** for young people aged 15-25 who live in the City of Manchester, who identify as disabled and are in crisis. Many young disabled people experience (or have experienced) discrimination and barriers because they have impairments.

Breakthrough UK is a disabled people's organisation based in Manchester. Their strategic priorities include:

- Influencing policy e.g. Greater Manchester Devolution to improve disabled people's health and wellbeing;
- Empowering disabled people to develop skills, confidence, autonomy, aspirations and careers through 'peer led' and person-centred support;
- Supporting disabled people's choice and control at whatever stage on their journey towards living independently, working and accessing community services and facilities;
- Engaging and involving disabled people when designing positive, inclusive and accessible services.

Breakthrough's vision is of a society upholding the rights, responsibilities and respect of disabled people. In Manchester, Breakthrough's face-to-face projects include:

- Youth Choices;
- Manchester Employment Services;
- Pathways to Independent Living and Pre-Employability group courses;
- Community Connecting, which supports isolated disabled adults to 'have a good week';
- Third-Party Hate Crime Reporting Centre;
- Transport for Greater Manchester Disability Design Reference Group;
- Manchester International Festival Disabled People's Engagement Group;
- Women's Peer Support group.

Breakthrough is also working with [Manchester Health and Care Commissioning](#) to understand disabled people's experiences of accessing NHS Health Screening Programmes.

Manchester Disabled People's Access Group (MDPAG) is an organisation of disabled people who work with disabled people, businesses, architects and designers, the public sector and the voluntary and community sector in Greater Manchester and

elsewhere. They promote best practice in accessible and inclusive design and access standards through:

- Our Manchester Disability Plan, chairing the Built Environment Workstream;
- Access audits & access surveys;
- Access Statements & Design and Access Statements;
- Consultancy and contributions to consultations;
- Advice on consulting with disabled people;
- Training and information for organisations & companies & training on access auditing for disabled people;
- Publications;
- Provision of information on the Equality Act, Building Regulation, planning guidance and best practice access standards, including developing materials on writing Design and Access Statements;
- Projects and joint activities with local authorities, regeneration projects & the voluntary & community sector;
- Providing information, advice and consultancy to other infrastructure organisations in the voluntary and community sector in Greater Manchester;
- Active involvement with other disabled people's organisations and with the voluntary and community sector in Greater Manchester.

Venture Arts is a progressive visual arts organisation based in Hulme that strives for learning disabled people to engage with and be recognised in art and culture. They work with learning disabled artists to create and show new visual art work.

Manchester Deaf Centre seeks to maintain services that are demonstrably effective in making real change in the lives of deaf people. Where there are gaps in provision or innovative ways of doing more, and doing it better; they devise projects that answer that need and respond to what they learn from working with, and as part of, the deaf community. To achieve its vision, the Manchester Deaf Centre:

- Provides spaces for deaf people to socialise and learn;
- Creates opportunities for deaf people through employment and training;
- Devises, gains funding and runs projects that lead directly to positive outcomes for deaf people;
- Influences national and local public policy and seek opportunities to play a role in research and commissioning;
- Works in partnership with others for the benefit of deaf people;
- Promotes deaf culture and the use of British Sign Language (BSL).

Manchester People First is a self-advocacy group for people aged over 18 with learning difficulties who live in Manchester. They support people to speak up for themselves so they can have a bigger say in how their lives are lived by offering training to members and organisations who work with adults with a learning disability, as well as giving members somewhere of their own to meet their peers, learn and socialise.

Disability Design Reference Group (DDRG) is a disabled people's involvement group facilitated by Breakthrough UK on behalf of Transport for Greater Manchester (TfGM).

Many disabled people rely on public transport as their only means of travel for daily living so it is important that it is as accessible and barrier free as possible. The DDRG is

made up of disabled people from across Greater Manchester who have lived experience of a wide range of barriers that prevent disabled people from enjoying access to all aspects of society and, in particular, public transport infrastructure and services.

The DDRG members provide input to TfGM and its partners on project design for public transport infrastructure and services across Greater Manchester based on their own individual and collective lived experiences. Their input assists TfGM to ensure that, as far as possible, an inclusive and barrier-free public transport environment is developed across Greater Manchester.

Since the DDRG was formed, it has proved itself to have an important role in helping to remove barriers to public transport and travel, ensuring as many people as possible are able to use public transport services. The DDRG has also received industry recognition for the effectiveness of its involvement of disabled people when it was awarded the 'Putting Passengers First' award in the 2015 National Rail Awards. Judges praised the group's attention to detail, good quality feedback and excellent design improvements.

The **North West Disabled People's Organisation Network** is testing the development of Self-Directed Care Co-operatives. The care cooperative will enable two/three groups of up to 10 disabled people, regardless of age or impairment, across the North West to set up a care cooperative as a social enterprise enabling choice and control over who delivers their care and support, by pooling their skills, experiences and costs as a shared employer of personal assistants. A test bed Co-operative in Manchester is planned. Breakthrough UK is the link organisation.

Community Explorers

Community Explorers are people who work in VCSE organisations in Manchester and have given their time and expertise to work in partnership with Manchester Health and Care Commissioning. By using their knowledge, skills, networks and connections with assets in the community they are able to raise awareness of the on-going experiences and issues that affect local people and allow them to take ownership of their health in a way that meets their needs, and maximises their aspirations, skills and abilities using a strength-based approach. It is also an opportunity to develop collaboration between VCSE and public sector organisations.

In return, Manchester Health and Care Commissioning works with Community Explorers to actively involve VCSE services in the development and co-production of services in Manchester by providing information, data and opportunities for joint funding to build capacity of the VCSE structure to develop and support these local assets. Community Explorers meet monthly and move around each of the localities in Manchester.

Greater Manchester and other partnership activities

External partners (e.g. Greater Manchester Combined Authority, Public Health England, NHS England etc.) can provide support for this important work. Disabled people living in Manchester do not confine their lives to the Manchester area but move fluidly across geographical borders to visit family, friends and pursue personal activities. It is therefore necessary to work across Greater Manchester and beyond in order to address the challenge of becoming a truly accessible city. If all partners embraced this work, the results would be significant and make a real difference.

The **Greater Manchester Mayor** has funded a new [Disabled People's Panel](#) to work with him and the Greater Manchester Combined Authority. The Greater Manchester

Coalition of Disabled People (GMCDP) has been commissioned to set up and co-ordinate the panel which aims to shape, challenge and influence policy affecting disabled people across Greater Manchester, by advising and consulting with GMCA.

The member organisations are majority led and staffed by disabled people from across Greater Manchester's 10 boroughs, committed to the Social Model of Disability, with strong engagement with their local community, and successful representation of diverse groups, including LGBT and black and minority ethnic communities. Those taking part receive an involvement fee from the mayor's office.

Manchester is the first city region in the UK to introduce a disabled people's panel that will be involved in such a senior level of strategic policy-making.

The **Greater Manchester Health and Social Care Partnership** has set a [learning disability employment target](#) that has an ambition of 7% of people with learning difficulties in employment across all of the Greater Manchester boroughs by 2020. The target is included in the [Greater Manchester Learning Disability Strategy](#) and was highlighted in a letter to the Chief Executives of all local authorities in the city region.

The strategy was signed off by the GM Health and Social Care Board in August 2018 and contains 10 key priority areas which are:

- Working with people with Learning Difficulties and their families to shape the strategy and plans;
- Supporting people to speak up for themselves and their peers ensuring they get the care and support they need;
- Creating services that give people with complex needs greater choice and control;
- Improving health outcomes for people with Learning Difficulties;
- Creating a sense of belonging not isolation;
- Improving housing options so that people with Learning Difficulties can live as independently as possible;
- Supporting people with Learning Difficulties into work;
- Developing health and care staff across Greater Manchester so they are skilled to meet the needs of people with Learning Difficulties;
- Helping children and young people with Learning Difficulties and their families;
- Supporting victims of crime with Learning Difficulties and helping offenders with Learning Difficulties make different choices.

To progress implementation of the key commitments within the GM Learning Disability Strategy, all localities within GM were asked to work with their local Learning Disability Partnerships Boards to ensure actions were underway in local areas to deliver the new strategy. In addition, a collective 100-day Challenge programme took place between September and December 2018 in order to accelerate implementation of the strategy and look at where positive changes aligned to the priorities could be made, particularly around the area of employment.

The Greater Manchester Health and Social Care Partnership developed a **Greater Manchester Autism Strategy** ([‘Making Greater Manchester Autism Friendly 2019-2022’](#)). The vision of the strategy is to make Greater Manchester a place where autistic people and their families can get a timely diagnosis with support, meet professionals

with a good understanding of autism, find services, organisations and employers that make reasonable adjustments when required, where people can feel safe, have aspirations and fulfil their potential, and become a full member of the local community.

6 OPPORTUNITIES FOR ACTION

Actions for Commissioners and Strategic Bodies

Implementation of JSNA

- Develop a Governance Framework with strong leverage to take this JSNA into account in business planning as well as commissioning.
- Set up a working group, including local disabled people, to set appropriate outcome measures and monitor the implementation and use of this JSNA across all relevant sectors.

Barrier-free procurement

- A timetable should be developed in collaboration with disabled people to enable a transition to a barrier removal approach to commissioning. It is suggested that procurement with the VCSE in 2020 is used as a test bed for this approach.
- Resource co-production into the procurement process to enable disabled people to fully participate in the planning of new projects and services, and beyond this through service delivery and evaluation. This includes allowing sufficient time for involvement before major scoping decisions are made, resource to ensure that the design process is fully accessible to all and that all partners are rewarded for their expertise. Where procurement involves the VCSE, allocate up front money to allow successful bidders to do their own coproduction work and avoid call-off contracts.
- Ensure that sufficient time is built in to the procurement process in order to conduct meaningful Equality Impact Assessments and co-production as new work is planned, and adjust project specifications accordingly.
- Ensure that procurement criteria fully embed the Wellbeing Principle under the Care Act - a holistic perspective.

Social Value

- Incorporate the Social Model of Disability and Accessible Information Standards into the definition of social value used by the council and others who procure public services.
- Only offer tenders to contractors who can evidence a track record of removing disabling barriers. Include this requirement within Social Value criteria in the procurement process to ensure barrier free environments are the norm.

Monitoring and Evaluation

- Provide a range of accessible and anonymous opportunities, including offline, for disabled people to rate health and social care providers without affecting any support offered.

Training

- The OMDP Health and Care Workstream should support Manchester Health and Care Commissioning and the Manchester Local Care Organisation (MLCO) to develop a programme of mandatory training for all staff groups on the Social Model of Disability, delivered by disabled people's organisations.

Collaborative working with OMDP workstreams

- Use evidence generated by OMDP workstreams to develop partnership working with commissioners. Align this to the workstream's current action plan.

Compliance

- Create a local framework to ensure the Equality Act and Accessible Information Standard are properly enforced, particularly the anticipatory duty to make reasonable adjustments. Coproduce this framework with local disabled people and adopt a champions approach.

Increasing employment and skills

- Build on the ground breaking work locally by Working Well to focus a commissioning priority on projects that further disabled people's careers and promote sustainable employment.
- Contracts for small-scale employment support projects for disabled people should only be awarded to bidders where at least 50% of disabled staff are employed across all levels of the organisation.
- Support the growth and development of peer led models of employment support for disabled people as part of the service 'offer' from commissioners.

Data

- Require funded providers to provide data about disabled people's active participation in their communities.
- Strengthen the measurement of social impact. There is a lack of evidence of the benefit of public sector procurement in the city through the work of their supply chains. Increase the accountability of subcontracted employers and businesses by requiring them to make annual data available about their social impact.
- Seek annual guidance from VCSE organisations via a survey about numbers of disabled people they are working with who are not eligible for statutory support, including details of barriers they face to community participation and impact of

austerity measures.

Strategic Priorities

- Ensure that strategic policy issues raised by the Greater Manchester Disabled People's Mayoral Panel are considered in strategic planning.
- Set combatting loneliness and isolation of disabled people as a key strategic priority for commissioners in the city.
- Support the development of self-directed Care Co-operatives by 2021, building on the work of the current test bed in Manchester.
- Adopt the 12 Pillars of Independent Living as one of the guiding principles underpinning current and future iterations of MHCC's Operational Plan and other related plans and strategies in order to ensure that the needs of disabled people living, working or visiting Manchester are properly and comprehensively considered.

Information

- Promote appropriate terminology guidelines for use by services, where relevant, to promote the respect of and independence of disabled people.
- Ensure that commissioning organisations and departments will include the provision of accessible information and communication in their brief and in relation to other aspects of their services.
- Promote accessible appropriate signage and wayfinding services through planning provision, within health and social care provision and in all other services working in Manchester.

Actions for Providers

- Demonstrate compliance with the Accessible Information Standard and anticipatory duty to make reasonable adjustments.
- Gather annual data on social impact of contracted work, including evidence of removal of disabling barriers and examples of how they have worked with disabled people to ensure people are more involved in their communities.
- Improve processes to ensure that health and social care professionals know when they are visiting a deaf person and are able to pre-arrange appropriate communication provision without delaying appointments.
- Ensure that an effective system is place so that British Sign Language interpretation is available whenever required at meetings, services and work related appointments. Ensure contact lists of organisations who provide communication support such as sign language interpretation, lip speaking and palantypists are checked at least bi-annually.

- Work with local deaf people to investigate and adopt accessible forms of technology, such as Skype, WhatsApp, text messages and videos with sign language interpretation. Use these to communicate key information, community resources, and information on rights.
- Provide a forum on and offline which allows people to rate the accessibility of buildings and programmes involved in providing support to disabled people. These should be rated 1 to 5, with 1 being not at all accessible and 5 being completely accessible

Training

- Provide deaf awareness training and basic sign language training for frontline staff to help them communicate effectively.
- Provide training to ensure that all front line staff understand how to take action to remove disabling barriers. As part of this work, we hope to develop a training offer for partners but this would include the provision of appropriate funding.

Assessment and Information sharing

- Ensure information about people's access and support requirements is shared appropriately between different agencies involved in providing aspects of care and support for a disabled person
- Ensure that the single assessment process comes from a Social Model of Disability perspective, i.e. the focus should be on removing barriers that stop the person fully participating in society, and be based on the presumption that the disabled person is the expert on their impairment and how it affects them.
- Ensure that disabled people have the tools to make a genuine choice about their healthcare and the lifestyle they want. Make information on choices and rights available in a range of formats, including off line and in easy read.

Actions for VSCE Organisations

- Demonstrate compliance with the anticipatory duty to make reasonable adjustments.
- Gather annual data on social impact of contracted work, including evidence of removal of disabling barriers and examples of how they have worked with disabled people to ensure people are more involved in their communities.
- Provide data to commissioners about numbers of disabled people they are working with who are not eligible for statutory support, including details of barriers they face to community participation and impact of austerity measures.
- Constructively highlight disabling barriers and potential solutions to organisations, and hold organisations to account when they do take action to remove barriers.
- Share information and advice on options and support disabled people to

advocate for their rights.

Actions for Disabled People and Allies

- Find out about the Social Model of Disability and how to advocate for barrier removal.
- Play an active role in the development of projects and programmes by getting involved in design forums or co-production projects.
- Get actively involved with the Our Manchester Disability Plan and/or with a disabled people's organisation
- Constructively highlight disabling barriers and potential solutions to organisations, and hold organisations to account when they do take action to remove barriers.
- Share information and advice on options and support disabled people to advocate for their rights.

7 REFERENCES AND LINKS

Ambition for Ageing (July 2018). Equalities Board Research Projects 2017/18 - Manchester Deaf Centre Final Report.

https://www.ambitionforageing.org.uk/sites/default/files/Manchester%20Deaf%20Centre%20Final%20Report_1.pdf

Beresford, P. (2013). Beyond the Usual Suspects. London: Shaping Our Lives.

<https://www.shapingourlives.org.uk/documents/BTUSReport.pdf>

Breakthrough UK (April 2017). "Living Well in Manchester" Final Project Report

<https://www.mhcc.nhs.uk/wp-content/uploads/2017/08/Living-Well-In-Manchester-Final-Report-April-2017.pdf>

Breakthrough UK (July 2019). Impact Review April 2017 - December 2018.

<https://www.breakthrough-uk.co.uk/Handlers/Download.ashx?IDMF=384e975f-ccae-4f28-b27c-fd567600c26b>

British Standards Institution (BSI) (January 2018) BS 8300:2018 Design of an accessible and inclusive built environment. Part 1: External environment - code of practice and Part 2: Buildings - code of practice. <https://www.bsigroup.com/en-GB/about-bsi/media-centre/press-releases/2018/january/Standard-for-designing-accessible-buildings-and-facilities-revised-to-be-more-inclusive/>

Department for Education (June 2019) Schools, pupils and their characteristics: January 2019. Statistics on pupils in schools in England as collected in the January 2019 school census. <https://www.gov.uk/government/statistics/schools-pupils-and-their-characteristics-january-2019>

Dimensions (May 2018) #MyGPandMe - Making primary care fair.

<https://www.dimensions-uk.org/get-involved/campaigns/make-gps-accessible-mygpandme/report/>

Disability Rights Commission (2006) Equal Treatment: Closing the Gap: a Formal Investigation into Physical Health Inequalities Experienced by People with Learning difficulties and/or Mental Health Problems. Part 1 of the DRC's Formal Investigation, <https://disability-studies.leeds.ac.uk/wp-content/uploads/sites/40/library/DRC-Health-FI-main.pdf>

Equality and Human Rights Commission (2017). 'Being disabled in Britain: a journey less equal'. https://www.equalityhumanrights.com/sites/default/files/being-disabled-in-britain_0.pdf

Equality and Human Rights Commission (October 2018). Is Britain Fairer? The state of equality and human rights 2018. <https://www.equalityhumanrights.com/en/publication-download/britain-fairer-2018>

Equality and Human Rights Commission (August 2019). Proposals on new right to independent living. Supplementary written evidence from the Equality and Human Rights Commission (YDA0045) <http://data.parliament.uk/writtenevidence/committeeevidence.svc/evidencedocument/human-rights-committee/the-detention-of-young-people-with-learning-disabilities-and-autism/written/101337.html>

Greater Manchester Centre for Voluntary Organisation (April 2016). Taking Charge Together: Final report on VCSE and Healthwatch organisations' Community Engagement Strand. <https://www.gmcvo.org.uk/publications/taking-charge-together-final-report-vcse-and-healthwatch-organisations%E2%80%99-community>

Greater Manchester Coalition of Disabled People (January 2017). Greater Manchester Mayoral Manifesto on Disability ('Disabled People's Manifesto'). <https://www.gmcdp.com/manifesto>

Greater Manchester Health and Social Care Partnership (March 2019). Making Greater Manchester Autism Friendly 2019-2022. <http://www.gmhsc.org.uk/wp-content/uploads/2019/03/GMHSCP-Autism-Doc-FINAL.pdf>

House of Commons Select Committee on the Equality Act 2010 and Disability (March 2016). The Equality Act 2010: the impact on disabled people. <https://publications.parliament.uk/pa/ld201516/ldselect/ldseqact/117/11702.htm>

Inclusion London (2015). Factsheet: The Social Model of Disability. https://www.inclusionlondon.org.uk/wp-content/uploads/2015/05/FactSheets_TheSocialModel.pdf

Independent Living Strategy Group (August 2018). Independent Living: a position statement from the Independent Living Strategy Group. <https://staging.inclusionlondon.org.uk/campaigns-and-policy/act-now/independent-living-a-position-statement-from-the-independent-living-strategy-group/>

Independent Living Strategy Group (November 2018) Charging for Social Care: A tax on the need for support? Published by Disability Rights UK.

<https://www.disabilityrightsuk.org/sites/default/files/pdf/Chargingsurveyreport-18Nov2018.pdf>

Institute of Health Equity (February 2010). Fair Society, Healthy Lives ('The Marmot Review'). Strategic Review of Health Inequalities in England post-2010.
<http://www.instituteofhealthequity.org/resources-reports/fair-society-healthy-lives-the-marmot-review>

Learning difficulties Observatory (2012). Health Inequalities and People with Learning difficulties in the UK 2012. https://www.basw.co.uk/system/files/resources/basw_14846-4_0.pdf

Local Government Association (2018). Equality Framework for Local Government (EFLG) 2018 Version. <https://www.local.gov.uk/our-support/guidance-and-resources/equality-frameworks/equality-framework-local-government>

Manchester City Council (December 2003). Design for Access 2.
https://www.manchester.gov.uk/info/200041/equality_and_diversity/5885/our_approach_to_equality/12

Manchester City Council (2016). Communities of interest report 2016.
https://www.manchester.gov.uk/manchesterspartnership/downloads/file/507/communities_%20of_interest_report_2016

Manchester City Council (2017). Our Manchester Disability Plan.
<http://www.manchester.gov.uk/omdp>

Manchester City Council (2017). Our Manchester Disability Plan. Appendix 2: Draft Access All Areas (best practice standards)
https://www.manchester.gov.uk/info/100010/social_services/7606/appendices/2

Manchester Disabled People's Access Group (September 2006). Guidelines for Accessible Meetings and Events. <http://www.mdpag.org.uk/resources/guidelines-for-accessible-meetings-and-events/>

Manchester Institute for Collaborative Research on Ageing (November 2014). An alternative age-friendly handbook.
<https://www.micra.manchester.ac.uk/connect/news/headline-431019-en.htm>

Manchester Metropolitan University, Breakthrough UK and Venture Arts (2017). A Breakthrough Venture: (re)building value in the lives of disabled people. A project funded by the Community Research Awards, Manchester Metropolitan University in collaboration with Breakthrough UK and Venture Arts.
<https://rebuildingvalue.wordpress.com/>

Ministry of Housing, Communities and Local Government. Building Regulations 2010: Approved Documents Parts B, K and M (Accessed via Planning Portal).
https://www.planningportal.co.uk/info/200135/approved_documents

New Policy Institute (August 2016). Disability and Poverty.
<https://www.npi.org.uk/publications/income-and-poverty/disability-and-poverty/>

- NHS Digital (December 2017). Health Survey for England, 2016. <https://digital.nhs.uk/data-and-information/publications/statistical/health-survey-for-england/health-survey-for-england-2016>
- NHS Digital (December 2017). Registered Blind and Partially Sighted People, England 2016-17. <https://digital.nhs.uk/data-and-information/publications/statistical/registered-blind-and-partially-sighted-people/registered-blind-and-partially-sighted-people-england-2016-17>
- NHS Digital (October 2018). Quality and Outcomes Framework, Achievement, prevalence and exceptions data 2017-18. <https://digital.nhs.uk/data-and-information/publications/statistical/quality-and-outcomes-framework-achievement-prevalence-and-exceptions-data>
- NHS England (August 2017). Accessible Information Standard: Specification and Implementation Guidance. <https://www.england.nhs.uk/ourwork/accessibleinfo/>
- Sheffield Hallam University (June 2017). City of Manchester State of the Voluntary, Community and Social Enterprise Sector 2017. A report on social and economic impact <https://www.manchestercommunitycentral.org/policy-and-influence/state-sector>
- Sign Health (2014). 'Sick of It: How the Health Service is Failing Deaf People'. <https://www.signhealth.org.uk/health-information/sick-of-it-report/sick-of-it-in-english/>
- Sakellariou, D., Rotarou, E. (2017) Access to healthcare for men and women with disabilities in the UK: secondary analysis of cross-sectional data. BMJ Open, Volume 7, Issue 8. <https://bmjopen.bmj.com/content/7/8/e016614>
- Social Care Institute for Excellence (October 2017). Briefings about LGBTQI+ Disabled People who employ personal assistants or support workers. Based on research carried out by the University of Bristol, Regard, SCIE and Stonewall. <https://www.scie.org.uk/lgbtqi/disabled-people/>
- UK Government. Equality Act 2010: guidance. (Last updated 16 June 2015). <https://www.gov.uk/guidance/equality-act-2010-guidance>
- United Nations (December 2016) Convention on the Rights of Persons with Disabilities <https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>
- United Nations Committee on the Rights of Persons with Disabilities (November 2017). Report of the Inquiry concerning the United Kingdom of Great Britain and Northern Ireland carried out by the Committee under article 6 of the Optional Protocol to the Convention. <https://documents-dds-ny.un.org/doc/UNDOC/GEN/G17/326/14/PDF/G1732614.pdf?OpenElement>
- University of Bristol (March 2013). Confidential Inquiry into premature deaths of people with Learning difficulties (CIPOLD): Final report. <https://www.bristol.ac.uk/media-library/sites/cipold/migrated/documents/fullfinalreport.pdf>
- University of Bristol (May 2019). The Learning difficulties Mortality Review (LeDeR) Programme 2018 Annual Report. <http://www.bristol.ac.uk/media->

[library/sites/sps/leder/LeDeR_Annual_Report_2018%20published%20May%202019.pdf](https://www.ledejournal.org.uk/sites/sps/leder/LeDeR_Annual_Report_2018%20published%20May%202019.pdf)

World Health Organisation (2018) 'Disability and health'. <https://www.who.int/en/news-room/fact-sheets/detail/disability-and-health>

8 OTHER RELATED JSBA TOPICS

- Black and minority ethnic (BAME) communities
- Faith and Health

Completed by: Jon Burke, Zoe Robertson and Mike Petrou (Directorate for Children and Families, Manchester City Council) and Elaine Astley (Policy and Research Officer, Breakthrough UK)

Date: October 2019

It is hoped that you have found this topic paper useful. If you have any comments, suggestions or have found the contents particularly helpful in your work, it would be great to hear from you.

Responses can be sent to jsna@manchester.gov.uk

**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny Committee – 7 November 2019

Subject: Proposed City Centre Public Spaces Protection Order

Report of: Head of Compliance, Enforcement and Community Safety

Summary

This report provides an update on the outcome of the consultation for the city centre proposed Public Spaces Protection Order.

Recommendations

To consider and comment on the contents of the report.

Wards Affected: Deansgate and Piccadilly

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	
A highly skilled city: world class and home grown talent sustaining the city's economic success	
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	
A liveable and low carbon city: a destination of choice to live, visit, work	This report will highlight how the Public Spaces Protection Order can support the maintenance of city centre neighbourhoods as a clean, safe, attractive and cohesive destination of choice for people to live, visit and work
A connected city: world class infrastructure and connectivity to drive growth	

Contact Officers:

Name: Fiona Sharkey

Position: Strategic Lead Compliance and Community Safety

Telephone: 0161 234 1220

E-mail: f.sharkey@manchester.gov.uk

Name: Sam Stabler

Position: Community Safety Lead

Telephone: 0161 234 1284

E-mail: s.stabler@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.

Community Safety Strategy 2018/21

1.0 Introduction

1.1 This report provides details of the consultation on a proposed Public Spaces Protection Order for the city centre. This includes a summary of the evidence that led to a public consultation, the findings from the consultation and the rationale for the resulting proposed order. Appendices 4 and 5 include the results of the consultation and analysis of the free text responses.

2.0 Background

2.1 To achieve our strategic objectives of a safe, clean and welcoming city centre the Council and the police use a wide range of informal and formal powers to protect the public and tackle crime and antisocial behaviour. These measures include community resolution, warnings, Acceptable Behaviour Agreements, Community Protection Notices, injunctions, dispersal powers, arrests, prosecution and Criminal Behaviour Orders, alongside appropriate offers of intervention and support.

In Manchester we are committed to supporting anyone who is in need and we will always seek to connect people to the services that can help them, this work is detailed in section 3.0. The introduction of a PSPO will not change that approach.

2.2 The Council and police have continued to receive reports of anti social behaviour, causing a detrimental effect in the city centre, involving begging, alcohol consumption, people causing an obstruction (including blocking fire exits), people urinating and defecating in public spaces, people littering by disposing of needles in public spaces and people occupying tents and other temporary structures. Furthermore the Council had evidence that litter and commercial waste caused a detrimental effect in the city centre. The impact of antisocial behaviour should not be underestimated and can cause people to feel harassed, intimidated, distressed and anxious.

2.3 Additional resources were allocated in 2017 to address the problems that were being experienced in the City Centre. Additional officers operate as a part of the Integrated Neighbourhood Management approach linking with the Outreach Teams and support services to ensure that individuals are offered support for their individual needs. However where ASB continues, the existing tools and powers have been used to tackle the anti-social behaviours alongside continuous offers of support. This has been evidenced in the following activity:

- Use of injunctions to address individuals who cause harassment alarm or distress to others - for example addressing individuals who persistently verbally abuse and threaten those living and working in the city
- Use of community protection warnings and notices to address individuals, organisations and businesses to address ASB which has a detrimental effect on those in the locality including begging, litter and waste
- Use of dispersal powers by the police to address an individual committing or likely to commit crime or disorder in a 48 hour period in a specified area.
- Use of Fixed Penalty Notices to address those dropping litter, with a financial penalty

- Use of the Environmental Protection Act to ensure that businesses dispose of waste appropriately.

Enforcement work is directed at specific anti-social behaviours that are impacting on those that live, work and visit the city centre, it is not targeted at groups of people such as those that rough sleep or who are homeless.

The use of these powers has enabled the Council and Police to address some of the ASB that occurs in the city, however there are limitations to these powers. Current powers do not always facilitate an appropriate response to some of the problems that are frequently reported in the City Centre, like urination and defecation, health and safety hazards caused by the erection of tents and obstruction of exits, and build-up of commercial waste on the city streets.

In response to these concerns and in conjunction with the police, the Council agreed to explore whether a Public Spaces Protection Order (PSPO) would be an appropriate additional tool to address these behaviours.

2.4 A PSPO is a place based order which is intended to control or restrict activities, within a specific area, which are having, or may have, a detrimental effect on the quality of life of those in the vicinity. The terms of a PSPO can prohibit or require particular acts. They can apply to particular groups or to the public as a whole.

Under section 59 of the 2014 Anti Social Behaviour Crime and Policing Act, local authorities must be satisfied on reasonable grounds that each type of activity included in an Order;

- has a detrimental effect on the quality of life of those in the locality (or it is likely that activities will take place and have such an effect)
- is (or is likely to be) persistent and continuing in nature
- is (or is likely to be) unreasonable
- justifies the restrictions to be imposed

The sanction for breaching a prohibition or requirement included in a PSPO is solely a monetary penalty - either a Fixed Penalty Notice (£100) or a prosecution, criminal conviction and a fine (up to £1000). There is no provision for a community order, for positive requirements to be attached to a breach of the order or a custodial sentence.

Prior to introducing a PSPO the Council is legally obliged to publish the text of the proposed order and consult with;

- the chief officer of police, and the local policing body, for the police area that includes the restricted area;
- whatever community representatives the local authority thinks it appropriate to consult; and
- the owners or occupiers of land within the restricted area.

A PSPO can last for up to three years. Before a PSPO expires it must be reviewed and if the review supports an extension, it may be extended for up to a further three

years. There is no limit on the number of times an Order can be reviewed and extended. PSPOs can also be varied or discharged. When PSPOs are varied, extended or discharged, there are statutory requirements regarding publishing or publicising this and councils are required to undertake a further consultation process.

3.0 Supporting people with vulnerabilities

The consultation has highlighted a significant level of concern about support for people with vulnerabilities in the city centre. We recognise that in Manchester some people who are involved in behaviours that the PSPO is seeking to address have support needs and some may be rough sleeping or begging. Our ambition in the city is to support each individual in addressing their particular situation thus reducing drivers leading to individuals committing ASB.

Both Council outreach teams and the dedicated GMP team commence engagement with an individual on the street with an offer of practical support and signposting to relevant services. A proactive outreach team from substance treatment provider *Change Grow Live (CGL)* is also part of the partnership and aims to motivate and support people to access treatment services including alcohol support.

Our approach is supportive and assertive. We support the message and campaign driven by *Big Change* Manchester which seeks to encourage members of the public to donate to charities and groups working with people who are on the streets rather than give money to people who are on the streets. This is to ensure that resources are used to support people to move on and make positive changes in their lives rather than sustaining a life on the streets. In Manchester city centre, there are free meals readily available provided by indoor services including those commissioned by the Council.

Whilst there has been success in many individual cases and our approach is making a positive difference, the impact is diminished when the bigger picture is considered as the city continues to see new people on the streets.

Our absolute priority remains to support anyone who is in need and connect them with the services which can help improve their lives. The introduction of the PSPO would not change our approach, but would provide an extra tool to address some of the challenges that we are experiencing in the city centre. The proposed PSPO is targeted to address anti-social behaviours therefore individuals will not be fined for rough-sleeping or homelessness.

4.0 Evidence of Issues of Concern in Manchester city centre

4.1 The Manchester city centre Survey, which took place from 27 July to the 24 August 2018, received a total of 3002 responses. The survey asked respondents questions about their perception of the city centre. Themes identified through the survey as being problematic issues included alcohol, begging, on street defecation and urination and the overall cleanliness of the area. Nearly half of the respondents were city centre residents.

The following information was also considered in order to better identify the issues that were being reported and experienced in Manchester city centre.

- 2018 -2021 Community Safety Strategy consultation responses
- Greater Manchester Police data from April 2016 to March 2018
- Manchester City Council data on reports of anti-social behaviour and environmental issues
- Community Impact Statements

A summary of the issues and concerns are detailed below.

4.2 Alcohol: Over the previous year a third of arrests in the city centre were recorded as involving alcohol intoxication. More arrests in the city centre involved alcohol intoxication in comparison to the rest of Manchester. Street drinking is sometimes associated with antisocial behaviour including rowdy and nuisance behaviour, harassment and intimidation of passers-by, as well as the littering of cans and bottles. (If introduced the PSPO will replace the existing city centre PSPO previously known as a Designated Public Place Order which puts restrictions on public drinking). An officer may require an individual to not consume alcohol or surrender their alcohol and failure to comply without a reasonable excuse is a breach of the order.

4.3 Begging: Over the previous three years Manchester city centre accounted for 75% of all incidents in Manchester coded as begging or vagrancy. Members of the public reported that they had been intimidated by people who beg near to cash machines and the entrances of commercial premises. Concerns were also raised about people begging approaching people to ask for money. Examples of the reports received involved incidents of verbal abuse and intimidation associated with begging activity.

The City Centre generated approximately 1328 incidents on GMP systems relating to people begging or asking for money over the three years to March 2018. There are also usually additional elements to those incidents which are reported – e.g. people becoming abusive or aggressive when refused money, or people begging who seem to be particularly vulnerable.

4.4 Obstruction of entrances and exits of premises: Reports continue to be received from residential and commercial premises about people obstructing the entrance or exit of premises, including fire exits. On occasions this has created problems for businesses in terms of them opening or closing their stores. Obstructing a fire exit causes a significant health and safety risk for those inside the building. Residents are fearful when attempting to enter or leave their homes and the access route is obstructed. Several reports have been received that relate to people being verbally abused when they have asked individuals to stop obstructing the entrance or exit to their premises. There were 281 incidents reports to the police that included blocked fire exits or escapes in the three years to March 2018.

4.5 Urination and defecation: The reports received from residents and people working in the city centre inform us that there is a problem with people urinating and defecating outside residents' homes, on the streets and in the vicinity of pubs, clubs

and restaurants. The detrimental effect is the odour, the low level health risk, how this type of human waste is often offensive in nature when present in a public space and for those that witness it taking place. In addition reports are received that when people are asked not to urinate or defecate there have been incidents of verbal abuse and intimidation. Analysis of GMP incident data in the three years to March 2018 showed approximately 416 references to people defecating or urinating in a public place over the past 3 years in the City Centre.

Urination and defecation in public spaces can involve indecent exposure of body parts. Reports have been received of individuals exposing themselves in the presence of children and other adults. A report made to the police involved an individual being ejected from a premises who then pulled their pants down outside the premises and defecated. Another report to the police involved an individual defecating outside a premises and when asked to clean up the faeces they told the victim that if he saw him in the street he would hit him with a bottle.

4.6 Disposal of needles: It has been identified that discarded needles are a significant concern for people living, working in and visiting the city centre. This conduct can have a negative psychological impact, particularly for residents. Concerns have been raised about the potential health and safety risks of needles being disposed of in public spaces without using an appropriate sharps container. Manchester City Council data includes 132 records about drug waste from December 2017 to August 2018.

Biffa (waste contractor) provided reports from their operatives that included “On 3 July 2018, in Piccadilly Gardens, a Biffa operative found a carrier bag full of needles dumped on the seating area quite near to the children’s play area. The bag was removed so the needles could be safely disposed.”

4.7 Tents and other structures: Reports have been received of tents obstructing the highway and the entrances and exits of commercial and residential buildings. Within and surrounding some tents there is evidence of an accumulation of drug paraphernalia, human waste, discarded food items, broken glass and vermin. This has a detrimental impact on the people occupying the tents and the wider community. Existing legislation to address the erection of tents and structures on public land can take time to progress and is ineffective for some circumstances that are presented in the city centre.

An example of a report received in the city centre relating to tents involved the tent causing a fire risk by blocking a fire escape door. It was reported that a group of people occupying the tent had been taking drugs and urinated in the fire escape area. Concerns were expressed that residents could not encourage the group to move due to the risk of verbal aggression. Another report was received involving a tent erected in a car park. It was reported that lots of people were coming and going and there was screaming and shouting coming from the tent. It was stated that the group were defecating on the car park and there was lots of debris around the tent. This report stated that the situation had been ongoing for several days. Officers have described how on occasions they have attended to engage with people occupying tents and found vermin attracted to food and debris. In addition officers report that

sometimes tents can become a base for drug use and at times have found tents with drug paraphernalia including used syringes with uncapped needles.

4.8 Litter: There is already legislation in place for the Council to take action when a person commits the offence of littering. Litter and hazardous waste have an impact on the public in terms of health and safety considerations, in addition to being unpleasant visually. The accumulation of items in public places, that create an opportunity to conceal objects, are considered a security risk and should be removed quickly.

4.9 Commercial Waste: The city centre has a high number of and densely located commercial premises that operate across different business models and at different hours of the day and night. The impact of these businesses not adequately managing their waste is detrimental to the visual amenity of the city centre. There are frequent instances of rat infestation in these areas, which is encouraged by the ready supply of food waste and other materials, often as a result of split bags, where waste has been left out on the street for a prolonged period of time or by individuals going through bags. This is then made worse by the lack of cleansing by premises following incidents of spillage.

4.10 Areas for consultation: Based on the findings from the city centre survey, data on reports of crime and ASB and taking into account the possibility of displacement, the area of the prohibitions and requirements of the proposed PSPO is identified in Appendix 1. The area for the commercial waste elements of the PSPO is identified in Appendix 2.

5.0 Consultation on a PSPO

5.1 The Council undertook an eight week consultation from 12 February 2019 to 8 April 2019. Information and an online survey was published on the Council's website. In accordance with relevant guidance the information included;

- Why the Council was undertaking the consultation together with a summary of the evidence in relation to each of the behaviours
- A draft PSPO including the proposed behaviours, requirements and maps outlining the geographical areas where the terms may apply
- The consequences of breaching a PSPO
- The right to appeal a PSPO.

5.2 The survey included closed and open questions regarding the proposed order. Respondents were given the option to choose which questions they answered in relation to each of the behaviours and requirements. The respondents were able to complete free text fields to provide additional feedback and suggestions.

The draft proposed order which was the subject of the consultation and lists the prohibitions and requirements which were originally under consideration can be found at Appendix 3.

5.3 Awareness of the consultation was promoted extensively through a communications and stakeholder plan. Methods of communication included social

media, city centre advertising boards and hard copies of the survey were available in Central Library. It was reported extensively in the media and promoted on the council's social media channels and website. Officers undertook on street engagement with members of the public to raise awareness of the consultation in the city centre and the North, Central and South areas and completed surveys with people who did not have access to the internet. Engagement with residents in the China Town area of the city centre involved utilising an interpreter and translated copies of the consultation survey which enabled residents whose first language was not English to participate in the consultation.

5.4 Awareness of the consultation was raised through resident and business groups, councillors, licensed premises, the Community Safety and the Homelessness Partnership, Macc and members of the Safety, Violence and Policing Meeting (voluntary and community organisations), Manchester's housing providers, the faith network, safeguarding boards, taxi licensing, hate crime reporting centres and other city centre Integrated Neighbourhood Management partners. Young people and students were informed of the consultation through contact with Young Manchester, youth providers, Manchester College, Manchester Universities and the Student Safety Group. Written correspondence was sent to owners and occupiers of land in the proposed area inviting them to participate in the online survey.

5.5 Offers were made to facilitate focus groups with people who may be affected by a PSPO to enable them to participate in the consultation. One organisation accepted this offer and a focus group was held attended by a member of staff and engaged former or current service users and their representatives. Other groups and organisations expressed a preference to meet with their service users and clients, without the involvement of Council officers, directly to support them in contributing to the consultation. Officers attended a Youth Council meeting to provide information about the consultation. The young people expressed a preference to participate by completing the survey online.

Consultation took place with statutory consultees;

- Greater Manchester Police
- Police and Crime Commissioner
- Community representatives
- Occupiers and owners of land in the city centre

6.0 Consultation Responses

6.1 The consultation received over two thousand responses which have been reviewed and analysed. This included 1996 survey responses, 7 written submissions and 3 complaints specific to the consultation.

Analysis of the survey responses can be found at **Appendix 4**. An independent organisation was commissioned to provide an analysis of the free text fields completed in the consultation. This analysis is provided in **Appendix 5**.

6.2 Statutory Consultee Responses:

Greater Manchester Police (GMP) supports the implementation of a PSPO stating that a PSPO would enhance the Neighbourhood Teams' ability to reduce crime and disorder and maintain public safety. The consumption of alcohol, begging in a manner that causes nuisance, annoyance, fear or distress, the erection and abandonment of tents in public places and obstruction were noted as particular issues that place a significant demand on the Local Policing Team. In regard to begging GMP provided feedback that the teams already demonstrate a sensible use of statutory powers acting proportionately and in a way designed to achieve meaningful progressive outcomes for the community and the individuals concerned.

The Mayor of Greater Manchester (fulfilling the Police and Crime Commissioner statutory obligation to consult) responded to say that these issues need to be dealt with proportionately and sensitively by providing advice for businesses or the individuals committing the unacceptable behaviour. If that advice is not heeded, then firmer action may be required for the benefit of the majority. The response expressed the need to balance the management of the city centre so that it is a welcoming place for visitors and the need to appropriately challenge behaviour that is anti-social, aggressive, intimidating or prevents others from going about their lawful business.

The views of community representatives and owners / occupiers of land were captured through the consultation survey.

6.3 Written responses were received from:

- Psychologists for Social Change
- Chair of Manchester Health & Care Commissioning and MHCC Clinical Lead for Homelessness
- Liberty
- Transport for Greater Manchester (TFGM)
- Manchester Metropolitan University, Programme Leader, MSc Urban Policy and Analytics

These responses were considered alongside the survey responses.

6.4 All the consultation responses are considered in relation to each of the specific behaviours and requirements contained within the draft PSPO and with reference to the legal threshold. It is important to consider each behaviour individually to ensure the legal threshold for that behaviour is met, rather than comparing the survey results across the different behaviours. Proposals have been made as to whether or not the evidence justifies the prohibition/requirement being included in the final Order or if any amendments should be made. The proposed PSPO has taken into consideration, initial evidence that demonstrated the grounds to consult, further evidence provided from the consultation responses, support for the PSPO, alternative suggestions and local and national developments since the consultation was undertaken.

7.0 Consideration of the articles for a PSPO

Prohibitions

7.1 Alcohol

Article 1 - No person shall consume alcohol in a public place in the Restricted Area (save for those places identified in section 62 of the ASB Crime and Policing Act).

7.1.1 697 respondents believe alcohol to be a major city centre problem. 211 of 1416 survey respondents reported that people drinking alcohol in public places makes them feel unsafe. Respondents also reported a detrimental effect in terms of a noise disturbance, nuisance or annoyance, verbal abuse, physical harm and littering. 621 survey respondents have personally experienced problems with the consumption of alcohol in a public place on either a daily or weekly basis. One third of the arrests in the city centre involve alcohol intoxication. Consumption of alcohol places significant demand on GMP due to the associated crime and disorder. The PSPO will replace the existing city centre PSPO ("Alcohol Restriction Zone"). 907 respondents agreed it should be in the PSPO.

7.1.2 If the restriction on public consumption of alcohol was removed it is likely that problems associated with alcohol related disorder would significantly increase as GMP currently use the existing Order to seize and dispose of alcohol.

7.1.3 It is proposed that this article will be included in a PSPO.

7.2 Begging with associated ASB

Article 2 - No person shall beg for money or any other item in a public place in the Restricted Area in a manner that causes or is likely to cause nuisance, annoyance, fear or distress for or to any other person.

7.2.1 766 out of 1597 respondents reported that begging in this manner had a detrimental effect on their quality of life. 391 respondents stated that the behaviour made them feel unsafe. 995 respondents reported experiencing this problem on a daily or weekly basis. Begging was one of the most significant concerns raised through the city centre survey completed in 2018 and causes significant demand for GMP. 1025 respondents reported that this conduct was a major city centre problem. 962 respondents agreed that it should be in the PSPO and 529 disagreed.

7.2.2 The sanction for breaching a prohibition or requirement included in a PSPO is solely a monetary penalty - either a Fixed Penalty Notice (£100) or a prosecution, criminal conviction and a fine (up to £1000). The PSPO legislation does not allow for requirements to be formally attached to breach proceedings either by issuing a Fixed Penalty Notice or prosecuting an individual at court. On conviction for breach of a PSPO requirement the court has no power for example to impose a Drug Rehabilitation Requirement (DRR), a Community Order or a 'positive requirement' to engage with services such as homelessness, mental health or substance misuse. Issuing a monetary sanction against a person who has no means to pay has been identified as a concern within a number of responses provided. It is acknowledged that both homeless and accommodated people beg in the city centre. 520

respondents stated that begging in such a manner could be reduced by providing more support to individuals. Unlike other behaviours the analysis of the free text showed that the majority of respondents do *not* agree with enforcing against people begging in an aggressive way or people begging in a non-aggressive way. However, 196 people believed that begging should be dealt with by more enforcement and fines.

7.2.3 The Ministry of Housing, Communities and Local Government is currently undertaking a review of the Vagrancy Act 1824. This was a commitment of a wider legislative review outlined in the Government's Rough Sleeping Strategy (2018). Members of the city centre Integrated Neighbourhood Management (INM) Team are actively engaged with the review which has a specific focus on the support and enforcement work in Manchester city centre.

7.2.4 Southampton Council has experience of a change in approach in terms of a PSPO begging prohibition. In practice Southampton found that trying to control begging through a PSPO was not effective and did not achieve behaviour change. During the three year period 32 Fixed Penalty Notices were issued for begging and there was one prosecution resulting in a conviction and a conditional discharge. Very few of the FPNs were paid. A review of the approach to enforcement available to tackle begging was undertaken and other interventions were found to have a greater deterrent effect. These interventions include the use of dispersal powers by the police; issuing persistent beggars with Community Protection Notices; and seeking Criminal Behaviour Orders from the Court for those who continued to beg aggressively. Southampton decided to remove controls on begging in the extended order.

7.2.5 City centre INM partners continue to evolve their approaches to begging raising awareness of the issues and a 'what works' approach engaging with custody suites, the courts, the public, probation, voluntary and community organisations and substance misuse services. A funded project working with people who beg and are accommodated continues to achieve success through engaging people in their residential localities outside of the city centre and increasing use of the accommodation provision. This had led to people stopping or significantly reducing their time spent begging. These developments in policy and practice continue to inform our approach in the city centre. GMP data shows that the number of recorded incidents of begging or people asking for money in the city centre has declined.

7.2.6 Whilst there is evidence of detriment and persistence, this should be balanced by the ongoing work to address this issue in ways more likely to have an impact which has been demonstrated by the experiences in Southampton.

7.2.7 This article will not be included in the PSPO.

7.3 Needles

Article 3 - No person shall discard, other than in an appropriate sharps container, a hypodermic needle or syringe in a public place in the Restricted Area.

7.3.1 523 people describe this behaviour as a major problem. 389 respondents out of 1094 said this behaviour had a detrimental effect with 118 people describing the effect caused by seeing or personally having to dispose of needles. 353 respondents said they experienced the problem daily or weekly and 560 said they experienced the problem less frequently or never. In addition to having to see or dispose of needles 76 people expressed health and safety concerns. 774 respondents agreed it should be included in the PSPO, 241 disagreed.

7.3.2 It is recognised that these issues are particularly detrimental for those people that live in the city centre. Analysis of those individuals that had a city centre postcode showed that a higher proportion of those that responded to the question experienced a more persistent issue found it to be more unreasonable and detrimental. 142 out of 212 saying it was a major problem and 120 out of 204 citing that it was detrimental.

7.3.3 The detriment has been demonstrated specifically for city centre residents.

7.3.4 It is proposed that this article will be included in the PSPO.

7.4 Urination and Defecation

Article 4 - No person shall urinate or defecate in a public place in the Restricted Area. This prohibition does not apply to urinating or defecating in a legitimate toilet facility.

7.4.1 575 respondents said urination had a detrimental effect and 708 respondents said it did not. 680 respondents stated they experienced this problem on a daily or weekly basis and 702 respondents said this is a major problem for the city centre. 921 respondents agreed that it should be included in the PSPO.

7.4.2 394 respondents said that defecation had a detrimental effect and 669 said it did not. 394 people describe defecation as a major problem in the city centre whereas 564 people state this is a minor problem or not a problem. 751 respondents agreed that it should be in the PSPO. Analysis of the impact on city centre residents also demonstrated that the impact of this behaviour was greater for those city centre residents that responded to the question with 131 out of 208 identifying a detriment and 118 out of 212 citing as a major problem.

7.4.3 For both urination and defecation the respondents suggested that as an alternative to using a PSPO to address these issues there was a need to improve public services. Further analysis was undertaken to identify how respondents believed public services could be improved. Overwhelmingly a specific suggestion made by 735 respondents was improved public toilet facilities in the city centre. In response to these concerns the Council has made a commitment to extending the opening hours of the Lloyd Street public toilet provision.

7.4.4 Evidence of detriment and harm has been demonstrated for urination in the consultation responses and defecation has been identified as a greater concern for city centre residents. As noted above improved availability to toilet facilities has been sought as a result of the consultation.

7.4.5 It is proposed that this article will be included in the PSPO.

7.5 Tents

Article 5 - No person shall erect or keep a tent or other temporary structure in a public place in the Restricted Area in a manner that:

- attracts, or is likely to attract, vermin; or
- creates, or is likely to create, a health and/or safety risk to any person

7.5.1 339 respondents stated this had a detrimental impact in comparison to 974 who said it did not. The main detriment identified was that tents were visually unsightly which has a relatively low harm impact on individuals. 524 respondents stated they experienced a problem with this behaviour on a daily or weekly basis. 441 described this as a major problem and 864 respondents said this was a minor problem or not a problem for the city centre. 617 respondents agreed that it should be included in a PSPO, 632 disagreed. When asked about alternative actions 501 respondents suggested that more support should be provided to individuals and 164 respondents said that people should not be criminalised in regard to tents. 88 respondents suggested removal and enforcement.

7.5.2 The evidence is limited for this to be included as a prohibition, however it will be included as a requirement to enable a reasonable and proportionate response to be available to address the issue.

7.5.3 This article will not be included in the PSPO as a prohibition, however it will be included as a requirement (see below).

7.6 Commercial Waste - Storage

Article 6 - No person shall leave commercial waste in a public place in the Restricted Area other than in secure, commercial waste company containers or commercial waste sacks. Any such waste shall be left in a manner that prevents escape of waste into the public place.

7.6.1 484 respondents experienced this problem on a daily or weekly basis and 468 respondents described this conduct as a major problem for the city centre. 384 respondents out of 809 said this conduct did have a detrimental effect and 425 said it did not. The main detrimental effects were littering or mess, visually unsightly and raised concerns about vermin. 662 respondents agreed that it should be included in the PSPO whilst 79 disagreed. Waste, unlike other behaviours, involves the main respondent suggestion to tackle this issue being more enforcement or fines (159 suggestions).

7.6.2 Whilst the number of respondents for this article is lower, the proposal corresponds to a smaller area of the city and is therefore likely to impact fewer individuals.

7.6.3 The consultation responses demonstrated persistence and unreasonableness for those that responded and the article is supported by 80% of the 828 respondents

7.6.4 It is proposed that the article will be included in the PSPO.

7.7 Commercial Waste - Collection

Article 7 - No person shall leave commercial waste company bins, or commercial company waste sacks in a public place in the Restricted Areas for the purpose of collection more than 2 hours prior to their contracted collection time.

7.7.1 300 respondents said they experienced this problem on a weekly or daily basis out of 606 respondents. 222 respondents said this conduct had a detrimental effect on their quality of life and 347 said it did not. 269 respondents said this was a major problem for the city centre whilst 255 people said it was a minor problem or not a problem. 399 respondents agreed that this should be included in the PSPO and 84 disagreed.

7.7.2 It is proposed that this article will be included in the PSPO.

7.8 Requirements

7.8.1 The consultation responses in respect of the requirements included in the PSPO consultation are detailed below. Requirements are not blanket bans but support a formal request from an authorised officer. Currently there is no opportunity to require individuals to address these behaviours. The inclusion of requirements will give additional powers to both council and police officers to be able to formally request actions to address ASB.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Response Total
Identification – give their name, date of birth and address to someone investigating a breach of a PSPO	42.7% (836)	17.6% (345)	6.6% (129)	7.9% (154)	23.2% (454)	2.0% (40)	1958
Litter – immediately, when asked to pick up any litter or rubbish that they have dropped or left, and properly dispose of it.	62.1% (1215)	22.7% (445)	4.4% (87)	2.0% (39)	7.5% (146)	1.3% (26)	1958
Obstruction – move from an entrance, exit or stairway that they are	46.1% (902)	20.4% (400)	7.4% (144)	6.7% (131)	17.5% (342)	1.9% (38)	1957

obstructing, within a reasonable time							
Obstruction – move, within a reasonable time, if they are stopping street cleaning	45.4% (889)	24.2% (474)	7.8% (153)	6.6% (130)	14.5% (283)	1.5% (29)	1958
Obstruction – move, within a reasonable time, if they are stopping people or vehicles passing	49.2% (958)	22.9% (446)	7.6% (148)	5.8% (113)	13.2% (257)	1.3% (26)	1948
Tent – move, within a reasonable time, a tent or other temporary structure that is attracting or is likely to attract vermin	43.6% (851)	15.5% (302)	7.4% (144)	9.4% (183)	22.2% (434)	1.9% (37)	1951
Tent – move, within a reasonable time, a tent or other temporary structure that is a health or safety risk	44.7% (871)	16.3% (317)	7.6% (149)	9.1% (178)	20.4% (397)	1.8% (36)	1948
Commercial waste – immediately clean up any spillages	68.7% (1344)	20.6% (402)	3.7% (73)	1.1% (21)	4.5% (87)	1.4% (28)	1955
						answered	1970
						skipped	26

7.8.2 Consultation responses supported the inclusion of all the requirements, however having considered the consultation responses it is proposed that these requirements are amended as follows:

7.8.3 It is proposed that changes be made to the requirements concerned with obstructions and erection of tents and structures to clarify that these are intended to address health and safety risks. The amended requirements are:

Health and/or safety risks – obstruction

A person in a public place in the Restricted Area who causes a health and/or safety risk by:

- obstructing the entrance to or exit from any building; or
- obstructing the free passage of pedestrians on or in a stairwell; or

- causing an obstruction which prevents or hinders street cleansing activity; or
- causing an obstruction which prevents or hinders the free passage of pedestrians or vehicles

shall, upon valid request of a Constable or an Authorised Person, move from that location within a reasonable time as specified in writing by that Authorised Person.

Health and/or safety risks - tents and structures

A person who has erected or is occupying a tent or other temporary structure in a public place in the Restricted area in a manner that:

- attracts or is likely to attract vermin; or
- creates or is likely to create a health and/or safety risk for any other person

shall, upon valid request of a Constable or an Authorised Person, move from that location within a reasonable time as specified in writing by that Authorised Person.

7.8.4 It has been identified that implementation of existing legislation to address littering is having a positive impact on the cleanliness of the city and as such additional provision in the PSPO is not considered to be necessary.

8.0 The Proposed PSPO

The resulting proposed Public Spaces Protection Order prohibitions and restrictions are detailed below:

Area 1 (city centre defined in Appendix 1)

Article 1: Consumption of alcohol

No person shall consume alcohol in a public place in the Restricted Area (save for those places identified in section 62 of the ASB Crime and Policing Act).

Article 2: Discarding a hypodermic needle or syringe

No person shall discard, other than in an appropriate sharps container, a hypodermic needle or syringe in a public place in the Restricted Area.

Article 3: Urination or defecation

No person shall urinate or defecate in a public place in the Restricted Area. This prohibition does not apply to urinating or defecating in a legitimate toilet facility.

Area 2 (commercial areas within the city centre defined in Appendix 2)

Article 4: Commercial waste - storage

No person shall leave commercial waste in a public place in the Restricted Area other than in secure, commercial waste company containers or commercial waste company sacks. Any such waste shall be left in a manner that prevents escape of waste into the public place.

Article 5: Commercial waste - collection

No person shall leave commercial waste company bins, or commercial company waste sacks in a public place in the Restricted Area for the purposes of collection more than 2 hours prior to their contracted collection time.

Article 6: Health and/or safety risks - obstruction

A person in a public place in the Restricted Area who causes a health and/or safety risk by:

- obstructing the entrance to or exit from any building; or
- obstructing the free passage of pedestrians on or in a stairwell; or
- causing an obstruction which prevents or hinders street cleansing activity; or
- causing an obstruction which prevents or hinders the free passage of pedestrians or vehicles

shall, upon valid request of a Constable or an Authorised Person, move from that location within a reasonable time as specified in writing by that Authorised Person.

Article 7: Health and/or safety risks - tents and structures

A person who has erected or is occupying a tent or other temporary structure in a public place in the Restricted Area in a manner that;

- attracts or is likely to attract vermin; or
- creates or is likely to create a health and/or safety risk for any other person

shall, upon valid request of a Constable or an Authorised Person, move from that location within a reasonable time as specified in writing by that Authorised Person.

Article 8: Provision of information upon request

A person who an Authorised Person reasonably suspects of breaching any of the prohibitions or requirements in this Order shall, upon request of that Authorised Person, provide their name, address and date of birth to that Authorised Person.

Article 9: Commercial waste - clearance

A person who has placed commercial waste in a public place in the Restricted Area for collection shall, upon a valid request of a Constable or an Authorised Officer, immediately clear that place of any such commercial waste that escapes from their control.

A requirement under this Article is not valid if the Authorised Person is asked by the person subject to the requirement to show evidence of their authorisation and they fail to do so.

9.0 Enforcement

9.1 If the PSPO is introduced it will provide additional powers for both authorised Council and Police Officers to use when appropriate. The approach to enforcement remains as outlined in the Council's Corporate Enforcement Policy and the Anti Social Behaviour Policy and Procedure. To become authorised to enforce the PSPO officers will undertake the appropriate training and formal authorisation. Officers will

continue to be proactive in the identification of vulnerability and provide appropriate advice, signposting and if necessary referrals to safeguarding or support services.

9.2 Upon commencement of the PSPO, for the first three weeks, officers will spend time in the city centre speaking to businesses, licensed premises, voluntary and community organisations, members of the public and people who may be affected by the terms of the Order to raise awareness of the prohibitions, requirements and consequences of breach. During this period the PSPO will not be enforced.

9.3 Members of the public will be asked to report breaches of the PSPO using the existing channels to provide details of the incident and the location. This information will be used to inform regular multi-agency operations when Council and Police Officers will target resources in a particular city centre location and apply the appropriate use of powers.

9.4 Officers will record breach actions; the number of verbal warnings, Fixed Penalty Notices and prosecutions.

9.5 A Council and GMP partnership protocol will confirm the approach to the city centre PSPO enforcement including any actions identified through the Equality Impact Assessment.

10.0 Equality Impact Assessment and Human Rights

10.1 An Equality Impact Assessment (EIA) has been completed considering each of the protected characteristics and behaviours included in the PSPO. In accordance with section 72 of the Act, particular regard has been given to the articles in the Human Rights Act detailing freedom of expression and freedom of assembly when deciding whether to proceed with the proposal to make a PSPO.

10.2 The EIA can be found at **Appendix 6**

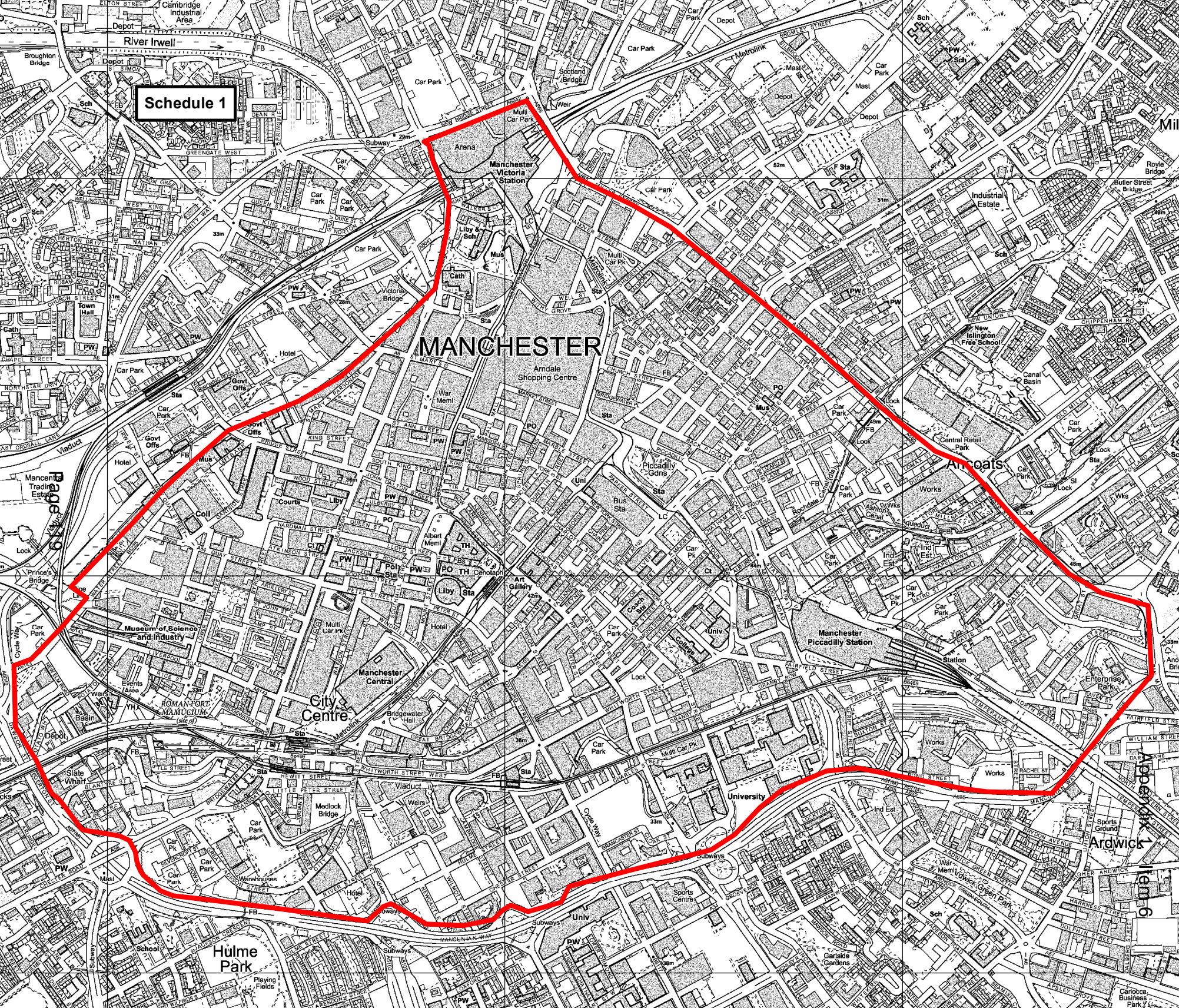
11.0 Next Steps

11.1 Before a final decision is made any feedback or recommendations from the committee will be considered.

11.2 The decision to introduce a PSPO is a key decision in the constitution delegated to the Strategic Director Neighbourhoods (in consultation with the Deputy Leader when considering objections and representations in respect of proposed PSPOs affecting highways). If the Order is made there follows a period of six weeks in which an appeal can be made to the High Court by an interested person to challenge the decision.

11.3 If the Order is introduced, it will be important to closely monitor any activity and review the impact of the PSPO. This will be important to establish any issues with enforcement, identify any areas of displacement, and to understand whether the PSPO is achieving the desired outcomes of the Order.

This page is intentionally left blank



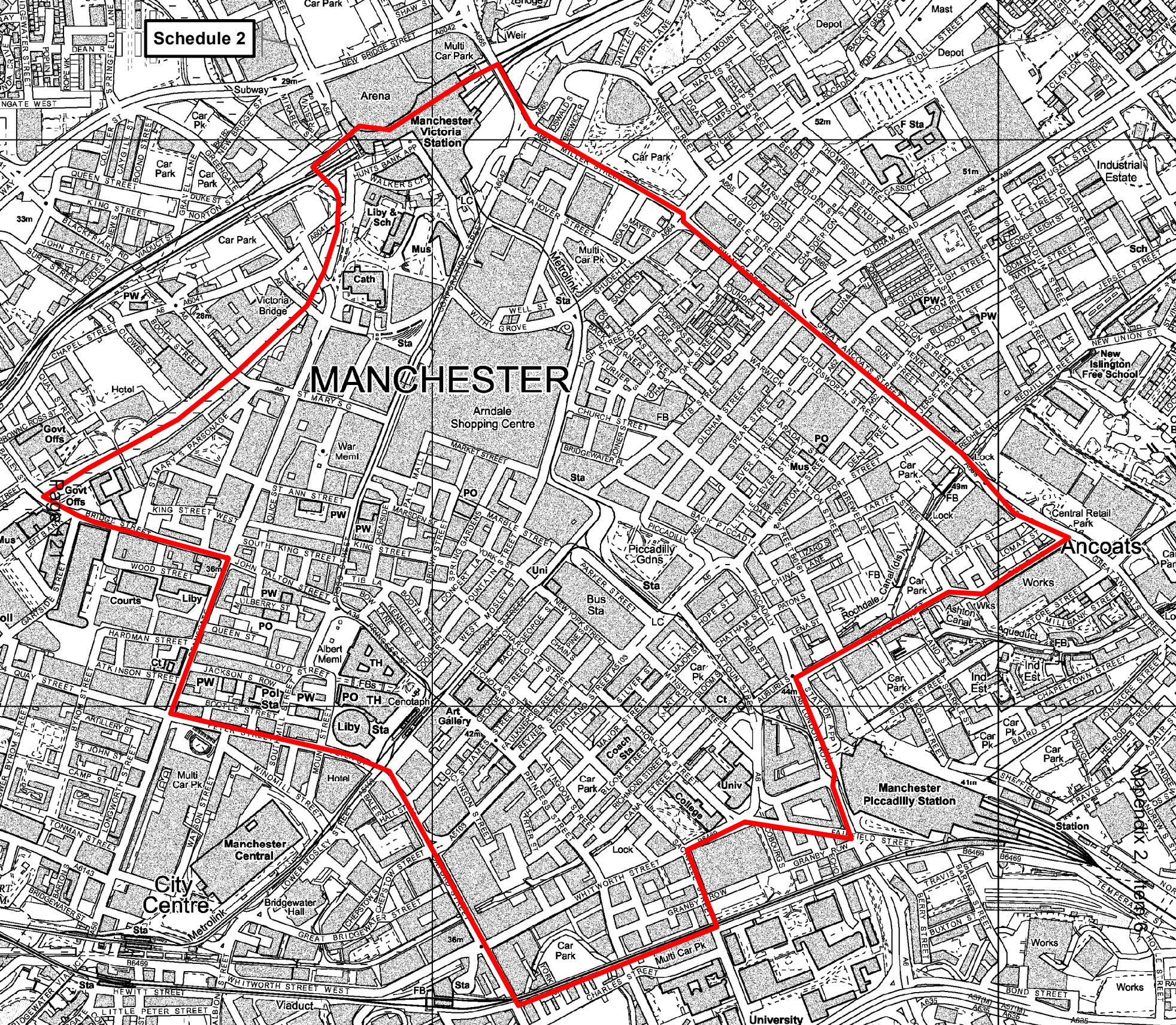
Schedule 1

MANCHESTER

Appendix Item 6

This page is intentionally left blank

Schedule 2



Appendix 2
1666

This page is intentionally left blank

Manchester City Council (City Centre) Public Spaces Protection Order 2019

The Anti-social Behaviour, Crime and Policing Act 2014

Manchester City Council in the exercise of its powers under section 59 of the Anti-social Behaviour, Crime and Policing Act 2014 hereby makes the following Order.

This Order is made on the 2019 and shall have effect for a period of 3 years thereafter, unless discharged or extended under the Council's statutory powers.

General provisions

The Council is satisfied on reasonable grounds that the activities in the Restricted Areas and identified in Articles 1 to 10 and Article 12 of this Order:

- have had a detrimental effect on the quality of life of those in the locality, or it is likely that those activities will be carried on in the Restricted Areas and that they will have such an effect; and
- that the effect, or likely effect, of those activities:
 - is, or is likely to be, of a persistent or continuing nature;
 - is, or is likely to be, such as to make those activities unreasonable; and
 - justifies the restrictions and prohibitions imposed by this Order

The Council is satisfied that the prohibitions and restrictions imposed by this Order are reasonable to impose in order to prevent the detrimental effect of the activities from continuing, occurring or recurring, or to reduce that detrimental effect or to reduce the risk of its continuance, occurrence or recurrence.

The Council has had particular regard to the rights and freedoms set out in Article 10 (right of freedom of expression) and Article 11 (right of freedom of assembly) of the European Convention on Human Rights and has concluded that any restrictions on such rights and freedoms imposed by this Order are lawful, necessary and proportionate.

This Order applies to all public places within the Restricted Areas.

This Order is available for inspection on the Council's website and also at the Customer Services Centre, Ground Floor, Town Hall Extension, Mount Street, Manchester.

Definitions

"Alcohol" has the same meaning as in section 191 of the Licensing Act 2003

"Authorised Person" means a person authorised in writing by the Council

"Constable" includes Police Community Support Officer

"The Council" means Manchester City Council

"Public place" means any place to which the public or any section of the public has access, on payment or otherwise, as of right or by virtue of express or implied permission

“Restricted Area” means:

in respect of Articles 1 to 5 and 8 to 11 the whole of the area delineated in red in Schedule 1 to this Order; and

in respect of Articles 6, 7 and 12 the whole of the area delineated in red in Schedule 2 to this Order

“Street cleansing activity” includes any such activities carried on by or on behalf of the Council

Prohibitions

Article 1

No person shall consume alcohol in a public place in the Restricted Area (save for those places identified in section 62 of the Act).

Article 2

No person shall beg for money or any other item in a public place in the Restricted Area in a manner that causes or is likely to cause nuisance, annoyance, fear or distress for or to any other person.

Article 3

No person shall discard, other than in an appropriate sharps container, a hypodermic needle or syringe in a public place in the Restricted Area.

Article 4

No person shall urinate or defecate in a public place in the Restricted Area. This prohibition does not apply to urinating or defecating in a legitimate toilet facility.

Article 5

No person shall erect or keep a tent or other temporary structure in a public place in the Restricted Area in a manner that:

attracts, or is likely to attract, vermin; or
creates, or is likely to create, a health and/or safety risk to any person.

Article 6

No person shall leave commercial waste in a public place in the Restricted Area other than in secure, commercial waste company containers or commercial waste company sacks. Any such waste shall be left in a manner that prevents escape of waste into that public place.

Article 7

No person shall leave commercial waste company bins, or commercial company waste sacks in a public place in the Restricted Areas for the purposes of collection more than 2 hours prior to their contracted collection time.

Requirements

Article 8

A person in a public place in the Restricted Area who:

- obstructs the entrance to or exit from any building; or
- obstructs the free passage of pedestrians on or in a stairwell; or
- causes an obstruction which prevents or hinders street cleansing activity; or
- causes an obstruction which prevents or hinders the free passage of pedestrians or vehicles

shall, upon valid request of a Constable or an Authorised Person, move from that location within a reasonable time as specified in writing by that Authorised Person.

A requirement under this Article is not valid if the Authorised Person is asked by the person subject to the requirement to show evidence of their authorisation and they fail to do so.

Article 9

A person who has erected or is occupying a tent or other temporary structure in a public place in the Restricted Area in a manner that;

- attracts or is likely to attract vermin; or
- creates or is likely to create a health and/or safety risk for any other person

shall, upon valid request of a Constable or an Authorised Person, move from that location within a reasonable time as specified in writing by that Authorised Person.

A requirement under this Article is not valid if the Authorised Person is asked by the person subject to the requirement to show evidence of their authorisation and they fail to do so.

Article 10

A person shall immediately, upon valid request of a Constable or an Authorised Person, remove any litter or controlled waste that they have thrown down, dropped or deposited and left in a public place in the Restricted Area and shall dispose of that litter or controlled waste in a lawful manner.

A requirement under this Article is not valid if the Authorised Person is asked by the person subject to the requirement to show evidence of their authorisation and they fail to do so.

Article 11

A person who an Authorised Person reasonably suspects of breaching any of the prohibitions or requirements in this Order shall, upon request of that Authorised Person, provide their name, address and date of birth to that Authorised Person.

A requirement under this Article is not valid if the Authorised Person is asked by the person subject to the requirement to show evidence of their authorisation and they fail to do so.

Article 12

A person who has placed commercial waste in a public place in the Restricted Area for collection shall immediately clear that place of any such commercial waste that escapes from their control.

DRAFT

Public Space Protection Order

1. About you

1. Please select which of these best describes you:							Response Percent	Response Total
1	City centre resident						23.00%	455
2	Resident of Manchester						48.03%	950
3	Person working in Manchester city centre						38.27%	757
4	Person studying in Manchester city centre						4.60%	91
5	Local business owner or manager						4.25%	84
6	Visitor (tourist, shopper or business) to Manchester city centre						9.81%	194
7	Representative of a voluntary or community group working in Manchester city centre						3.44%	68
8	No fixed address						0.46%	9
Analysis							answered	1978
	Mean:	3.6	Std. Deviation:	2.02	Satisfaction Rate:	32.6	skipped	18
	Variance:	4.06	Std. Error:	0.05				

2. What is your postcode?							Response Percent	Response Total
1	Open-Ended Question						100.00%	1924
							answered	1924
							skipped	72

3. How often do you visit – or have you visited – Manchester city centre?							Response Percent	Response Total
1	Almost every day						62.96%	1239
2	At least once a week						24.80%	488
3	About once a month						8.89%	175
4	Within the last six months						2.34%	46
5	Within the last year						0.41%	8
6	Longer ago						0.46%	9
7	Never visited Manchester city centre						0.15%	3

3. How often do you visit – or have you visited – Manchester city centre?

							Response Percent	Response Total
Analysis	Mean:	1.54	Std. Deviation:	0.87	Satisfaction Rate:	9.07	answered	1968
	Variance:	0.75	Std. Error:	0.02			skipped	28





2. The Behaviours

4. Please select which behaviours you wish to answer questions on.

							Response Percent	Response Total
1	Alcohol			<div></div>			72.43%	1421
2	Commercial waste – not putting waste in secure containers			<div></div>			42.61%	836
3	Commercial waste – putting waste out more than 2 hours before the agreed time			<div></div>			31.70%	622
4	Needles			<div></div>			57.95%	1137
5	Urinating			<div></div>			68.25%	1339
6	Defecating			<div></div>			57.95%	1137
7	Begging – people begging in an aggressive or intimidating way			<div></div>			81.96%	1608
8	Begging – people begging in a way that is not aggressive or intimidating. (This is not included in the proposed PSPO. However we would like to understand if it does have a detrimental impact on you).			<div></div>			73.39%	1440
9	Tents			<div></div>			70.03%	1374
10	Obstruction			<div></div>			61.06%	1198
Analysis	Mean:	35.75	Std. Deviation:	74.78	Satisfaction Rate:	328.66	answered	1962
	Variance:	5591.81	Std. Error:	1.69			skipped	34

3. Alcohol







5. How problematic do you think this is in Manchester city centre?

						Response Percent	Response Total
1	A major problem					49.22%	697
2	A minor problem					37.64%	533
3	Not a problem					11.30%	160
4	Don't know					1.84%	26
						answered	1416







5. How problematic do you think this is in Manchester city centre?

						Response Percent	Response Total
Analysis	Mean:	1.66	Std. Deviation:	0.75	Satisfaction Rate:	21.92	skipped
	Variance:	0.56	Std. Error:	0.02			
							580



6. How often have you personally experienced problems with this behaviour?

						Response Percent	Response Total
1	Daily					18.59%	263
2	Weekly					25.30%	358
3	Monthly					13.78%	195
4	Less frequently					26.71%	378
5	Never					14.28%	202
6	Don't know					1.34%	19
Analysis	Mean:	2.97	Std. Deviation:	1.4	Satisfaction Rate:	39.36	answered
	Variance:	1.95	Std. Error:	0.04			1415
							skipped
							581

7. Do you agree or disagree that this should be included in a PSPO?

						Response Percent	Response Total
1	Strongly agree					41.71%	589
2	Agree					22.52%	318
3	Neither agree nor disagree					6.87%	97
4	Disagree					11.47%	162
5	Strongly disagree					15.93%	225
6	Don't know					1.49%	21
Analysis	Mean:	2.42	Std. Deviation:	1.56	Satisfaction Rate:	28.37	answered
	Variance:	2.44	Std. Error:	0.04			1412
							skipped
							584

8. Has this had a detrimental effect on your quality of life?





						Response Percent	Response Total
1	Yes					39.51%	550
2	No					60.49%	842
Analysis	Mean:	1.6	Std. Deviation:	0.49	Satisfaction Rate:	60.49	answered
	Variance:	0.24	Std. Error:	0.01			1392
							skipped
							604

9. If you think there are other ways that this behaviour could be reduced, please say:







		Response Percent	Response Total
1	Open-Ended Question	100.00%	629
		answered	629
		skipped	1367

4. Commercial Waste





10. How problematic do you think this is in Manchester city centre?

			Response Percent	Response Total
1	A major problem		56.52%	468
2	A minor problem		35.02%	290
3	Not a problem		3.26%	27
4	Don't know		5.19%	43
Analysis		Mean: 1.57 Std. Deviation: 0.79 Satisfaction Rate: 19.04	answered	828
		Variance: 0.62 Std. Error: 0.03	skipped	1168


11. How often have you personally experienced problems with this behaviour?

			Response Percent	Response Total
1	Daily		27.52%	227
2	Weekly		31.15%	257
3	Monthly		14.18%	117
4	Less frequently		17.33%	143
5	Never		6.30%	52
6	Don't know		3.52%	29
Analysis		Mean: 2.54 Std. Deviation: 1.39 Satisfaction Rate: 30.86	answered	825
		Variance: 1.95 Std. Error: 0.05	skipped	1171

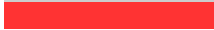

12. Do you agree or disagree that this should be included in a PSPO?

			Response Percent	Response Total
1	Strongly agree		49.64%	409
2	Agree		30.70%	253
3	Neither agree nor disagree		7.77%	64
4	Disagree		4.37%	36

12. Do you agree or disagree that this should be included in a PSPO?

						Response Percent	Response Total
5	Strongly disagree					5.22%	43
6	Don't know					2.31%	19
Analysis	Mean:	1.92	Std. Deviation:	1.26	Satisfaction Rate:	18.35	answered 824
	Variance:	1.58	Std. Error:	0.04			skipped 1172

13. Has this had a detrimental effect on your quality of life?





						Response Percent	Response Total
1	Yes					47.47%	384
2	No					52.53%	425
Analysis	Mean:	1.53	Std. Deviation:	0.5	Satisfaction Rate:	52.53	answered 809
	Variance:	0.25	Std. Error:	0.02			skipped 1187

14. If you think there are other ways that this behaviour could be reduced, please say:





		Response Percent	Response Total
1	Open-Ended Question	100.00%	310
		answered	310
		skipped	1686

5. Commercial Waste







15. How problematic do you think this is in Manchester city centre?

						Response Percent	Response Total
1	A major problem					44.03%	269
2	A minor problem					32.57%	199
3	Not a problem					9.17%	56
4	Don't know					14.24%	87
Analysis	Mean:	1.94	Std. Deviation:	1.05	Satisfaction Rate:	31.21	answered 611
	Variance:	1.1	Std. Error:	0.04			skipped 1385



16. How often have you personally experienced problems with this behaviour?

							Response Percent	Response Total
1	Daily						24.26%	147
2	Weekly						25.25%	153
3	Monthly						10.89%	66
4	Less frequently						15.18%	92
5	Never						12.38%	75
6	Don't know						12.05%	73
Analysis							answered	606
	Mean:	3.02	Std. Deviation:	1.72	Satisfaction Rate:	40.46	skipped	1390
	Variance:	2.95	Std. Error:	0.07				

17. Do you agree or disagree that this should be included in a PSPO?

							Response Percent	Response Total
1	Strongly agree						40.73%	246
2	Agree						25.33%	153
3	Neither agree nor disagree						13.08%	79
4	Disagree						6.95%	42
5	Strongly disagree						6.95%	42
6	Don't know						6.95%	42
Analysis							answered	604
	Mean:	2.35	Std. Deviation:	1.56	Satisfaction Rate:	26.99	skipped	1392
	Variance:	2.43	Std. Error:	0.06				

18. Has this had a detrimental effect on your quality of life?

							Response Percent	Response Total
1	Yes						39.02%	222
2	No						60.98%	347
Analysis							answered	569
	Mean:	1.61	Std. Deviation:	0.49	Satisfaction Rate:	60.98	skipped	1427
	Variance:	0.24	Std. Error:	0.02				

19. If you think there are other ways that this behaviour could be reduced, please say:

							Response Percent	Response Total
1	Open-Ended Question						100.00%	168
							answered	168

19. If you think there are other ways that this behaviour could be reduced, please say:

	Response Percent	Response Total
	skipped	1828

6. Needles

20. How problematic do you think this is in Manchester city centre?

							Response Percent	Response Total
1	A major problem			<div></div>			46.53%	523
2	A minor problem			<div></div>			33.90%	381
3	Not a problem			<div></div>			8.19%	92
4	Don't know			<div></div>			11.39%	128
Analysis	Mean:	1.84	Std. Deviation:	0.99	Satisfaction Rate:	28.14	answered	1124
	Variance:	0.98	Std. Error:	0.03			skipped	872

21. How often have you personally experienced problems with this behaviour?

							Response Percent	Response Total
1	Daily			<div></div>			11.91%	134
2	Weekly			<div></div>			19.47%	219
3	Monthly			<div></div>			15.47%	174
4	Less frequently			<div></div>			26.40%	297
5	Never			<div></div>			23.38%	263
6	Don't know			<div></div>			3.38%	38
Analysis	Mean:	3.4	Std. Deviation:	1.42	Satisfaction Rate:	48	answered	1125
	Variance:	2.01	Std. Error:	0.04			skipped	871

22. Do you agree or disagree that this should be included in a PSPO?

						Response Percent	Response Total
1	Strongly agree					52.45%	588
2	Agree					16.59%	186
3	Neither agree nor disagree					6.51%	73
4	Disagree					7.67%	86
5	Strongly disagree					13.83%	155
6	Don't know					2.94%	33

22. Do you agree or disagree that this should be included in a PSPO?

							Response Percent	Response Total
Analysis	Mean:	2.23	Std. Deviation:	1.6	Satisfaction Rate:	24.53	answered	1121
	Variance:	2.56	Std. Error:	0.05			skipped	875

23. Has this had a detrimental effect on your quality of life?

							Response Percent	Response Total
1	Yes			<div></div>			35.56%	389
2	No			<div></div>			64.44%	705
Analysis	Mean:	1.64	Std. Deviation:	0.48	Satisfaction Rate:	64.44	answered	1094
	Variance:	0.23	Std. Error:	0.01			skipped	902

24. If you think there are other ways that this behaviour could be reduced, please say:

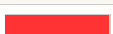
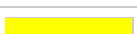
		Response Percent	Response Total
1	Open-Ended Question	100.00%	477
		answered	477
		skipped	1519

7. Urinating

25. How problematic do you think this is in Manchester city centre?

							Response Percent	Response Total
1	A major problem			<div></div>			53.06%	702
2	A minor problem			<div></div>			36.66%	485
3	Not a problem			<div></div>			7.26%	96
4	Don't know			<div></div>			3.02%	40
Analysis	Mean:	1.6	Std. Deviation:	0.75	Satisfaction Rate:	20.08	answered	1323
	Variance:	0.57	Std. Error:	0.02			skipped	673

26. How often have you personally experienced problems with this behaviour?

						Response Percent	Response Total
1	Daily					23.17%	307
2	Weekly					28.15%	373

26. How often have you personally experienced problems with this behaviour?

							Response Percent	Response Total
3	Monthly						15.92%	211
4	Less frequently						21.51%	285
5	Never						9.74%	129
6	Don't know						1.51%	20
Analysis							answered	1325
	Mean:	2.71	Std. Deviation:	1.37	Satisfaction Rate:	34.2	skipped	671
	Variance:	1.86	Std. Error:	0.04				

27. Do you agree or disagree that this should be included in a PSPO?

							Response Percent	Response Total
1	Strongly agree						50.57%	671
2	Agree						18.84%	250
3	Neither agree nor disagree						7.01%	93
4	Disagree						8.97%	119
5	Strongly disagree						13.04%	173
6	Don't know						1.58%	21
Analysis							answered	1327
	Mean:	2.2	Std. Deviation:	1.52	Satisfaction Rate:	23.96	skipped	669
	Variance:	2.32	Std. Error:	0.04				

28. Has this had a detrimental effect on your quality of life?





							Response Percent	Response Total
1	Yes						44.82%	575
2	No						55.18%	708
Analysis							answered	1283
	Mean:	1.55	Std. Deviation:	0.5	Satisfaction Rate:	55.18	skipped	713
	Variance:	0.25	Std. Error:	0.01				

29. If you think there are other ways that this behaviour could be reduced, please say:







							Response Percent	Response Total
1	Open-Ended Question						100.00%	669
							answered	669
							skipped	1327

8. Defecating







30. How problematic do you think this is in Manchester city centre?



						Response Percent	Response Total
1	A major problem					35.08%	394
2	A minor problem					37.22%	418
3	Not a problem					13.00%	146
4	Don't know					14.69%	165
Analysis		Mean:	2.07	Std. Deviation:	1.03	Satisfaction Rate:	35.77
		Variance:	1.06	Std. Error:	0.03		
							answered 1123
							skipped 873

31. How often have you personally experienced problems with this behaviour?

						Response Percent	Response Total
1	Daily					12.86%	144
2	Weekly					17.23%	193
3	Monthly					12.77%	143
4	Less frequently					23.39%	262
5	Never					28.66%	321
6	Don't know					5.09%	57
Analysis		Mean:	3.53	Std. Deviation:	1.5	Satisfaction Rate:	50.61
		Variance:	2.24	Std. Error:	0.04		
							answered 1120
							skipped 876





32. Do you agree or disagree that this should be included in a PSPO?







						Response Percent	Response Total
1	Strongly agree					48.84%	547
2	Agree					18.21%	204
3	Neither agree nor disagree					6.88%	77
4	Disagree					7.68%	86
5	Strongly disagree					14.46%	162
6	Don't know					3.93%	44
Analysis		Mean:	2.33	Std. Deviation:	1.64	Satisfaction Rate:	26.5
		Variance:	2.69	Std. Error:	0.05		
							answered 1120
							skipped 876

33. Has this had a detrimental effect on your quality of life?							Response Percent	Response Total
1	Yes						37.06%	394
2	No						62.94%	669
Analysis	Mean:	1.63	Std. Deviation:	0.48	Satisfaction Rate:	62.94	answered	1063
	Variance:	0.23	Std. Error:	0.01			skipped	933







34. If you think there are other ways that this behaviour could be reduced, please say:				
		Response Percent	Response Total	
1	Open-Ended Question	100.00%	502	
		answered	502	
		skipped	1494	

9. Begging



35. How problematic do you think this is in Manchester city centre?							Response Percent	Response Total
1	A major problem						64.22%	1025
2	A minor problem						18.23%	291
3	Not a problem						16.54%	264
4	Don't know						1.00%	16
Analysis	Mean:	1.54	Std. Deviation:	0.8	Satisfaction Rate:	18.11	answered	1596
	Variance:	0.64	Std. Error:	0.02			skipped	400

36. How often have you personally experienced problems with this behaviour?							Response Percent	Response Total
1	Daily						44.43%	710
2	Weekly						17.83%	285
3	Monthly						8.89%	142
4	Less frequently						12.64%	202
5	Never						15.33%	245
6	Don't know						0.88%	14
Analysis	Mean:	2.39	Std. Deviation:	1.55	Satisfaction Rate:	27.85	answered	1598
	Variance:	2.4	Std. Error:	0.04			skipped	398

37. Do you agree or disagree that this should be included in a PSPO?

						Response Percent	Response Total
1	Strongly agree					50.78%	810
2	Agree					9.53%	152
3	Neither agree nor disagree					4.70%	75
4	Disagree					7.02%	112
5	Strongly disagree					26.14%	417
6	Don't know					1.82%	29
Analysis		Mean:	2.54	Std. Deviation:	1.79	Satisfaction Rate:	30.73
		Variance:	3.19	Std. Error:	0.04		
							answered 1595
							skipped 401

38. Has this had a detrimental effect on your quality of life?



						Response Percent	Response Total
1	Yes					49.20%	766
2	No					50.80%	791
Analysis		Mean:	1.51	Std. Deviation:	0.5	Satisfaction Rate:	50.8
		Variance:	0.25	Std. Error:	0.01		
							answered 1557
							skipped 439

39. If you think there are other ways that this behaviour could be reduced, please say:

						Response Percent	Response Total
1	Open-Ended Question					100.00%	866
						answered	866
						skipped	1130

10. Begging

40. Has begging had a detrimental effect on your quality of life?

						Response Percent	Response Total
1	Yes					42.60%	602
2	No					57.40%	811
Analysis		Mean:	1.57	Std. Deviation:	0.49	Satisfaction Rate:	57.4
		Variance:	0.24	Std. Error:	0.01		
							answered 1413
							skipped 583

41. How often have you personally experienced problems with this behaviour?

						Response Percent	Response Total
1	Daily					47.91%	676
2	Weekly					18.85%	266
3	Monthly					5.60%	79
4	Less frequently					6.38%	90
5	Never					20.06%	283
6	Don't know					1.20%	17
Analysis						answered	1411
	Mean:	2.35	Std. Deviation:	1.63	Satisfaction Rate:	27.09	
	Variance:	2.66	Std. Error:	0.04			skipped
							585

42. How problematic do you think this is in Manchester city centre?

						Response Percent	Response Total
1	A major problem					65.17%	915
2	A minor problem					13.53%	190
3	Not a problem					19.73%	277
4	Don't know					1.57%	22
Analysis						answered	1404
	Mean:	1.58	Std. Deviation:	0.86	Satisfaction Rate:	19.23	
	Variance:	0.73	Std. Error:	0.02			skipped
							592

43. Do you agree or disagree that this should be included in a PSPO?

						Response Percent	Response Total
1	Strongly agree					39.58%	560
2	Agree					8.34%	118
3	Neither agree nor disagree					5.72%	81
4	Disagree					8.69%	123
5	Strongly disagree					36.04%	510
6	Don't know					1.63%	23
Analysis						answered	1415
	Mean:	2.98	Std. Deviation:	1.83	Satisfaction Rate:	39.63	
	Variance:	3.34	Std. Error:	0.05			skipped
							581

44. If you think there are other ways that this behaviour could be reduced, please say:

		Response Percent	Response Total
1	Open-Ended Question	100.00%	734
		answered	734
		skipped	1262

11. Tents

45. How problematic do you think this is in Manchester city centre?

			Response Percent	Response Total
1	A major problem		32.57%	441
2	A minor problem		34.27%	464
3	Not a problem		29.54%	400
4	Don't know		3.62%	49
Analysis		Mean: 2.04 Std. Deviation: 0.87 Satisfaction Rate: 34.74	answered	1354
		Variance: 0.76 Std. Error: 0.02	skipped	642



46. How often have you personally experienced problems with this behaviour?

			Response Percent	Response Total
1	Daily		19.81%	268
2	Weekly		18.92%	256
3	Monthly		12.20%	165
4	Less frequently		17.44%	236
5	Never		29.19%	395
6	Don't know		2.44%	33
Analysis		Mean: 3.25 Std. Deviation: 1.58 Satisfaction Rate: 44.92	answered	1353
		Variance: 2.48 Std. Error: 0.04	skipped	643



47. Do you agree or disagree that this should be included in a PSPO?

			Response Percent	Response Total
1	Strongly agree		32.59%	441
2	Agree		13.01%	176
3	Neither agree nor disagree		5.40%	73
4	Disagree		8.35%	113

47. Do you agree or disagree that this should be included in a PSPO?

						Response Percent	Response Total
5	Strongly disagree					38.36%	519
6	Don't know					2.29%	31
Analysis	Mean:	3.14	Std. Deviation:	1.8	Satisfaction Rate:	42.75	answered 1353
	Variance:	3.24	Std. Error:	0.05			skipped 643

48. Has this had a detrimental effect on your quality of life?





						Response Percent	Response Total
1	Yes					25.82%	339
2	No					74.18%	974
Analysis	Mean:	1.74	Std. Deviation:	0.44	Satisfaction Rate:	74.18	answered 1313
	Variance:	0.19	Std. Error:	0.01			skipped 683

49. If you think there are other ways that this behaviour could be reduced, please say:




		Response Percent	Response Total
1	Open-Ended Question	100.00%	743
		answered	743
		skipped	1253

12. Obstruction







50. How problematic do you think this is in Manchester city centre?

						Response Percent	Response Total
1	A major problem					36.43%	427
2	A minor problem					30.89%	362
3	Not a problem					25.26%	296
4	Don't know					7.42%	87
Analysis	Mean:	2.04	Std. Deviation:	0.96	Satisfaction Rate:	34.56	answered 1172
	Variance:	0.91	Std. Error:	0.03			skipped 824



51. How often have you personally experienced problems with this behaviour?

						Response Percent	Response Total
1	Daily					23.61%	275
2	Weekly					16.31%	190
3	Monthly					8.07%	94
4	Less frequently					18.11%	211
5	Never					29.96%	349
6	Don't know					3.95%	46
Analysis						answered	1165
	Mean:	3.26	Std. Deviation:	1.67	Satisfaction Rate:	45.27	
	Variance:	2.77	Std. Error:	0.05			skipped
							831

52. Do you agree or disagree that this should be included in a PSPO?

						Response Percent	Response Total
1	Strongly agree					33.76%	395
2	Agree					15.04%	176
3	Neither agree nor disagree					7.69%	90
4	Disagree					8.03%	94
5	Strongly disagree					31.20%	365
6	Don't know					4.27%	50
Analysis						answered	1170
	Mean:	3.01	Std. Deviation:	1.79	Satisfaction Rate:	40.14	
	Variance:	3.21	Std. Error:	0.05			skipped
							826

53. Has this had a detrimental effect on your quality of life?

						Response Percent	Response Total
1	Yes					29.07%	325
2	No					70.93%	793
Analysis						answered	1118
	Mean:	1.71	Std. Deviation:	0.45	Satisfaction Rate:	70.93	
	Variance:	0.21	Std. Error:	0.01			skipped
							878

54. If you think there are other ways that this behaviour could be reduced, please say:

						Response Percent	Response Total
1	Open-Ended Question					100.00%	476
						answered	476







54. If you think there are other ways that this behaviour could be reduced, please say:







	Response Percent	Response Total
	skipped	1520







13. Requirements
55. Requirements Do you agree or disagree that those responsible for enforcing the PSPO should have the power to require someone to:


	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Response Total
Identification – give their name, date of birth and address to someone investigating a breach of a PSPO	42.7% (836)	17.6% (345)	6.6% (129)	7.9% (154)	23.2% (454)	2.0% (40)	1958
Litter – immediately, when asked to pick up any litter or rubbish that they have dropped or left, and properly dispose of it.	62.1% (1215)	22.7% (445)	4.4% (87)	2.0% (39)	7.5% (146)	1.3% (26)	1958
Obstruction – move from an entrance, exit or stairway that they are obstructing, within a reasonable time	46.1% (902)	20.4% (400)	7.4% (144)	6.7% (131)	17.5% (342)	1.9% (38)	1957
Obstruction – move, within a reasonable time, if they are stopping street cleaning	45.4% (889)	24.2% (474)	7.8% (153)	6.6% (130)	14.5% (283)	1.5% (29)	1958
Obstruction – move, within a reasonable time, if they are stopping people or vehicles passing	49.2% (958)	22.9% (446)	7.6% (148)	5.8% (113)	13.2% (257)	1.3% (26)	1948
Tent – move, within a reasonable time, a tent or other temporary structure that is attracting or is likely to attract vermin	43.6% (851)	15.5% (302)	7.4% (144)	9.4% (183)	22.2% (434)	1.9% (37)	1951
Tent – move, within a reasonable time, a tent or other temporary structure that is a health or safety risk	44.7% (871)	16.3% (317)	7.6% (149)	9.1% (178)	20.4% (397)	1.8% (36)	1948
Commercial waste – immediately clean up any spillages	68.7% (1344)	20.6% (402)	3.7% (73)	1.1% (21)	4.5% (87)	1.4% (28)	1955
						answered	1970
						skipped	26

Matrix Charts

55.1. Identification – give their name, date of birth and address to someone investigating a breach of a PSPO						Response Percent	Response Total
1	Strongly agree					42.7%	836
2	Agree					17.6%	345
3	Neither agree nor disagree					6.6%	129
4	Disagree					7.9%	154
5	Strongly disagree					23.2%	454
6	Don't know					2.0%	40
Analysis		Mean:	2.57	Std. Deviation:	1.7	Satisfaction Rate:	31.47
		Variance:	2.89	Std. Error:	0.04		
						answered	1958

55.2. Litter – immediately, when asked to pick up any litter or rubbish that they have dropped or left, and properly dispose of it.						Response Percent	Response Total
1	Strongly agree					62.1%	1215
2	Agree					22.7%	445
3	Neither agree nor disagree					4.4%	87
4	Disagree					2.0%	39
5	Strongly disagree					7.5%	146
6	Don't know					1.3%	26
Analysis		Mean:	1.74	Std. Deviation:	1.25	Satisfaction Rate:	14.81
		Variance:	1.56	Std. Error:	0.03		
						answered	1958

55.3. Obstruction – move from an entrance, exit or stairway that they are obstructing, within a reasonable time						Response Percent	Response Total
1	Strongly agree					46.1%	902
2	Agree					20.4%	400
3	Neither agree nor disagree					7.4%	144
4	Disagree					6.7%	131
5	Strongly disagree					17.5%	342
6	Don't know					1.9%	38
Analysis		Mean:	2.35	Std. Deviation:	1.6	Satisfaction Rate:	26.97
		Variance:	2.56	Std. Error:	0.04		
						answered	1957







55.4. Obstruction – move, within a reasonable time, if they are stopping street cleaning						Response Percent	Response Total
1	Strongly agree					45.4%	889
2	Agree					24.2%	474
3	Neither agree nor disagree					7.8%	153
4	Disagree					6.6%	130

55.4. Obstruction – move, within a reasonable time, if they are stopping street cleaning							Response Percent	Response Total
5	Strongly disagree		<div><div></div></div>				14.5%	283
6	Don't know		<div><div></div></div>				1.5%	29
Analysis	Mean:	2.25	Std. Deviation:	1.51	Satisfaction Rate:	24.99	answered	1958
	Variance:	2.27	Std. Error:	0.03				

55.5. Obstruction – move, within a reasonable time, if they are stopping people or vehicles passing							Response Percent	Response Total
1	Strongly agree		<div></div>				49.2%	958
2	Agree		<div></div>				22.9%	446
3	Neither agree nor disagree		<div></div>				7.6%	148
4	Disagree		<div></div>				5.8%	113
5	Strongly disagree		<div></div>				13.2%	257
6	Don't know		<div></div>				1.3%	26
Analysis	Mean:	2.15	Std. Deviation:	1.48	Satisfaction Rate:	22.99	answered	1948
	Variance:	2.18	Std. Error:	0.03				

55.6. Tent – move, within a reasonable time, a tent or other temporary structure that is attracting or is likely to attract vermin							Response Percent	Response Total
1	Strongly agree		<div></div>				43.6%	851
2	Agree		<div></div>				15.5%	302
3	Neither agree nor disagree		<div></div>				7.4%	144
4	Disagree		<div></div>				9.4%	183
5	Strongly disagree		<div></div>				22.2%	434
6	Don't know		<div></div>				1.9%	37
Analysis	Mean:	2.57	Std. Deviation:	1.69	Satisfaction Rate:		answered	1951
	Variance:	2.87	Std. Error:	0.04				

55.7. Tent – move, within a reasonable time, a tent or other temporary structure that is a health or safety risk							Response Percent	Response Total
1	Strongly agree		<div></div>				44.7%	871
2	Agree		<div></div>				16.3%	317
3	Neither agree nor disagree		<div></div>				7.6%	149
4	Disagree		<div></div>				9.1%	178
5	Strongly disagree		<div></div>				20.4%	397
6	Don't know		<div></div>				1.8%	36
Analysis	Mean:	2.5	Std. Deviation:	1.66	Satisfaction Rate:	29.95	answered	1948
	Variance:	2.77	Std. Error:	0.04				

55.8. Commercial waste – immediately clean up any spillages						Response Percent	Response Total
1	Strongly agree					68.7%	1344
2	Agree					20.6%	402
3	Neither agree nor disagree					3.7%	73
4	Disagree					1.1%	21
5	Strongly disagree					4.5%	87
6	Don't know					1.4%	28
Analysis	Mean:	1.56	Std. Deviation:	1.1	Satisfaction Rate:	11.24	answered
	Variance:	1.21	Std. Error:	0.02			
							1955

14. Page 14





56. If you think we have missed any other behaviour that you think is antisocial and should be included in the PSPO please say.

		Response Percent	Response Total
1	Open-Ended Question	100.00%	609
		answered	609
		skipped	1387

57. If you think we have missed any requirements in the PSPO please say.

		Response Percent	Response Total
1	Open-Ended Question	100.00%	289
		answered	289
		skipped	1707





58. Do you think the council should introduce a PSPO in Manchester city centre including the proposed prohibitions and requirement?

			Response Percent	Response Total
1	Yes			48.27%
2	Yes – with some changes			17.64%
3	No			30.73%
4	Don't know			3.36%
Analysis	Mean:	1.89	Std. Deviation:	0.96
	Variance:	0.91	Std. Error:	0.02
				Satisfaction Rate: 29.73
				answered
				1933
				skipped
				63




59. If you have any further comments about the introduction of a PSPO please say.

		Response Percent	Response Total
1	Open-Ended Question	100.00%	688
		answered	688
		skipped	1308








15. Equality monitoring form
60. What is your gender?

			Response Percent	Response Total
1	Female		46.41%	899
2	Male		45.48%	881
3	Prefer not to say		7.38%	143
4	Other (please specify):		0.72%	14
Analysis		Mean: 1.62 Std. Deviation: 0.65 Satisfaction Rate: 20.81 Variance: 0.43 Std. Error: 0.01	answered	1937
			skipped	59

61. Do you identify with the gender you were assigned at birth? (e.g. male or female)

			Response Percent	Response Total
1	Yes		90.55%	1725
2	No		1.68%	32
3	Prefer not to say		7.77%	148
Analysis		Mean: 1.17 Std. Deviation: 0.55 Satisfaction Rate: 8.61 Variance: 0.3 Std. Error: 0.01	answered	1905
			skipped	91




















62. What is your age?

			Response Percent	Response Total
1	Under 16		0.05%	1
2	16 - 25 years		11.71%	226
3	26 - 39 years		32.38%	625
4	40 - 49 years		19.84%	383
5	50 - 64 years		23.37%	451
6	65 - 74 years		6.17%	119
7	75+ years		1.19%	23


62. What is your age?



						Response Percent	Response Total
8	Prefer not to say					5.28%	102
Analysis	Mean:	4.04	Std. Deviation:	1.49	Satisfaction Rate:	43.49	answered 1930
	Variance:	2.23	Std. Error:	0.03			skipped 66

63. I describe my ethnic origin as:

						Response Percent	Response Total
1	British/English/Northern Irish/Scottish/Welsh					76.07%	1437
2	Irish					3.02%	57
3	Gypsy or Irish Traveller					0.11%	2
4	Other White					6.78%	128
5	White and Black Caribbean					0.64%	12
6	White and Black African					0.37%	7
7	White and Asian					0.69%	13
8	Other Mixed					1.01%	19
9	Indian					0.69%	13
10	Pakistani					1.91%	36
11	Bangladeshi					0.48%	9
12	Chinese					1.91%	36
13	Kashmiri					0.21%	4
14	Other Asian					0.53%	10
15	Caribbean					0.58%	11
16	African					0.74%	14
17	Somali					0.16%	3
18	Other Black					0.37%	7
19	Any Other Ethnic Group (please specify)					3.76%	71
Analysis	Mean:	4.31	Std. Deviation:	5.58	Satisfaction Rate:	13.8	answered 1889
	Variance:	31.1	Std. Error:	0.13			skipped 107

64. Do you consider yourself to be a disabled person?

						Response Percent	Response Total
1	Yes					8.84%	169

64. Do you consider yourself to be a disabled person?							
						Response Percent	Response Total
2	No					84.41%	1614
3	Prefer not to say					6.75%	129
Analysis	Mean:	1.98	Std. Deviation:	0.39	Satisfaction Rate:	48.95	answered
	Variance:	0.16	Std. Error:	0.01			skipped
							84

This page is intentionally left blank

Appendix 5 Open Analysis of Open Text Responses

Report
Coding of open text responses for the 2019
Manchester City Council PSPO consultation

ZK Analytics &
NatCen Social Research

Appendix 5 Open Analysis of Open Text Responses

1. The context of the report

Manchester City Council implemented a consultation to understand the views of residents with regards to a city centre Public Space Protection Order (PSPO) to address a number of issues that are being reported to the Council and the police. After the issues were described to them, residents were asked a series of questions about their views on the particular behaviours and whether these had a detrimental impact on their quality of life. Open text boxes were provided to allow participants to provide examples of how each issue affected them.

In addition, for each issue, respondents were asked whether they think Manchester City Council should put the restrictions in place. Each question included an open text box inviting participants to provide other ways that they think the issue in question could be reduced.

In this consultation, there were twenty-three questions that gave respondents the opportunity of providing open-ended explanations. The purpose of this project was to code and classify respondents' open text answers into insightful categories.

This report contains the results of this coding pertaining to each of the twenty-three questions. When coding, based on the content of the text, each question was assigned to one or more categories. The following sections display graphs that illustrate the results. We present overall counts (numbers of suggestion offered) and percentages for each question overall. We also include the results split according to whether respondents agreed or disagreed with the proposed change.

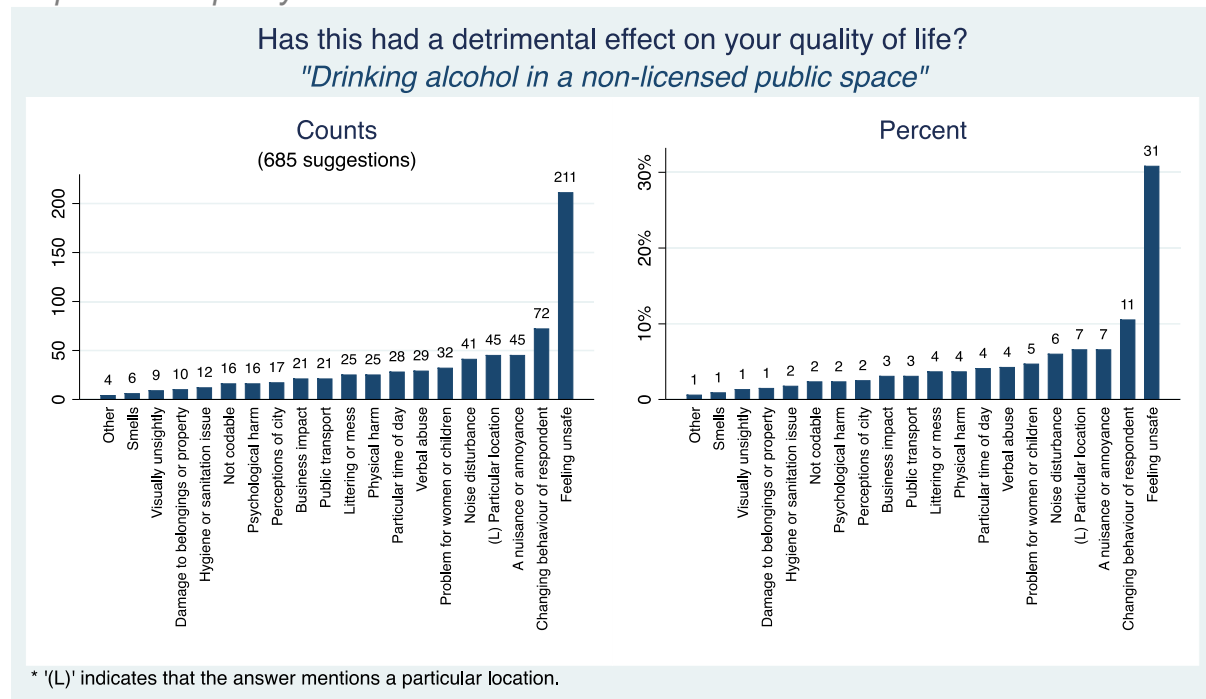
Appendix 5 Open Analysis of Open Text Responses

2. Detrimental effects on the quality of life

2.1 Drinking alcohol in a public space

Has this (drinking alcohol in a non-licensed public space) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Graph 1 – Responses split by how this behaviour has had a detrimental effect on respondents' quality of life



In *Section 3 - Alcohol*, members of the public were asked in a closed question whether or not 'drinking alcohol in a non-licensed public space' has had a detrimental effect on their quality of life. Those who answered 'Yes' were provided space to explain how this behaviour affected them. This resulted in 685 responses. Of these, 2% (16 responses) were **not codable or not relevant** (responses that were out of context, unintelligible or presented particular situations without actually addressing the issue under consultation).

Most notably:

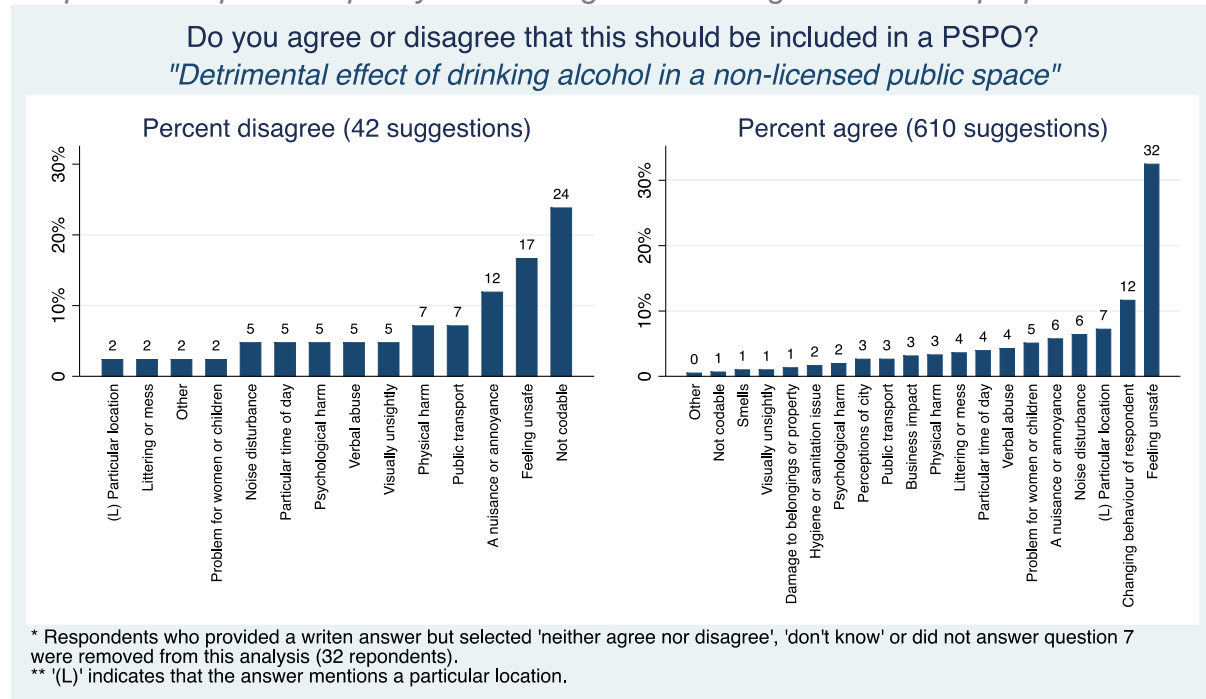
- 31% (211 responses) mentioned **feeling unsafe**, and
- 11% (72 responses) said it **changed the behaviour of the respondent**.
- 7% (45 responses) mentioned the behaviour occurring in a **particular location**, a further 6% (41 responses) explained how it caused **noise disturbance**, and another 7% (45 responses) said it was **a nuisance or annoyance**.
- 5% (32 responses) explained how it was a **problem for women or children**, and
- 4% (29 responses) mentioned examples of **verbal abuse**.

Appendix 5 Open Analysis of Open Text Responses

In addition, as seen in Graph 1, there were other responses that were cited less frequently. These include responses mentioning that the behaviour occurred at a **particular time of day** (4%), suffering **physical harm** (4%), and increased **littering or mess** (4%).

Do you agree or disagree that this (drinking alcohol in a non-licensed space) should be included in a PSPO?

Graph 2 – Responses split by whether agreed or disagreed with the proposal



Overall, 685 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 7). However, 33 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 7. They were **removed from this analysis**.

Overall, 94% (610 responses) were provided by respondents who were in favour of the proposal.

Results for those who **agreed** with the proposal:

Among the answers provided by respondents who agreed that 'drinking alcohol in a non-licensed public space' should be included in the PSPO:

- 32% (198 responses) explained how the respondent **felt unsafe**,
- 12% (71 responses) indicated that the problem **changed the behaviour of the respondent**,
- 7% (44 responses) reported a **particular location** where the behaviour occurs, and
- 6% (39 responses) cited **noise disturbance**.

Appendix 5 Open Analysis of Open Text Responses

As seen in Graph 2, there were additional answers that drew fewer responses such as the behaviour being a **nuisance or annoyance** (6%) or a **problem for women or children** (5%) or, as well as the occurrence of **verbal abuse** (4%), and the occurrence of the behaviour at a **particular time of day** (4%). A total of 1% of responses (6 responses) were **not codable**.

Results for those who **disagreed** with the proposal:

Among the 42 responses provided by respondents who disagreed with the proposal, a total of 24% (10 responses) were **not codable**.

Additionally:

- 17% (7 responses) reported **feeling unsafe**, and
- 12% (5 responses) said the behaviour was a **nuisance or annoyance**.
- 7% (3 responses) reported the negative effect of the behaviour on **public transport**, and another 7% reported suffering **physical harm**.

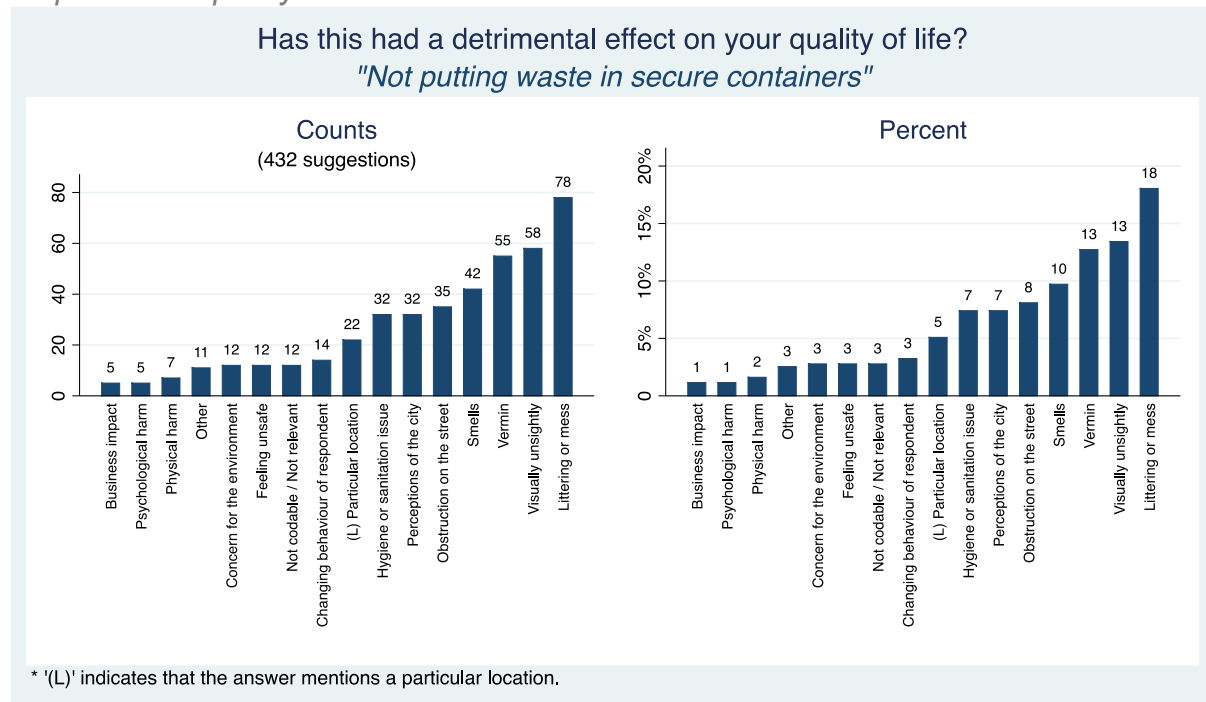
Again, as seen in Graph 2 there were additional responses regarding the effect of the behaviour on the respondent's quality of life. These included describing the behaviour as **visually unsightly** (5%), receiving **verbal abuse** (5%), suffering **psychological harm** (5%), and reports of the behaviour occurring at a **particular time of day** (5%).

2.2 Commercial Waste - not putting waste in secure containers or sacks and allowing waste to spill onto a public place

Has this (not putting waste in secure containers or sacks and allowing waste to spill onto a public space) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Appendix 5 Open Analysis of Open Text Responses

Graph 3 – Responses split by how this behaviour has had a detrimental effect on respondents' quality of life.



In *Section 4 - Commercial Waste*, members of the public were asked in a closed question whether or not 'not putting waste in secure containers or sacks and allowing waste to spill onto a public space' has had a detrimental effect on their quality of life. Those who answered 'Yes' were provided space to explain how this behaviour affected them. This resulted in 432 responses. Of these, 3% (12 responses) were **not codable or not relevant**.

Most notably:

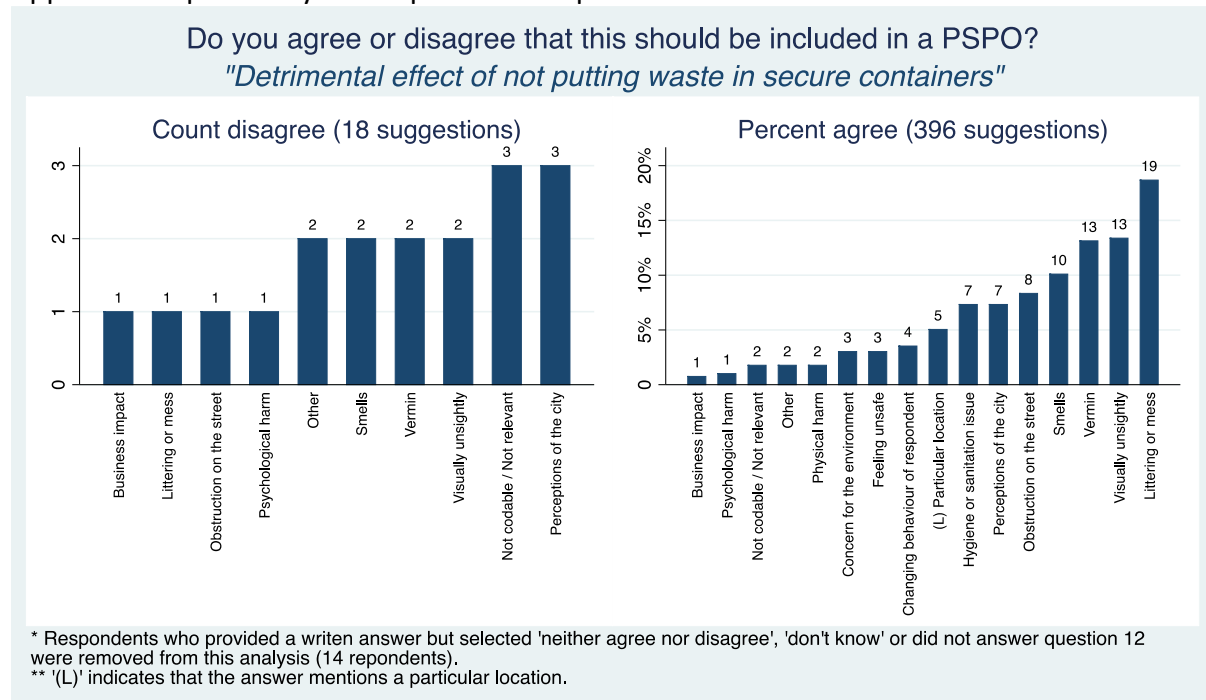
- 18% (78 responses) said that **littering or mess** affected their quality of life,
- 13% (58 responses) said it was **visually unsightly** and another 13% (55 responses) mentioned the incidence of **vermin**.
- 10% (42 responses) mentioned unpleasant **smells**,
- 8% (35 responses) said it caused **obstruction on the street**, another
- 7% (32 responses) said it affected the **perceptions of the city**, and
- 7% (32 responses) said it created a **hygiene or sanitation issue**.

As seen in Graph 3, there were additional answers that drew fewer responses including answers that cited **particular locations**, respondents **changing their behaviour** in response to this, and **feeling unsafe**.

Graph 4 – Responses split by whether agreed or disagreed¹ with the proposal

¹ The graph displaying the result pertaining to respondents who disagreed with the PSPO includes counts instead of percentages. We only present counts when the sample size is below 31 responses.

Appendix 5 Open Analysis of Open Text Responses



Overall, 432 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 12). However, 48 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 12. They were **removed from this analysis**.

Overall, 96% (396 responses) were provided by respondents who were in favour of the proposal.

Results for those who **agreed** with the proposal:

Among the answers provided by respondents who agreed that 'not putting waste in secure containers or sacks and allowing waste to spill onto a public space' should be included in the PSPO:

- 19% (74 responses) said **littering or mess** affected their quality of life,
- 13% (53 responses) mentioned its **visual unsightliness**, and another 13% (52 responses) mentioned the **vermin** it attracts.
- 10% (40 responses) cited the **smells** it causes, and
- 8% (33 responses) explained how it created **obstruction on the streets**.

As seen in Graph 4, other responses cited less frequently included changed **perceptions of the city** (7%), **hygiene or sanitation issues** (7%), **particular locations** (5%) where the behaviour occurs, and the respondent **changing their behaviour** as a result (4%). A total of 2% of responses were **not codable or not relevant**.

Results for those who **disagreed** with the proposal:

Appendix 5 Open Analysis of Open Text Responses

Among respondents who disagreed with the proposal, 18 individuals provided answers regarding the effect of the behaviour on their quality of life.

Of these:

- 3 responses, mentioned how it changed the respondent's **perception of the city**.
- 2 responses said it was **visually unsightly**, another 2 said it attracted **vermin**, a further 2 said it **smells**, and another 2 gave **other** answers.
- 1 suggestion said it caused **psychological harm**, another one said it was an **obstruction on the street**, one said it caused **littering or mess**, and a final one said it **impacted on business**.

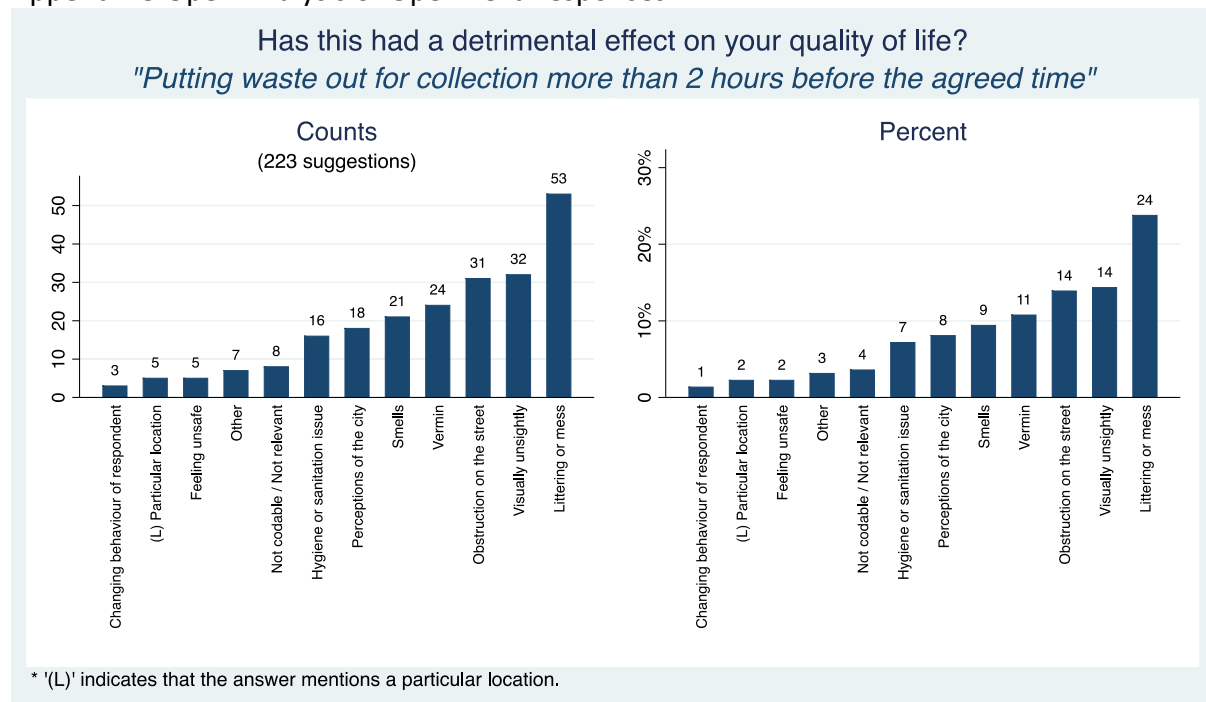
As shown in Graph 4, 3 responses were **not codable or not relevant**.

2.3 Commercial Waste – putting waste out for collection more than 2 hours before the agreed time

Has this (putting waste out for collection more than 2 hours before the agreed time) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Graph 5 – Responses split by how this behaviour has had a detrimental effect on respondents' quality of life.

Appendix 5 Open Analysis of Open Text Responses



In *Section 5 - Commercial Waste*, members of the public were asked in a closed question whether or not 'putting waste out for collection more than 2 hours before the agreed time' has had a detrimental effect on their quality of life. Those who answered 'Yes' were provided space to explain how this behaviour affected them. This resulted in 223 responses. Of these, 4% (8 responses) were **not codable or not relevant**.

Most notably:

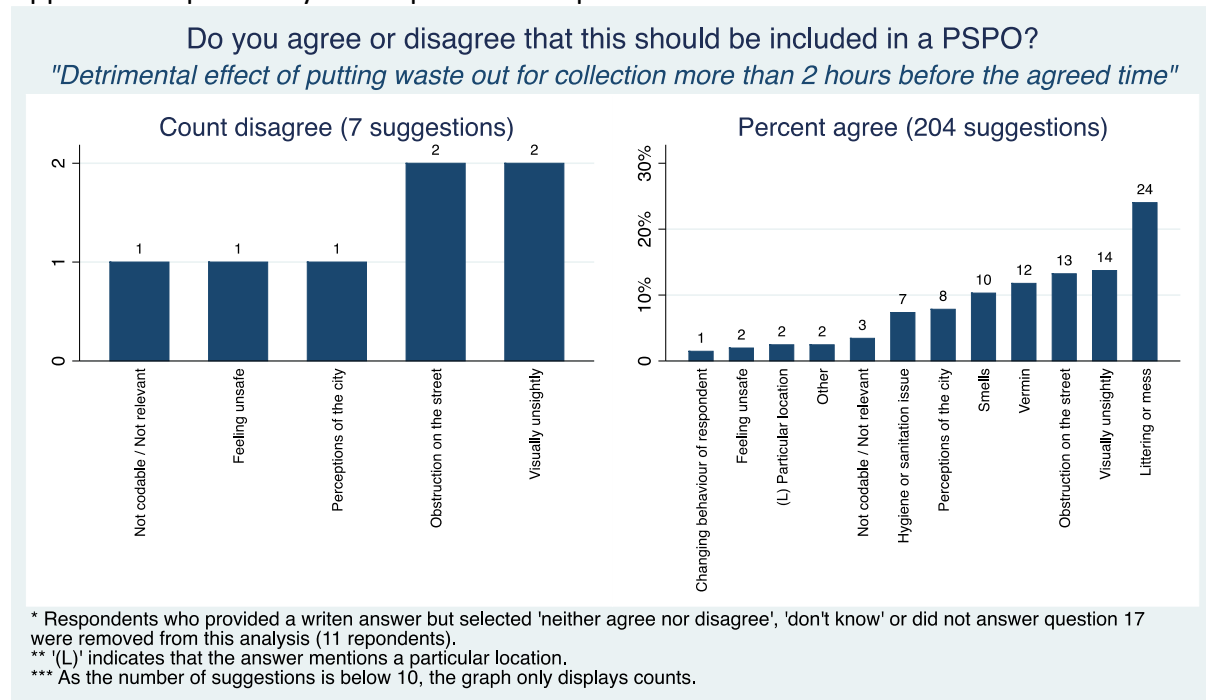
- 24% (53 responses) mentioned **littering and mess**,
- 14% (32 responses) said it was **visually unsightly**,
- 14% (31 responses) said it created an **obstruction on the streets**, and
- 11% (24 responses) said it attracted **vermin**.

As seen in Graph 5, there were other effects cited less frequently including **smells**, changed **perceptions of the city**, **hygiene or sanitation issues**, and **other** examples.

Graph 6 – Responses split by whether agreed or disagreed² with the proposal

² The graph displaying the result pertaining to respondents who disagreed with the PSPO includes counts instead of percentages. We only present counts when the sample size is below 31 responses.

Appendix 5 Open Analysis of Open Text Responses



Overall, 223 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 12). However, 12 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 12. They were **removed from this analysis**.

A total of 204 of the 211 suggestions were provided by members of the public who agree with the proposal.

Results for those who *agreed* with the proposal:

Among the 204 responses provided by respondents who agreed that 'not putting waste in secure containers or sacks and allowing waste to spill onto a public space' should be included in the PSPO:

- 24% (49 responses) said **littering and mess** affected their quality of life,
- 14% (28 responses) said it was **visually unsightly**,
- 13% (27 responses) mentioned it was an **obstruction on the street**,
- 12% (24 responses) said it attracted **vermin**, and
- 10% (21 responses) said it **smells**.

As shown in Graph 6, there were other responses cited less frequently. These include the effect the behaviour has on **perceptions of the city** (8%), **hygiene and sanitation** (7%), **other** examples (2%), the occurrence of the behaviour in **particular locations** (2%), **feeling unsafe** (2%), and **changing the behaviour of the respondent** (1%). A further 3% of responses were **not codable**.

Results for those who *disagreed* with the proposal:

Appendix 5 Open Analysis of Open Text Responses

Among respondents who disagreed with the proposal, 7 individuals provided answers regarding the effect of the behaviour on their quality of life.

Of these:

- 2 responses said this was **visually unsightly**,
- 2 responses explained how it was an **obstruction on the street**,
- 1 respondent said it affected their **perceptions of the city**, and
- 1 respondent **felt unsafe**.

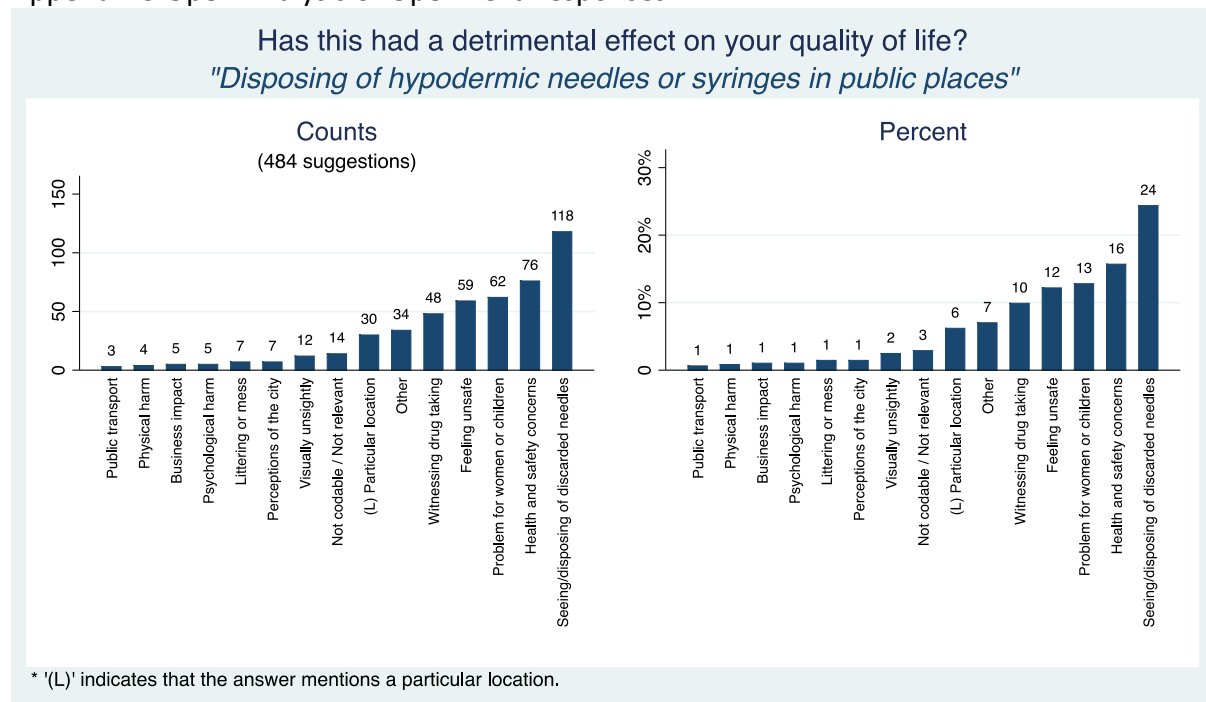
One further response was **not codable or not relevant**.

2.4 Needles

Has this (disposing of hypodermic needles or syringes in public places) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Graph 7 – Responses split by how this behaviour has affected respondents' quality of life

Appendix 5 Open Analysis of Open Text Responses



In *Section 6 - Needles*, members of the public were asked in a closed question whether or not 'disposing of hypodermic needles or syringes in public places' has had a detrimental effect on their quality of life. Those who answered 'Yes' were provided space to explain how this behaviour affected them. This resulted in 484 responses. Of these, 3% (14 responses) were **not codable or not relevant**.

Notably:

- 24% (118 suggestions) said that **seeing or personally having to dispose of discarded needles** affected their quality of life,
- 16% (76 suggestions) said the behaviour provoked **health and safety concerns**,
- 13% (62 suggestions) said it was a **problem for women or children**,
- 12% (59 suggestions) said it made the respondent **feel unsafe**, and
- 10% (48 suggestions) mentioned **witnessing drug taking** as having a detrimental effect on respondents' quality of life.

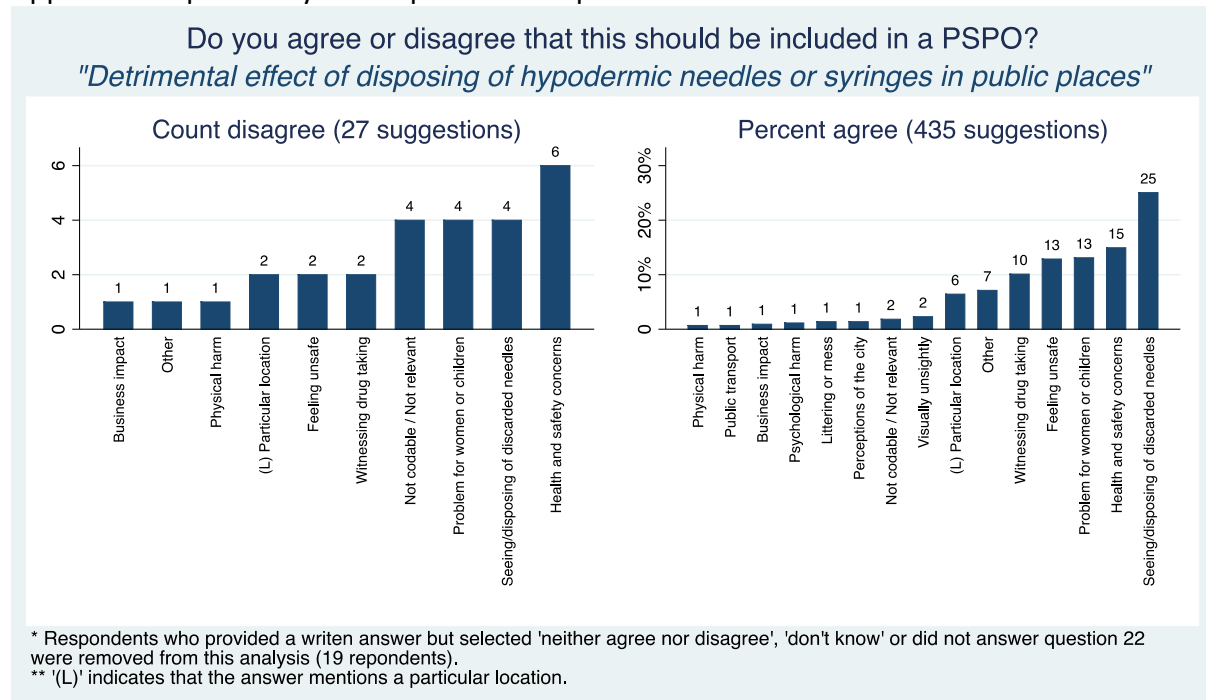
As shown in Graph 7, other responses that were cited less frequently included **other** examples (7%), the occurrence of the behaviour in **particular locations** (6%), and **visual unsightliness** (2%), among others.

Do you agree or disagree that this behaviour (disposing of hypodermic needles or syringes in public places) should be included in a PSPO?

Graph 8 – Responses split by whether agreed or disagreed³ with the proposal

³ The graph displaying the result pertaining to respondents who disagreed with the PSPO includes counts instead of percentages. We only present counts when the sample size is below 31 responses.

Appendix 5 Open Analysis of Open Text Responses



Overall, 484 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 22). However, 22 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 22. They were **removed from this analysis**.

Overall, 435 of the 462 responses were provided by individuals who agree with the proposal.

Results for those who **agreed** with the proposal:

Among these 435 responses provided by respondents who agree with including 'disposing of hypodermic needles or syringes in public places' in the PSPO:

- 25% (109 responses) said that **seeing or personally having to dispose of discarded needles** affected their quality of life,
- 15% (65 responses) mentioned **health and safety concerns**,
- 13% (57 responses) said it was a **problem for women or children**, and another 13% (56 responses) said they **felt unsafe**.
- 10% (44 responses) cited **witnessing drug taking** as having a detrimental effect on their quality of life.

As shown in Graph 8, respondents cited other examples including **particular locations** where this occurs (6%), **visual unsightliness** (2%), and **perceptions of the city** (1%). A further 2% (9 responses) were **not codable or not relevant**.

Results for those who **disagreed** with the proposal:

Appendix 5 Open Analysis of Open Text Responses

Among the 27 responses provided by respondents who disagreed that 'disposing of hypodermic needles or syringes in public places' should be included in a PSPO:

- 6 suggestions expressed **health and safety concerns**.
- 4 suggestions said **seeing or disposing of discarded needles** affected the respondent's quality of life, and another 4 said it was a **problem for women or children**.
- 2 suggestions said **witnessing drug taking** affected their quality of life, another 2 said it made them **feel unsafe**, and a further 2 said it occurred in **particular locations**.

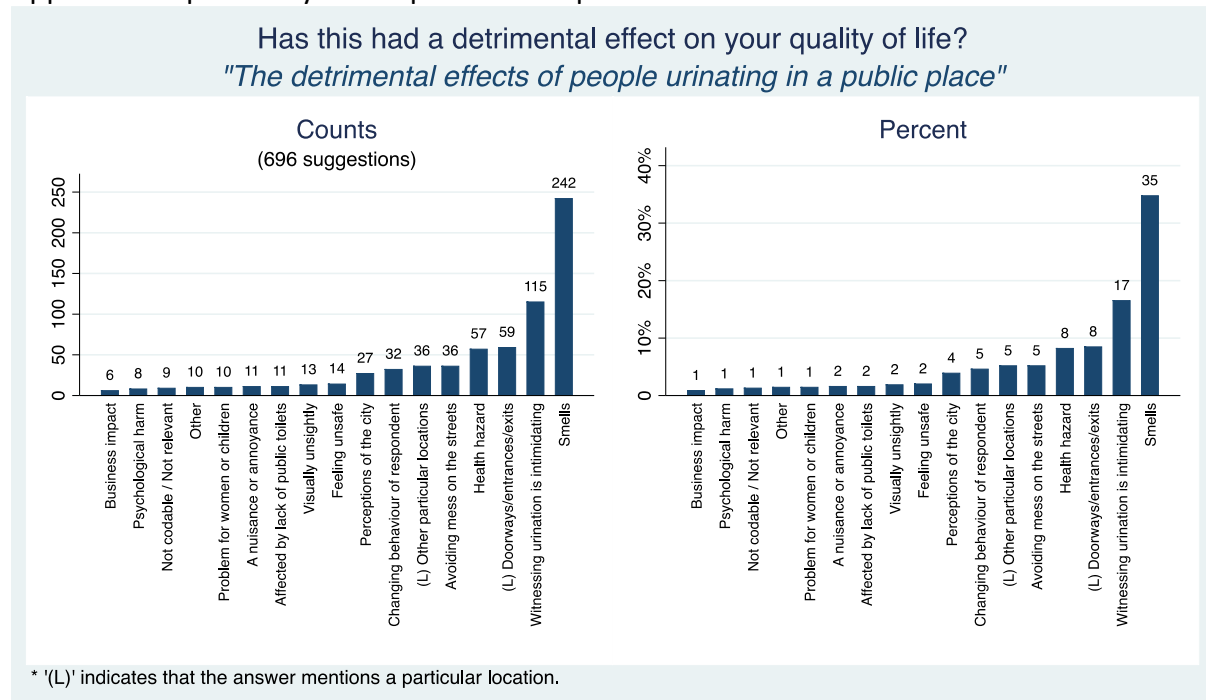
As seen in Graph 8, there were additional responses cited by fewer respondents. These included **physical harm**, **other** examples, and **business impact**. Each example was cited once. A further 4 suggestions were **not codable or not relevant**.

2.5. Urinating in a public place

Has this (urinating in a public place) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Graph 9 – Responses split by how this behaviour has affected respondents' quality of life

Appendix 5 Open Analysis of Open Text Responses



In *Section 7 - Urinating*, members of the public were asked in a closed question whether or not 'urinating in a public place' has had a detrimental effect on their quality of life. Those who answered 'Yes' were provided space to explain how this behaviour affected them. This resulted in 696 responses. Of these, 1% (9 responses) were **not codable or not relevant**.

Most notably:

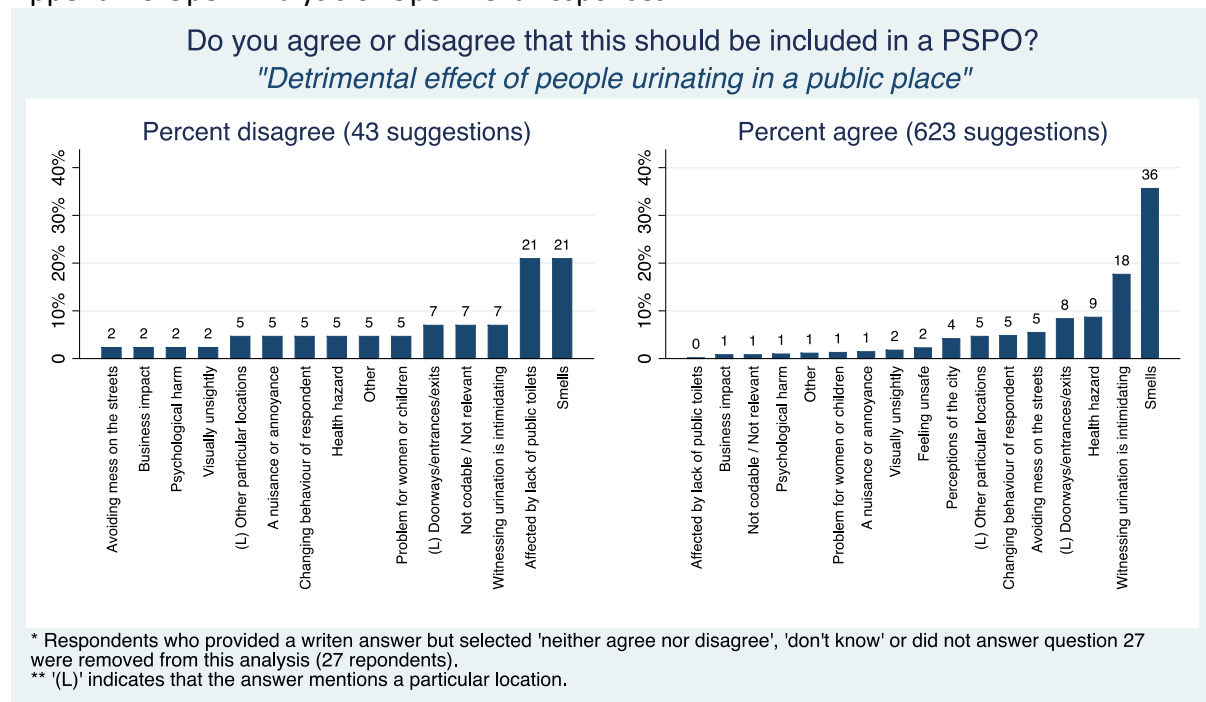
- 35% (242 responses) said the **smells** affected the respondent's quality of life,
- 17% (115 responses) said that **witnessing urination is intimidating**,
- 8% (59 responses) mentioned **doorways, entrances or exits** as specific locations that were frequently affected, and a further 8% (57 responses) said that it was a **health hazard**.
- 5% (36 responses) said **avoiding mess on the streets** affected the quality of the respondent's life, and another
- 5% (36 responses) mentioned **other particular locations** that were affected.

As seen in Graph 9, there were a number of other responses cited less frequently. These include the effect of **changing the behaviour of the respondent** (5%), negative **perceptions of the city** (4%), **feeling unsafe** (2%) and **visual unsightliness** (2%).

Do you agree or disagree that this behaviour (urinating in a public place) should be included in a PSPO?

Graph 10 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 696 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 27). However, 30 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 27. They were **removed from this analysis**.

Overall, 94% (623 of the 666 suggestions) were provided by respondents who were in favour of the proposal.

Results for those who *agreed* with the proposal:

Of the suggestions provided by respondents who agreed that 'urinating in a public place' should be included in the PSPO:

- 36% (222 responses) said the **smells** affected the respondent's quality of life,
- 18% (110 responses) said **witnessing urination is intimidating**,
- 9% (54 responses) said it was a **health hazard**, and
- 8% (52 responses) mentioned **doorways, entrances and exits** as specific locations where the behaviour tends to occur.

As seen in Graph 10, respondents cited other ways this behaviour affected their quality of life that were mentioned less frequently. These include **avoiding mess on the streets** (5% of responses), **changing the behaviour of the respondent** (5% of responses), **other particular locations** (5% of responses), **perceptions of the city** (4% of responses), and **feeling unsafe** (2% of responses).

Results for those who *disagreed* with the proposal:

Of the 43 suggestions provided by respondents who disagree with the inclusion of 'urinating in a public place' in the PSPO:

Appendix 5 Open Analysis of Open Text Responses

- 21% (9 responses) said the **smells** affected the respondent's quality of life,
- 21% (9 responses) said the respondent's quality of life was **affected by the lack of public toilets**,
- 7% (3 responses) mentioned that **witnessing urination is intimidating**, and another
- 7% (3 responses) said **doorways, entrances and exits** are specific locations that are affected.

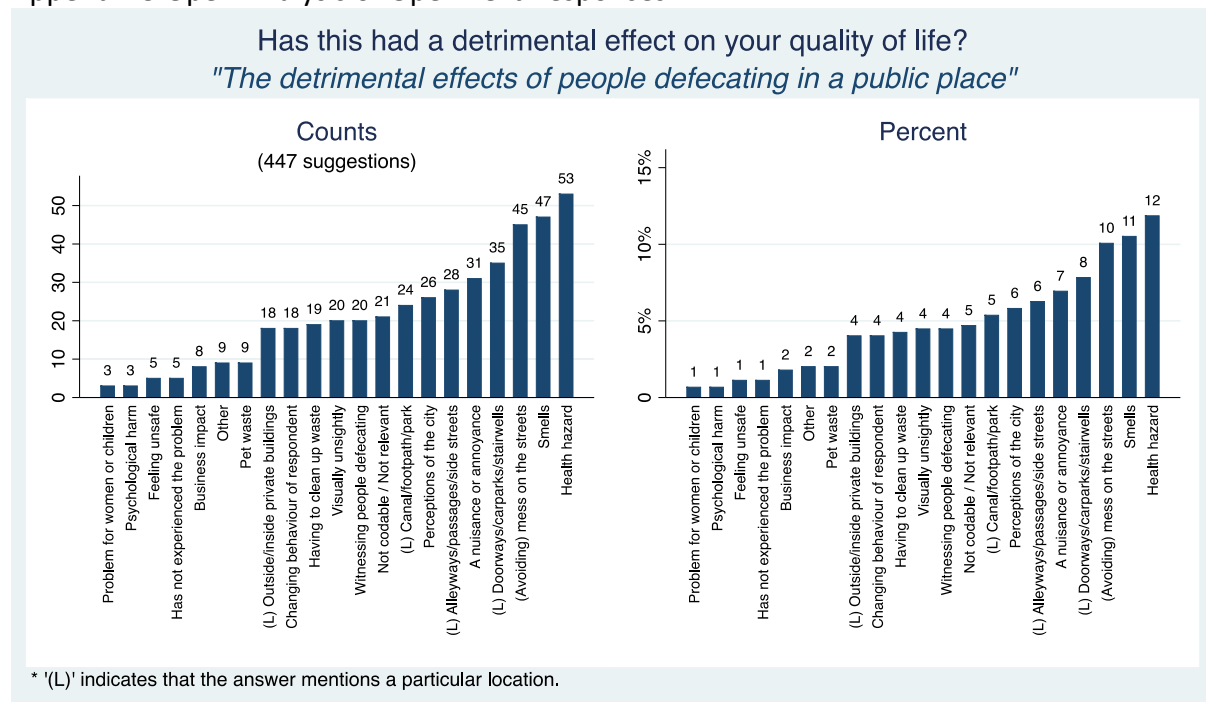
Again, as seen in Graph 10, other effects of the behaviour cited less frequently include **a problem for women or children** (5%), **other** examples (5%), inciting a **health hazard** (5%), and **changing the behaviour of the respondent** (5%), among other examples. A total of 7% of responses were **not codable or not relevant**.

2.6 Defecating in a public place

Has this (defecating in a public place that is not a legitimate toilet) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Graph 11 – Responses split by how this behaviour has affected respondents' quality of life

Appendix 5 Open Analysis of Open Text Responses



In *Section 8 - Defecating*, members of the public were asked in a closed question whether or not 'defecating in a public place that is not a legitimate toilet' has had a detrimental effect on their quality of life. Those who answered 'Yes' were provided space to explain how this behaviour affected them. This resulted in 447 responses. Of these, 5% (21 responses) were **not codable or not relevant**.

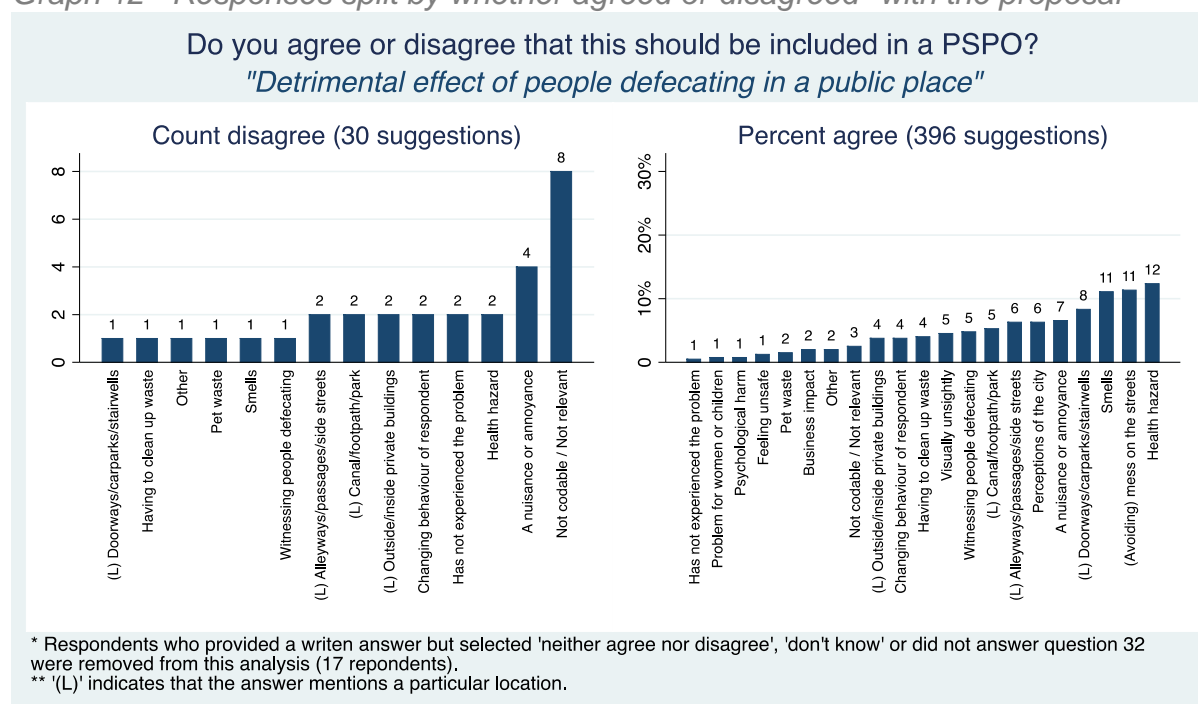
Most notably:

- 12% (53 responses) cited the behaviour as a **health hazard**,
- 11% (47 responses) said it **smells**,
- 10% (45 responses) mentioned having to **avoid mess on the streets**,
- 8% (35 responses) said that the behaviour occurred specifically in **doorways, car parks or stairwells**
- 7% (31 responses) said it was **a nuisance or annoyance**,
- 6% (26 responses) said it affected their **perceptions of the city**, and another 6% (26 suggestions) said it frequently occurred in **alleyways, passages and side streets**,
- 5% (24 suggestions) said it frequently occurred by the **canal, footpaths and parks**.

As seen in Graph 11, there were a number of other responses regarding how this behaviour effects quality of life that were mentioned less frequently. These include **witnessing people defecating** (4%), **visual unsightliness** (4%), **having to clean up waste** (4%), and **changing behaviour of the respondent** (4%), among other examples.

Do you agree or disagree that this (people defecating in a public place that is not a legitimate toilet) should be included in a PSPO?

Appendix 5 Open Analysis of Open Text Responses

Graph 12– Responses split by whether agreed or disagreed⁴ with the proposal

Overall, 447 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 32). However, 21 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 32. They were **removed from this analysis**.

Overall, 93% (396 of the 426 responses) were provided by respondents who were in favour of the proposal.

Results for those who **agreed** with the proposal:

Of the responses provided by respondents who agreed that 'people defecating in a public place that is not a legitimate toilet' should be included in the PSPO:

- 12% (49 responses) said the behaviour was a **health hazard**,
- 11% (45 responses) cited having to **avoid mess on the streets**, and another 11% (44 suggestions) mentioned the effect of **smells**.
- 8% (33 responses) said the behaviour often occurred in **doorways, carparks or stairwells**, and
- 7% (26 responses) said it was a **nuisance or annoyance**.

As seen in Graph 12, respondents cited other ways this behaviour affected their quality of life that were mentioned less frequently. These include changing their **perceptions of the city** (6% of responses), the behaviour occurring in **alleyways, passages or side streets** (6% of responses), or **the canal, footpaths or parks** (5% of responses).

⁴ The graph displaying the result pertaining to respondents who disagreed with the PSPO includes counts instead of percentages. We only present counts when the sample size is below 30 responses.

Appendix 5 Open Analysis of Open Text Responses

Results for those who **disagreed** with the proposal:

Of the 30 suggestions provided by respondents who disagree with the inclusion of 'people defecating in a public place that is not a legitimate toilet' in the PSPO:

- 4 responses stated that the behaviour was a **nuisance or annoyance**,
- 2 responses said it was a **health hazard**, while another 2 responses said they **had not experienced the problem**. Another 2 responses highlighted how it **changed the behaviour of the respondent**.
- 2 responses said it occurred **outside or inside private buildings**, while another 2 responses said it occurred by the **canal, footpaths or parks**, and another 2 responses said it occurred in **alleyways, passages or side streets**.
- Other responses included: **witnessing people defecating; smells; pet waste, having to clean up waste**; observing this behaviour in **doorways, car parks and stairwells**.

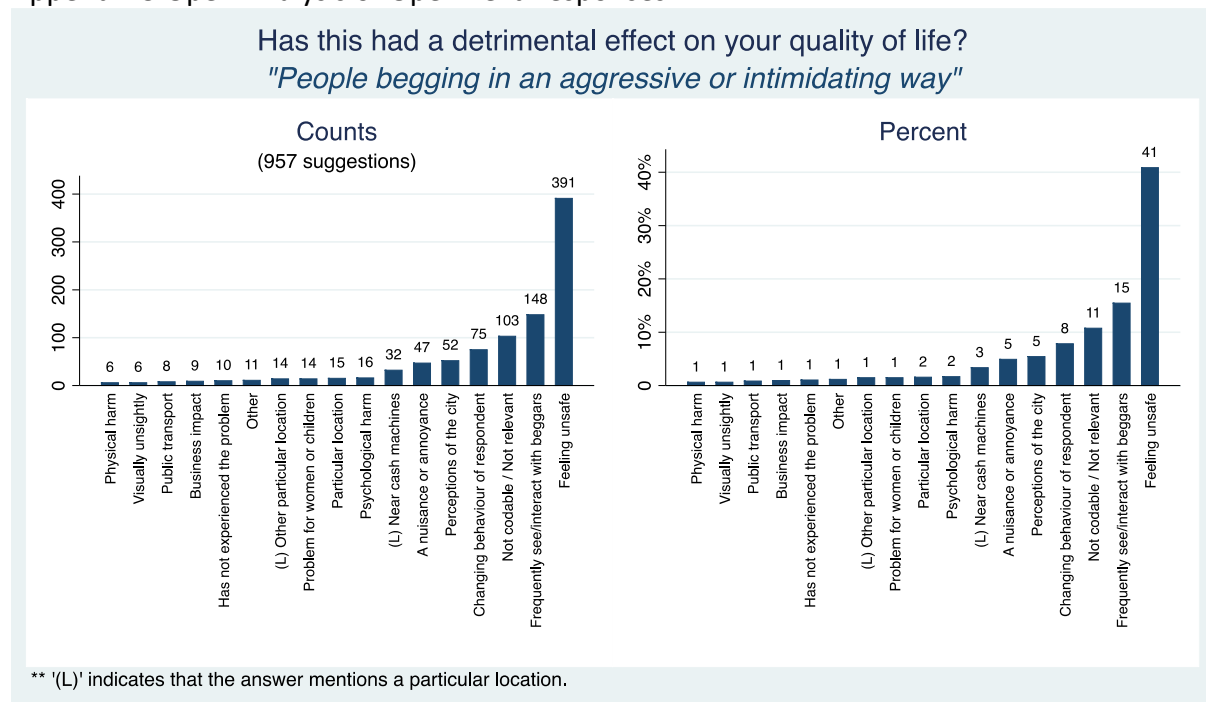
As seen in Graph 12, 8 responses were **not codable or not relevant**.

2.7 Aggressive begging

Has this (people begging in an aggressive or intimidating way) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Graph 13 – Responses split by how this behaviour has affected respondents' quality of life

Appendix 5 Open Analysis of Open Text Responses



In *Section 9 - Begging*, members of the public were asked in a closed question whether or not ‘people begging in an aggressive or intimidating way’ has had a detrimental effect on their quality of life. Those who answered ‘Yes’ were provided space to explain how this behaviour affected them. This resulted in 957 responses. Of these, 11% (103 responses) were **not codable or not relevant**.

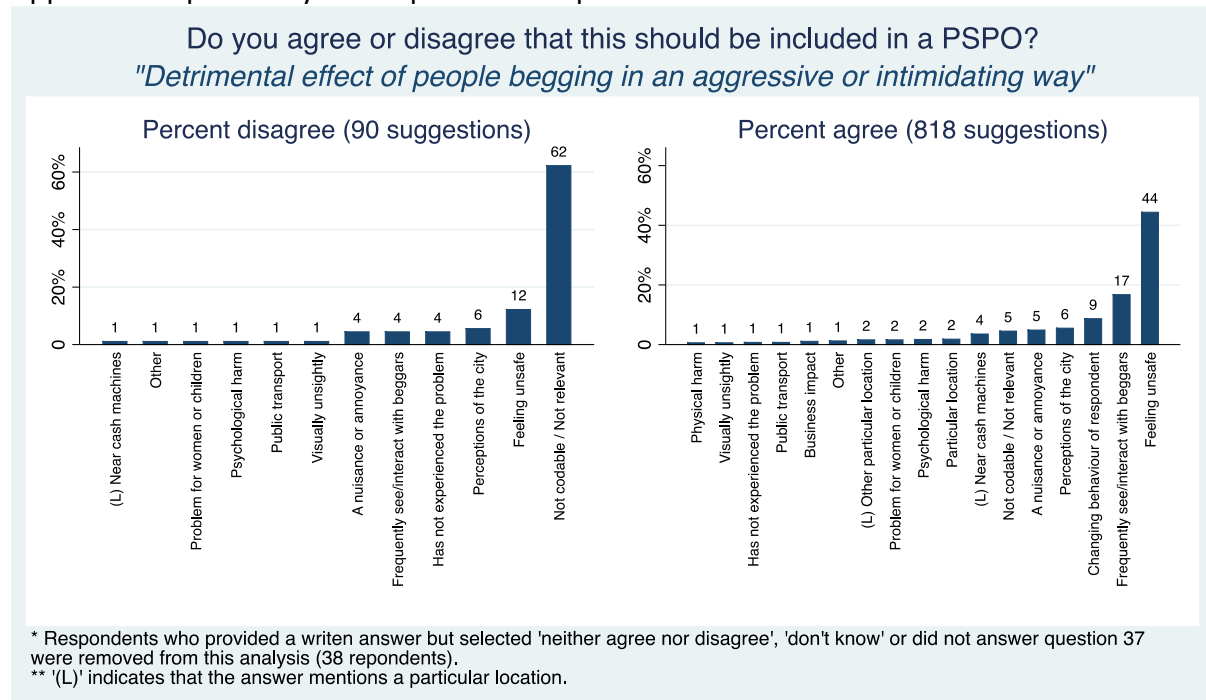
Most notably:

- 41% (391 responses) mentioned **feeling unsafe** as a result of this behaviour,
- 15% (148 responses) said they **frequently see or interact with beggars**,
- 8% (75 responses) mentioned that the **respondent changed their behaviour**,
- 5% (52 responses) said their **perceptions of the city** were influenced by begging in an aggressive or intimidating way.

As seen in Graph 13, a number of other responses regarding the way in which people begging in an aggressive or intimidating way affects the quality of life of respondents were mentioned less frequently. These include being a **nuisance or annoyance** (5%), occurring **near cash machines** (3%), causing **psychological harm** (2%), occurring in **particular locations** of the city (2%), and **being a problem for women or children** (1).

Graph 14– Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 957 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 37). However, 49 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 37. They were **removed from this analysis**.

Overall, 90% (818 of the 908 suggestions) were provided by respondents who were in favour of the proposal.

Results for those who *agreed* with the proposal:

Of the 818 responses provided by respondents who agreed that 'people begging in an aggressive or intimidating way' should be included in the PSPO:

- 44% (363 suggestions) mentioned **feeling unsafe**,
- 17% (137 suggestions) said respondents **frequently saw or interacted with beggars**,
- 9% (71 suggestions) said respondents had to **change their behaviour**, and
- 6% (45 suggestions) said it affected their **perceptions of the city**.

As seen in Graph 14, respondents cited other ways this behaviour affected their quality of life that were mentioned less frequently. These include being **a nuisance or annoyance** (5% of responses), occurring **near cash machines** (4% of responses), or in **particular locations** of the city (2% of responses), among other examples. A total of 5% of responses were **not codable or not relevant**.

Results for those who *disagreed* with the proposal:

Appendix 5 Open Analysis of Open Text Responses

Of the 90 suggestions provided by respondents who disagree with the inclusion of 'people begging in an aggressive or intimidating way' in the PSPO:

- 12% (11 responses) mentioned **feeling unsafe**, and
- 6% (5 responses) said it **changed their perceptions of the city**.

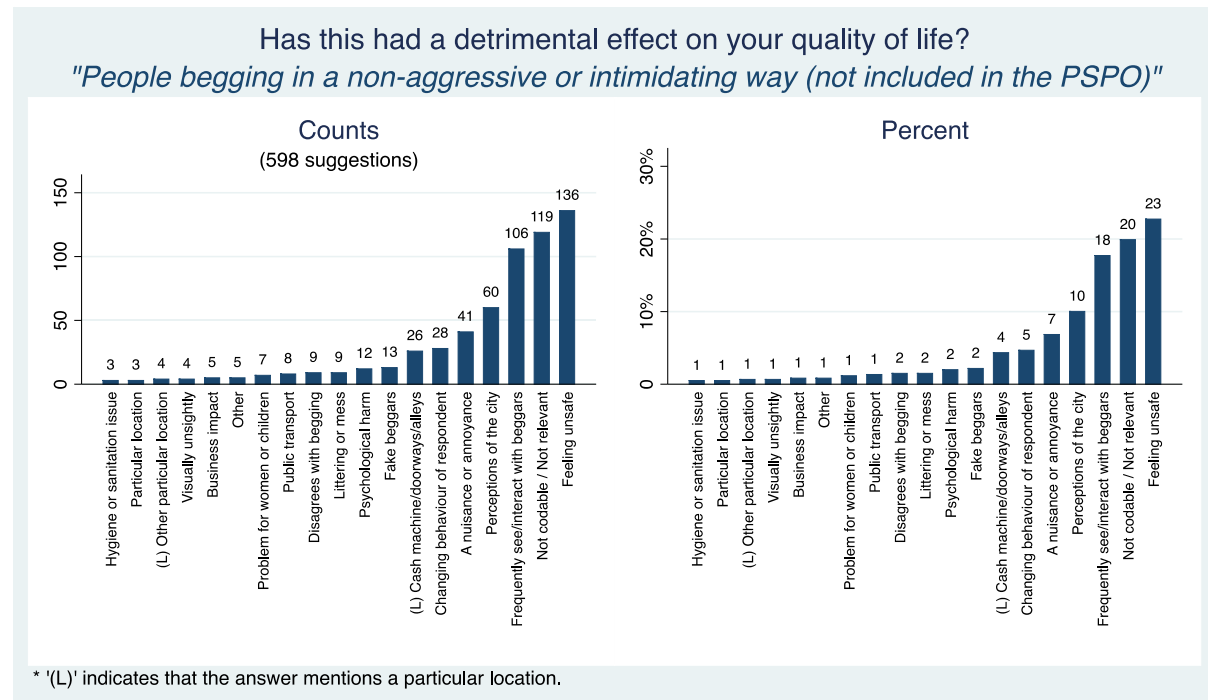
As seen in Graph 14, other less cited responses include respondents saying they **have not experienced the problem** (4%), respondents **frequently seeing or interacting with beggars** (4%), and the behaviour being a **nuisance or annoyance** (4%). A total of 62% (56 responses) were **not codable or not relevant** (this includes 42 responses that simply expressed concern for beggars).

2.8 Non-aggressive begging (currently not planned to be included in the PSPO)

Has this (begging in a non-aggressive or intimidating way) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Appendix 5 Open Analysis of Open Text Responses

Graph 15 – Responses split by how this behaviour has affected respondents' quality of life



In *Section 10 - Begging*, members of the public were asked in a closed question whether or not 'people begging in a non-aggressive or intimidating way' has had a detrimental effect on their quality of life. Those who answered 'Yes' were provided space to explain how this behaviour affected them. This resulted in 598 responses. Of these, 20% (119 responses) were **not codable or not relevant**. These responses included mentions that expressed concern for beggars.

Most notably:

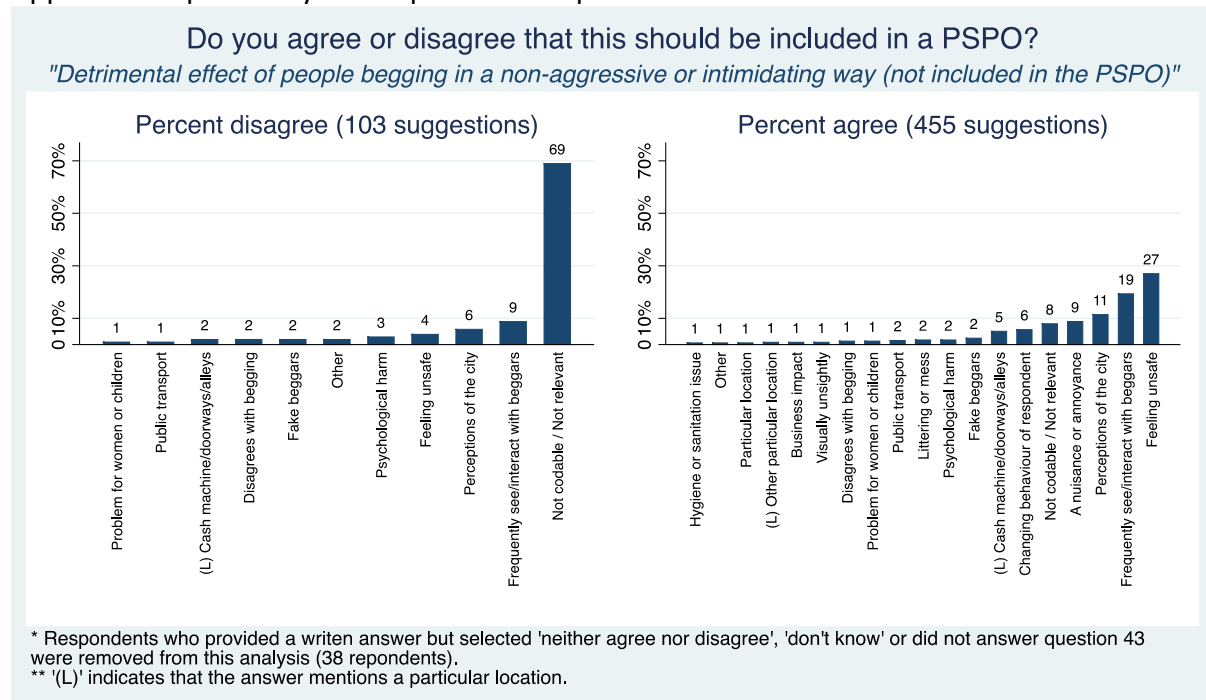
- 23% (136 responses) mentioned **feeling unsafe**,
- 18% (106 responses) said they **frequently see or interact with beggars**,
- 10% (60 responses) said the behaviour impacted their **perceptions of the city**.

In addition, as seen in Graph 15, there were some other responses that were cited less frequently including finding the behaviour a **nuisance or annoyance** (7%), **respondents changing their behaviour** as a result of the behaviour (5%), and seeing the behaviour by **cash machines, doorways or alleyways** (4%).

Do you agree or disagree that this (begging in a non-aggressive or intimidating way) should be included in a PSPO?

Graph 16– Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 598 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 43). However, 40 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 43. They were **removed from this analysis**.

Overall, 82% (455) of the responses were provided by respondents who were in favour of the proposal.

Results for those who *agreed* with the proposal:

Among the 455 responses provided by respondents who agreed that 'begging in a non-aggressive or intimidating way' should be included in the PSPO:

- 27% (123 responses) mentioned **feeling unsafe**,
- 19% (88 responses) said they **frequently saw or interacted with beggars**,
- 11% (52 responses) said the behaviour influenced the respondent's **perceptions of the city**, and
- 9% (40 responses) said it was a **nuisance or annoyance**.

As seen in Graph 16, some responses were mentioned less frequently. These include 6% responses that said the behaviour occurs in **particular locations** within the city, a further 6% that said the **respondent changed their behaviour** as a result of the behaviour, among other suggestions. A total of 8% (36 responses) were **not codable or not relevant**.

Results for those who *disagreed* with the proposal:

Among the 103 responses provided by respondents who disagreed that 'begging in a non-aggressive or intimidating way' should be included in the PSPO:

Appendix 5 Open Analysis of Open Text Responses

- 69% (71 responses) mentioned were deemed **not codable or not relevant** (these included instances where the respondents expressed **concern for beggars**), and
- 9% (9 responses) said they **frequently saw or interacted with beggars**.

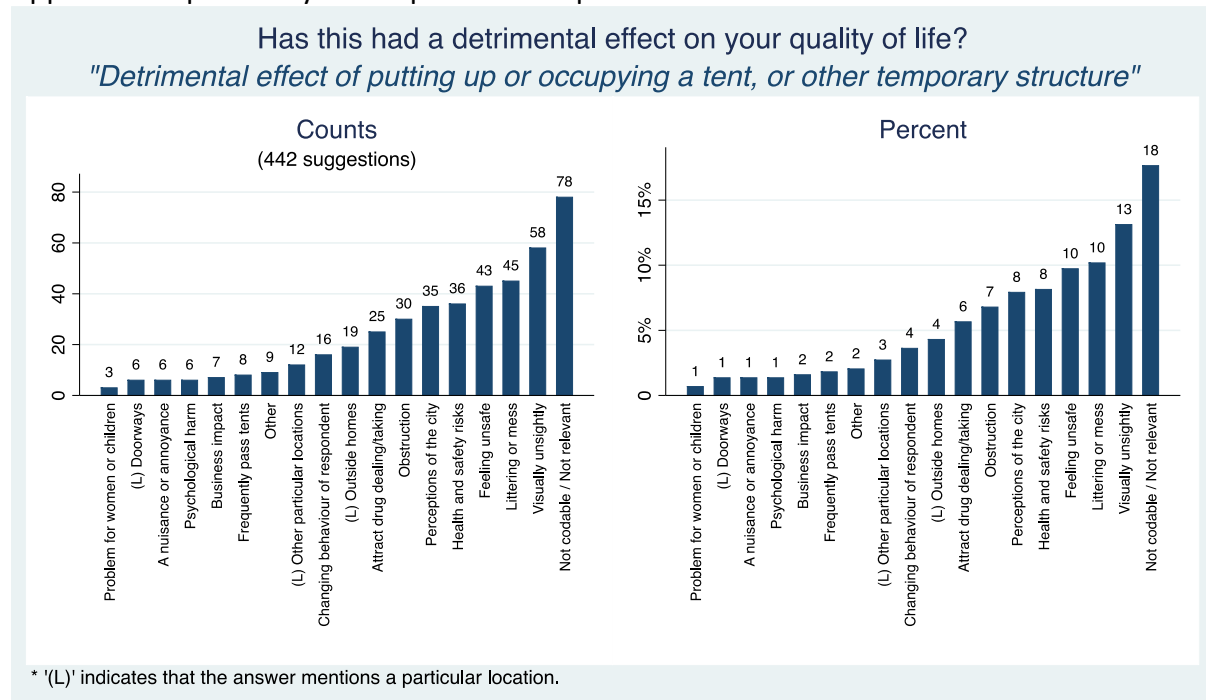
As seen again in Graph 16, a number of responses were mentioned less frequently. These include **perceptions of the city** that were impacted as a result of the behaviour, **feeling unsafe**, and **psychological harm**, among other responses.

2.9 Tents

Has this (putting up or occupying a tent, or other temporary structure) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Graph 17 – Responses split by how this behaviour has affected respondents' quality of life

Appendix 5 Open Analysis of Open Text Responses



In *Section 11 – Tents*, members of the public were asked in a closed question whether or not ‘putting up or occupying a tent, or other temporary structure’ has had a detrimental effect on their quality of life. Those who answered ‘Yes’ were provided space to explain how this behaviour affected them. This resulted in 442 responses. Of these, 18% (78 responses) were **not codable or not relevant**.

Additionally:

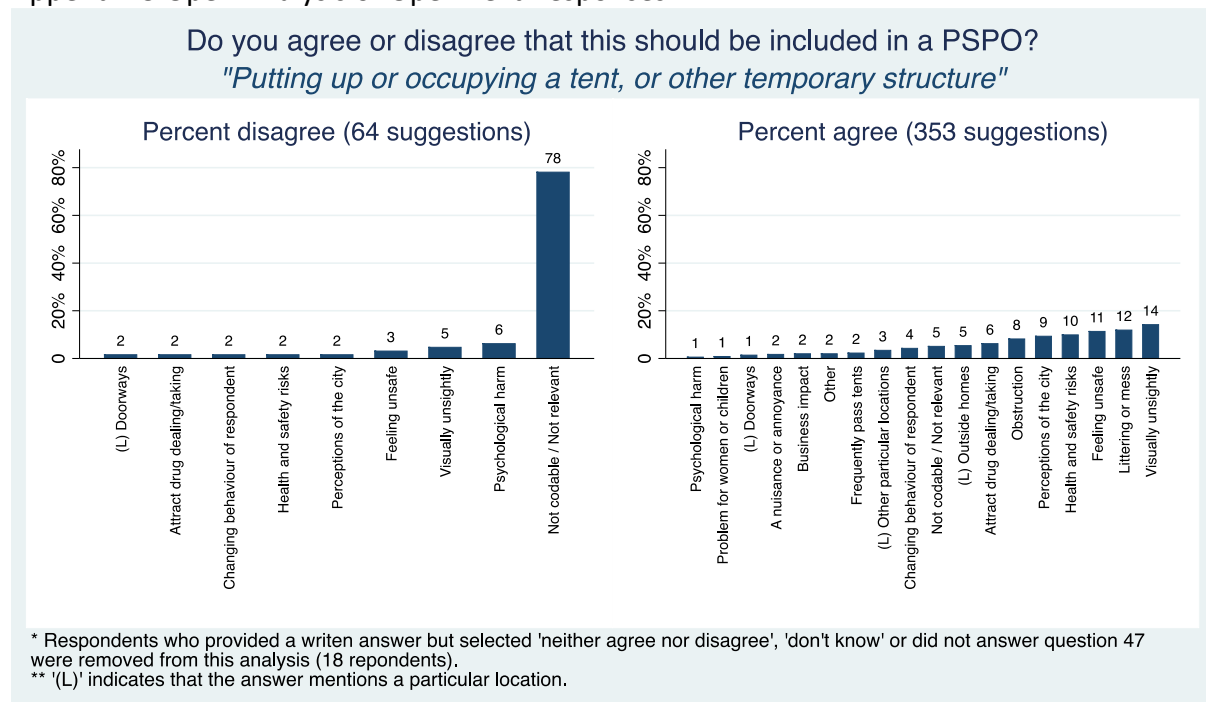
- 13% (58 responses) mentioned the behaviour was **visually unsightly**,
- 10% (45 responses) said it encouraged **littering and mess**,
- 10% (43 responses) said the behaviour made the respondent **feel unsafe**,
- 8% (36 responses) said it posed **health and safety risks**,
- 8% (35 responses) explained how it had a negative effect on their **perceptions of the city**,
- 7% (30 responses) mentioned the behaviour caused **obstruction**, and
- 6% (25 responses) said it attracted **drug dealing or drug taking**.

As seen in Graph 17, some responses regarding the way in which the behaviour affected respondents’ quality of life were mentioned less frequently. These include the perpetuation of the behaviour **outside homes** (4%) and in **other particular locations** (3%), and the behaviour causing **respondents to change their behaviour** (4%).

Do you agree or disagree that this (putting up or occupying a tent, or other temporary structure) should be included in a PSPO?

Graph 18– Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 442 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 47). However, 25 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 47. They were **removed from this analysis**.

Overall, 85% (353) of the responses were provided by respondents who were in favour of the proposal.

Results for those who *agreed* with the proposal:

Among the 353 responses provided by respondents who agreed that this issue should be included in the PSPO:

- 14% (50 responses) said the behaviour affected their quality of life by being **visually unsightly**,
- 12% (42 responses) mentioned it did so by creating **littering or mess**,
- 11% (40 responses) said it made the respondent **feel unsafe**,
- 10% (35 responses) explained that it causes **health and safety risks**, and
- 9% (33 responses) said it affected **their perceptions of the city**.

As shown in Graph 18, other examples cited less frequently include the way in which these behaviours cause **obstructions** (8%), how they **attract drug dealing or drug taking** (6%), when they occur **outside homes** (5%), and when they **change the behaviour of respondents** (4%), among other responses.

Results for those who *disagreed* with the proposal:

A total of 64 responses were given by respondents who disagreed with including the behaviour in the PSPO. Of these:

Appendix 5 Open Analysis of Open Text Responses

- 78% (50 responses) were **not codable or not relevant**,
- 6% (4 responses) explained that the behaviour caused **psychological harm**,
- 5% (3 responses) said it was **visually unsightly**, and
- 3% (2 responses) said it made the respondent **feel unsafe**.

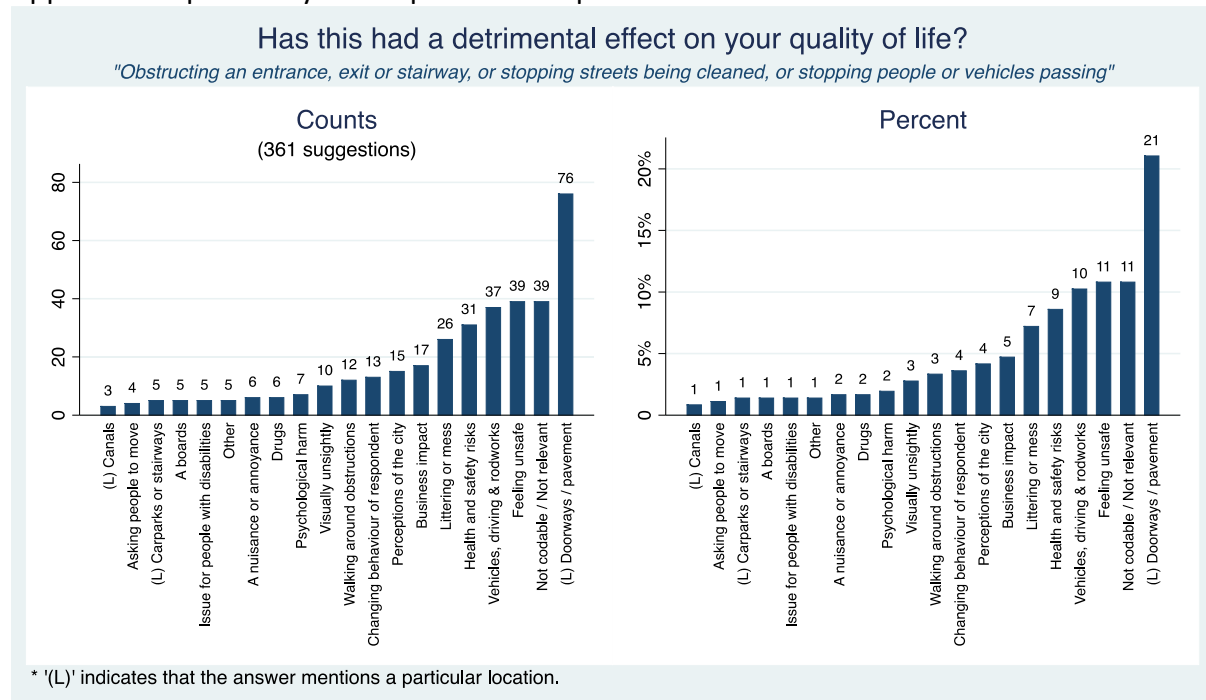
As seen in Graph 18, the following responses were each mentioned in one response: changed **perceptions of the city** (2%), **health and safety risks** (2%), **changed behaviour of the respondent** (2%), how the behaviour **attracts drug dealing or drug taking**, and how it often occurs **in doorways** (2%).

2.10 Obstruction

Has this (obstructing an entrance, exit or stairway, or stopping streets being cleaned, or stopping people or vehicles passing) had a detrimental effect on your quality of life? If yes, please tell us how you were affected.

Graph 19 – Responses split by how this behaviour has affected respondents' quality of life

Appendix 5 Open Analysis of Open Text Responses



In *Section 12 - Obstruction*, members of the public were asked in a closed question whether or not 'obstructing an entrance, exit or stairway, or stopping streets being cleaned, or stopping people or vehicles passing' has had a detrimental effect on their quality of life. Those who answered 'Yes' were provided space to explain how this behaviour affected them. This resulted in 361 responses. Of these, 11% (39 responses) were **not codable or not relevant**.

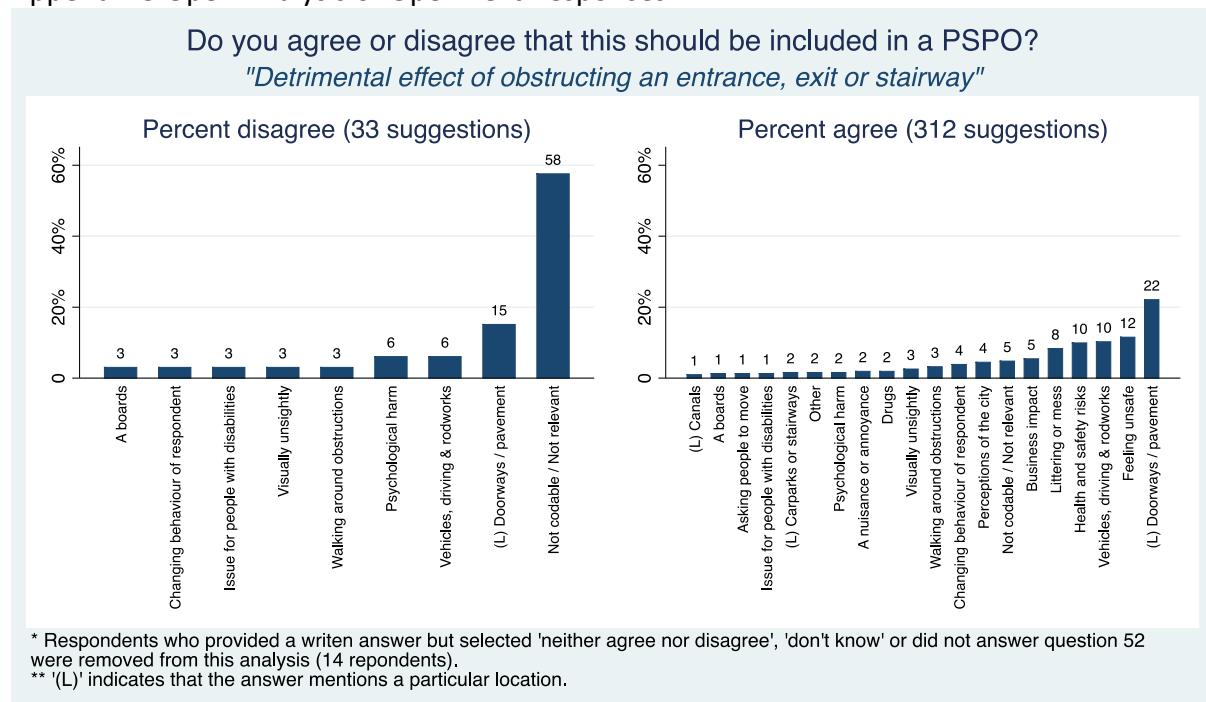
Additionally:

- 21% (76 responses) explained how the behaviour occurred specifically in **doorways or on the pavement**,
- 11% (39 responses) said it made the respondent **feel unsafe**,
- 10% (37 responses) explained that **vehicles (parking), inconsiderate driving and roadworks** were obstructions that affected the respondents' quality of life,
- 9% (31 responses) said obstructions caused **health and safety risks**, and
- 7% (26 responses) mentioned **littering and mess**.

As seen in Graph 19, other responses about how obstructions impacted the respondents' quality of life include **business impact** (5%), changed **perceptions of the city** (4%), **changing behaviour of respondent** (4%), having to **walk around obstructions** (3%), and **visual unsightliness** (3%), among others.

Graph 20– Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 361 responses were provided explaining how this behaviour affected quality of life. We now split responses by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 52). However, 16 respondents who offered explanations of how this behaviour affected their quality of life selected 'neither agree nor disagree', 'don't know' or did not answer question 52. They were **removed from this analysis**.

Overall, 90% (312) of the responses were provided by respondents who were in favour of the proposal.

Results for those who **agreed** with the proposal:

Among the 312 responses provided by those who agreed with the proposal:

- 22% (69 responses) said the behaviour occurred in **doorways and on pavements**,
- 12% (36 responses) said it made the respondent **feel unsafe**,
- 10% (32 responses) cited **vehicles, driving and roadworks**,
- 10% (31 responses) said it posed a **health and safety risk**, and
- 8% (26 responses) mentioned **littering and mess**.

As shown in Graph 20, other responses cited less frequently include among other examples, **business impact** (5%), changed **perceptions of the city** (4%), and **changing behaviour of the respondent** (4%).

Results for those who **disagreed** with the proposal:

Among the 33 responses provided by recipients who disagreed with the proposal:

- 58% (19 responses) were **not codable or not relevant**, and
- 15% (5 responses) said the behaviour occurred in **doorways and pavements**.

Appendix 5 Open Analysis of Open Text Responses

Again, Graph 20 shows that other responses cited less frequently include **vehicles, driving and roadworks** (6%), **psychological harm** (6%), and **walking around obstructions** (3%) and others.

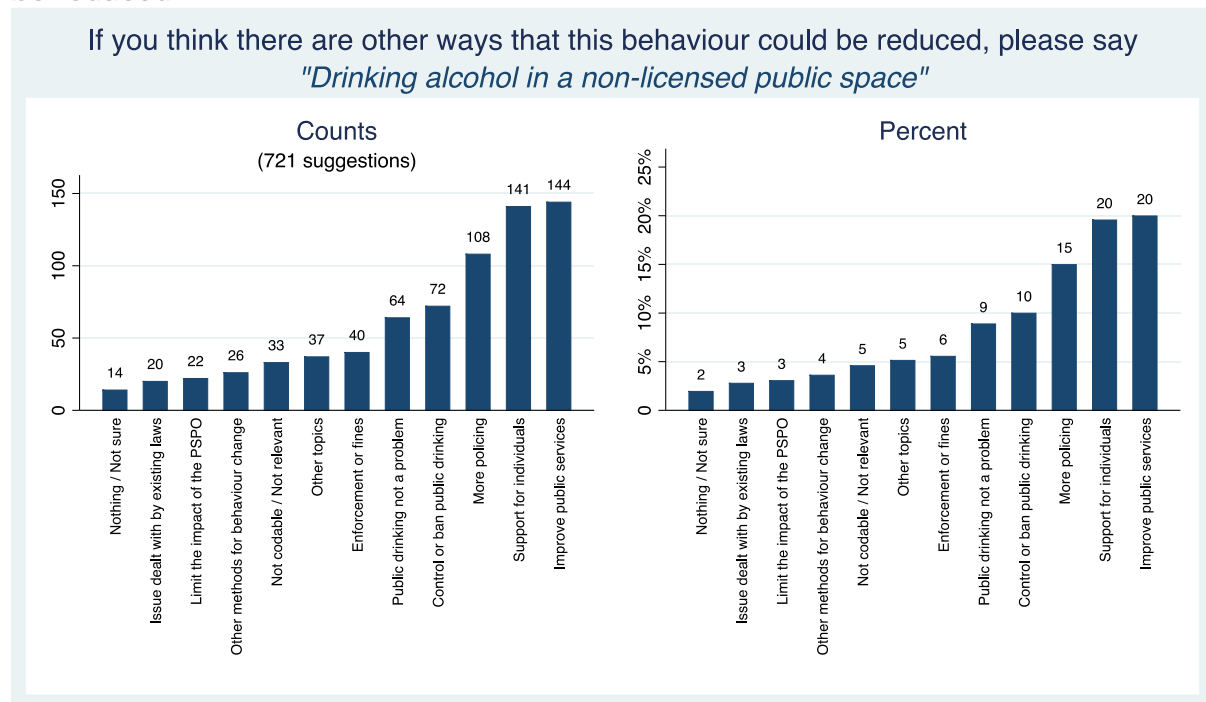
Appendix 5 Open Analysis of Open Text Responses

3. Other ways in which a behaviour could be reduced

3.1 Drinking alcohol in a non-licensed space

If you think there are other ways that this behaviour (drinking alcohol in a non-licensed space) could be reduced, please say.

Graph 21 – Responses split by how the respondent thinks that this behaviour could be reduced



In the final open text question of *Section 3 - Alcohol*, members of the public were provided space to add other ways they think 'drinking alcohol in a non-licensed public space' can be reduced. This resulted in 721 suggestions. Of these, 14 respondents (2% of suggestions) said that they were **not sure** if there were other ways of changing this behaviour, and 5% (33 suggestions) were **not codable or irrelevant** (responses that were out of context, unintelligible or presented particular situations without actually addressing the issue under consultation).

Most notably:

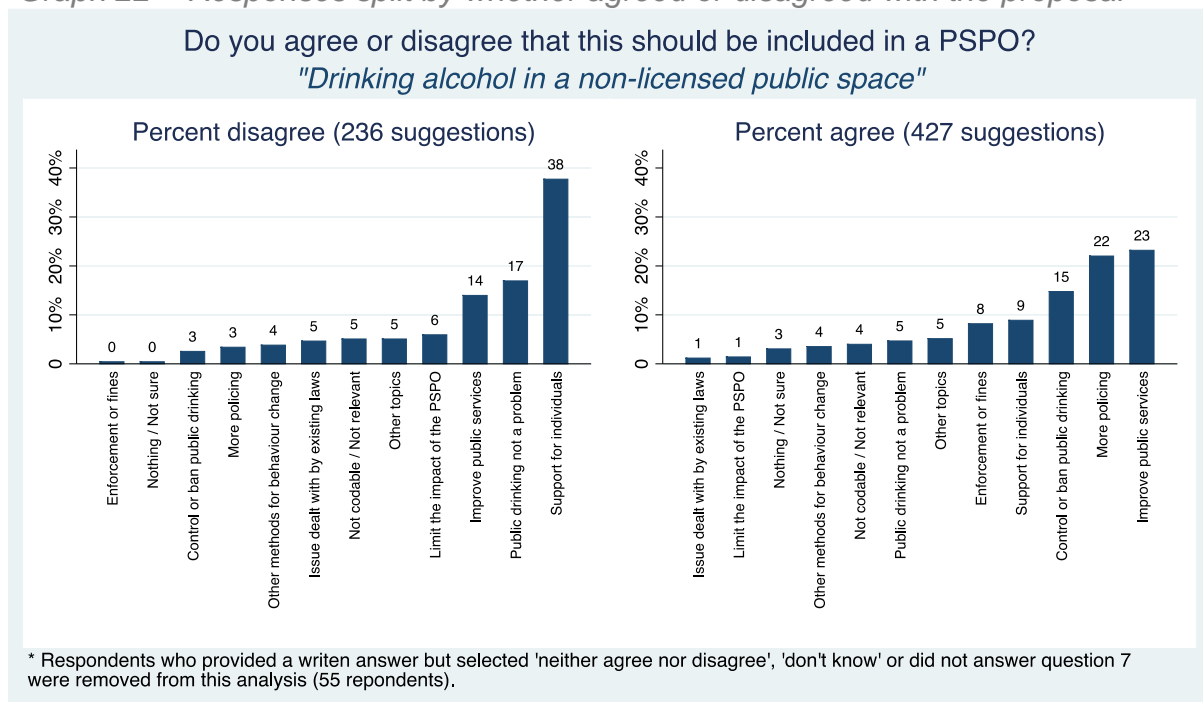
- 20% (144 suggestions) mentioned the need for **improved public services**, and another
- 20% (141 suggestions) suggested more **support for individuals**.
- 15% (108 suggestions) stated the need for **more policing**, in addition to 6% (43 suggestions) made reference to **enforcement or fines**, while
- 10% (72 suggestions) said that public drinking should be **controlled or banned**, and
- 9% (64 suggestions) said that public drinking is **not a problem**.

Appendix 5 Open Analysis of Open Text Responses

As seen in Graph 21, there were a number of other suggestions provided including the need to **limit the impact of the PSPO**, and that the **issue is dealt with by existing laws**.

Do you agree or disagree that this (drinking alcohol in a non-licensed space) should be included in a PSPO?

Graph 22 – Responses split by whether agreed or disagreed with the proposal



Overall, 721 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 7). However, 58 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 7. They were **removed from this analysis**.

Overall, about two thirds (427) of the 663 suggestions were provided by respondents who were in favour of the proposal.

Results for those who agreed with the proposal:

Among the suggestions provided by respondents who agreed that 'drinking alcohol in a non-licensed public space' should be included in the PSPO:

- 23% (99 suggestions) stated that **public services** should be improved,
- 22% (94 suggestions) stated that there should be **more policing**, and
- 15% (63 suggestions) stated that drinking in public should be **controlled or banned**.

Appendix 5 Open Analysis of Open Text Responses

As seen in Graph 22, there were additional suggestions that drew fewer responses such as more **support for individuals**, increased **enforcement or fines**, and that **public drinking is not a problem**. A total of 4% of responses (17 suggestions) were **not codable** or **not relevant**.

Results for those who **disagreed** with the proposal:

With regard to those respondents who disagreed with the inclusion of alcohol in the PSPO:

- 38% (89 suggestions) stated that there should be **support for individuals**,
- 17% (40 suggestions) stated that **public drinking is not a problem**, and
- 14% (33 suggestions) stated that **public services should be improved**.

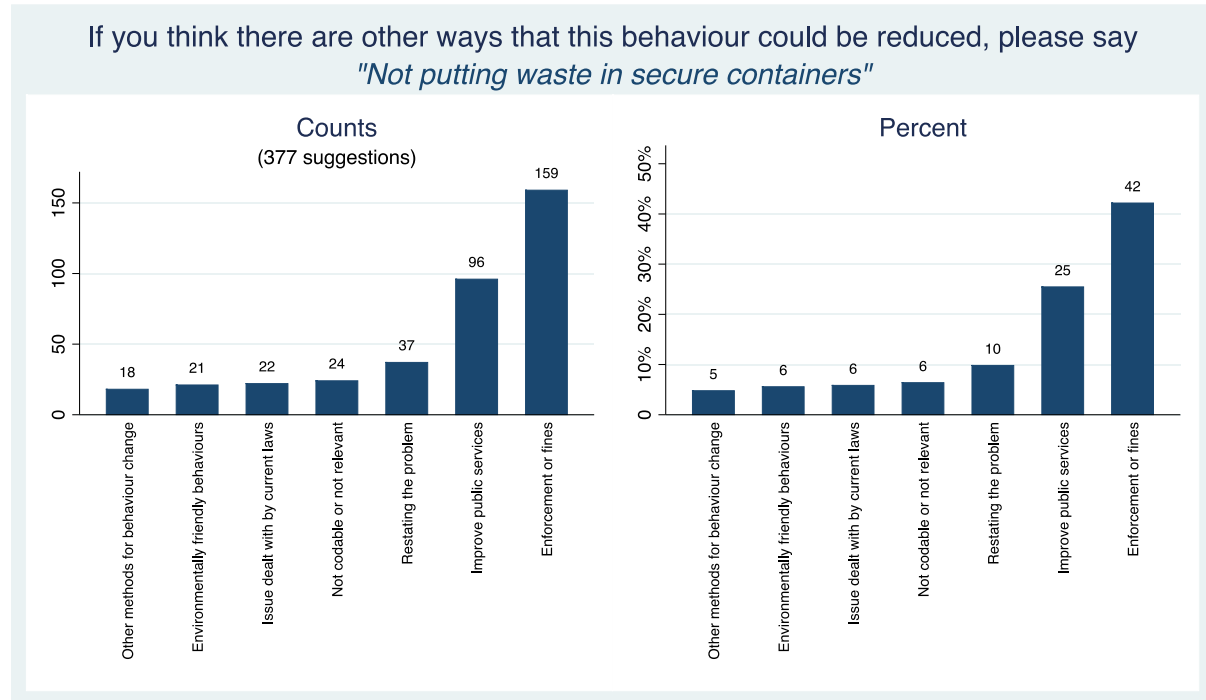
Again, as seen in Graph 22, there were suggestions that drew fewer responses such as the need to **limit the impact of the PSPO**, the belief that the **issue is dealt with by existing laws**, and the need for **other methods for behaviour change**. A total of 5% of responses (12 suggestions) were **not codable** or **not relevant**.

3.2 Commercial Waste - not putting waste in secure containers or sacks and allowing waste to spill onto a public place

Appendix 5 Open Analysis of Open Text Responses

If you think there are other ways that this behaviour (not putting waste in secure containers or sacks and allowing waste to spill onto a public place) could be reduced, please say.

Graph 23 – Responses split by how the respondent thinks that this behaviour could be reduced



In *Section 4 - Commercial Waste*, members of the public were provided the space to add other ways they think 'not putting waste in secure containers or sacks and allowing waste to spill onto a public place' can be reduced. This resulted in 377 suggestions.

Of these:

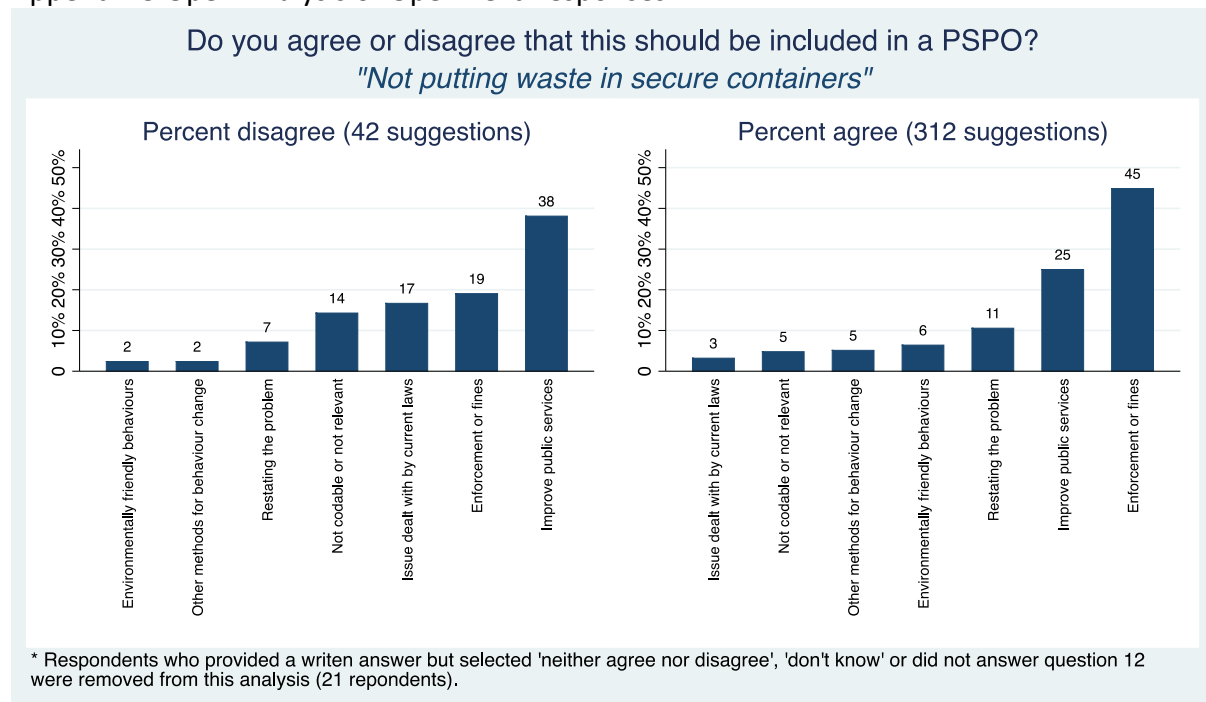
- 42% (159 suggestions) mentioned the need for more **enforcement or fines**,
- 25% (96 suggestions) suggested **improved public services**.
- 6% (21 suggestions) said that **environmentally friendly behaviours** should be encouraged, and
- 5% (18 suggestions) suggested **other methods for behaviour change**.

As seen in Graph 23, a further 6% (22 suggestions) said that the **issue is dealt with by existing laws**, 10% (37 suggestions) were **restating the problem**, and 6% (24 suggestions) were **not codable or not relevant**.

Do you agree or disagree that this (not putting waste in secure containers or sacks and allowing waste to spill onto a public place) should be included in a PSPO?

Graph 24 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 377 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 12). However, 23 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 12. They were **removed from this analysis**.

Overall, a large majority (88% of suggestions) were provided by respondents who were favourable to the proposal.

Results for those who **agreed** with the proposal:

Among the suggestions given by respondents who agreed with the proposal:

- 45% (140 suggestions) mentioned **enforcement or fines** and
- 25% (78 suggestions) suggested **improving public services**.

As seen in Graph 24, there were additional suggestions mentioned by fewer respondents including encouraging **environmentally friendly behaviours** and **changing behaviours**. A total of 11% of suggestions **restated the problem** and 5% were **not codable or not relevant**, while 3% of respondents felt the **issue is dealt with by current laws**.

Results for those who **disagreed** with the proposal:

Among 42 suggestions given by respondents who disagreed with the proposal:

- 38% (16 suggestions) suggested **improving public services** and
- 19% (8 suggestions) suggested **enforcement or fines**.

Appendix 5 Open Analysis of Open Text Responses

- 17% (7 suggestions) felt that the **issue is dealt with by current laws**.

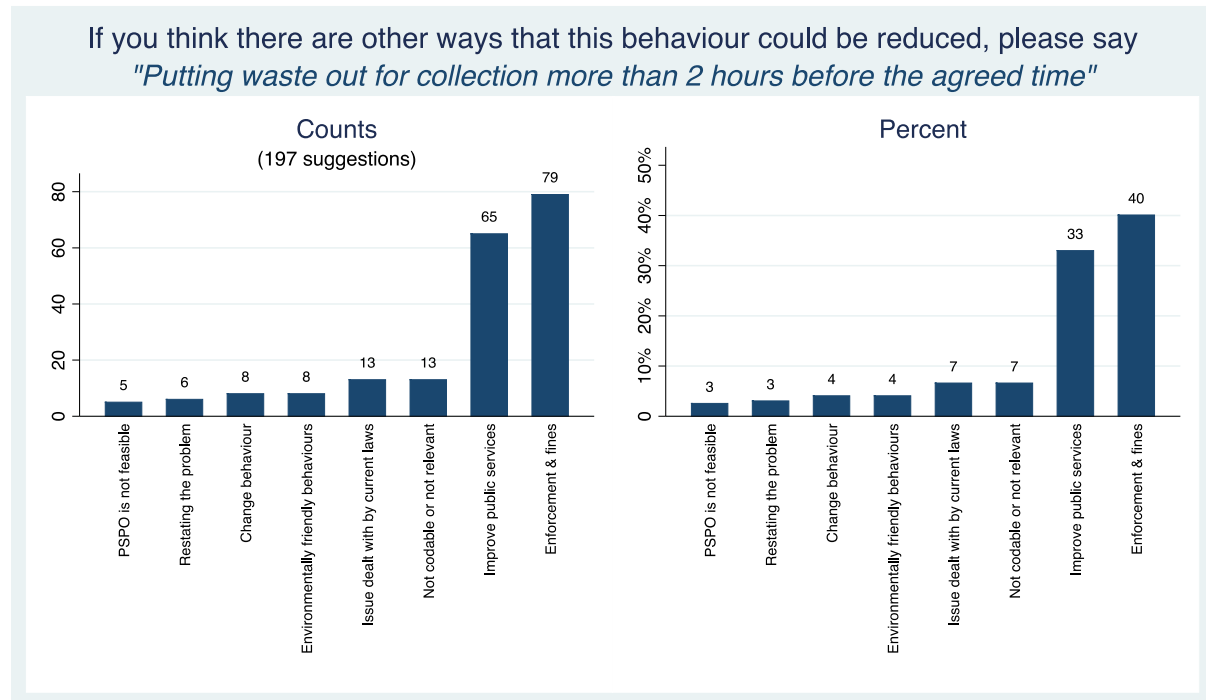
Again, there were additional suggestions shown in Graph 24. A total of 7% (3 suggestions) **restated the problems** and 14% (6 suggestions) were **not codable**.

3.3 Commercial Waste – putting waste out for collection more than 2 hours before the agreed time

If you think there are other ways that this behaviour (putting waste out for collection more than 2 hours before the agreed time) could be reduced, please say.

Appendix 5 Open Analysis of Open Text Responses

Graph 25 – Responses split by how the respondent thinks that this behaviour could be reduced



In *Section 5 - Commercial Waste*, members of the public were provided space to suggest other ways of reducing the occurrence of businesses 'putting waste out for collection more than 2 hours before the agreed time'. This resulted in 197 suggestions, however 7% of these (13 suggestions) were **not codable or not relevant** and 3% (6 suggestions) **restated the problem**. A further 3% (5 suggestions) said that a **PSPO is not feasible**. These included responses that pointed out that some businesses would not be able to comply with such a requirement if the 2 hour slot would be outside their business hours.

Additionally:

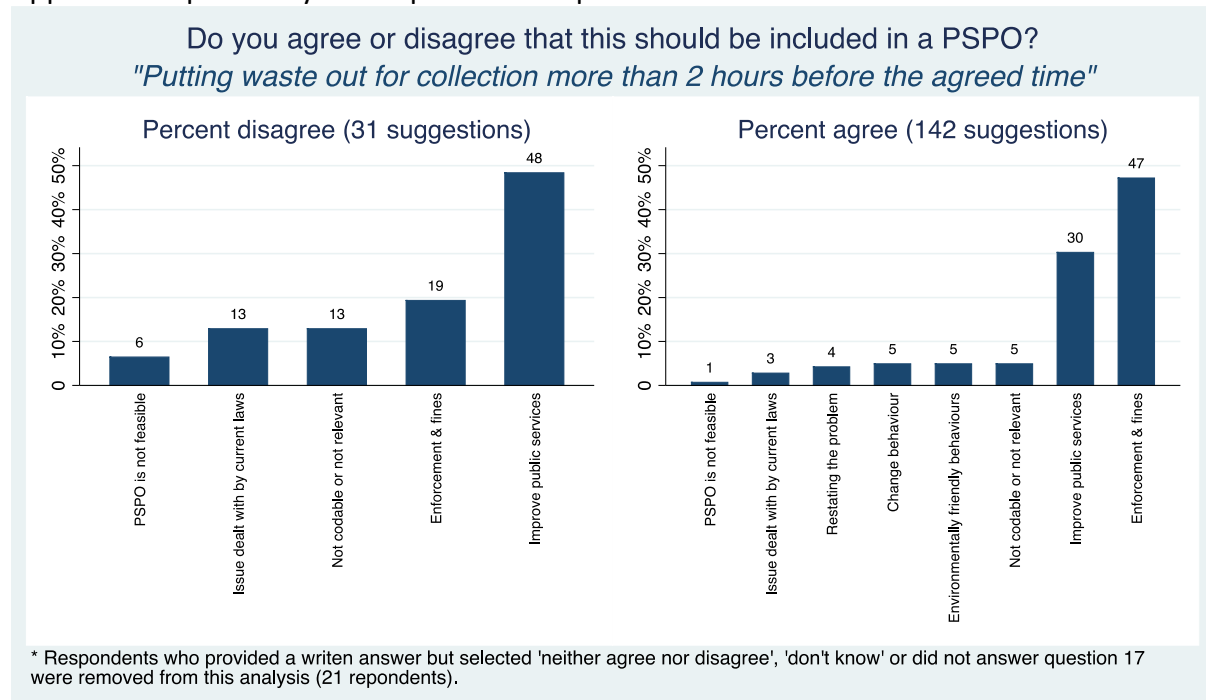
- 40% (79 suggestions) referred to increased **enforcement and fines**,
- 33% (65 suggestions) stated the need to **improve public services**, and
- 7% (13 suggestions) stated the **issue is dealt with by current laws**.

As seen in Graph 25, respondents supplied other suggestions that were more marginal including the need to encourage **more environmentally friendly behaviours** and to **change behaviour**.

Do you agree or disagree that this (putting waste out for collection more than 2 hours before the agreed time) should be included in a PSPO?

Graph 26 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 197 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 17). However, 24 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 17. They were **removed from this analysis**.

Overall, a large majority (82%) of the 173 suggestions were provided by respondents who were favourable to the proposal.

Results for those who **agreed** with the proposal:

Among respondents who agreed to putting waste out for collection more than 2 hours before the agreed time in the PSPO:

- 47% (67 respondents) suggested increased **enforcement and fines**, and
- 30% (43 respondents) stated the need to **improve public services**.

As seen in Graph 26, the additional suggestions that drew few responses include the need to **encourage environmentally friendly behaviours** and the need to **change behaviour** in general.

A further 5% of the text responses (7 suggestions) were **not codable or not relevant**, a further 4% of responses (6 suggestions) **restated the problem**, while 1% (1 suggestion) said that **the PSPO is not feasible**.

Results for those who **disagreed** with the proposal:

A total of 31 respondents disagreed with including putting waste out for collection more than 2 hours before the agreed time in the PSPO.

Appendix 5 Open Analysis of Open Text Responses

Of those who disagreed:

- 48% (15 respondents) stated the need to **improve public services**,
- 19% (6 respondents) suggested increased **enforcement and fines**

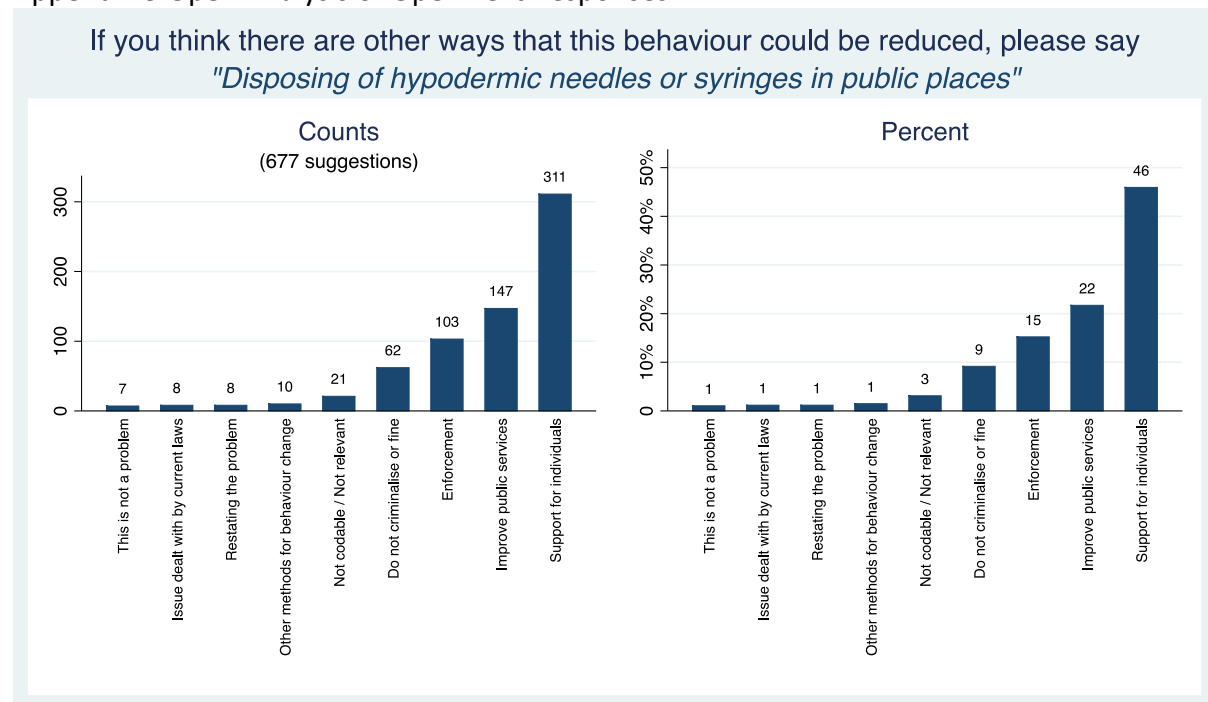
As seen in Graph 26, a total of 13% (4 suggestions) were **not codable or not relevant**, another 13% (4 suggestions) stated that the **issue is dealt with by current laws**, while 6% (2 suggestions) said that the **PSPO is not feasible**.

3.4 Needles

If you think there are other ways that this behaviour (disposing of hypodermic needles or syringes in public places) could be reduced, please say.

Graph 27 – Responses split by how the respondent thinks that this behaviour could be reduced

Appendix 5 Open Analysis of Open Text Responses



In the final open text question of *Section 6 - Needles*, members of the public were provided space to add other ways they think 'disposing of hypodermic needles or syringes in public places' can be reduced. This resulted in 677 suggestions. Of these 1% (7 suggestions) said that **this is not a problem**, another 1% (8 suggestions) said that the **issue is dealt with by existing laws** and 1% (8 suggestions) **restated the problem**. A further 3% (21 suggestions) were **not codable or irrelevant**.

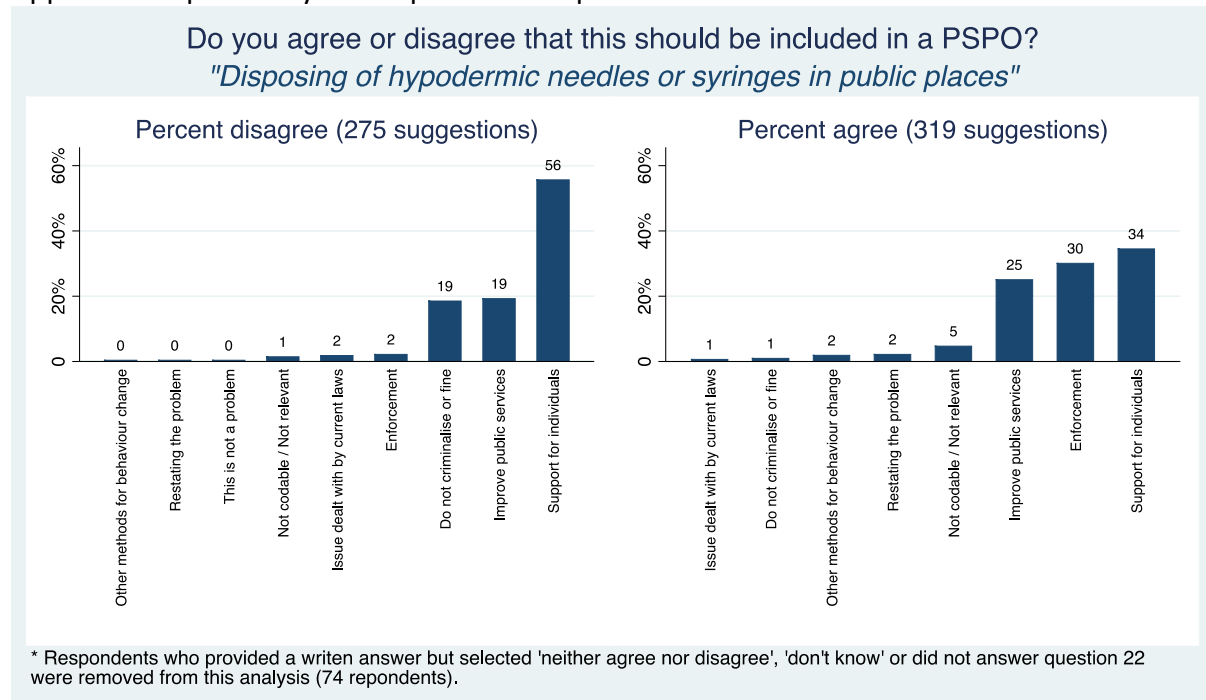
Additionally:

- 46% (311 suggestions) mentioned the need for more **support for individuals**,
- 22% (147 suggestions) suggested **improved public services**,
- 15% (103 suggestions) suggested **enforcement**, and
- 9% (62 suggestions) said **do not criminalise or fine** the behaviour
- 1% (10 suggestions) mentioned **other methods for behaviour change**.

Do you agree or disagree that this behaviour (disposing of hypodermic needles or syringes in public places) should be included in a PSPO?

Graph 28 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 677 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 22). However, 83 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 22. They were **removed from this analysis**.

Overall, just over half (54%) of suggestions were provided by respondents who agreed with the proposal.

Results for those who *agreed* with the proposal:

Among 319 suggestions provided by respondents who agreed that 'disposing of hypodermic needles or syringes in public places' should be included in the PSPO:

- 34% (110 suggestions) suggested **more support for individuals**,
- 30% (96 suggestions) mentioned increased **enforcement**, and
- 25% (80 suggestions) suggested the need for **improved public services**.

As seen in Graph 28, there were additional suggestions cited by fewer respondents. A total of 2% (6 suggestions) detailed the need for **other methods of behaviour change**

Meanwhile, a total of 5% (15 suggestions) were **not codable or not relevant**, 2% (6 suggestions) **restated the problem**, 1% (3 suggestions) said that the behaviour **should not be criminalised**, and a further 1% (2 suggestions) explained that the **issue is dealt with by current laws**.

Appendix 5 Open Analysis of Open Text Responses

Results for those who **disagreed** with the proposal:

Among 275 suggestions provided by respondents who disagreed that ‘disposing of hypodermic needles or syringes in public places’ should be included in a PSPO:

- 56% (156 suggestions) suggested more **support for individuals**,
- 19% (53 suggestions) suggested the need for more **improved public services**, and
- 19% (51 suggestions) said that the behaviour **should not be criminalised**.

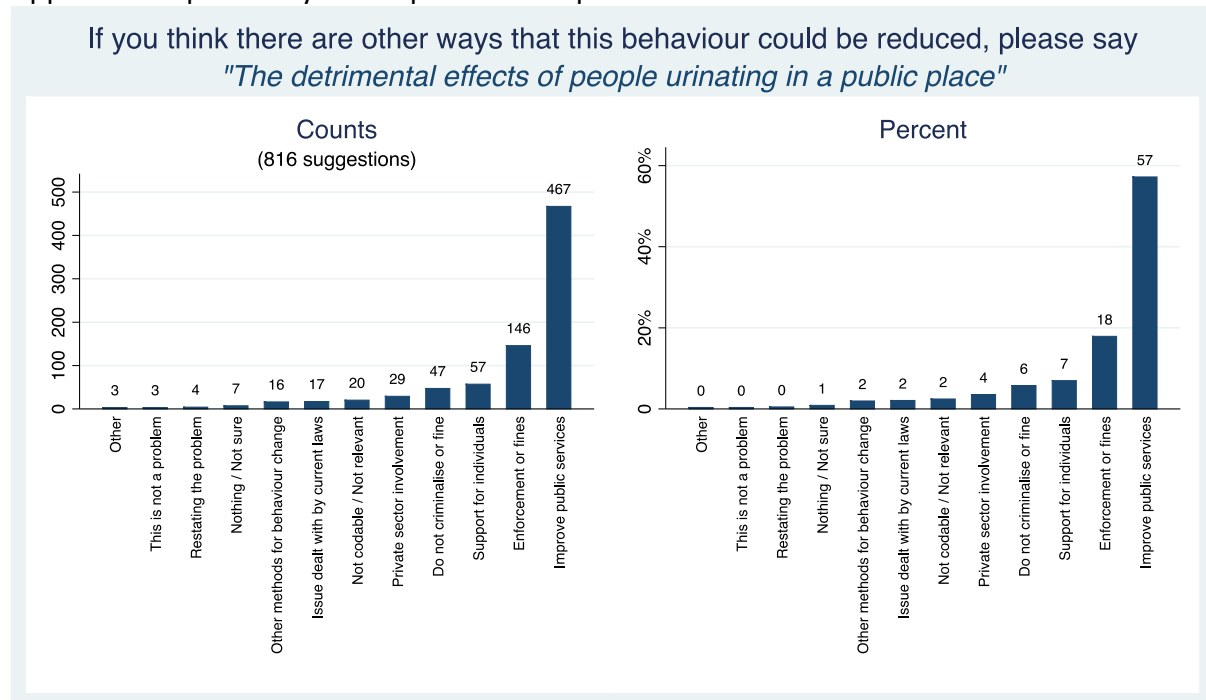
As seen in Graph 28, there were also additional responses cited by fewer respondents. A total of 2% of responses (6 suggestions) suggested **enforcement**, while another 2% (5 suggestions) said that the **issue is dealt with by current laws**. A further 1% of suggestions (4 suggestions) were **not codable or not relevant**. Three further suggestion were provided with one mention each.

3.5. Urinating in a public place

If you think there are other ways that this behaviour (urinating in a public place) could be reduced, please say.

Graph 29 – Responses split by how the respondent thinks that this behaviour could be reduced

Appendix 5 Open Analysis of Open Text Responses



In the final open text question of *Section 7 - Urinating*, members of the public were provided space to add other ways they think 'urinating in a public place' can be reduced. This resulted in 816 suggestions. Of these, 2% (20 suggestions) were **not codable or not relevant**, 1% (7 suggestions) said that the respondent was **not sure**, and three suggestions **restated the problem**.

Most notably:

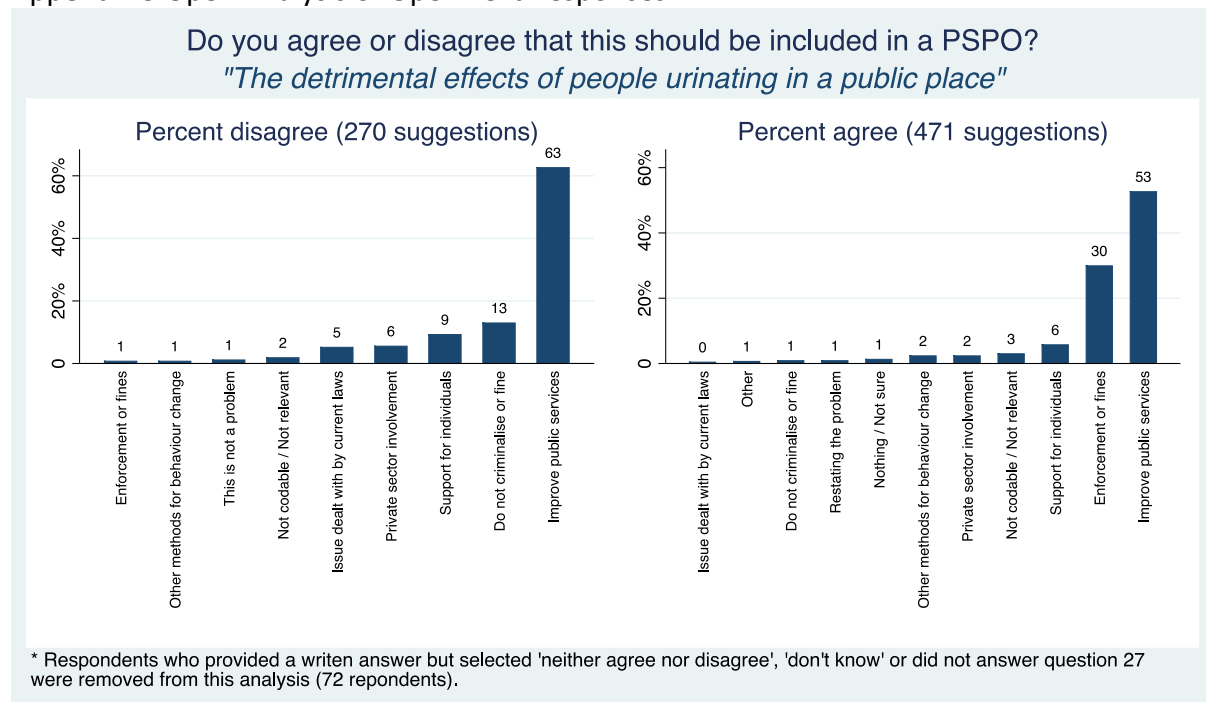
- 57% (467 suggestions) mentioned the need to **improve public services**, while
- 18% (146 suggestions) stated the need for **more enforcement or fines**, and
- 7% (57 suggestions) mentioned the need for more **support for individuals**.

As seen in Graph 29, there were a number of other suggestions that were cited less frequently. A total of 6% (47 suggestions) said that the behaviour should **not be criminalised or fined**, 4% (29 suggestions) suggested **private sector involvement** (e.g. venues allowing the use of their toilets for non customers) and 2% (16 suggestions) gave **other methods for behaviour change**. An additional 2% (17 suggestions) said that the **issue is dealt with by current laws**. Three suggestions said that the behaviour **is not a problem** and another three gave **other** responses.

Do you agree or disagree that this behaviour (urinating in a public place) should be included in a PSPO?

Graph 30 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 816 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 27). However, 75 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 27. They were **removed from this analysis**.

Overall, about two thirds (471) of the 741 suggestions were provided by respondents who were favourable to the proposal.

Results for those who **agreed** with the proposal:

Of the suggestions provided by respondents who agreed that 'urinating in a public place' should be included in the PSPO:

- 53% (248 suggestions) mentioned the need to **improve private services**,
- 30% (141 suggestions) suggested increased **enforcement or fines**, and
- 6% (27 suggestions) suggested increased **support for individuals**.

As seen in Graph 30, 2% (11 suggestions) suggested more **public sector involvement**, another 2% (11 suggestions) mentioned **other methods for behaviour change**, and 1% (4 suggestions) said that the behaviour should **not be criminalised or fined**.

Additionally, 3% (14 suggestions) were **not codable or not relevant**, while 1% (6 suggestions) said that the respondent was **not sure or had nothing** to suggest, and another 1% (3 suggestions) provided **other** examples.

Results for those who **disagreed** with the proposal:

Appendix 5 Open Analysis of Open Text Responses

Of the 270 suggestions that were given by respondents who disagreed with including the behaviour in the PSPO:

- 63% (169 suggestions) mentioned the need to **improve public services**,
- 13% (35 suggestions) stated that the behaviour should **not be criminalised or fined**, and
- 9% (25 suggestions) said that more **support for individuals** was needed.

As shown in Graph 30, there were additional suggestions mentioned less frequently such as the need for more **private sector involvement**, **other methods for behaviour change**, and increased **enforcement and fines**.

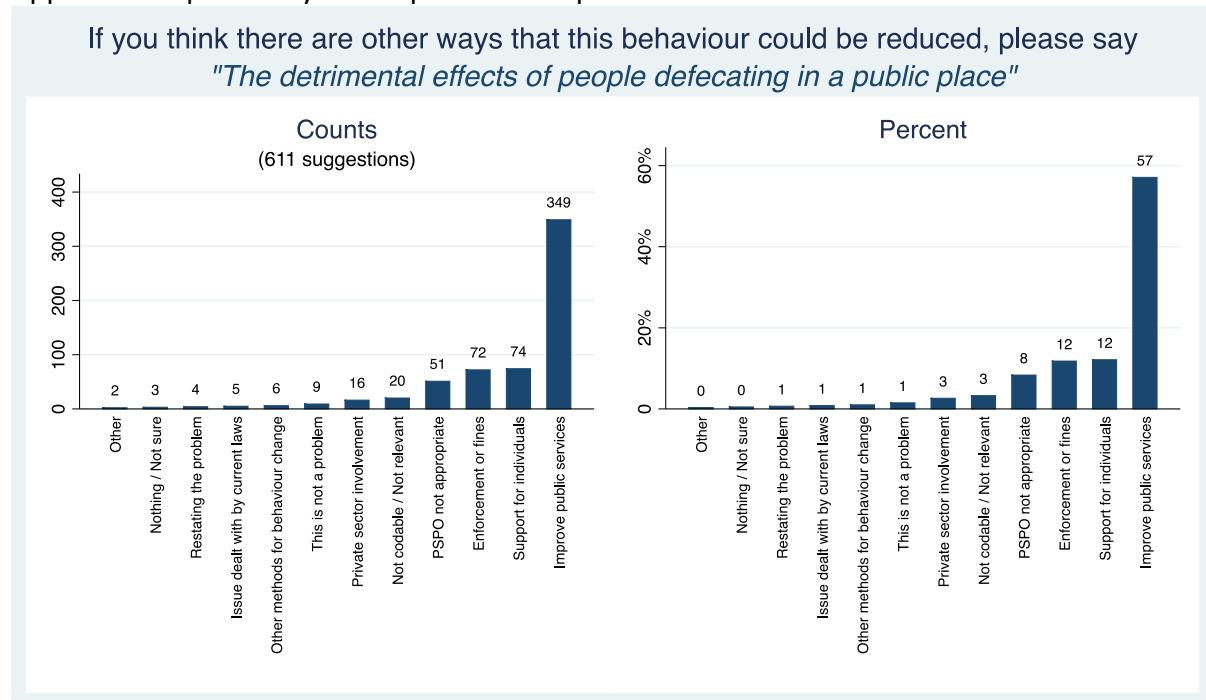
A total of 5% (14 suggestions) mentioned that the **issue is dealt with by current laws** and 1% (3 suggestions) said that the behaviour **is not a problem**. A further 2% (5 suggestions) were **not codable or not relevant**.

3.6 Defecating in a public place

If you think there are other ways that this behaviour (defecating in a public place) could be reduced, please say.

Graph 31 – Responses split by how the respondent thinks that this behaviour could be reduced

Appendix 5 Open Analysis of Open Text Responses



In the final open text question of *Section 8 - Defecating*, members of the public were provided space to add other ways they think 'people defecating in a public place that is not a legitimate toilet' can be reduced. This resulted in 611 suggestions. Of these, 3% (20 suggestions were **not codable or not relevant**, 1% (4 suggestions) **restated the problem**, and 3 suggestions mentioned '**nothing**' or **not sure**.

Most notably:

- 57% (349 suggestions) recommended **improved public services**,
- 12% (74 suggestions) suggested more **support for individuals**,
- 12% (74 suggestions) suggested more **enforcement and fines**,
- 8% (51 suggestions) said that a **PSPO is not appropriate**, and
- 3% (16 suggestions) mentioned **private sector involvement**.

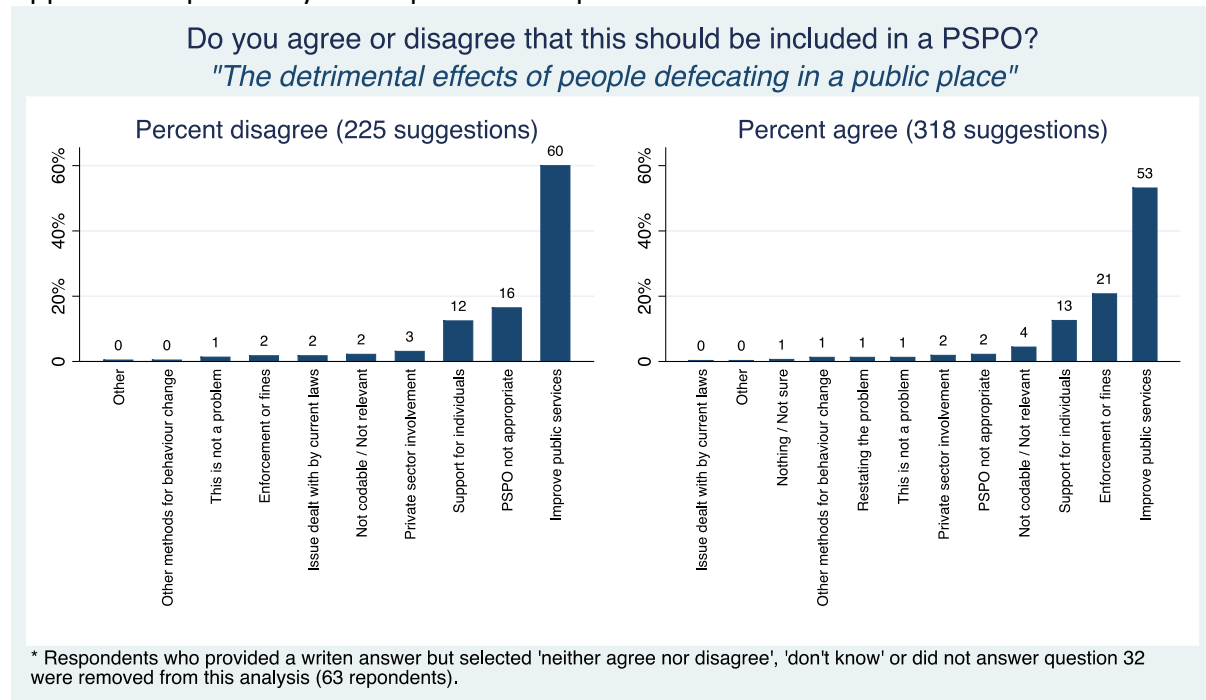
As seen in Graph 31, there were a number of other suggestions mentioned less frequently including **other methods for behaviour change** and **other**.

A total of 1% (9 suggestions) said that this issue **is not a problem** and another 1% (5 suggestions) said that the **issue is dealt with by current laws**.

Do you agree or disagree that this (people defecating in a public place that is not a legitimate toilet) should be included in a PSPO?

Graph 32 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 611 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 32). However, 68 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 32. They were **removed from this analysis**.

Overall, 59% of the 543 suggestions were provided by respondents who were in favor of the proposal.

Results for those who **agreed** with the proposal:

Among the suggestions provided by respondents who agreed that 'people defecating in a public space that is not a legitimate toilet' should be included in the PSPO:

- 53% (169 suggestions) mentioned the need to **improve public services**,
- 21% (66 suggestions) suggested more **enforcement and fines**, and
- 13% (40 suggestions) recommended **more support for individuals**.

As seen in Graph 32, some suggestions were mentioned less frequently including more **private sector involvement** and **other methods for behaviour change**. A further 4% (14 suggestions) were **not codable or not relevant** and 2% (7 suggestions) said that a **PSPO is not appropriate**.

Among the suggestions cited least, 1% (4 suggestions) said that **this is not a problem**, a further 1% (4 suggestions) **restated the problem**, and another 1% (2 suggestions) suggested **nothing or were not sure**.

Results for those who **disagreed** with the proposal:

Appendix 5 Open Analysis of Open Text Responses

Among the 225 suggestions provided by respondents who disagreed with the proposal:

- 60% (135 suggestions) mentioned the need to **improve public services**,
- 16% (37 suggestions) said that a **PSPO is not acceptable**, and
- 12% (28 suggestions) suggested more **support for individuals**.

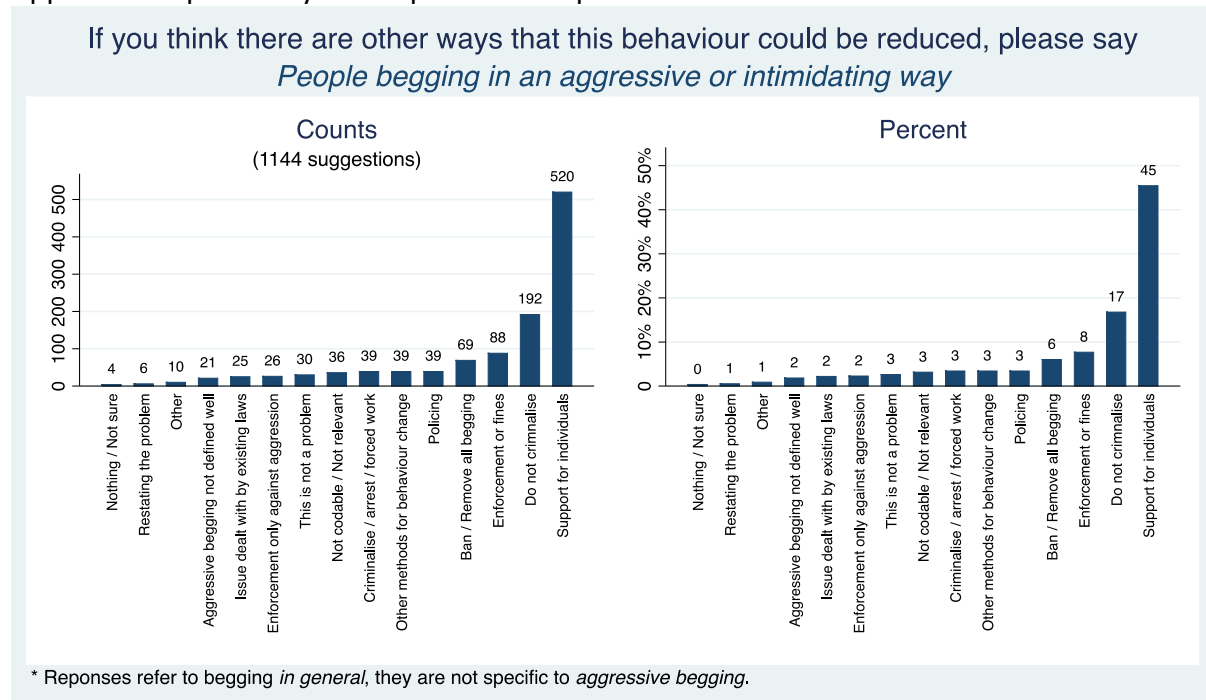
Again, as seen in Graph 32, some suggestions were mentioned less frequently including the need for **more private sector involvement** (3%) and more **enforcement and fines** (2%), while 2% (4 suggestions) said that the **issue is dealt with by current laws**, and 1% (3 suggestions) said that this is **not a problem**. 2% (5 suggestions) were **not codable or not relevant**

3.7 Aggressive begging

If you think there are other ways that this behaviour (people begging in an aggressive or intimidating way) could be reduced, please say.

Graph 33 – Responses split by how the respondent thinks that this behaviour could be reduced

Appendix 5 Open Analysis of Open Text Responses



In the final open text question of *Section 9 - Begging*, members of the public were provided space to add other ways they think 'people begging in an aggressive or intimidating way' can be reduced. This resulted in 1144 suggestions referring to **begging in general** that are **not specific to aggressive begging**. Of these, 3% (36 suggestions) were **not codable or not relevant**, and 4 respondents said that they were **not sure** if there were other ways of changing this behaviour. A further 2% (21 suggestions) said that **aggressive begging was not defined well**.

Most notably:

- 45% (520 suggestions) recommended providing **more support for individuals**,
- 17% (192 suggestions) said that the behaviour should **not be criminalised**,
- 8% (88 suggestions) recommended more **enforcement and fines**, in addition to 3% (39 suggestions) that made reference to more **policing**, and another 3% (39 suggestions) that suggested **criminalising, arresting or forced work** for beggars.
- 6% (69 suggestions) recommended **banning or removing all begging**.

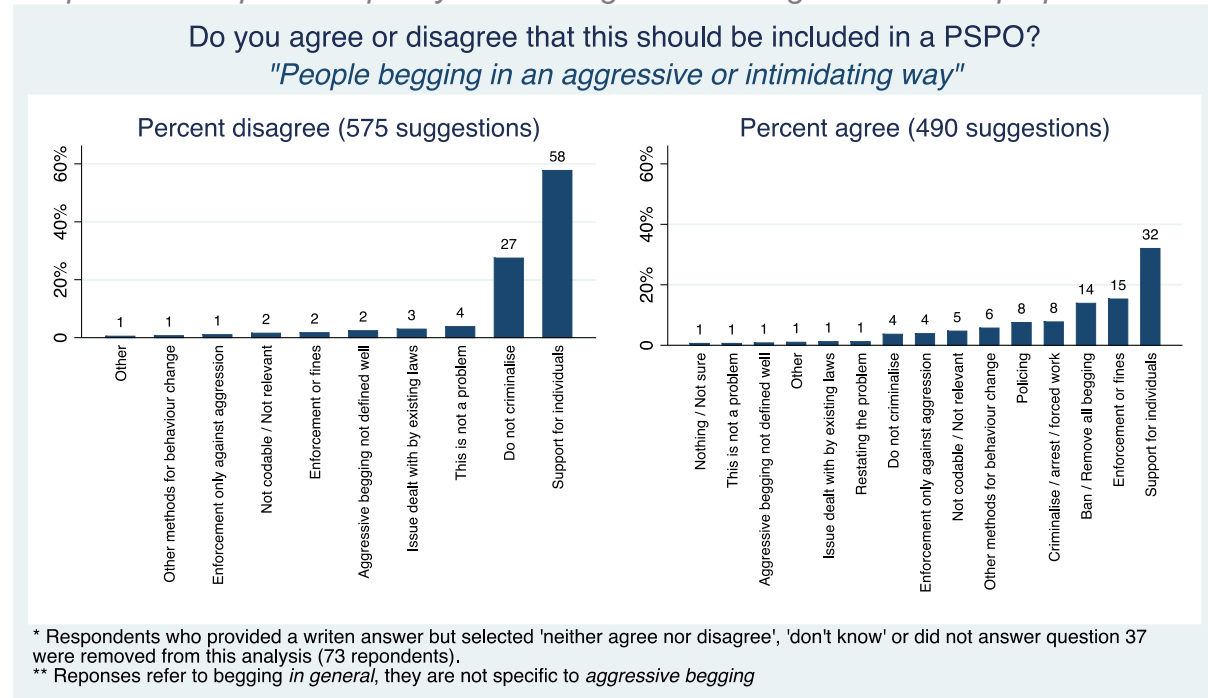
As seen in Graph 33, there were a significant amount of other suggestions mentioned less frequently. These include 3% (39 suggestions) that provided **other methods for behaviour change**, 2% (26 suggestions) that said that there should only be **enforcement against aggression**, and 1% (10 suggestions) that gave **other** recommendations.

A further 3% (30 suggestions) said that this behaviour **is not a problem**, 2% (25 suggestions) said that the **issue is dealt with by existing laws** and 1% (6 suggestions) **restated the problem**.

Appendix 5 Open Analysis of Open Text Responses

Do you agree or disagree that this (people begging in an aggressive or intimidating way) should be included in a PSPO?

Graph 34 – Responses split by whether agreed or disagreed with the proposal



Overall, 1144 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 37). However, 79 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 37. They were **removed from this analysis**.

Overall, 54% of the 1065 suggestions were provided by respondents who were **not** in favour of the proposal.

Results for those who *agreed* with the proposal:

Among the 490 suggestions provided by respondents who agreed that 'aggressive begging' should be included in the PSPO:

- 32% (157 suggestions) recommended **more support for individuals**,
- 15% (75 suggestions) recommended more **enforcement and fines**, in addition to
- 14% (68 suggestions) that recommended **banning or removing all begging**, 8% (38 suggestions) that recommended **criminalising, arresting or forcing work** on beggars, and a further 8% that suggested more **policing**.

As seen in Graph 34, there were additional suggestions cited less frequently including **other methods for behaviour change**, **enforcement only against**

Appendix 5 Open Analysis of Open Text Responses

aggression, and **other**, while 4% (18 suggestions) said **do not criminalise** the behaviour.

A further 5% (23 suggestions) were **not codable or not relevant**, 1% (6 responses) **restated the problem**, 1% said that the **issue is dealt with by existing laws**, 1% stated that **aggressive begging is not defined well**, another 1% said that **this is not a problem**, and 1% suggested **nothing** or were **not sure**.

Results for those who **disagreed** with the proposal:

With regard to the majority 575 suggestions provided by respondents who **disagreed** with the inclusion of 'begging' in the PSPO:

- 58% (332 suggestions) mentioned more **support for individuals**,
- 27% (158 suggestions) said **not to criminalise** begging, and
- 4% (22 suggestions) said that **this is not a problem**.

As seen in Graph 34, again, there were additional suggestions cited less frequently including **enforcement or fines**, **enforcement only against aggression**, **other methods for behaviour change** and **other**.

A total of 3% (17 suggestions) said that the **issue is dealt with by existing laws**, 2% (14 suggestions) stated that **aggressive begging is not defined well** and another 2% were **not codable or irrelevant**.

** It is important to note that when answering this question, respondents refer to begging in general.*

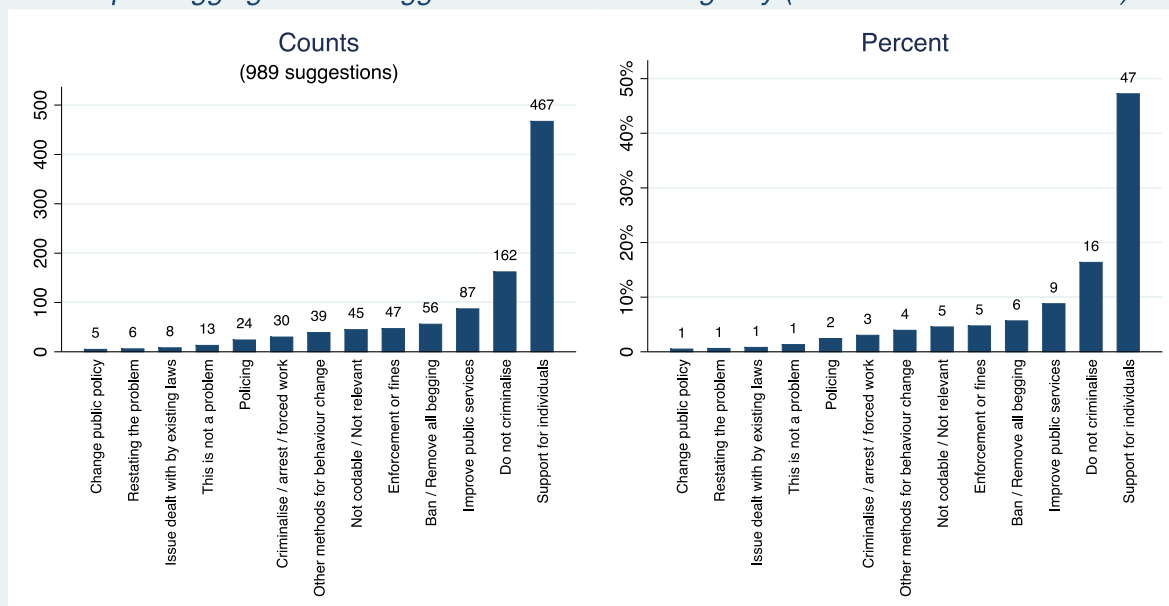
3.8 Non-aggressive begging (currently not planned to be included in the PSPO)

If you think there are other ways that this behaviour (begging in a non-aggressive or intimidating way) could be reduced, please say.

Graph 35 – Responses split by how the respondent thinks that this behaviour could be reduced

Appendix 5 Open Analysis of Open Text Responses

If you think there are other ways that this behaviour could be reduced, please say
"People begging in a non-aggressive or intimidating way (not included in the PSPO)"



In the final open text question of *Section 10 - Begging*, members of the public were provided space to add other ways they think 'begging in a non-aggressive or intimidating way' can be reduced. This resulted in 989 suggestions. Of these, 5% (45 suggestions) were **not codable or not relevant**.

Most notably:

- 47% (467 suggestions) recommended more **support for individuals**,
- 16% (162 suggestions) said **do not criminalise** non-aggressive begging,
- 9% (87 suggestions) suggested **improved public services**, and
- 6% (56 suggestions) said that begging should be **banned or removed**, in addition to 5% (47 suggestions) that recommended more **enforcement and fines**, 3% (30 suggestions) that suggested **criminalising, arresting and forced work** as a solution to begging, and 2% (24 suggestions) that recommended **more begging**.

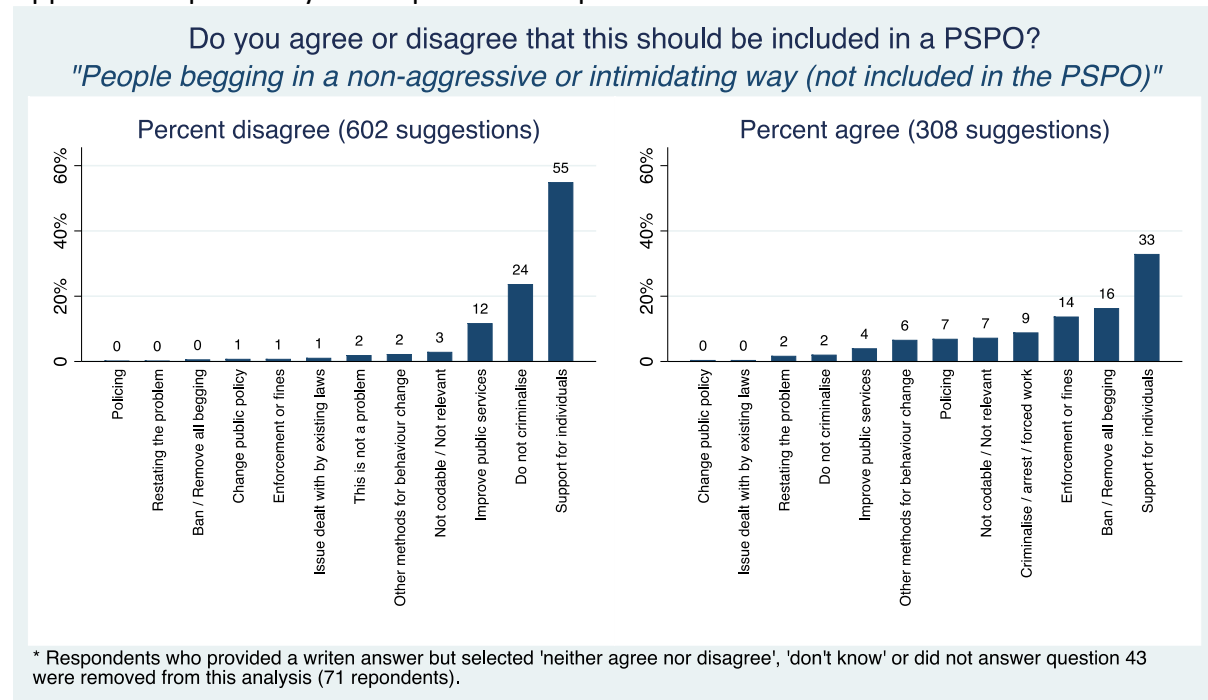
In addition, as seen in Graph 35, there were some other responses that were cited less frequently including **other methods for behaviour change**, and the suggestion to **change public policy**.

A further 1% (13 suggestions) said that **this is not a problem**, 8 suggestions said that the **issue is dealt with by existing laws**, and another 6 suggestions **restate the problem**.

Do you agree or disagree that this (begging in a non-aggressive or intimidating way) should be included in a PSPO?

Graph 36 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 989 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 43). However, 79 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 43. They were **removed from this analysis**.

Overall, 66% (602) of the suggestions were provided by respondents who were **not** in favour of the proposal.

Results for those who **agreed** with the proposal:

Among the 308 suggestions provided by respondents who agreed that 'begging in a non-aggressive or intimidating way' should be included in the PSPO:

- 33% (101 suggestions) recommended more **support for individuals**,
- 16% (50 suggestions) said to **ban or remove all begging**, and
- 14% (42 suggestions) suggested more **enforcement or fines** in addition to 9% (27 suggestions) that recommended **criminalising, arrest or forced work** as a solution to begging, and 7% (21 suggestions) that recommended more **policing**.

As seen in Graph 36, some suggestions were mentioned less frequently. A total of 6% (20 suggestions) mentioned **other methods for behaviour change** and 4% (12 suggestions) recommended **improving public services**, while a further 7% (22 suggestions) were **not codable or not relevant**. A total of 2% (6 suggestions) said **not to criminalise** this behaviour.

Results for those who **disagreed** with the proposal:

Appendix 5 Open Analysis of Open Text Responses

Among the 602 suggestions provided by respondents who disagreed that 'begging in a non-aggressive or intimidating way' should be included in the PSPO:

- 55% (330 suggestions) recommended **more support for individuals**,
- 24% (142 suggestions) said **not to criminalise** non-aggressive begging, and
- 12% (70 suggestions) said to **improve public services**.

As seen again in Graph 36, a number of suggestions were mentioned less frequently, including **other methods for behaviour change**, **enforcement or fines** and the need to **change public policy**.

A total of 3% (17 suggestions) were **not codable or not relevant**, 2% (11 suggestions) said that **this is not a problem**, and 1% (6 suggestions) said that the **issue is dealt with by existing laws**.

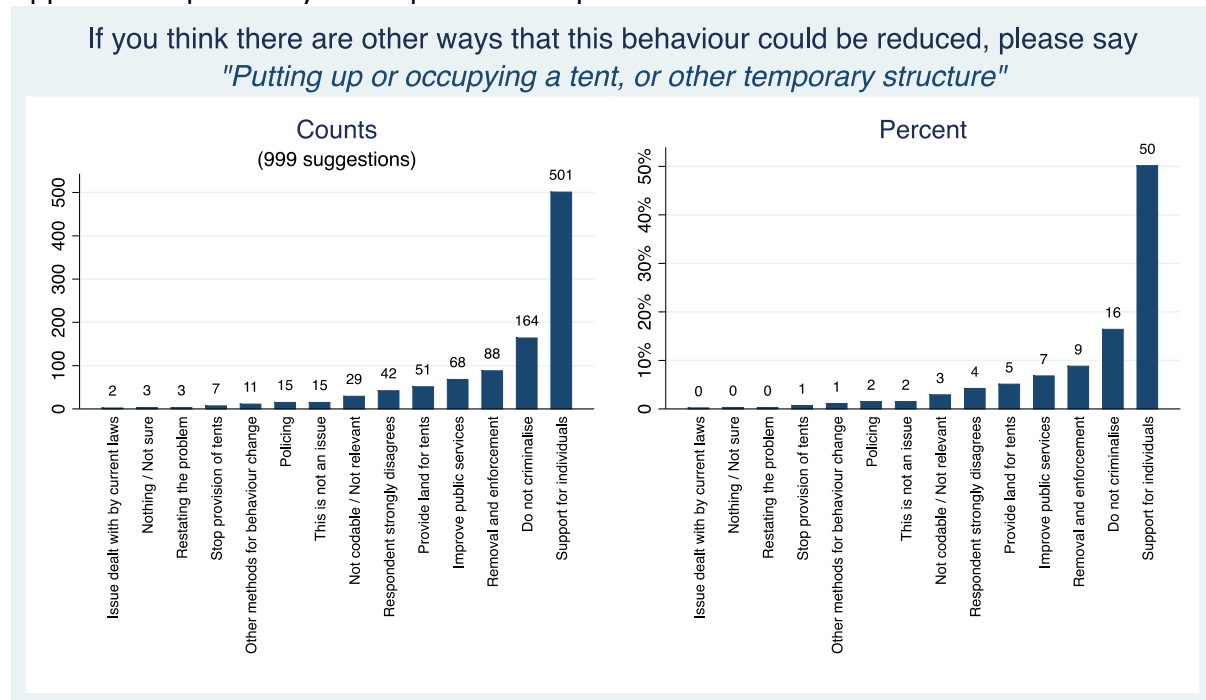
More **policing** and **banning or removing all begging** were **not mentioned** by respondents who disagreed with the proposal.

3.9 Tents

If you think there are other ways that this behaviour (putting up or occupying a tent, or other temporary structure) could be reduced, please say.

Graph 37 – Responses split by how the respondent thinks that this behaviour could be reduced

Appendix 5 Open Analysis of Open Text Responses



In the final open text question of *Section 11 - Tents*, members of the public were provided space to add other ways they think 'putting up or occupying a tent, or other temporary structure' can be reduced. This resulted in 999 suggestions. Of these, 3% (29 suggestions) were **not codable or not relevant**.

Most notably:

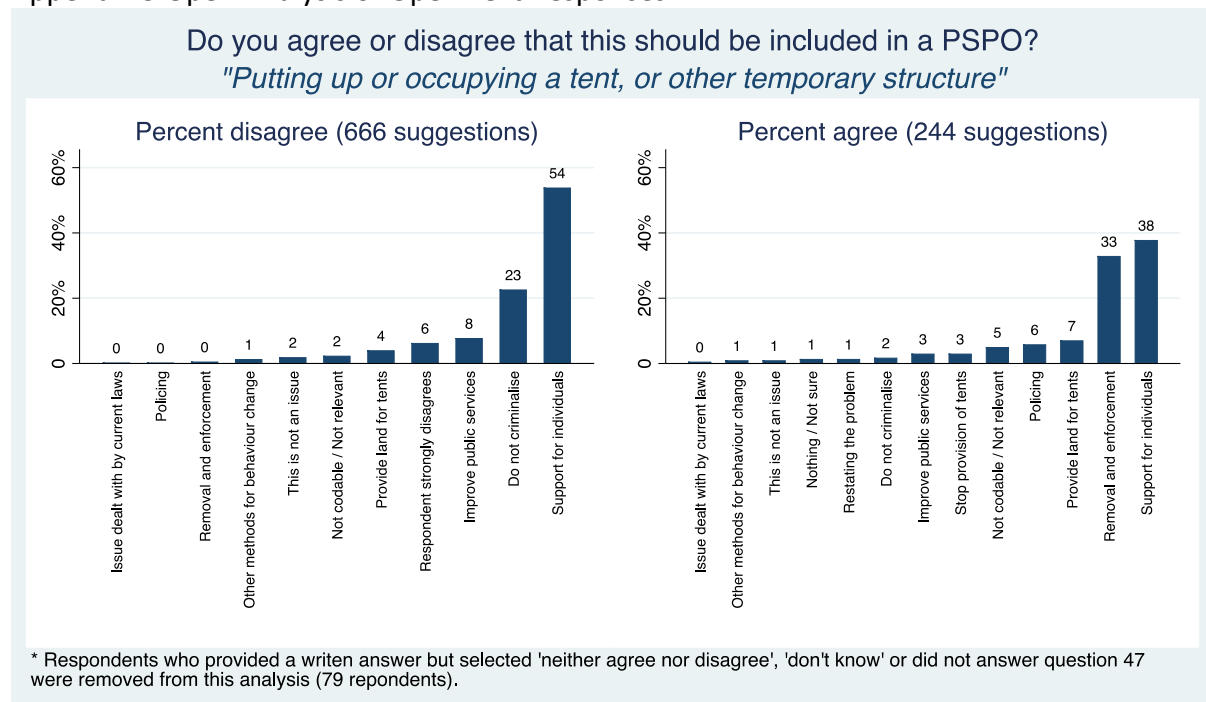
- 50% (501 suggestions) suggested **more support for individuals**, and
- 16% (164 suggestions) said **not to criminalise** the behaviour, while
- 9% (88 suggestions) recommended **removal and enforcement** in addition to 2% (15 suggestions) that recommended more **policing**.
- 7% (68 suggestions) mentioned the need to **improve public services**, and
- 5% (51 suggestions) recommended **providing land for tents**.

As seen in Graph 37, there were a number of other suggestions that were cited on fewer occasions including **other methods for behaviour change**, and the recommendation to **stop the provision of tents**. A further 4% (42 suggestions) **strongly disagreed** with the proposal, 2% (15 suggestions) said that **this is not an issue**, 3 suggestions **restated the problem**, another 3 suggestions said **nothing or not sure**, while 2 suggestions said the **issue is dealt with by current laws**.

Do you agree or disagree that this (putting up or occupying a tent, or other temporary structure) should be included in a PSPO?

Graph 38 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 999 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 47). However, 89 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 47. They were **removed from this analysis**.

Overall, 73% of the 910 suggestions were provided by respondents who **disagreed** with the proposal.

Results for those who **agreed** with the proposal:

Among the 244 suggestions provided by respondents who agreed that 'putting up or occupying a tent, or other temporary structure' should be included in a PSPO:

- 39% (92 suggestions) said there should be **more support for individuals**, while
- 33% (80 suggestions) recommended **removal and enforcement**, in addition to 6% (14 suggestions) that recommended **more policing**.
- 7% (17 suggestions) suggested **providing land for tents**.

As shown in Graph 38, the additional responses that were cited less frequently include **stop provision of tents**, **improve public services**, as well as suggesting to **not criminalise** the behaviour, and **other methods for behaviour change**.

A further 5% (12 suggestions) were **not codable or not relevant**, 1% (3 suggestions) were **restating the problem**, 1% suggested **nothing or were not sure**, and another 1% said that **this is not an issue**.

Appendix 5 Open Analysis of Open Text Responses

Results for those who **disagreed** with the proposal:

Of the 666 suggestions provided by respondents who disagreed that ‘putting up or occupying a tent, or other temporary structure’ should be included in the PSPO:

- 54% (358 suggestions) recommended more **support for individuals**,
- 23% (150 suggestions) said **do not criminalise the behaviour**,
- 8% (51 suggestions) suggested to **improve public services**, and
- 6% (41 suggestions) said the **respondent strongly disagrees** with the proposal.

Again, as shown in Graph 38, some suggestions were recommended less frequently. A total of 4% (26 suggestions) recommended **providing land for tents**, and 1% (8 suggestions) suggested **other methods for behaviour change**.

A total of 2% (15 suggestions) were **not codable or not relevant**, and another 2% said that **this is not an issue**.

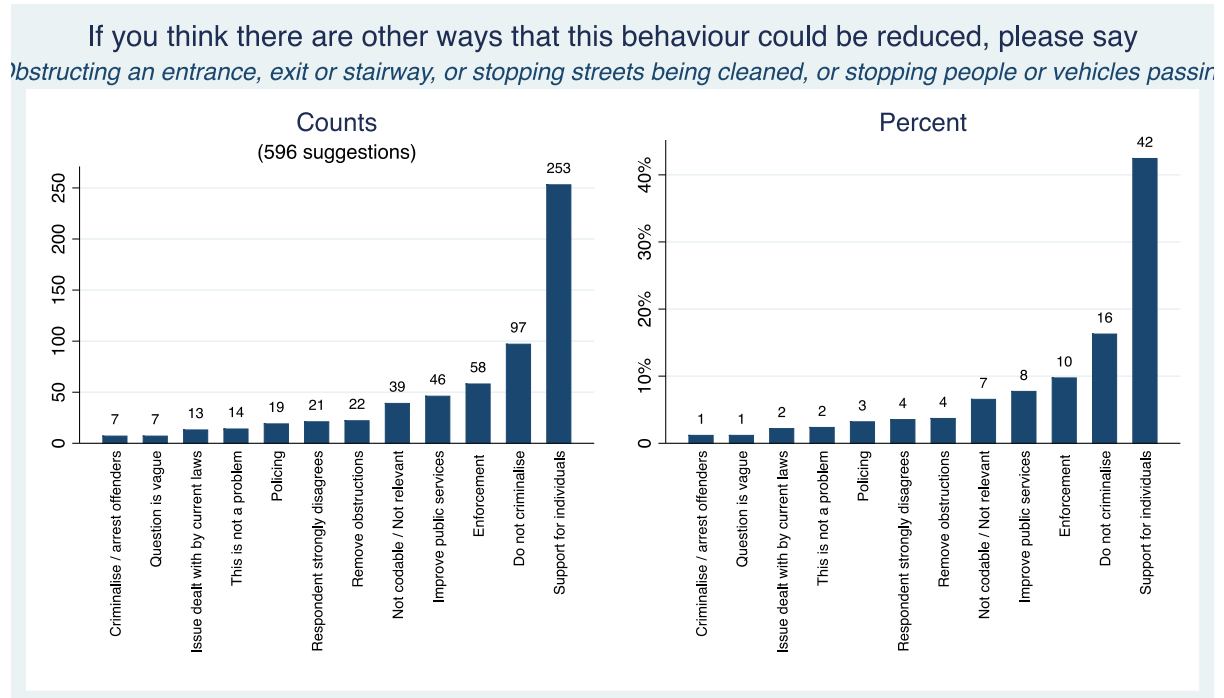
Removal and enforcement and more **policing** of the behaviour does not appear to have been suggested by respondents who **disagreed** with the proposal.

3.10 Obstructions

If you think there are other ways that this behaviour (obstructing an entrance, exit or stairway, or stopping streets being cleaned, or stopping people or vehicles passing) could be reduced, please say.

Appendix 5 Open Analysis of Open Text Responses

Graph 39 – Responses split by how the respondent thinks that this behaviour could be reduced



In the final open text question of *Section 12. Obstruction*, members of the public were provided space to add other ways they think ‘obstructing an entrance, exit or stairway, or stopping streets being cleaned, or stopping people or vehicles passing’ can be reduced. This resulted in 596 suggestions. Of these, 7% (39 suggestions) were **not codable or irrelevant**.

Most notably:

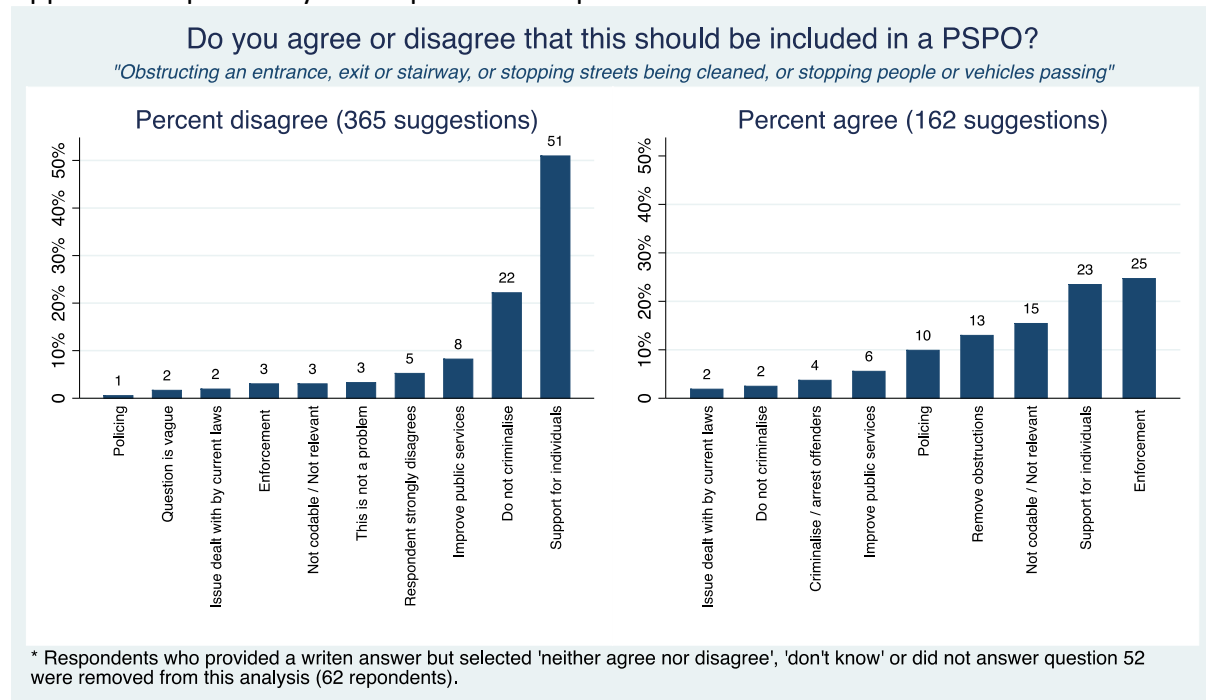
- 42% (253 suggestions) recommended **more support for individuals**,
- 16% (97 suggestions) said **do not criminalise** the behaviour,
- 10% (58 suggestions) said to recommended more **enforcement**, in addition to 3% (19 suggestions) that suggested more **policing**, and 1% (7 suggestions) mentioned that offenders should **be arrested**.
- 8% (46 suggestions) suggested **improving public services**.

As seen in Graph 39, there were a number of responses provided that were cited less frequently. A total of 4% (22 suggestions) recommended **removing obstructions**. A further 4% (21 suggestions) said the **respondent strongly disagrees** with the proposal, 2% (14 suggestions) said that **this is not a problem** and another 2% (13 suggestions) said that the **issue is dealt with by current laws**. Another 1% (7 suggestions) said that the **question is vague**.

Do you agree or disagree that this (obstructing an entrance, exit or stairway, or stopping streets being cleaned, or stopping people or vehicles passing) should be included in a PSPO.

Graph 40 – Responses split by whether agreed or disagreed with the proposal

Appendix 5 Open Analysis of Open Text Responses



Overall, 596 suggestions were provided as to how this behaviour could be improved. We now split suggestions by whether respondents agreed or disagreed with the inclusion of this issue in the PSPO (question 52). However, 69 suggestions for improvements were provided by respondents who selected 'neither agree nor disagree', 'don't know' or did not answer question 52. They were **removed from this analysis**.

Overall, 69% of the 527 suggestions were provided by respondents who **disagreed** with the proposal.

Results for those who agreed with the proposal:

Among the 162 suggestions provided by respondents who agreed that 'obstructing an entrance, exit or stairway, or stopping streets being cleaned, or stopping people or vehicles passing' should be included in the PSPO:

- 25% (40 suggestions) stated that there should be more **enforcement** in addition to 10% (16 suggestions) that recommended more **policing** and 4% (6 suggestions) that recommended **criminalising or arresting offenders**.
- 23% (38 suggestions) recommended **more support for individuals**, and
- 13% (21 suggestions) said to **remove obstructions**.

As seen in Graph 40, there were additional suggestions that were cited less frequently. A total of 6% (9 suggestions) suggested the need to **improve public services**. A further 2% (4 suggestions) said **do not criminalise**, and another 2% said the **issue was dealt with by current laws**.

A total of 15% (25 suggestions) were **not codable or not relevant**.

Appendix 5 Open Analysis of Open Text Responses

Results for those who **disagreed** with the proposal:

Among the 365 suggestions provided by respondents who disagreed with including 'obstructing an entrance, exit or stairway, or stopping streets being cleaned, or stopping people or vehicles passing' in the PSPO:

- 51% (186 suggestions) recommended **more support for individuals**,
- 22% (81 suggestions) said **do not criminalise** the behaviour,
- 8% (30 suggestions) suggested **improved public services**, and
- 5% (19 suggestions) said the **respondent strongly disagrees** with the proposal.

Again, as shown in Graph 40, there were additional responses that were cited less frequently. A total of 3% (11 suggestions) recommended more **enforcement** in addition to 1% (2 suggestions) that suggested more **policing**. A further 3% (12 suggestions) said that **this is not a problem**, 2% (7 suggestions) said the **issue is dealt with my current laws**, and another 2% (6 suggestions) said the **question is vague**.

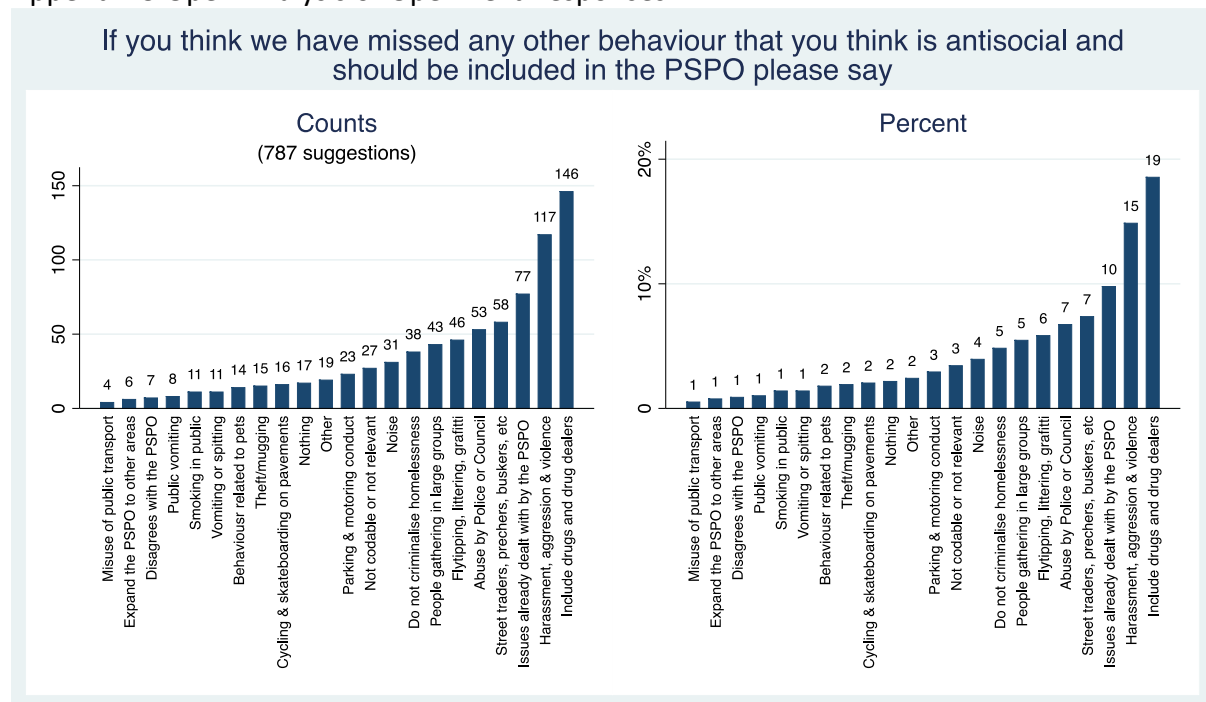
A total of 3% (11 suggestions) of suggestions were **not codable or not relevant**.

3.11 Other requirements

*If you think there are any **other behaviours** that you think should be included in the PSPO please say.*

Graph 41 – Responses split by other behaviours that the respondent thinks is antisocial and should be included in the PSPO

Appendix 5 Open Analysis of Open Text Responses



In *Section 13 - Requirements*, members of the public were provided space to give an open text response regarding other behaviours that they think are antisocial and should be included in the PSPO. This resulted in 787 suggestions.

Of these:

- 19% (146 suggestions) recommended **including drugs and drug dealers**,
- 15% (117 suggestions) recommended including **harassment, aggression and violence**,
- 7% (58 suggestions) mentioned **street traders, preachers, buskers etc.**,
- 7% (53 suggestions) mentioned **abuse by Police or the Council**,
- 6% (46 suggestions) listed **fly tipping, littering or graffiti**,
- 5% (43 suggestions) mentioned **people gathering in large groups**, and
- 4% (31 suggestions) mentioned **noise**.

Additionally:

- 5% (38 suggestions) said **not to criminalise homelessness**
- 1% (7 suggestions) expressed **disagreement with the PSPO**.

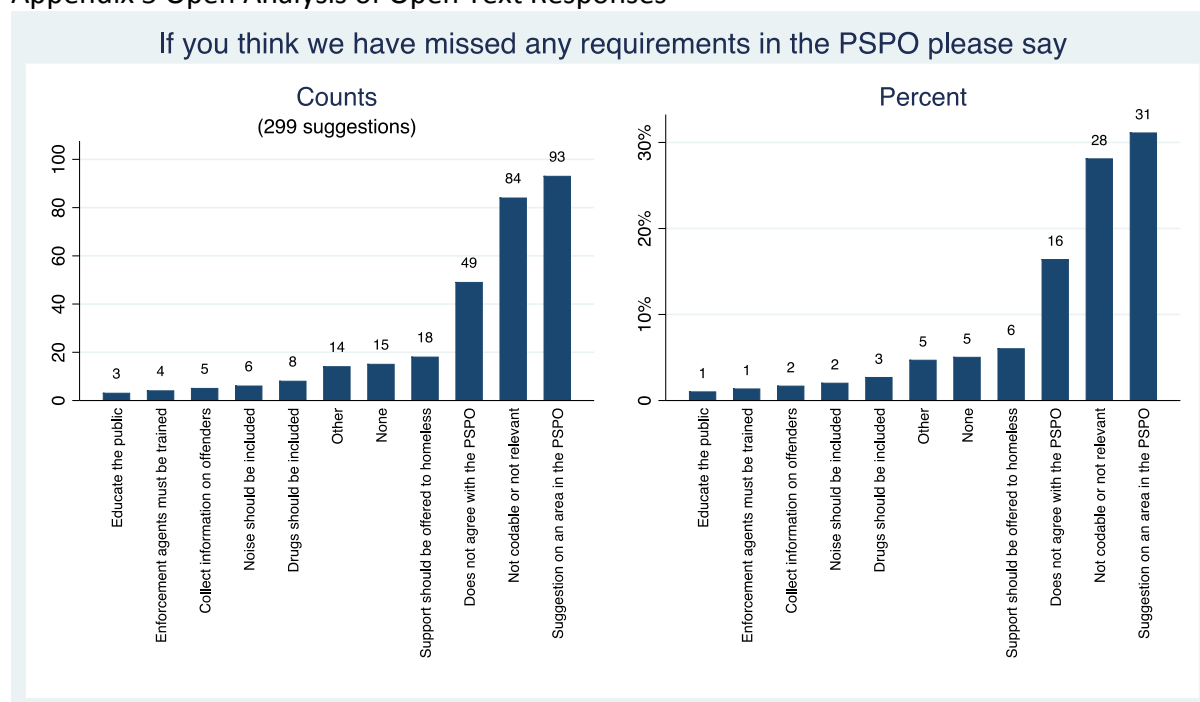
Finally, a total of 10% (77 suggestions) said that the **issues are already dealt with by the PSPO**.

There were a number of other responses provided that were cited less frequently. These are detailed in Graph 41.

*If you think that we have missed any **requirements** in the PSPO please say.*

Graph 42 – Responses split by other requirements that the respondent thinks should be included in the PSPO

Appendix 5 Open Analysis of Open Text Responses



In this same section, members of the public were provided another space to give an open text response regarding any requirements they think have been missed in the PSPO. This resulted in 299 suggestions or comments. A total of 28% (84 suggestions) were **not codable or not relevant**.

Additionally:

- 31% (93 suggestions) provided a **suggestion on an area in the PSPO**,
- 16% (49 suggestions) said they **do not agree with the PSPO**, and
- 6% (18 suggestions) said **support should be offered to the homeless**.

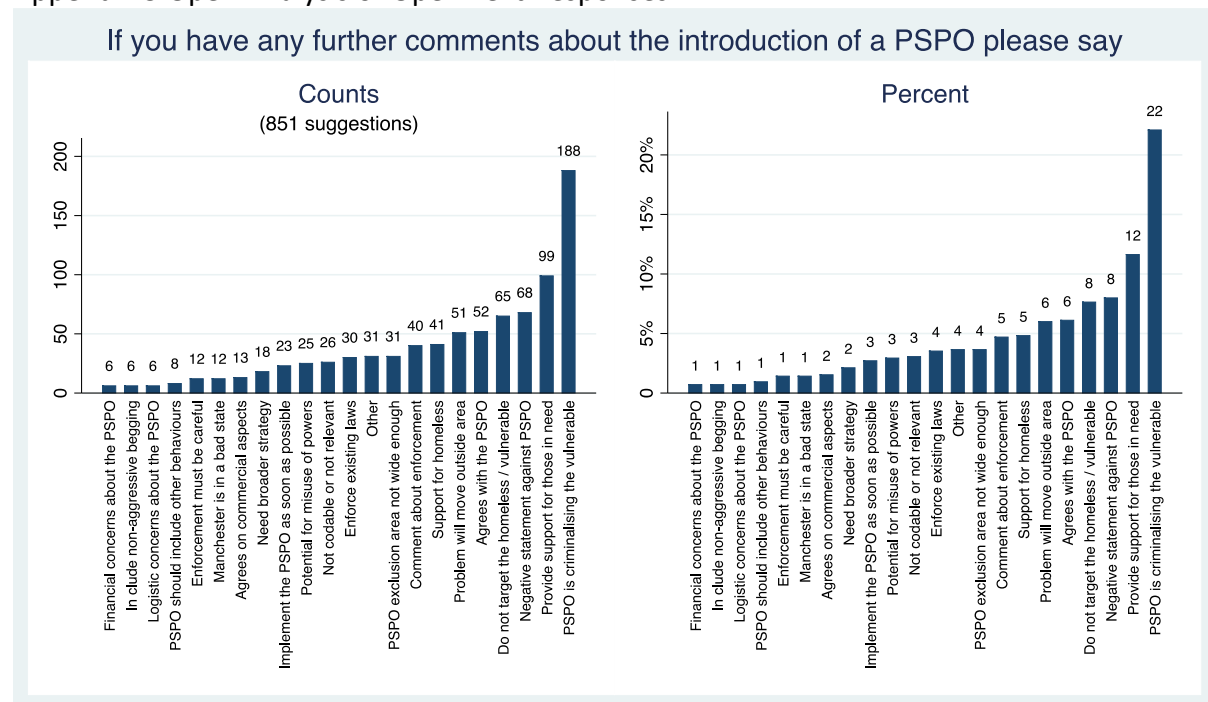
There were a number of other responses provided again, that were cited less frequently, details in Graph 42.

3.12 Further comments

3.12.1 If you have any further comments about the introduction of a PSPO please say.

Graph 43 – Responses split by further comments

Appendix 5 Open Analysis of Open Text Responses



In the final open text question, members of the public were provided space to add any additional comments they might have about the proposal. This resulted in 851 suggestions.

Of these, responses concerned **with homeless or vulnerable people** total to about 48% (393 suggestions). They include:

- 22% (188 suggestions) that say the **PSPO is criminalising the vulnerable**,
- 12% (99 suggestions) that mention the need to **provide support for those in need**,
- 8% (65 suggestions) that say the **PSPO should not target the vulnerable or the homeless**,
- 5% (41 suggestions) that recommend more **support for homeless**, and

A further 19% (163 suggestions) concerned with the **scope and enforcement of the PSPO** include:

- 6% (51 suggestions) that mention the **problem will move outside the area**,
- 4% (31 suggestions) that say the **PSPO exclusion area is not wide enough**,
- 3% (25 suggestions) that mention the **potential for misuse of powers**,
- 2% (18 suggestions) that mention the **need for a broader strategy**,
- 1% (12 suggestions) that say **enforcement must be careful**,
- 1% (8 suggestions) that recommend **including other behaviours** in the PSPO, and
- 1% (6 suggestions) that suggest **including non-aggressive begging**.
- 1% (6 suggestions) that mention **logistical concerns about the PSPO**, and
- 1% (6 suggestions) that mention **financial concerns about the PSPO**.

Other comments include:

- 8% (68 suggestions) that made a **negative statement against the PSPO**,
- 6% (52 suggestions) that **agree with the PSPO**,

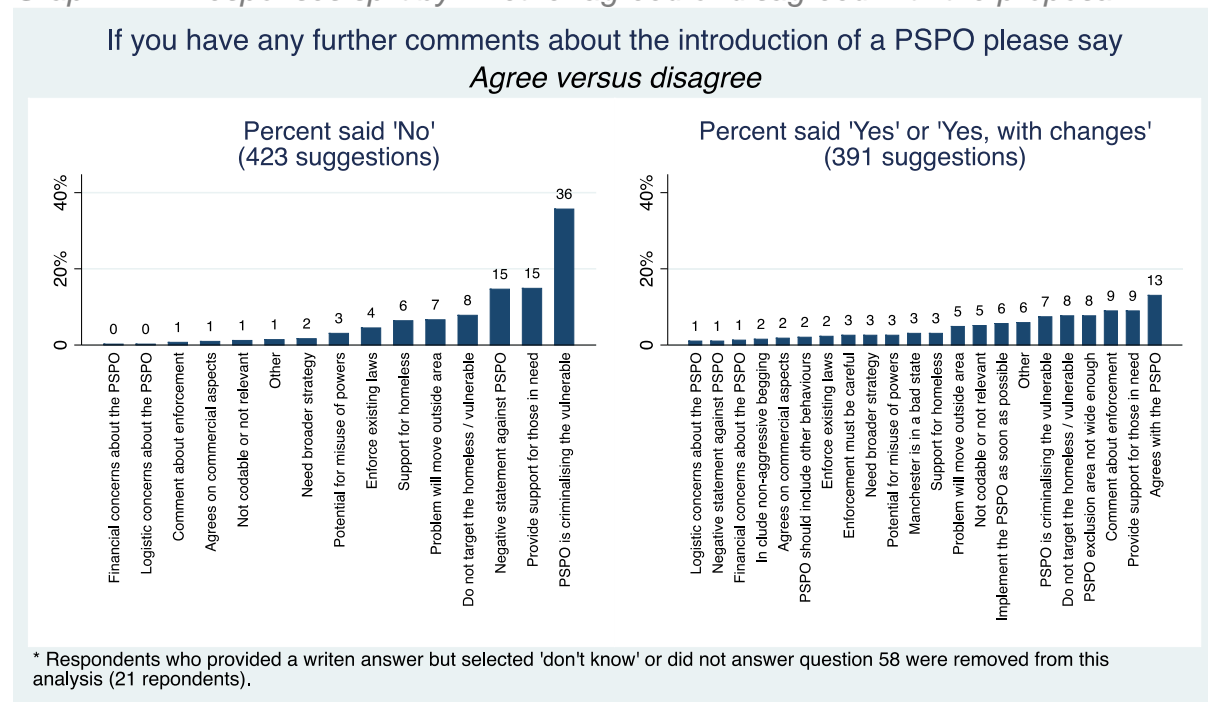
Appendix 5 Open Analysis of Open Text Responses

- 5% (40 suggestions) that **comment about enforcement**,
- 4% (31 suggestions) that mention **other issues**,
- 4% (30 suggestions) that recommend **enforcing existing laws**,
- 3% (26 suggestions) that are **not codable or not relevant**,
- 3% (23 suggestions) that recommend **implementing the PSPO as soon as possible**,
- 2% (13 suggestions) that **agree on the commercial aspects**,
- 1% (12 suggestions) that say **Manchester is in a bad state**,

3.12.2 Do you think the council should introduce a PSPO in Manchester city centre including the proposed prohibitions and requirement?

Agreement versus disagreement

Graph 44 – Responses split by whether agreed or disagreed with the proposal



Looking at respondents who agreed (said 'Yes' or 'Yes, with changes') versus disagreed (said 'No') with the introduction of a PSPO, between them they provided 814 suggestions as open text responses regarding additional comments they had about the PSPO. A further 37 respondents provided a suggestion but selected 'don't know' or did not answer question 58. They were **removed from this analysis**.

Overall, 52% (423) of the 813 suggestions were provided by respondents who **disagreed** with the introduction of a PSPO.

Results for those who **agreed** with the proposal:

Appendix 5 Open Analysis of Open Text Responses

Among the 391 comments made by respondents who said 'Yes' or 'Yes, with changes' to the introduction of a PSPO:

- 13% (51 suggestions) **agree with the PSPO**,
- 9% (35 suggestions) recommend **providing support for those in need**,
- 9% (35 suggestions) **comment about enforcement**,
- 8% (30 suggestions) say the **PSPO exclusion area is not wide enough**, and
- 8% (30 suggestions) say the **PSPO should not target the vulnerable**, in addition to 7% that say that the **PSPO is criminalising the vulnerable**.

As shown in Graph 44, other comments were cited less frequently.

Results for those who **disagreed** with the proposal:

Among the 423 comments made by respondents who said 'No' to the introduction of a PSPO:

- 36% (151 suggestions) said the **PSPO is criminalising the vulnerable**,
- 15% (63 suggestions) recommended **providing support for those in need**,
- 15% (62 suggestions) made a **negative statement against the PSPO**,
- 8% (33 suggestions) ask that the **PSPO not target the vulnerable/homeless**,
- 7% (28 suggestions) said the **problem will move outside the area**, and
- 6% (27 suggestions) suggested more **support for the homeless**.

Again, as shown in Graph 44, other comments were cited less frequently.

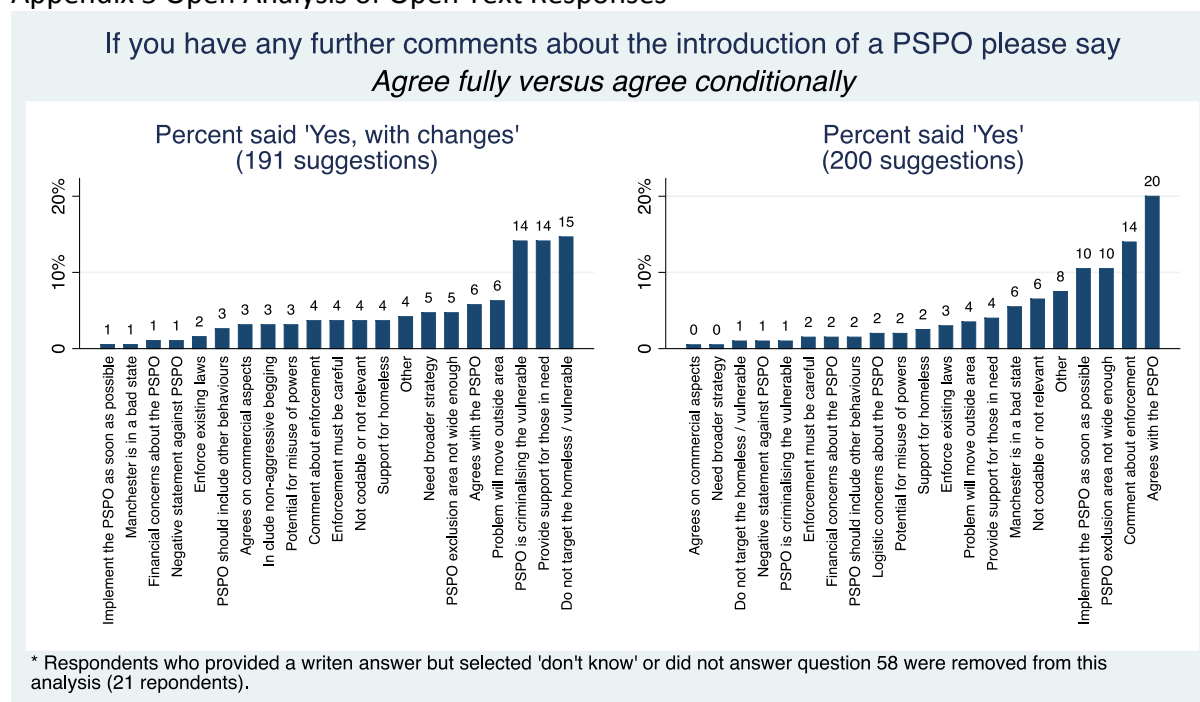
Full agreement versus conditional agreement

Looking only at members of the public who fully agreed (said 'Yes') or conditionally agreed (said 'Yes, with changes') with the introduction of a PSPO, 391 suggestions were provided as open text responses containing additional comments they had about the introduction of a PSPO.

Overall, 200 of the 391 suggestions were provided by members of the public who said 'Yes' to the proposal.

Graph 45 – Responses split by whether fully agreed or conditionally agreed with the proposal

Appendix 5 Open Analysis of Open Text Responses

**Results for those who *agreed fully* to the proposal:**

Among the suggestions and comments provided by respondents who said 'Yes' to the introduction of a PSPO:

- 20% (40 suggestions) said they **agreed with the PSPO**,
- 14% (28 suggestions) made a **comment about enforcement**,
- 10% (21 suggestions) said the **PSPO exclusion area is not wide enough**, and
- 10% (21 suggestions) requested the **implementation of the PSPO as soon as possible**.

As seen in Graph 45, other suggestions were mentioned less frequently.

Results for those who *agreed conditionally* to the proposal:

Among the 191 suggestions and comments provided by respondents who said 'Yes, with changes':

- 15% (28 suggestions) ask that the **homeless and vulnerable not be targeted**.
- 14% (27 suggestions) recommended **providing support for those in need**,
- 14% (27 suggestions) said the **PSPO is criminalising the vulnerable**,
- 6% (12 suggestions) said the **problem will move outside the area**, and
- 6% (11 suggestions) **agree with the PSPO**.

Again, other suggestions that were cited less frequently can be seen in Graph 45.

Appendix 5 Open Analysis of Open Text Responses

4. Conclusions

4.1 Effects on quality of life

- Overall, the results show that a significant proportion of members of the public who said that the individual behaviours detrimentally affect their quality of life also agree with enforcing against each one of the individual behaviours listed in the consultation.
- It appears that the single behaviour with a detrimental effect that is mentioned by the *highest* number of members of the public is 'people begging in an aggressive or intimidating way.' The majority of these respondents report 'feeling unsafe' as a result of this behaviour.
- Particular locations are mentioned most frequently by respondents detrimentally affected by three behaviours; 'urinating in a public place', 'defecating in a public place that is not a legitimate toilet' and 'obstructing an entrance, exit or stairway, or stopping streets being cleaned, or stopping people or vehicles passing'. These include, but are not limited to, doorways, pavements, entrances and exits.

4.2 Other ways through which the behaviour can be decreased

- A significant proportion of members of the public mention (in response to various questions) the provision of 'more support to individuals' as a solution to the individual behaviours being discussed. 'Improvement to public services' and 'enforcement' were the second and third most-cited alternative suggestions respectively.
- The results show that members of the public who provided suggestions agree with enforcing against the majority of the individual behaviours listed in the consultation. They do *not* agree with enforcing against people begging in an aggressive way, people begging in a non-aggressive way, putting up or occupying a tent, *or* obstructing an entrance, exit or stairway.
- There appears to be a somewhat clear distinction between the commercial aspects included and those aspects that are perceived to be primarily linked with the homeless. This is perhaps why a significant proportion of the respondents perceive the proposal for the PSPO to be set up to target vulnerable groups.
- Among members of the public who agreed with enforcing against individual behaviours, 'support for individuals', 'improvement of public services', and 'enforcement' were cited most frequently as alternative solutions. Among members of the public who *disagreed* with enforcing against individual behaviours, 'support for individuals', 'improvement of public services' and 'do

Appendix 5 Open Analysis of Open Text Responses

not criminalise this behaviour' were cited most frequently as alternative solutions.

- Overall however, a small majority of members of the public who provided further comments about the introduction of a PSPO do *not* think the council should introduce a PSPO in Manchester city centre. As mentioned before, the majority of these respondents mention (as an additional comment) that the 'PSPO is criminalising the vulnerable'.

EQUALITY IMPACT ASSESSMENT
City Centre Public Space Protection Order (PSPO)

1. Directorate	The Neighbourhoods Service	2. Section	Community Safety Team	3. Name of the function being assessed	Introduction and enforcement of a City Centre Public Space Protection Order.
4. Is this a new or existing function?	New function	5. Officer responsible for the assessment	Sara Duckett	6. Lead manager responsible for the assessment	Samantha Stabler
7. Date assessment commenced	August 2019	8. Date of completion	September 2019	9. Date passed to Equality Team	September 2019

Summary of Relevance Assessment

1.	Has a Stage 1 Equality Analysis: Relevance Assessment document been completed?
	Yes ✓
	No

2.	Please indicate which protected characteristics the relevance assessment identified as relevant to the function that is being assessed (tick below):
	Age <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Gender (inc. Gender Reassignment, Pregnancy and Maternity) <input checked="" type="checkbox"/>
	Sexual Orientation <input checked="" type="checkbox"/> Religion or Belief (or lack of religion or belief) <input checked="" type="checkbox"/> Marriage or Civil Partnership <input checked="" type="checkbox"/>

3.	Please indicate which aims of the equality duty the relevance assessment identified as relevant to the function being assessed (tick below):
	Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act <input checked="" type="checkbox"/>
	Advance equality of opportunity between those who share a protected characteristic and those who do not <input checked="" type="checkbox"/>
	Foster good relations between people who share a protected characteristic and those who do not <input checked="" type="checkbox"/>

Equality Impact Assessment Template

1. About your function

<p>Briefly describe the key delivery objectives of the function being assessed</p>	<p>Background</p> <ul style="list-style-type: none"> • The Antisocial Behaviour, Crime and Policing Act 2014 allows Councils to introduce Public Space Protection Orders to stop individuals committing anti-social behaviour in public spaces. An order can be made based upon the evidence of anti-social behaviour and following statutory consultation with the police, the Police and Crime Commissioner and other relevant bodies including community representatives. • The Council undertook a statutory consultation for eight weeks between 12 February 2019 and 8 April 2019. A draft PSPO was provided and consultees were asked their views. Response to the consultation included 1996 completed survey questionnaires and several written submissions. • Having completed the analysis of the consultation responses the Council proposes to introduce and appropriately enforce a Manchester city centre Public Space Protection Order. The terms of the PSPO have been carefully assessed to ensure that each of the prohibitions and requirements meet the relevant legal threshold. • The behaviours that will be prohibited through the PSPO (if introduced) are; <ul style="list-style-type: none"> - Consumption of alcohol in public spaces (not including licensed premises) - Urinating or defecating in a public place (save for a legitimate toilet facility) - Leaving commercial waste in a public place other than in a secure container or sack - Leaving commercial waste in a public place for the purpose of collection more than 2 hours before the collection - Discarding a hypodermic needle or syringe in a public place (save for an appropriate sharps container) <p>The PSPO (if introduced) will allow officers to require people;</p> <ul style="list-style-type: none"> - To move from a specified location if they are causing an obstruction which presents a health and/or safety risk - To move from a location if they have erected or are occupying a tent or other structure that
--	--

	<p>attracts or is likely to attract vermin or creates or is likely to create a health and/or safety risk for any other person</p> <ul style="list-style-type: none"> - Provide their details if an Authorised Officer suspects they are in breach of the PSPO - Clear commercial waste that has escaped control <ul style="list-style-type: none"> • A PSPO can be enforced by issuing a Fixed Penalty Notice (£100) or a prosecution (up to £1000 fine if convicted). <p>Key Delivery Objectives</p> <ul style="list-style-type: none"> • To introduce a city centre PSPO as an additional tool to enable council and police officers to manage specific types of anti-social behaviour in Manchester city centre. • To raise awareness of the terms of the PSPO with all relevant groups and through 'on street' city centre engagement and signage prior to commencing formal enforcement. • Prevention of anti-social behaviour in the city centre. • For council and police officers to continue the partnership approach to tackling anti-social behaviour in the city centre and in accordance with the Council's Corporate Enforcement and Anti Social Behaviour Policies. • To protect people from anti-social behaviour so they feel safe living, working and visiting the city centre. • To continue to identify people with vulnerabilities and provide appropriate advice, signposting information and/or referrals on their behalf (e.g. safeguarding). • To work with partners to effectively investigate and tackle anti social behaviour, avoiding duplication whenever possible. • To respond to children (17 years and under) acting anti-socially in the city centre as a need for support / safeguarding as an alternative to PSPO formal enforcement. • To apply the PSPO prohibitions and requirements to all persons (save for those 17 years and under).
What are the desired outcomes from this function?	<ul style="list-style-type: none"> • Public awareness of the city centre PSPO. • A reduction in anti-social behaviour in Manchester city centre. • Increased public confidence in the ability of the council and police to anti-social behaviour to tackle anti social behaviour.

	<ul style="list-style-type: none"> • Consistency in enforcement decisions. • Continued offers of appropriate support and intervention for people with vulnerabilities. • Compliance with the Council's Corporate Enforcement and Anti Social Behaviour policies.
--	---

2. About your customer

Do you currently monitor the function by the following protected characteristics?	Protected Characteristics	Y/N	If no, please explain why this is the case and / or note how you will prioritise gathering this equality data
	Race	N	This is a new function. The feasibility of capturing equality data will be considered 3 months after PSPO enforcement commences.
	Gender (inc. gender reassignment, pregnancy and maternity)	N	This is a new function. The feasibility of capturing equality data will be considered 3 months after PSPO enforcement commences.
	Disability	N	This is a new function. The feasibility of capturing equality data will be considered 3 months after PSPO enforcement commences.
	Sexuality	N	This is a new function. The feasibility of capturing equality data will be considered 3 months after PSPO enforcement commences.
	Age	N	This is a new function. The feasibility of capturing equality data will be considered 3 months after PSPO enforcement commences.
	Religion or belief (or lack of religion or belief)	N	This is a new function. The feasibility of capturing equality data will be considered 3 months after PSPO enforcement commences.
	Marriage or civil partnership	N	This is a new function. The feasibility of capturing equality data will be considered 3 months after PSPO enforcement

			commences.
<p>4. What information has been analysed to inform the content of this EIA?</p> <p>Please include details of any data compiled by the service, any research that has been undertaken, any engagement that was carried out etc.</p>	<ul style="list-style-type: none"> • 2018 -2021 Community Safety Strategy consultation responses • 2018 Manchester City Centre Survey responses • Greater Manchester Police data • Manchester City Council data • Community Impact Statements • City Centre PSPO Consultation responses 		

3. Delivery of a customer focused function

Does your analysis indicate a disproportionate impact relating to race ?	Y	N	
		X	
Please describe the nature of any disproportionate impact/s	Although an order will not disproportionately impact the protected characteristic for Race any possible impact will be minimised through officer training. Prior to authorisation all officers will be trained to enforce the order fairly and proportionately. To promote compliance and reduce any disadvantage created by language barriers officers will have training and access to translation services.		
Please indicate what actions will be taken to address these	<p>Each behaviour / requirement has been considered in relation to any disproportionate impact;</p> <ul style="list-style-type: none">- Consumption of alcohol in public spaces (not including licensed premises) – this prohibition does not create a disproportionate impact due to race. Anyone who requires support will receive information regarding the Change, Grow, Live (drug and alcohol) services.- Urinating or defecating in a public place (save for a legitimate toilet facility) - this prohibition does not create a disproportionate impact due to race.- Leaving commercial waste in a public place other than in a secure container or sack -- this prohibition does not create a disproportionate impact due to race.- Leaving commercial waste in a public place for the purpose of collection more than 2 hours before the collection time - this prohibition does not create a disproportionate impact due to race.		

	<ul style="list-style-type: none">- Discarding a hypodermic needle or syringe in a public place (save for an appropriate sharps container) - this prohibition does not create a disproportionate impact due to race. Anyone who requires support will receive information regarding the Change, Grow, Live (drug and alcohol) services and needle exchange provision.- Obstruction of entrances and exits of buildings – this requirement provides an opportunity for compliance and does not create a disproportionate impact due to race.- Not to erect a tent or other temporary structure - this requirement provides an opportunity for compliance and does not create a disproportionate impact due to race.- For a person to provide their name, dob and address when requested by an Authorising officer - this requirement provides an opportunity for compliance and does not create a disproportionate impact due to race.- Commercial waste – these requirements do not create a disproportionate impact due to race. <p>Actions:</p> <ul style="list-style-type: none">- Officer training					
Which action plans have these actions been transferred to?	Service Plans: Development of PSPO enforcement guidance and staff training.					
Does your analysis indicate a disproportionate impact relating to disability ?	<table><tr><td>Y</td><td>N</td><td rowspan="2"></td></tr><tr><td></td><td>N</td></tr></table>	Y	N			N
Y	N					
	N					
Please describe the nature of any disproportionate impact/s	Although an order will not disproportionately affect the protected characteristic for Disability – we will ensure any possible impact is minimised and Authorising officers are given training to enforce any order fairly and proportionately.					
Please indicate what actions will be taken to address these	Each behaviour / requirement has been considered in relation to any disproportionate impact; <ul style="list-style-type: none">- Consumption of alcohol in public spaces (not including licensed premises) – this prohibition does not create a disproportionate impact due to disability. Anyone who					

	<p>requires support will receive information regarding the Change, Grow, Live (drug and alcohol) services.</p> <ul style="list-style-type: none"> - Urinating or defecating in a public place (save for a legitimate toilet facility) - this prohibition does not create a disproportionate impact due to disability. If a person urinates or defecates in a public place associated with a disability the provisions of the order provide an opportunity for 'reasonable excuse.' Therefore officers would apply discretion and the PSPO would not be enforced. - Leaving commercial waste in a public place other than in a secure container or sack -- this prohibition does not create a disproportionate impact due to disability. - Leaving commercial waste in a public place for the purpose of collection more than 2 hours before the collection time - this prohibition does not create a disproportionate impact due to disability. - Discarding a hypodermic needle or syringe in a public place (save for an appropriate sharps container) - this prohibition does not create a disproportionate impact due to disability. Anyone who requires support will receive information regarding the Change, Grow, Live (drug and alcohol) services and needle exchange provision. - Obstruction of entrances and exits of buildings – this requirement provides an opportunity for compliance and does not create a disproportionate impact due to disability. If someone discloses a disability that impacts their mobility the Authorised Officer will apply discretion and consider increasing the 'reasonable time' allowed to move from the area. - Not to erect a tent or other temporary structure - this requirement provides an opportunity for compliance and does not create a disproportionate impact due to disability. If someone discloses a disability that impacts mobility the Authorised Officer will apply discretion and consider increasing the 'reasonable time' allowed to move from the area. - For a person to provide their name, dob and address when requested by an Authorising officer - this requirement provides an opportunity for compliance and does not create a disproportionate impact due to disability. - Commercial waste – these requirements do not create a disproportionate impact due to disability.
--	---

	Actions: - Officer training		
Which action plans have these actions been transferred to?	Service Plans: Development of PSPO enforcement guidance and staff training.		
Does your analysis indicate a disproportionate impact relating to Gender (including gender reassignment or pregnancy and maternity)?	Y	N	
		N	
Please describe the nature of any disproportionate impact/s Please indicate what actions will be taken to address these	<p>Although an order will not disproportionately affect the protected characteristic for Gender – we will ensure any possible impact is minimised and Authorising officers are given training to enforce any order fairly and proportionately.</p> <p>Each PSPO requirement (listed below) and how it will impact on ‘Gender’ and actions we will undertake to address this.</p> <ul style="list-style-type: none"> - Consumption of alcohol in public spaces (not including licensed premises) – this prohibition does not create a disproportionate impact due to gender. Anyone who requires support will receive information regarding the Change, Grow, Live (drug and alcohol) services. - Urinating or defecating in a public place (save for a legitimate toilet facility) - this prohibition does not create a disproportionate impact due to gender. - Leaving commercial waste in a public place other than in a secure container or sack -- this prohibition does not create a disproportionate impact due to gender. - Leaving commercial waste in a public place for the purpose of collection more than 2 hours before the collection time - this prohibition does not create a disproportionate impact due to gender. - Discarding a hypodermic needle or syringe in a public place (save for an appropriate 		

	<p>sharps container) - this prohibition does not create a disproportionate impact due to gender. Anyone who requires support will receive information regarding the Change, Grow, Live (drug and alcohol) services and needle exchange provision.</p> <ul style="list-style-type: none"> - Obstruction of entrances and exits of buildings – this requirement provides an opportunity for compliance and does not create a disproportionate impact due to gender. - Not to erect a tent or other temporary structure - this requirement provides an opportunity for compliance and does not create a disproportionate impact due to gender. - For a person to provide their name, dob and address when requested by an Authorising officer - this requirement provides an opportunity for compliance and does not create a disproportionate impact due to gender. - Commercial waste – Commercial waste – this requirement provides an opportunity for compliance and does not create a disproportionate impact due to gender. <p>Actions:</p> <ul style="list-style-type: none"> - Officer training
Which action plans have these actions been transferred to?	Service Plans: Development of PSPO enforcement guidance and staff training.

Does your analysis indicate a disproportionate impact relating to age ?	Y	N	
	X		
Please describe the nature of any disproportionate impact/s	<p>The approach to children (aged 17 years and under) will be to safeguard, offer support and engage with their parents/guardians. Therefore the terms of the PSPO will not usually be enforced against children aged 17 years and under. This means there is a planned disproportionate impact relating to age.</p>		
Please indicate what actions will be taken to address these	<p>Each PSPO requirement (listed below) and how it will impact on 'Age' and actions we will undertake to address this.</p> <ul style="list-style-type: none"> - Consumption of alcohol in public spaces (not including licensed premises) – this prohibition creates a disproportionate impact due to age. The PSPO would not usually be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over. - Urinating or defecating in a public place (save for a legitimate toilet facility) - this prohibition creates a disproportionate impact due to age. The PSPO would not usually be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over. - Leaving commercial waste in a public place other than in a secure container or sack — this prohibition creates a disproportionate impact due to age. The PSPO would not usually be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over. - Leaving commercial waste in a public place for the purpose of collection more than 2 hours before the collection time - this prohibition creates a disproportionate impact due to age. The PSPO would not usually be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over. - Discarding a hypodermic needle or syringe in a public place (save for an appropriate sharps container) - this prohibition creates a disproportionate impact due to age. The 		

	<p>PSPO would not be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over.</p> <ul style="list-style-type: none"> - Obstruction of entrances and exits of buildings – this requirement provides an opportunity for compliance. This requirement creates a disproportionate impact due to age. The PSPO would not usually be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over. - Not to erect a tent or other temporary structure - this requirement provides an opportunity for compliance. This requirement creates a disproportionate impact due to age. The PSPO would not usually be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over. - For a person to provide their name, dob and address when requested by an Authorising officer - this requirement provides an opportunity for compliance. This requirement creates a disproportionate impact due to age. The PSPO would not usually be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over. - Commercial waste – this requirement provides an opportunity for compliance and creates a disproportionate impact due to age. The PSPO would not usually be enforced against children aged 17 years and under. There are no disproportionate impacts for people aged 18 years and over. <p>Actions:</p> <ul style="list-style-type: none"> - Officer training
Which action plans have these actions been transferred to?	Service Plans: Development of PSPO enforcement guidance and staff training.

Does your analysis indicate a disproportionate impact relating to sexual orientation ?	Y	N	
<p>Please describe the nature of any disproportionate impact/s</p> <p>Please indicate what actions will be taken to address these</p>		N	<p>Although an order will not disproportionately affect the protected characteristic for Sexual Orientation – we will ensure any possible impact is minimised and Authorising officers are given training to enforce any order fairly and proportionately.</p> <p>Each PSPO requirement (listed below) and how it will impact on ‘Sexual Orientation’ and actions we will undertake to address this.</p> <ul style="list-style-type: none"> - Consumption of alcohol in public spaces (not including licensed premises) – this prohibition does not create a disproportionate impact due to sexual orientation. Anyone who requires support will receive information regarding the Change, Grow, Live (drug and alcohol) services. - Urinating or defecating in a public place (save for a legitimate toilet facility) - this prohibition does not create a disproportionate impact due to sexual orientation. - Leaving commercial waste in a public place other than in a secure container or sack -- this prohibition does not create a disproportionate impact due to sexual orientation. - Leaving commercial waste in a public place for the purpose of collection more than 2 hours before the collection time - this prohibition does not create a disproportionate impact due to sexual orientation. - Discarding a hypodermic needle or syringe in a public place (save for an appropriate sharps container) - this prohibition does not create a disproportionate impact due to sexual orientation. Anyone who requires support will receive information regarding the Change, Grow, Live (drug and alcohol) services and needle exchange provision. - Obstruction of entrances and exits of buildings – this requirement provides an opportunity for compliance and does not create a disproportionate impact due to sexual orientation. - Not to erect a tent or other temporary structure - this requirement provides an opportunity for compliance and does not create a disproportionate impact due to sexual orientation. - For a person to provide their name, dob and address when requested by an Authorising

	<p>officer - this requirement provides an opportunity for compliance and does not create a disproportionate impact due to sexual orientation.</p> <ul style="list-style-type: none"> - Commercial waste – this requirement provides an opportunity for compliance and does not create a disproportionate impact due to sexual orientation. <p>Actions:</p> <ul style="list-style-type: none"> - Officer training
Which action plans have these actions been transferred to?	Service Plans: Development of PSPO enforcement guidance and staff training.

Does your analysis indicate a disproportionate impact relating to religion and belief (including lack of religion or belief)?	Y	N	
		N	
<p>Please describe the nature of any disproportionate impact/s</p> <p>Please indicate what actions will be taken to address these</p>	<p>Although an order will not disproportionately affect the protected characteristic for Religion and Belief – we will ensure any possible impact is minimised and Authorising officers are given training to enforce any order fairly and proportionately.</p> <p>Each PSPO requirement (listed below) and how it will impact on ‘Religion and belief’ and actions we will undertake to address this.</p> <ul style="list-style-type: none">- Consumption of alcohol in public spaces (not including licensed premises) – this prohibition does not create a disproportionate impact due to religion and belief.- Urinating or defecating in a public place (save for a legitimate toilet facility) - this prohibition does not create a disproportionate impact due to religion and belief.- Leaving commercial waste in a public place other than in a secure container or sack – this prohibition does not create a disproportionate impact due to religion and belief.- Leaving commercial waste in a public place for the purpose of collection more than 2 hours before the collection time - this prohibition does not create a disproportionate impact due to religion and belief.		

	<ul style="list-style-type: none"> - Discarding a hypodermic needle or syringe in a public place (save for an appropriate sharps container) - this prohibition does not create a disproportionate impact due to religion and belief. - Obstruction of entrances and exits of buildings – this requirement provides an opportunity for compliance and does not create a disproportionate impact due to religion and belief. - Not to erect a tent or other temporary structure - this requirement provides an opportunity for compliance and does not create a disproportionate impact due to religion and belief. - For a person to provide their name, dob and address when requested by an Authorising officer - this requirement provides an opportunity for compliance and does not create a disproportionate impact due to religion and belief. - Commercial waste – this requirement provide an opportunity for compliance and does not create a disproportionate impact due to religion and belief. <p>Actions:</p> <ul style="list-style-type: none"> - Officer Training
Which action plans have these actions been transferred to?	Service Plans: Development of PSPO enforcement guidance and staff training.

Does your analysis indicate a disproportionate impact relating to marriage or civil partnership ?	Y	N	
		N	
Please describe the nature of any disproportionate impact/s	There is no disproportionate impact relating to Marriage or Civil Partnership.		
Please indicate what actions will be taken to address these	Any disproportionate impact has been considered for each PSPO term (listed below) in relation to 'Marriage or Civil Partnership.' - Consumption of alcohol in public spaces (not including licensed premises) – this prohibition does not create a disproportionate impact due to marriage or civil partnership.		

	<ul style="list-style-type: none"> - Urinating or defecating in a public place (save for a legitimate toilet facility) - this prohibition does not create a disproportionate impact due to marriage or civil partnership. - Leaving commercial waste in a public place other than in a secure container or sack -- this prohibition does not create a disproportionate impact due to marriage or civil partnership. - Leaving commercial waste in a public place for the purpose of collection more than 2 hours before the collection time - this prohibition does not create a disproportionate impact due to marriage or civil partnership. - Discarding a hypodermic needle or syringe in a public place (save for an appropriate sharps container) - this prohibition does not create a disproportionate impact due to marriage or civil partnership. - Obstruction of entrances and exits of buildings – this requirement provides an opportunity for compliance and does not create a disproportionate impact due to marriage or civil partnership. - Not to erect a tent or other temporary structure - this requirement provides an opportunity for compliance and does not create a disproportionate impact due to marriage or civil partnership. - For a person to provide their name, dob and address when requested by an Authorising officer - this requirement provides an opportunity for compliance and does not create a disproportionate impact due to marriage or civil partnership. - Commercial waste – this requirement provides an opportunity for compliance and does not create a disproportionate impact due to marriage or civil partnership.
Which action plans have these actions been transferred to?	Service Plans: Development of PSPO enforcement guidance and staff training.

4. EIA Action Plan

Service / Directorate lead: Samantha Stabler, Community Safety Lead
 Strategic Director: Fiona Worrall, Strategic Director - Neighbourhoods

Actions identified from EIA	Target completion date	Responsible Officer	Is this action identified in your Directorate Business Plan and / or Equality Action Plan? (Yes / No / n/a)	Comments
Development of officer training plan	December 2019	Samantha Stabler	N/A	This EIA is part of the Equality Action Plan.
Development of officer enforcement guidance	December 2019	Samantha Stabler	N/A	
Officer training	January 2019	Samantha Stabler	N/A	Linked to relevant guidance, policies and procedures.
Review the feasibility of capturing equality data	3 months from the date enforcement commences	Samantha Stabler	N/A	

5. Director level sign off

Name: Fiona Worrall, Strategic Director - Neighbourhoods	Date:
Directorate: Neighbourhoods Directorate	Signature:

NB: Sign-off must be in the form of an actual signature; not an emailed authorisation.

Manchester City Council Report for Resolution

Report to: Communities and Equalities Scrutiny Committee – 7 November 2019
Executive – 13 November 2019

Subject: Manchester International Festival 2019

Report of: Deputy Chief Executive & City Treasurer and Strategic Director (Neighbourhoods)

Summary

This report provides the Executive with a positive picture of the outcomes of the evaluation of the Manchester International Festival 2019 and re-confirms the funding arrangements for 2021 Festival as approved by the Executive on 18 October 2017.

Recommendations

The Communities and Equalities Scrutiny Committee is invited to comment on the report and endorse the recommendations to the Executive as detailed below.

The Executive is recommended to: -

1. Note the substantial achievements of the 2019 Festival in overachieving its objectives, particularly in continuing to grow its international reputation, increasing co-commissioning partnerships, record attendance levels and increased involvement by Manchester emerging artists;
 2. Recognise and support the importance of maintaining public sector funding commitments in order to attract significant match funding from other public and private sector partners;
 3. Delegate responsibility to the Strategic Director of Neighbourhoods and City Treasurer in consultation with the Executive Member for Finance and Human Resources and Executive Member for Skills, Culture and Leisure to finalise the financial arrangements.
-

Wards Affected: All

Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city
From ensuring that all projects are resourced efficiently and produced responsibly, through to partnering on sustainable initiatives with our sponsors, suppliers, venues and co-commissioners, we work hard to guarantee that the Manchester International Festival has a minimal impact on the environment.

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Manchester International Festival supports economic growth by substantially raising the city's profile, drawing in national and international visitors, and attracting inward investment by positioning Manchester as a leading cultural city with an ability to showcase major large-scale events. The economic impact of the Festival grew to £50.2million in 2019.
A highly skilled city: world class and home grown talent sustaining the city's economic success	Manchester International Festival continues to maximise employment opportunities, with 496 staff contracted to work on the 2019 Festival committing significant resources to diversifying our staff base, encouraging transferable skills into the sector and targeting regions and demographics which have not previously engaged with the Festival.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Manchester International Festival has introduced youth and community advisory groups with community co-design and co-production models deployed to shape programmes at an early stage. The Festival has active participation across the City and increased levels of participation and volunteering from BAME, disabled and youth communities with more community-led projects giving greater agency to Manchester residents to plan and deliver events and develop their own creative skills.
A liveable and low carbon city: a destination of choice to live, visit, work	Manchester International Festival plays a significant role in making Manchester a liveable city and a great place to live, work and study - as recognised by a high number of respondents (1,774) to the 2019 audience survey. The Festival also attracts visitors to the city, with national and international audiences increasing in 2019.
A connected city: world class infrastructure and connectivity to drive growth	There was significant online editorial activity across the Festival programme, within the UK and around the world, with our international reach now at a total of 199 countries. We also created different forms of content during the festival this included podcasts, immersive experiences and web experiments this saw a 68% increase in digital content consumption compared to 2016-17. This translates to 6.6 million views across all platforms, 1,315,169 interactive users, and a reach of 25,134,763 million.

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

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

Financial Consequences – Revenue

As outlined in report to Executive in 2017 and recommendation

Financial Consequences – Capital - None

Contact Officers:

Name: Fiona Worrall
Position: Strategic Director – Neighbourhoods
Telephone: 0161 234 3926
E-mail: f.worrall@manchester.gov.uk

Name: Carol Culley
Position: Deputy Chief Executive and City Treasurer
Telephone: 0161 234 3406
E-mail: c.culley@manchester.gov.uk

Name: Neil MacInnes
Position: Head of Libraries, Galleries and Culture
Telephone: 0161 234 1902
E-mail: n.macinnes@manchester.gov.uk

Background documents (available for public inspection):

None

1.0 Introduction

- 1.1 Manchester International Festival (MIF) 2019 was the seventh edition of the biennial festival, running from 4th July 2019 to 21st July 2019. In order to evaluate the 2019 Festival, MIF's board requested that its Executive prepare a detailed report examining MIF's performance in 2019 against both its agreed aims and objectives. In order to prepare this report, the MIF executive commissioned external evaluators.
- 1.2 A number of Key Performance Indicators and targets were identified for MIF 2019 and highlights are as follows with fuller detail contained within the body of the report:

Economic Impact of the Festival	£50.2 million (£42.2m MIF 2017)
Local travel and hotels	1214 taxi journeys 5357 hotel and apartment nights
Total suppliers	766
Employment opportunities	496 staff contracted specifically to work on MIF 19
Trainees (6-month programme)	6
Engagement and co-design	Youth and Community Advisory Grps
Volunteers	507 volunteers contributing 16,000 hours
Community Connector	free access to productions for 2,531 people from communities who wouldn't normally attend.
Diversity of those who participated in Creative Engagement projects	27% BAME 21% Disability 43% under 20yrs
Attendees	302,161
% audiences rating performances "Excellent or Good"	90%
Digital Content Consumption	6.6 m views and reach of 25m

Value of press coverage	£43m
No. of countries deliv press (excl UK)	41
% overnight visitors and av spend	20% - £130 per day

1.3 The following objectives were set for the 2019 Festival as part of MIF's 2018 to 2023 business plan.

- To continue to grow the international reputation of the Festival and the city – with artists, audiences, partners and media coverage from all five continents and from a wide variety of backgrounds – in turn driving reach for the Festival, attracting people to the city and the best staff to our team.
- To bring the most extraordinary artists from around the world to Manchester to create diverse and inspiring new work – made in Manchester and shared across the globe.
- To connect in new and ever deeper ways with the city and region of Manchester, increasing the range and diversity of those engaging with the Festival, with an ever more visible and transformative presence in the city.
- To develop the brand, profile and awareness of MIF/The Factory locally, nationally and internationally in readiness for opening in 2021.

2.0 Assessment of Delivery of Objectives for 2019

Analysis by objective

2.1 Objective 1: To continue to grow the international reputation of the Festival and the city – with artists, audiences, partners and media coverage from all five continents and from a wide variety of backgrounds – in turn driving reach for the festival, attracting people to the city and the best staff to our team.

2.1.1 Media Coverage

“The production [Invisible Cities] is like nothing I have seen before and typical of the MIF tradition of defying genres. If it is a glimpse of what we can expect to see at The Factory, a new hub for MIF being built at the old Granada studios site, Manchester is in for a treat.”

Alexandra Rucki, Manchester Evening News, 14 July 2019

“MIF draws on its Mancunian roots. Although it uses a global array of performers, its themes are often truly local.”

Richard Morrison, The Times, 19 July 2019

The 2019 Festival again attracted a significant amount of media attention locally, nationally and internationally, valued at £43 million Advertising Value Equivalent (AVE).

A significant proportion of coverage was generated through continuing relationships with media partners - BBC, The Guardian and Manchester Evening News - who provided extensive support leading up to and during the Festival period.

Highlights included 45 hours of national and international broadcasts (TV and radio) featuring MIF shows, including major interview slots on BBC Breakfast, BBC Radio 2, 3, 4, 6, World Service and Asian Network, and primetime news bulletins and reports on BBC Radio 4 and 5 Live, Sky News and Channel 4 News. These included five dedicated Radio 6 Music broadcasts from Festival Square by Mary Anne Hobbs and Shaun Keaveny with multiple guest appearances and an entire episode of BBC Radio 4's flagship cultural programme Front Row dedicated to MIF19. Much of this content was also made available to wider national and international audiences online.

A BBC2 special on MIF, *Welcoming the World*, presented by Brenda Emmanus, featuring exclusive behind-the-scenes footage of *Tree*, *Parliament of Ghosts*, *Alphabus* and *Bells for Peace*, was broadcast on BBC 2, providing a great signpost to MIF for national audiences. *Welcoming the World* also had extensive international reach to international audiences, receiving eight repeats on the BBC World News channel across multiple territories.

Significantly increased regional broadcast coverage helped tell the story of MIF's community and engagement work to local audiences. Highlights included 40 hours of live broadcasts from Festival Square, featuring creatives, talents and packages from across the MIF19 programme; live coverage of Bells for Peace from Cathedral Gardens; a live special of BBC Lancashire's culture programme; and a live broadcast from the first Festival in My Neighbourhood. There were over ten features and news items on BBC North West Tonight and several on ITV's Granada Reports Print and online editorial activity across the Festival programme also increased, within the UK and around the world, with coverage from 41 countries. A wide range of national and international media was secured, with previews, features, interviews and reviews appearing in titles across the globe, from the US to Africa, Asia to Australia and Europe to Russia. These included a wide range of UK dailies, Sundays and consumer print and online publications such as Easy Jet Traveller, Harper's Bazaar, Conde Nast Traveller, Uncut, Creative Review, Big Issue, The Stage, Art Review, Radio Times, Stylist, Wallpaper, The Face, Time Out, Artnet, Dazed media, and Frieze; as well as New York Times, Vogue US, New Statesman Ghana, Art Review Asia, Financial Times Asia, The Age, Brisbane Times, South Africa Sunday Times and Berliner Zeitung. Press Association pick up meant that several stories were syndicated across the country through local press.

As part of their partnership, the Guardian once again produced a special MIF themed supplement, distributed nationally and also published online. This

content was complemented by a number of high-profile interview features in the Guardian and Observer and online with the likes of Philip Glass, Yoko Ono, David Lynch, and Ibrahim Mahama and reviews across the programme.

Key shows for all media included Tao of Glass, Tree, The Nico Project, Invisible Cities, Bells for Peace, and David Lynch at HOME, but Parliament of Ghosts, Maggie the Cat, To the Moon and School of Integration were amongst other commissions that achieved significant coverage. Well attended press trips for exhibition openings and first nights resulted in a wide range of reviews from national and regional titles.

2.1.2 Audiences

2017 saw a significant uplift in total attendance with audience numbers increasing by 21% from MIF15 with a total of 301,870 attending. 2019 maintained this trend with 302,161 visitors, a record number.

For MIF19 we developed our audience evaluation methodology to ensure we gathered feedback from a wide range of audiences across all ticketed and free Festival events. This included an audience survey, both emailed to ticket bookers and conducted face to face at a range of free events and Festival Square; Vox Pops, family friendly feedback, post Festival focus groups and telephone interviews; and video diaries and written surveys from young reviewers.

Additionally, for the first time MIF19 implemented its own ticketing system and as well as selling tickets directly it also allowed for the development of a CRM (Customer Relationship Management) strategy for the first time. This involved creating distinct groups within the MIF customer dataset and testing different tactics and approaches to each group. This resulted in a 4.3% conversion rate to tickets sales, the strongest across all conversion channels. We will continue to develop and test an earned income CRM strategy in the lead up to The Factory.

The evaluation carried out by the survey indicates 30% of attendees to MIF 2019 came from Manchester with a further 35% from other Greater Manchester boroughs. This remains consistent with the 2017 figures. 10% of visitors were from elsewhere in the North West and 19% from the rest of the UK. 5% of visits were from international attendees.

To grow audiences and awareness for MIF and The Factory, we increased our publicity across the North of England and in London and ran a tourism campaign in partnership with Marketing Manchester and Creative Tourist.

Audience satisfaction continues to go from strength to strength, with 93% rating their whole experience as 'very good' or 'good', up from 86% in MIF17, 90% rating the quality of events either 'very good' or 'good', up from 86% in MIF17 and 92% saying they would recommend the Festival to others.

Festival Square (in Albert Square) was once again the home of the Festival in the heart of the city, and it was more popular than ever this year. Boosted by an unprecedented programme of free live music and DJs, which saw more than 100 acts perform, day and night, across the Festival's 18 days; Festival Square attracted a record 165,000 visitors during MIF19 – an increase of 15,000 people (10%) over MIF17's previous record attendance.

Response to the face to face and e-survey indicates that the Festival was perceived to be a significant event for Manchester 93% either 'agreed' or 'strongly agreed' with the statement that the Festival helps to make Manchester a world-class cultural city. Up from 88% at MIF17.

- 86% 'agreed' or 'strongly agreed' that the Festival offers a unique experience unlike anything else available in the area.
- 82% 'agreed' or 'strongly agreed' with the statement that the Festival builds a sense of excitement in Manchester in the run up to and during the Festival
- there was a strong perception of the Festival as innovative and unique with 88% believing the Festival lived up to its reputation of championing the unique and unexpected and 75% supporting the view that it welcomes everyone and listens to audiences.
- 82% 'agreed' or 'strongly agreed' with the statement that the Festival makes Manchester a great place to live, work and study and 75% agreed that the Festival encourages and inspires people in the city to be creative in new ways.

'What Manchester International Festival means to me is that it shows as a city what a global leader we are in arts and cultural events that bring people living in Manchester and beyond together.'

(interview respondent)

We continued to offer a discounted ticketing scheme to Greater Manchester residents on a lower wage, but for MIF19 the ticket price was further reduced from £12 to £10, making the Festival more accessible to a wider range of people. For MIF19, 10% of all tickets for events over £10 were offered exclusively at £10 to GM residents on a lower wage. Additionally, 2531 free tickets were given to community groups across GM through the Cultural Connector programme.

In addition to the tickets sold at £10 to GM residents through the scheme, there were a number of events sold with tickets at £10 or less:

- All tickets for *Alphabus* and *A Drunk Pandemic*, created by and aimed at young people, were priced at £10.
- Atmospheric Memory, an interactive art installation aimed at families, was priced at £8 for adults, £1 for children and free for school groups.
- The Anvil, a concert to commemorate the 200-year anniversary of Peterloo, was priced at £10.
- A number of talks and walking tours were priced at £10 or less.
- Laurie Anderson's VR experience was priced at £5.

- Overall, this means that a total of 35% of all sellable tickets for MIF19 were available at £10 or less to GM residents.
- In addition, there was free admission to three exhibitions and three large scale public events, attended by a total of 64,647 people, plus, as noted above 165,000 people who visited Festival Square.

2.1.3 Digital reach

There was significant online editorial activity across the Festival programme, within the UK and around the world, we extended our international reach to include 5 additional countries, now at a total of 199. We also created different forms of content during the festival this included podcasts, immersive experiences and web experiments. This saw a 68% increase in digital content consumption compared to 2016-17 and translated to **6.6 million** views across all platforms, 1,315,169 interactive users and a reach of **25,134,763 million**.

A number of factors can be attributed to such a significant increase; in particular, the creation of more content due to a dedicated team and the integration of the CRM to the MIF website. Twitter engagement has seen the most dramatic increase since 2017, with 400% more video views. While our production videos tend to perform better on Facebook and YouTube, we received strong engagement on Twitter during 'live' moments, particularly using content captured on a staff member's smart phone. The 5 best performing video tweets contributed almost 75,000 views alone.

The festival's live broadcast offer celebrated the best in music, theatre, film and contemporary art opening with Yoko Ono's Bells for Peace and closing with DYSTOPIA987 by Skepta. This increased audience for MIF Live by 45% with key broadcasts in partnership with the BBC.

New innovations included an editorial partnership between MIF and the global video channel NOWNESS, which saw Emmy-nominated director Fx Goby create a short film special, Icaria, in response to Alphabus, inspired by the Greek myth of Icarus featuring Yandass Ndlovu, a local artist that has been working with MIF since 2015. This has now exceeded 86,400 views and it was viewed in most countries around the world, the top being 30% UK, 17% US, 16% France. On average it was viewed for the full length of the video 02:28, which is extremely rare.

2.1.4 Artists and Partners

'The festival's hospitality and organisational brilliance is second to none. I felt so well looked after and I know all of my close colleagues did too. MIF is one of the world's greatest festivals not only because of its dynamic programme of new commissions, but also because of the warmth of those who work so hard behind the scenes to make it memorable.'

Michael Morris, Art Angel

Arts Weekend, held on the middle weekend of each festival offers the opportunity to artists and partners from around the world to come to Manchester to visit the city, the festival and find out more about The Factory.

We had a total of 152 attendees, the highest number ever, including representatives from 22 co-commissioning organisations. All attendees were leaders in significant national and international arts and culture organisations, and included some of the world's leading presenters, curators and producers. The attendees were from more than 20 different countries and travelled from 50 different cities including Adelaide, Amsterdam, New York, LA, Paris, Helsinki, Vienna, Brisbane, Melbourne, Moscow, Warsaw, Hong Kong, San Paulo and Zurich.

Guests saw a range of work and many took up the opportunity to visit The Factory site with a view to supporting work that will be programmed there following its opening.

Co-commissioning partners: We raised just under £3m from co-commissioning partners for MIF 2019, an increase of around 200% from MIF 2017 and the most that has ever been raised from this income stream. This increase is due to a building the capacity of MIF's international resource in order to fulfil our targets for The Factory when it opens and MIF 2021.

Over 45 organisations from around the world co-commissioned world premieres with MIF. 15 productions in the festival programme were invested in. These organisations covered 4 continents including Melbourne, Brisbane, and Perth Festivals in Australia, Abu Dhabi's NYU Arts Centre, Carriage Works in Sydney, Hong Kong Festival, University of North Carolina's Performing Arts venue, National Theatre Scotland, the Barbican Centre and Sadlers Theatre in London, various other European festivals and venues and Manchester Cultural organisations including HOME, Future Everything, Science and Industry Museum, Manchester Art Gallery, Halle Orchestra, BBC Philharmonic and Contact.

Partners investment amounts ranged from £20,000 to £150,000.

Co-commissioners and touring presentations will take place in partners festivals and venues over the next three years, and some will go onto tour further afield beyond this time. Some examples of international co-commission presentations include:

- Invisible Cities (59 Productions and Rambert Dance) started its international tour at the Brisbane Festival in September 2019, to great acclaim and moves on to visit Hong Kong, Kuwait, and London over the next 2 years.
- Utopolis (Rimini Protokol), was presented in St Petersburg in September 2019 and will visit Cologne in 2020 and Coventry in its UK City of Culture year in 2021
- Tao of Glass will visit Australia, Germany, and North Carolina over 2020
- Atmospheric Memories will visit Canada and USA.

2.2 **Objective 2: To bring the most extraordinary artists from around the world to Manchester to create diverse and inspiring new work – made in Manchester and shared across the globe.**

“A showcase for homegrown and international art in this former industrial capital, it is unique in Britain for its interdisciplinary reach.”

A.J. Goldmann, The New York Times 11 July 2019

The MIF 2019 programme, including 21 new artist commissions, a full 18 day free programme on Festival Square and a range of other special events including music events, talks, supper clubs, walking tours and residencies across the city, was featured in a BBC 2 documentary ‘Welcoming the World’. This 30-minute exploration of what happens behind the scenes as the company prepares to deliver the 18-day festival, focused on the unique international proposition of MIF, artists from 20 nations across the world coming to Manchester to make new work which premieres during the Festival and is then shared across the world.

MIF 2019 was a truly global festival with artists from USA, Europe, South America, Canada, Africa, India and the UK, including artists who live in Manchester. Venues ranged from established galleries, theatres and concert halls in the wider city – the Royal Exchange Theatre, HOME, Manchester Art Gallery, the Whitworth, the Dance House, Stoller Hall, Academy 1, the Bridgewater Hall, and the Lowry - through to site-specific spaces including Mayfield Depot, Upper Campfield Market, and public spaces including Whitworth Park and Cathedral Gardens.

New international commissions and co-productions created by the Festival included:

Ibrahim Mahima – Parliament of Ghosts – this major installation at the Whitworth reflected on the half-forgotten history of Ibrahim’s home country: Ghana, whose journey from British colony to independent nation was completed barely 60 years ago. Lost objects including railway sleepers and abandoned train seats were repurposed to create a parliamentary chamber in the gallery, surrounded by documents from government archives, films, photography, textiles and painting to evoke the history and memories of a country in transition.

“Textured and provocative . . . A raucous display of sudden colour. . .

Mahima’s show is the high point of the visual art offerings”

Tim Adams, The Observer, 28 July 2019

Invisible Cities – 59 productions and Rambert – with an international creative team, this production brings together choreography, video and projection, theatre and music for a large-scale site-specific spectacle made especially for Mayfield Depot which will then be adapted for a future life in Australia, Kuwait, Hong Kong and London.

“Flamboyant, sweaty, virtuosic and precise”

The New York Times, 13 July 2019

“The spectacular Invisible Cities transforms Mayfield . . . into a place of dreams... The visual inventiveness of the piece is dazzling”

Sarah Hemming, Financial Times, 17 July 2019 – 4 stars

Maggie the Cat – Trajal Harrell – forming part of a trilogy inspired by women fighting for power, was a magnetic new dance work created by this American choreographer, considered to be one of contemporary dance’s most inspired artists. MIF will continue this partnership to tour the trilogy around the world to Europe, Abu Dhabi and New York.

“The catwalk procession, the exuberant self-expression, the transformation of ordinary household objects – are handled by Mr. Harrell with masterly timing and aesthetic flair. Through rhythmic juxtaposition and perfect pacing, he creates alternating states of chaos and calm, of joy and excitement, bewilderment and bathos.”

Ros Sulcas, The New York Times, 17 July 2019

Studio Creole – created by an international team including Adam Thirwell, Hans Ulrich Obrist, Rem Koolhaas and John Collins and featuring seven internationally acclaimed authors from seven countries telling seven new stories in seven different languages translated through a live interpreter into English and performed by one performer.

“A bewildering experience, in the best possible way . . . Of all the lessons delivered by a Festival that brings visual art, performance, dance, literature, music and combinations of the above from around the world to Manchester this [Studio Creole] might be the most valuable of them all.”

Art Review, Ben Eastham

The Nico Project – co-created by Maxine Peake and Sarah Frankcom -

Inspired by Nico’s time in Manchester and her 1968 album The Marble Index, now regarded as one of the defining masterpieces of 1960’s counterculture, this music piece explored the artist’s ghosts as she struggled to make herself heard in a field dominated by men. This piece will be seen at the Melbourne Festival in October 2019.

“A Bacchic climax of cacophonous sound, whirling bodies, whipping hair, anguish and exultation. Wild, demanding, utterly intoxicating.”

Sam Marlow, The Times, 16 July 2019

A Drunk Pandemic – ChimPom and Contact Young Curators – developed by this young company from Tokyo in the tunnels underneath Victoria Station this piece originated from the fact that during Manchester’s cholera epidemic almost 200 years ago, those who drank beer not water, were the ones who survived. Contact Young Curators identified the company and worked with them to shape the piece for Manchester.

“With its bizarre blend of humour, beer and a unique slant on Manchester’s history, A Drunk Pandemic is not only inventive and educational, but genuinely entertaining.”

Kevin Bourke, Northern Soul

Tania Brugera – School of Integration – co-commissioned with Manchester Art Gallery this new work by the renowned Cuban artist invited local people originally from other countries around the world, from Zimbabwe to Tibet, to share their experiences, skills and culture as part of a wide-ranging curriculum of classes. The art work fostered cohesion and helped build bridges of cultural understanding.

“The School of Integration humanizes the faceless immigrants that the public are so often taught to fear, spurring a change of outlook. . . If art, as she suggests, can really be a tool for social change, we can hope that this is just the beginning.”

Neelam Tailor, Frieze, 29 July 2019

Skeptat – Dystopia987 – created by The Mercury Prize winner MC and producer, at Mayfield Depot and supported by the Audience of the Future programme by UK Research and Innovation and by the PRS for Music Foundation. This new commission featured an intimate live set from Skeptat in an environment created by new technology and performance which sold out and attracted a young audience.

“A resounding and powerful victory for Skeptat, Manchester International Festival and for pop culture itself.” John Robb, Louder Than War, July 2019

Additionally, MIF programmed a series of special music events with internationally renowned artists from a range of music genres. These included Janelle Monae, who opened the Festival with a concert at the Castlefield Bowl and Abida Parveen, the world’s greatest Sufi singer from Pakistan who performed at The Lowry in a collaboration with Indian Kathak dancer Nahid Siddique. Both these concerts sold out and the latter has been shortlisted for the Asian Music Awards best live event category.

2.3 Objective 3: To connect in new and ever deeper ways with the city and region of Manchester, increasing the range and diversity of those engaging with the Festival, with an ever more visible and transformative presence in the city.

“Extraordinary 18 days...but for me seeing the increasing diversity and inclusiveness of audiences and participants was the highlight of this year’s MIF.”

Councillor and portfolio holder for Culture Luthfur Rahman

“Huge thank you all your team for such an enjoyable weekend. And especially your red shirt volunteers - everyone I met through the weekend made the whole experience feel cohesive and inclusive.” **Film Director Danny Boyle**

MIF plays a significant role in making Manchester a liveable city and a great place to live, work and study. Our widening participation work drives local cultural enjoyment and new audience development with skills development,

health, wellbeing, education and learning all evident as key outputs of the programme.

Creative engagement ran throughout this year's festival from the very opening moments of ***Bells for Peace*** – led by three emerging female artists from the city – to its closing event ***Animals of Manchester*** - curated with the support of our city's schoolchildren. Over **5,900** people got involved in MIF's volunteering and engagement programmes benefitting from nearly **33,000** person engagement hours and contributing a further **15,793** hours in volunteer time. A further **2,531** community members and groups were given free access to MIF and pre-Factory events with supported follow up via our Cultural Connector.

Key progress to addressing Objective 3 has included:

- new **youth and community advisory groups** and board members involved in decision making at every stage with **community co-design and co-production** models deployed to shape programmes at an early stage;
- a **year-round programme of social and creative activity** including ***Festival in My House*** and ***Festival in My Neighbourhood*** and targeted programmes with key partners such as libraries, neighbourhood centres and schools;
- **7 major participatory commissions** during MIF19 putting Manchester residents centre stage in internationally significant new artworks; (Appendix 3 for ward breakdown of participants)
- **active participation across the City and increased levels of participation and volunteering from BAME, disabled and youth communities;**
- more community-led projects giving **greater agency to Manchester residents** to plan and deliver events and develop their own creative skills;
- greater visibility of the city's talent during the 18-day Festival through **new community slots programmed every day on Festival Square** and a daily programme of discussion and debate hosted by residents from North Manchester (*Talking Points*);
- enhanced support for the city's artists through **ambitious fellowships and artist development programmes;**
- imaginative school partnerships engaging **27 schools** and **1152 pupils** in active education programmes and a further **1,500** pupils and teachers to experience new artwork as audiences;
- a Volunteer programme with **507** people contributing nearly **16,000** volunteer hours to proudly welcome the world to Manchester (Please see Appendix 2 for a ward breakdown of volunteers from Manchester)
- **2,531** free tickets distributed to over **100 local youth and community groups** across GM that would not usually be able to get involved.

In addressing the need to increase the range and diversity of engagement over the last two years we have seen increases in participants from a BAME background (**to 27%**) and in participants identified as having a disability (**to 21%**) as well as a significant increase in young people as participants with

43% of participants under 20. Targeted activity to increase involvement from areas of Manchester with lower previous engagement with MIF saw particular increases in a number of priority wards including Harpurhey, Moston and Moss Side.

In terms of socio-economic classification, MIF participants have an above average percentage of those who identify as 'never worked or on long-term sickness' than the UK population (MIF participants 12% / population average 9%). See Appendix 2 for a full breakdown of people from Manchester wards accessing free or low-cost tickets.

"Thanks so much for the tickets, our groups have had an amazing time. We work with asylum seekers, refugees, victims of domestic violence and many more people that would never usually have the chance to attend events like this"

Touchstones, Rochdale

"[Tree is] a piece of theatre that inspires people, it makes you think about issues that surround our society, things that we don't really question. It makes us revisit the past and present. This is undoubtedly the best performance I have ever seen."

Pupils, Manchester Communication Academy, Harpurhey.

2.3.1 Access

A total of 37 accessible performances/events were delivered during MIF19, across 14 different productions. This represents a significant increase on them 13 access performances across 8 productions that were delivered at MIF17 (before MIF had dedicated resource for access), and an increase on the 25 performances that were announced in March. MIF also provided BSL interpretation at all Festival events which featured speeches. The break down for access provision during MIF19 was as follows:

MIF also provided:

- wheelchair spaces
- seats at standing events
- alternate routes for those with mobility requirements
- alternate formats (e.g. large print / transcripts) at all events as requested
- subtitled video (all video made in-house, and most external content was subtitled as a matter of course)
- concessionary ticket price for disabled people
- free tickets for Personal Assistants as required
- online booking for all access tickets
- member of the ticketing team dedicated to access enquiries and bookings

2.4 **Objective 4: To develop the brand, profile and awareness of MIF/The Factory locally, nationally and internationally in readiness for opening in 2021/22**

“The Factory will provide a place for visual artists, theatre-makers, choreographers and digital designers to create work and redefine what it means to be made in Manchester.”

@freemans_land, The Sunday Times, 18 August 2019

“The artistic leaders of the festival, and the people in charge of governance of the city, have vision”

John Berry, The Times, 25 August 2019

The 2019 festival included a number of pre-Factory events, designed to be indicative of the work at The Factory, to introduce audiences to artists who are developing work for The Factory and to test new partnerships and strategies. These events were:

Laurie Anderson – To the Moon – a VR immersive experience of lunar exploration was sited in The Studio in the Royal Exchange. This piece is a taster of a larger project this international artist wants to develop for The Factory. Commissioning partners include organisations in USA, Taiwan, and Europe.

“Anderson and Hsin-Chien’s infinitely affecting work uses a variety of creative means – sound, symbolism and narrative – to imagine . . . a quixotic journey across the lunar landscape . . . curiously reassuring.”

Ben Eastham, Art Review

Rafael Lozano Hemmer – Atmospheric Memory – staged in a specially built chamber on the site of the Science and Industry Museum (SIM) and staged in partnership with SIM and FutureEverything, this interactive art installation created an environment filled with ‘atmospheric machines’ that interpreted sound into art.

“Spectacular . . . An intriguing example of a new kind of experimental work that relates as much to science as what we conventionally think of as art”

Mark Hudson – The Daily Telegraph, 4 July 2019

59 Productions and Rambert – Invisible Cities – created for Mayfield Depot, demonstrating the ambition for The Factory, this world premiere was a mix of theatre, choreography, music, architectural design and projection mapping.

“The spectacular Invisible Cities transforms Mayfield a derelict railway into a palace of dreams “

Sarah Hemmings, The Financial Times

The Halle - Leningrad – Shostakovich’s Symphony No. 7 – this concert was as a precursor to the creation of a new artwork for The Factory created by Sir Mark Elder and Johan Simons. It will be based on the lives of Shostakovich and writer Vasily Grossman and their experiences living on a knife edge in the Soviet Union.

"Listening to the Seventh being performed this week by the Halle Orchestra at the Manchester International Festival (brilliantly conducted by Jonathon Heyward), it was impossible not to be moved by the passion, despair and sense of doom unmissable in the music."

Janet Street-Porter, i paper, 13 July 2019

Internationaal Theatre Amsterdam – The Fountainhead – the UK premiere of Ivo Van Hove's adaptation of Ayn Rand's uncompromising 20th-century classic novel, a major inspiration for libertarian politicians on both sides of the Atlantic, directed by Ivo van Hove.

Re:Creating Europe – directed by Ivo van Hove as a partner piece to the above, this theatrical event explored some of the thinking defining Europe through the words of artists, thinkers and politicians.

"as we all continue to grapple in different ways with our relationship to Europe & with our identity as Europeans, this reflective piece exploring our historical roots and connections to the Continent seems apt, timely and needed."

Juliet Stevenson, performing in Re:Creating Europe

Evaluation of these events is ongoing, though early findings indicate:

- 97% of target ticket sales were achieved across these events (c.19,000 sales) with all but The Fountainhead and Re:Creating Europe exceeding target.
- *The Fountainhead* and *Re:Creating Europe* achieved 50% of target; we recognise the considerable audience development work required in building audiences for large-scale international theatre productions at The Factory.
- These events were particularly successful at strengthening relationships with key Factory partners, especially Science and Industry Museum who acknowledge the importance of Atmospheric Memory in terms of both programme and audience development and The Hallé, who helped deliver a successful introduction to our planned collaboration of *Life and Fate* to a capacity audience at Bridgewater Hall.
- These events helped raise the profile and awareness amongst audiences and potential co-producing partners of planned future Factory artists and projects – specifically Johan Simons/Hallé *Life and Fate* and new projects by Ivo van Hove and Laurie Anderson.

As part of the post show survey respondents were asked a question relating to The Factory - *in 2021 Manchester International Festival will be moving into a permanent home, a brand-new venue called The Factory. Had you heard of The Factory before taking part in this research?* Awareness of The Factory amongst those surveyed was relatively high at 59%

During the festival 75 artists, cultural leaders and existing and potential partners visited The Factory site, took part in tours and attended a discussion on The Factory led by Carol Patterson of OMA.

3.0 KPIs, Sustainability and Financial Performance

3.1 KPIs

Manchester International Festival supports economic growth by substantially raising the city's profile, drawing in national and international visitors, and attracting inward investment by positioning the Manchester as a leading cultural city with an ability to showcase major large-scale events. With the large numbers of visitors into Greater Manchester (10% were from other areas of the North West, 19% from UK (outside the North West) and 5% international), and the increased investment from Manchester City Council and the Arts Council as we move towards The Factory, the economic impact of the Festival grew to £50.2million in 2019. This compares to a target of £40m for 2019 and an actual of £42.20m in 2017. 766 suppliers from the Manchester city region also supported the Festival – which is a significant increase from the 274 suppliers in the previous Festival cycle.

Delivering 21 original commissions with leading international artists and additional special events through 279 performances over 18 days, the Festival attracted over 303,000 attendees, and 34% of the audience came from outside Greater Manchester. For ticketed events, 79% of available capacity was achieved.

Over 1m users actively interacted with digital content and this content reached 199 countries (excluding the UK). The festival received press coverage to the value of £39m (excluding online).

MIF exceeded its KPIs for diversity with 45% of lead commissioned artists from a BAME background, 42% commissioned female artists and at least one commission from a disabled artist.

3.2 Income – Revenue & Grants

The Festival was again successful in attracting strong levels of funding from sponsorship and individual donations, on the back of public sector funding from MCC and ACE.

Arts Council England continues to support the Festival as one of its National Portfolio organisations and invested £10.5m over the two-year cycle of which £9m is their contribution to the running of The Factory and to build MIF's capacity to run the Factory.

Box office income achieved during the Festival was on target, at £1.1m.

Co-commissioning income and co-producing value in kind (VIK) support met their target contribution of just under £3m in cash and co-production contribution towards the cost of the artistic programme.

The final amount raised from individual donors, corporate partners for MIF19 is £2.37million including value in kind. MIF19 was supported by 65 corporate

sponsors and media partners including ongoing top tier Official Partners Bruntwood, Manchester Airport Group and NCP. Significant Media Partnerships with BBC, Guardian and Manchester Evening News continued. Many important partners joined for the first time, including Aviva Investors, The Hut Group and Lendlease, who have made the commitment as part of a two-year festival partnership, embracing a new multi-year festival model which we are working to grow. 75 individuals joined as supporters, and including online donations, contributed £186,550 toward the overall target.

The Festival period offered significant cultivation opportunities and a number of prospective supporters were invited to experience the Festival first hand as part of a strategy to engage them in the Festival. Cultivation events included attendance at *Dystopia987*, *Invisible Cities*, site visits and tours of The Factory, and invitations to artist parties and events throughout the Festival. We now work to follow up on those positive conversations and meetings which took place during the Festival. Attendance at commissions and other key moments have been an invaluable step in that process and wider strategy to grow support for both the Festival and The Factory.

3.3 Financial outturn

MIF has historically run a biennial Festival so budgets have been prepared over a two-year cycle. However, as MIF is currently in a period of transition in the lead up to the opening of The Factory in 2021, the budget for the two-year cycle ending 30 September 2019 (which includes the 2019 Festival) also includes some Factory-related costs which are being incurred to ensure that the organisation is well prepared to open and operate the venue. As MIF will both operate The Factory and continue to put on a biennial festival as a single organisation, an integrated budget for the two years ending 30 September 2019 was prepared (i.e. there are not separate budgets for the Festival and The Factory), as the same staff are working on both the Festival and The Factory.

Final reconciliations of the other key Festival-related income (from Co-commissioning) and expenditure (Commissioning costs) are currently being undertaken, but the overall net expenditure on the 2019 Festival programme is projected to be in line with the budget. Similarly, the overall level of Factory-related expenditure incurred during the two-year period is also expected to be in line with the budget.

4.0 Zero Carbon

From ensuring that all projects are resourced efficiently and produced responsibly, through to partnering on sustainable initiatives with our sponsors, suppliers, venues and co-commissioners, we work hard to guarantee that the Festival has a minimal impact on the environment.

For MIF 2019 bikes have been hired from TFGM for local use, water flasks have been donated from Regatta for volunteers and all food concessions had to provide compostable plates/bowls for serving food. We have also made

some changes to our office practice with the introduction of e-tickets and e-contracts. We developed our environmental sustainability policy and introduced carbon literacy training for staff this year. So far 60% of staff have had this training and this will be on going now the festival has finished.

We worked with our suppliers, co-commissioners, venues etc to ensure we engaged with companies with excellent sustainable practices where possible. We sourced 65% of local suppliers.

60% of MIF permanent staff received Carbon Literacy training before the Festival and this programme of developing staff awareness will continue over the Autumn of 2019 and Spring of 2020

MIF has two KPI's targets monitoring environmental performance and actual performance on both of these was better than planned. The percentage of waste from MIF controlled venues that didn't go to landfill was 86% (target 80%) and the percentage of sets/props reused or recycled was 88% (target 75%).

Other steps taken during the 2-year MIF19 cycle include our continued work with wider green networks including Julie's Bicycle, Positive Impact and Manchester Arts Sustainability Team (MAST) – of which we were a co-founder in 2010.

We are currently reviewing how we move forward on the Zero Carbon agenda as we move towards running The Factory.

5.0 Staffing

The Festival creates and sustains a significant number of jobs. 61 staff now work for the Festival all year round and a further 57 are contracted by the Festival for a minimum of three weeks during the Festival period as well as an additional 46 office-based freelancers. In addition, to deliver the festival, MIF contracted a further 496 people who worked as performers, stage managers, front of house or technicians on MIF commissions.

To build capacity as we get ready to open The Factory, we have put in place a programme of organisational development and change to support this growth. This involves a new organisational design and staffing structure which is being implemented incrementally.

We have also implemented a comprehensive review of our recruitment, induction and staff training processes – committing significant resources to diversifying our staff base, encouraging transferable skills into the sector and targeting regions and demographics which have not previously engaged with the Festival

This has resulted in significant diversity across both our core and contracted staff and is an area we intend to continue to develop moving forward

6.0 Future Planning

Over the next 2 years building to the opening of The Factory in late 2021, MIF will:

- deliver a range of activity to continue to develop audiences and community engagement and build the brand of The Factory
- continue to develop the capacity of the organisation in preparation to run The Factory
- continue the development of The Factory Academy (please see section on Skills and Training overleaf)

6.1 Activity

The Factory engagement programmes: over the next two years, MIF will continue to build on its already successful active creative engagement programmes, to create one of the most active and engaged communities in the UK (and internationally) embedded within a cultural organisation. Year-round activities will include direct participation in flagship commissions, the development of existing young people and public forums, board representation from Manchester residents, co-production and co-curation of artist commissions by people across Manchester, resident hosting of debates and discussions and the creation of micro international festivals in homes across Manchester.

MIF 2021: MIF will deliver the next biennial Festival in 2021. This iteration of the Festival will be an important stepping stone to opening The Factory and planning is currently underway to scope out the priorities for programming and audience development.

The Factory Construction programme: a significant programme of activity to creatively document and interpret the construction project is underway, including:

- Architectural photography taking place on site monthly by the internationally acclaimed photographer H  l  ne Binet and the young Manchester-based photographer Pawel Paniczko (H  l  ne is mentoring Pawel on the project)
- Photography of the construction workforce by the photographer Ming de Nasty which will result in an exhibition or a publication.
- Monthly residencies on site by the artist Neville Gabie as he develops the creative project with The Factory's workforce
- A podcast series commencing in November, linked to key milestones, exploring the building and the wider St John's site. Led by Spark Futures the production of the podcasts will involve training young people from Manchester in audio production
- A film commissioned from the British documentary and feature film maker Clio Barnard – who won widespread critical acclaim and multiple awards for her debut, *The Arbor* - filmed and produced in 2020 for distribution in 2021 prior to opening of The Factory
- The St John's Collective: we are working with Manchester Camerata to

encourage the development of an active music making community across the St John's site through a programme of commissions for composers inspired by the build process that will be performed on or near The Factory site

- The Induction Room, where all Factory workers are briefed on The Factory, has now been completed and is being used daily. It includes an introductory film narrated by Jane Horrocks
- Work has begun to create design assets for the hoardings surrounding The Factory.

Pre-Factory event programme: Over 2020/2021 a series of large-scale commissions will continue to build audiences and profile for the The Factory under the Pre-Factory event brand launched in 2018. This programme, which is in the planning stages, will include commissions that connect with The Factory workforce, shine a light on the construction site and the emergence of the new building, and continue to develop a range of different audiences and partnerships.

International Touring: as detailed in Objective 1, world premieres from MIF 2019 will tour around the world to co-commissioner festivals and venues over the next 2 years. Additionally, World Premieres from MIF 2015, MIF 2017 and pre-Factory Event programme, including Tree of Codes, Giselle, What is the City but the People, 10,000 Gestures and Returning to Reims, continue to tour globally or be re-made where local participation is central to the piece.

Organisational Change

MIF continues its programme of organisational change and development to be fit for purpose to run The Factory in 2021. This change includes:

- organisational planning to detail the road map leading to the opening of The Factory and continuing to review assumptions in the Factory business plan.
- brand development working with Peter Saville and North.
- organisational design and staffing – growing from 25 permanent staff in 2017 to c150 necessary to run all aspects of the business once the building is open.
- Operational planning for The Factory
- organisational review of systems, processes and protocols
- organisational culture as we move from the rhythm of a biannual Festival to a year-round large-scale operation
- Stakeholder engagement and partnership development
- Audience development

Skills and Training

The Factory Academy, working with a range of Manchester venues, is developing exciting opportunities to learn new skills through traineeships and apprenticeships. The vision is to diversify the arts and cultural industries by creating new entry points that don't require degrees. Training offered by The Factory Academy will be led by cultural organisations across the city and

sector specialists will take part in the development of curricula and the delivery of training. Venues including theatres, museums, live music spaces and universities have pledged to work together to train the future workforce and will play their part by offering to run masterclasses, seminars and other learning opportunities in their creative spaces.

Between now and 2022 The Factory Academy will develop and deliver 50 new apprenticeship opportunities. Some of these will be new roles at entry level such as Creative Venue Technician, Front of House, Creative Learning and Cultural Participation and some will be for people who are already employed and are looking to upskill through a Management Development Apprenticeship. A host of pipeline development work is being created such as project based work experience model for the creative industries, short courses and Summer Camps to develop project and event management skills. These will be delivered to over 300 beneficiaries and 'Skills for Life' (self-management, self-belief, communication, teamwork and problem solving) training will be embedded throughout delivery. Working with cultural organisations across Greater Manchester means that there is access to a host of exciting learning spaces and a range of different equipment, ensuring that trainees and apprentices will get a hands on experience and see a range of different spaces and productions.

7.0 Contributing to a Zero-Carbon City

From ensuring that all projects are resourced efficiently and produced responsibly, through to partnering on sustainable initiatives with our sponsors, suppliers, venues and co-commissioners, we work hard to guarantee that the Manchester International Festival has a minimal impact on the environment

8.0 Contributing to the Our Manchester Strategy

(a) A thriving and sustainable city

Manchester International Festival supports economic growth by substantially raising the city's profile, drawing in national and international visitors, and attracting inward investment by positioning Manchester as a leading cultural city with an ability to showcase major large-scale events. The economic impact of the Festival grew to £50.2million in 2019.

(b) A highly skilled city

Manchester International Festival continues to maximise employment opportunities, with 496 staff contracted to work on the 2019 Festival committing significant resources to diversifying our staff base, encouraging transferable skills into the sector and targeting regions and demographics which have not previously engaged with the Festival

(c) A progressive and equitable city

Manchester International Festival has introduced youth and community advisory groups with community co-design and co-production models deployed to shape programmes at an early stage. The Festival has active participation across the City and increased levels of participation and volunteering from BAME, disabled and youth communities with more community-led projects giving greater agency to Manchester residents to plan and deliver events and develop their own creative skills.

(d) A liveable and low carbon city

Manchester International Festival plays a significant role in making Manchester a liveable city and a great place to live, work and study - as recognised by a high number of respondents to the 2019 audience survey. The Festival also attracts visitors to the city, with national and international audiences increasing in 2019.

(e) A connected city

There was significant online editorial activity across the Festival programme, within the UK and around the world, with our international reach, now at a total of 199. We also created different forms of content during the festival this included podcasts, immersive experiences and web experiments this saw a 68% increase in digital content consumption compared to 2016-17. This translates to 6.6 million views across all platforms, 1,315,169 interactive users, and a reach of 25,134,763 million.

9.0 Key Policies and Considerations

(a) Equal Opportunities

The Factory Academy, working with a range of Manchester venues, is developing exciting opportunities to learn new skills through Traineeships and Apprenticeships. For MIF19, 10% of all tickets for events over £10 were offered exclusively at £10 to GM residents on a lower wage. Additionally, 2531 free tickets were given to community groups across GM through the Cultural Connector programme.

(b) Risk Management

The Festival is managed by an independent charitable company and the Council has representation on the board. A Finance and Audit Committee meets regularly and reports to the board on areas including risk. A full range of performance indicators for each Festival are in place, against which risks are managed.

(c) Legal Considerations

There are no legal issues at the current time.

**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny – 7 November 2019

Subject: 2019 City Centre Festive Delivery Programme

Report of: The Strategic Director (Neighbourhoods)

Summary

The purpose of this report is to provide the Communities and Equalities Scrutiny Committee with an update on the 2019 City Centre Festive Delivery Programme.

Recommendation

The Committee is requested to note the report.

Wards Affected: All

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	The Christmas offer has a considerable impact on the city's economic growth, creating job opportunities and bringing investment.
A highly skilled city: world class and home grown talent sustaining the city's economic success	The Christmas strategy supports the Council's Priority of economic growth. The markets continue to be a huge draw to the city, helping to attract people from beyond the city and supporting the Manchester economy.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	The Christmas offer has an important role to play in seeking to ensure that the city develops and grows in a way that promotes an inclusive economy and an inclusive society.
A liveable and low carbon city: a destination of choice to live, visit, work	The Festive programme has environmental policies in place that build on the commitments made at Greater Manchester and city level to work to reduce carbon reductions and to become carbon neutral by 2038. The Christmas campaign encourages people to adapt low carbon practices and use public transport.
A connected city: world class infrastructure and connectivity to drive growth	The Christmas offer and campaign seeks to highlight the infrastructure and connectivity of the city to encourage visits, both other the Christmas period and in the future.

Contact Officers:

Name: Yvonne O'Malley
Position: Commercial Lead: Neighbourhoods
Telephone: 0161 219 6907
E-mail: y.omalley@manchester.gov.uk

Name: Matthew Bennett
Position: Commissioning Director
Telephone: 0161 234 3379
E-mail: m.bennett1@manchester.gov.uk

Name: Mike Parrott
Position: Head of Events
Telephone: 0161 234 5242
Email: m.parrott@manchester.gov.uk

Name: Dale Maybury
Position: Head of Specialist and City Centre Markets
Telephone: 0161 234 5740
Email: d.maybury@manchester.gov.uk

Name: Sarah Teague
Position: Communications Business Partner
Telephone: 0161 234 5377
Email: s.teague@manchester.gov.uk

Background documents (available for public inspection):

None

1.0 Context

- 1.1 Christmas is a key period in the City of Manchester's calendar and has evolved considerably over the past 20 years. The Christmas activity and installations create a positive impression and welcoming atmosphere enhancing the reputation of the City whilst driving economic growth.
- 1.2 The City Council's investment has to date served to position and profile Manchester as a major European City destination for the festive period, ensuring that the City provides an appropriate civic landscape that supports the retail, hospitality and cultural offer to deliver significant economic benefits whilst showcasing the City to local and International audiences. The Christmas experience across Europe continues to be a major factor in the economic activity of a City; Manchester has the potential to set the benchmark that other Cities aspire to and ultimately deliver a world-leading Christmas experience.
- 1.3 The 2019 City Centre Festive Offer has been strategically designed to maximise and improve the coordination of delivery and the commercial capabilities that arise from them. The primary issue has been the refurbishment of the Town Hall and subsequent loss of event space at Albert Square, which has had an impact on a number of the delivery elements of the festive programme offer. An update on each of the work streams has been outlined as part of this report.

2.0 Introduction

- 2.1 The 2019 Festive Manchester season will be launched on Friday 8th November with the opening of the award winning Christmas Markets, which is one of the largest in the UK, with nearly 350 stalls and chalets spanning 10 distinctive market sites across the City Centre attracting shoppers and visitors from all over the UK and beyond with an estimated boost to the economy of £40m. The Manchester Christmas Market Launch will also mark the opening of the City Centre Ice Village at Cathedral Gardens (Ice Rink, Ice Cavern, Ice Tiki Bar and Santa's Grotto).
- 2.2 Manchester's spectacular Christmas Light Switch on show is scheduled to take place at the new location of Deansgate / Victoria Street on Thursday 14th November. The Christmas Light Switch on show is free and un-ticketed and historically attracts in the region of 15,000 attendees, comprising primarily of families, adult groups and students. The festive season will be drawn to a close with a City Centre New Year fireworks display. This event is free and un-ticketed and is also attended by an audience of 15,000.
- 2.3 The communications strategy for 2019 is to create an engaging, multi-channel campaign to position Manchester as a family friendly city and promote Manchester's Christmas offer to Manchester and Greater Manchester residents and those that live up to two hours outside the City. The 2019 Christmas campaign will run as a standalone campaign for the third year, rather than a partnership campaign with CityCo, the Business Improvement District, TfGM and Marketing Manchester. Marketing Manchester, however,

will promote the Christmas offer via their channels and drive engagement from further afield. This approach has worked well for the last two years and has allowed greater focus on Council events and activities, directing people to manchester.gov.uk as the call to action.

2.4 The Christmas campaign takes on the form of a three phase campaign:

- Phase one - A campaign to promote the Switch On event.
- Phase two - A campaign to promote the main Christmas activity.
- Phase three - A campaign to promote the New Year's Eve firework event.

In addition, a short animation is being created for use on social media and digital channels.

2.5 The campaign objectives are to:

- Showcase Manchester's Christmas offer.
- Promote the City as a family-friendly destination.
- Encourage visits to the City Centre.
- Encourage attendance at key events and communicate the new locations (Switch-On, New Year and Piccadilly Gardens).
- Drive footfall and spend at Manchester Christmas Markets.
- Increase footfall and visitor numbers by attracting new visitors to the city, driving repeat visitors and increase the frequency of repeat visits.
- Promote the new Ice Village attraction (including: markets; ice cavern. and Tiki Bar attractions; ice rink and Santa's Grotto) and generate ticket sales.
- Drive traffic to www.manchester.gov.uk/Christmas to plan a visit.

3.0 Christmas Markets

3.1 The Town Hall redevelopment works and the loss of trading on Brazenrose Street since activity was decommissioned in 2018 have resulted in a significantly reduced market offer. A strategy for the delivery of the Christmas Market offer has been carefully considered to reduce the financial pressure and the wider impact on the economy during the festive period. There was little apparent opportunity to make further substantial (above inflation) increases to rents from traders given the increases to date and the competition from both Liverpool and Birmingham.

3.2 The reduction of space due to the Town Hall redevelopment works has led to a reconfiguration of the Albert Square Christmas Market event space which will be the last year of operating on site until the refurbishment is complete. Closing and using the space on the road in front of Heron House has created more public space for ease of movement and improved customer experience around the market on the Square. This includes a four metre walk way on the inside of the National Barrier Asset running from the corner of John Dalton Street down Princess Street to the crossing at Clarence Street.

3.3 The specialist markets team continually look to refresh the trading opportunities each year allowing for new and exciting products from local

businesses such as Yard and Coop from the Northern Quarter and Lancashire based Lanx as well as new catering offers to include Chicken and Waffles, Bunzels and a New York sandwich deli. Losing some of the larger bars and food stalls has allowed the programme to have a more localised, specialised, varied offer and has created more open space on Albert Square. In conjunction with the Purple Tuesday campaign the market offer is creating a step change improvement in the awareness of the value of our disabled customers by gaining the commitment from our traders on Albert Square to open an hour earlier every other Tuesday starting from 12th November 2019. This extra hour will be advertised as part of the Purple Tuesday campaign and links in with a wider programme of delivery at Cathedral Gardens. The introduction of a 'priority table' at Cathedral Gardens and on New Cathedral Street and widened access to allow for greater movement in between market stalls has been designed into the delivery model.

- 3.4 The availability and size of space in the City Centre continues to be a challenge to host such events. Piccadilly Gardens was identified as the only viable location to displace some of the market offer loss from Albert Square. The introduction of a new market offer combined with a location to host some of the new Christmas Lighting features will enable the acceleration of a strong Christmas proposition creating a new festive destination and delivery model at Piccadilly Gardens that partially negates the loss from Albert Square. This delivery model will ensure a coordinated high profile event on site over a two month period, the increased footfall and heightened security 24/7 during the market operation is anticipated to result in a positive impact on the current social challenges that exist at Piccadilly Gardens. The extension of the market offer into Piccadilly Gardens has also allowed the programme to support the Manchester Youth Market Project which will see the introduction of six youth traders operating on a weekly basis. The young people will receive practical mentoring and management support during their operation with the objective to support them into a sustainable position to trade full time with the Specialist Markets Team.
- 3.5 With the help of CityCo, Manchester Markets have enlisted more local businesses to support the Loo scheme. To help service Albert Square both the Slug and Lettuce and Dutton's have agreed to be part of the scheme in 2019. This added to the agreements already in place with McDonalds, Marks and Spencer's and The Football Museum means the programme will have coverage across the length of the Christmas Markets. The new site in Piccadilly is serviced by a public toilet at the bus station, positive discussions with Debenhams are also taking place to add them to the loo scheme.
- 3.6 For the second year running the Manchester Christmas Markets will be running a no single use plastics policy. Traders have to prove that they have a sustainable environmental policy with regards to their utensils, packaging and waste disposal. Practical discussions with food waste projects such as 8th plate are also taking place to minimise the amount of unused produce being sent to landfill at the end of each trading day. This year, due to public feedback, there will be no animal fur based products on the Christmas Markets. This includes the banning of trading in previously allowed ethically

sourced fur and bi-products. The Festive programme will once again raise vital funds for the Big Change Campaign with cash collectors on site and coordinated bucket collections.

4.0 Family Focused Festive Attractions

- 4.1 The appeal for family focused festive attractions is evident from the recorded 100,000+ participating visits to the Ice Village attractions in 2018. The Ice Village 2019 programme will once again be hosted at Cathedral Gardens and will comprise of an Ice Rink, Ice Cavern, Ice Tiki Bar, Santa's Grotto and Manchester Market stalls. Hamilton Ice Sculptors will return to the site to operate the Ice Cavern and Ice Tiki Bar operations. Following a competitive procurement process, Arena (a global company with experience of large scale events) have been appointed as the new ice rink operators on site. Arena has committed to make their operations carbon negative (certification will be provided at the end of the project), they have engaged in a programme of planting trees as part of their carbon offsetting and following the footsteps of the Christmas Markets have committed to not use any single use plastic during their programme which will include the build and derig of their event. Furthermore, Arena will provide opportunities for work experience and development for Manchester residents, particularly homeless people and those not in education, employment or training. Their focus is on long term career development for their employees and opportunities to work at their other events around the UK and they have a clear strategy to target people for these opportunities.
- 4.2 The 2019 Ice Village will have an improved offering with a focus on attracting families with a quality and consistent offer. The Ice Village attractions will be bigger and better this year with an increased size to the ice cavern to accommodate more sculptures, the ice rink will also have a roof this year to encourage skating in all weather conditions. A programme of free family entertainment on site will also be delivered throughout the programme which includes a free to use 'selfie' producing campervan and entertainment including music artists, magicians and robo-tronics.
- 4.3 The family zone has been designed with accessibility for all in mind and initiatives offering free and discounted skating opportunities for Manchester's priority groups have been embedded into the programme. As part of the Purple Tuesday Campaign specific free skate sessions for participants with additional needs and free skate hire for carers throughout the programme have been included. Tailored sessions for parent and toddler and adapted autistic sessions as well as private usage for under privileged groups will also be offered. Targeted discounted sessions for military, NHS and emergency services have also been catered for as part of the event delivery programme.

5.0 Christmas Lighting Scheme

- 5.1 Over the past three decades Manchester's festive lighting offer has centred around three core elements: a large scale iconic Santa installation, lighting

installed in trees and temporary lighting features suspended from lighting columns and cross-street catenaries.

- 5.2 Manchester's City Centre has undergone significant change since the scheme was last tendered in 2010 and has been impacted by building development, Metrolink's second city crossing, the evolution of new City Centre areas and critically during the festive period, the expansion of the locations of the Christmas Markets and other associated festive activities.
- 5.3 The 2019 tender for a new lighting scheme offered the opportunity to review other leading European Cities and take into account the current and future Cityscape, creating a festive lighting strategy for Manchester that enhances the visitor experience, promoting a safe lit environment, increasing the dwell time of visitors in the City and in turn increasing spend in the local economy. The tender sought to consolidate the lighting offer, focusing on the delivery of a high quality, design led offer that utilises strategic locations in the City Centre to provide connection between the Christmas market sites and the main pedestrianised thoroughways.
- 5.4 The contract to design and install the core scheme of 92 lighting column mounts, 15 cross street catenaries and LED string lighting in 126 trees has been awarded to Blachere Illumination UK with prioritised installation areas on Deansgate through to Victoria Street/Cathedral Gardens and Market Street through to Piccadilly Gardens with connecting routes of Peter Street, John Dalton Street, King Street, St Ann's Street, St Mary's Gate, Cateaton Street and Cathedral Yard.
- 5.5 The core scheme encompasses the following environmental benefits:
 - Manchester will become the 1st city in the U.K to use a scheme predominantly made from biodegradable motifs with 75% of the product made from biodegradable elements.
 - The decorations will be made from organically sourced raw materials and recycled aluminum. The structure of the decorations is made of a revolutionary biodegradable material that is organically sourced, certified as GMO-free and made from sugar cane.
 - The use of energy saving LED technologies which last ten times longer and use a tenth of the electricity. 36km/22 miles of LED lighting has been installed in the 126 trees - equating to around 360,000 individual LEDs.
- 5.6 Separate to this core scheme, MK Illumination UK have been awarded the contract to design and supply eleven new ground level, large scale festive features - including a new ground level Santa and a 12m Christmas Tree - which will be positioned in Piccadilly Gardens, St Peter's Square, St Ann's Square and at Manchester Cathedral.
- 5.7 An additional lighting installation (provided by the inaugural Lightopia Festival - taking place in Heaton Park from November 22nd to December 31st) will augment the festive offer in Piccadilly Gardens.

6.0 Christmas Light Switch On and New Years Eve Celebrations

- 6.1 The redevelopment of the Town Hall means that Albert Square is not available to host the Christmas light switch on and New Year's Eve celebration events. The area of Deansgate / Victoria Street in the shadow of Manchester Cathedral has been identified as the only viable City Centre alternative that can deliver the current Albert Square event model to accommodate the 15,000+ attendees to each of the events.
- 6.2 The 2019 Switch On will take place on the evening of Thursday 14th November with a stage based show from 19:30 to 20:30 followed by a ten minute firework finale. Hosted by Hits Radio Breakfast's Fleur East, Greg and James, performers include Becky Hill, HVRV, Four of Diamonds, the Dance Academy and stage cast members of Snow White and the Seven Dwarfs, SIX, Gypsy and Dr Seuss' How The Grinch Stole Christmas.

7.0 Conclusion

- 7.1 A number of improvements have been made to the 2019 Festive Programme which include a new Christmas lighting scheme, improved customer experience, enhanced family offer and wider variety of trading choices; all of which will attract additional footfall to the City and in turn boost the economy. The impact of loss of event space on Albert Square has been partially mitigated by the introduction of a new festive event space at Piccadilly Gardens and allows the opportunity to pilot the delivery model on site for future years.
- 7.2 The loss of Albert Square and the pressure of limited public space in the City will result in significant changes to the 2020 Festive Deliver Programme Coordination, exploratory work is currently being conducted to determine options.

Manchester City Council Report for Resolution

Report to: Communities and Equalities Scrutiny Committee - 7 November 2019

Subject: Widening Access and Participation in Leisure, Libraries, Galleries and Culture - Update and Cultural Impact Survey Data

Report of: Strategic Director of Neighbourhoods

Summary

This report provides an update about Widening Access to and Participation in Leisure, Libraries and Culture. The purpose of the Widening Access work is to understand resident engagement and to explore routes to increase participation among groups or communities that may be less engaged.

The report highlights progress made since and outlines the priorities proposed for future work.

Recommendations

The Committee is invited to:

1. Note the report; and
 2. Endorse Widening Access and Participation as a key priority to continue to be embedded in Leisure, Libraries, Galleries and Culture strategies and reporting going forward.
-

Wards Affected: All

Environmental Impact Assessment - the impact of the issues addressed in this report on achieving the zero-carbon target for the city	
Previous report on Culture noted the contribution and in future this will be captured as part of the Cultural Impact data.	

Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy	Our collective leisure, libraries and culture services play a major role within the city's growth strategy by attracting investment, creating employment opportunities and contributing to the city's tourism offer.

that creates jobs and opportunities	Capital developments at the city's sporting and cultural institutions generate further investment and capacity and support regeneration and place-making.
A highly skilled city: world class and home grown talent sustaining the city's economic success	Engagement in recreation, arts and culture enables local residents to learn new skills and participate in programmes for volunteering and apprenticeships. Opportunities across cultural organisations, and in future through the Factory Training and Skills Consortium, allow skills in creative disciplines to be grown and nurtured. Opportunity pathways for sporting talent development across the city.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Engagement in recreation, arts and culture enables local residents to improve their health and wellbeing, to develop confidence and resilience, to learn new skills, and above all to experience events and activities that they enjoy and can celebrate together. Widening Access and Participation is a key priority for this area of work.
A liveable and low carbon city: a destination of choice to live, visit, work	Creative and artistic opportunities generate commissioning, productions, performances and elite sporting events which attract national and international visitors as well as local residents.
A connected city: world class infrastructure and connectivity to drive growth	The city's cultural organisations and sporting landscape provides international reach and increasingly produce digital artistic products and opportunities for local and city-wide catalysts which support connectivity with other places.

Contact Officers:

Name: Neil Fairlamb
Position: Head of Parks, Leisure, Youth & Events
Telephone: 0161 219 2539
E-mail: n.fairlamb@manchester.gov.uk

Name: Neil MacInnes
Position: Head of Libraries, Galleries & Culture
Telephone: 0161 234 1392
E-mail: n.macinnes@manchester.gov.uk

Name: Zoe Williams
Position: Culture Lead – Libraries, Galleries & Culture
Telephone: 0161 234 4260
Email: z.williams@manchester.gov.uk

Name: Thorsten Mayer
Position: Principal Resources and Programmes Officer, Culture

Telephone: 0161 219 2561

E-mail: t.mayer@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 officers above.

Communities and Equalities Scrutiny Committee, Thursday 12 October 2017,
Agenda item 7.

Communities and Equalities Scrutiny Committee, Thursday 11 October 2017,
Agenda item 7.

1.0 Introduction

- 1.1 Access to a varied leisure, libraries and cultural offer is vital to supporting community wellbeing, active citizenship and vibrant neighbourhoods. Manchester achieves this through a portfolio of city-wide, high quality facilities and a rich calendar of programming, events and participatory activities, as well as space and support for community groups to lead activity. The international, creative and sporting reputation of the city sits alongside the many opportunities for residents and community groups to volunteer, participate, watch and deliver activity that instils civic pride, activates engagement and builds personal and community capacity, wellbeing and resilience.
- 1.2 Feedback from residents to a number of consultation exercises - Manchester Parks Strategy, Sport and Physical Activity Strategy, Our Manchester resident survey - identify the city's leisure, library and cultural assets as being really important to them, in part, because many are free to access, they can take their families to learn and have fun together.
- 1.3 Responding to these consultation findings is a priority for our services and the cross service Widening Access and Participation Board was convened to ensure that opportunities to access and participate in leisure, libraries and culture are as wide as possible and inclusive of all Manchester residents.
- 1.4 Officer representation on the group includes Neighbourhoods, Leisure, Libraries, Galleries & Culture, Policy, Partnerships & Research, Communications and Youth Strategy. The Board has overseen the delivery of an initial 12 month Widening Access and Participation Action Plan and development of a draft Action Plan to 2020.
- 1.5 However, we recognise that we cannot achieve these ambitions on our own and continue to engage with a much wider cohort of partners in consultation and delivery. This includes internal and external partners such as, community groups, cultural organisations, Age Friendly Manchester, Community Explorers networks, Youth and Play providers, schools, Area Team Neighbourhood Managers and community groups.

2.0 Background

- 2.1 The scope of provision for work on Widening Access and Participation includes;
 - 22 Libraries including Manchester Prison Library and Books2Go
 - Manchester Art Gallery
 - 25 Cultural Institutions
 - 20 Community Leisure Centres / National Sporting Centres
 - Community Access to Secondary Schools
 - 144 Parks and Open Spaces
 - Over 500 Community Organisations

2.2 The four improvement themes for Widening Access and Participation are:

- **Data improvement:** developing data capture and analysis methods to better inform future service planning and to track progress in relation to underrepresented groups of people, especially those with protected characteristics;
- **Targeted Activity:** Implementation of initiatives with / for underrepresented groups of people to widen access and participation;
- **Communication:** maximising joint and cross-promotion and information opportunities across the service areas; and
- **Engagement and Consultation:** Conversations with residents, using the Our Manchester approach, regarding opportunities to increase access and participation.

2.3 Through interrogation of data across the leisure, libraries and culture collective services, together with 'on the ground knowledge' and comparative national information, the following groups of people were identified as priorities for all the services to increase and deepen engagement with:

- Young people / young adults 13-19 years old (protected characteristic: age)
- Older people – 50+ (protected characteristic: age)
- Disabled people (protected characteristic: disability)
- Black, Asian and Minority Ethnic people (protected characteristic: race)
- Women and girls (protected characteristic: sex)

2.4 Widening Access and Participation has been a priority for these services within this context since early 2017. Achievements to date include:

- Launch of McrActive card and first phase website, which has included improved data collection and analysis;
- Launch of the new ten-year Sport and Physical Activity Strategy;
- Development and implementation of the Cultural Impact Survey;
- Introduction of Library Development Plans, specific to place and communities
- Good user response to joint social media campaigns to promote free holiday activities through re-focused All Sorts To Do campaigns;
- Libraries have increased engagement with schools through the use of a RAG rating system to inform more targeted communications;
- Development of libraries programming with cultural partners, extending the reach and engagement;
- Increased awareness of provision and targeted activity for underrepresented groups through regular leisure & libraries bulletins to Councillors and other stakeholders.
- Our Manchester resident pilot engaging 198 residents in conversation about leisure, libraries and culture delivered and outcomes disseminated.

- 2.5 The following sections of this report provide an update of work progressed under each of the four improvement themes over the previous 12 months and priorities for action over the next 12 months.

3.0 Data Improvement

3.1 Leisure

- 3.1.2 The introduction of the MCRactive membership card, greatly improved leisure capture and understanding of participation data across Manchester as well as establishing a robust baseline of activity levels. It formed the first step on the MCRactive digital transformation journey, which has accumulated in the creation of a pioneering solution which will achieve the following:

1. A Website, User Portal and Standardised Booking System for MCC and private sports and leisure services;
2. A single reporting and dashboard function; and
3. A central data depository of all information on MCRactive members including the physical activity they undertake independently.

This solution will provide a data rich environment that will provide insight and intelligence from ward level to city wide and will shape and steer not only the MCRactive strategy and objectives but our strategic partners.

- 3.1.3 Finding out where to do activity and book, is something which has been identified as a barrier to participation. Sport England undertook a study which highlighted it was twice as easy to find and order fast food than to find and book a sport or activity. In order to see more people from all backgrounds taking part in sport and physical activity, we have ensured open data will play a big part in helping us achieve our objectives. As such the MCRactive digital solution will not only provide greater insight into gaps in provision and activity levels of under represented groups, but it will also create a one stop shop for finding quality assured ways to be more active within Manchester.
- 3.1.4 OpenActive is an ambitious, community-led project backed by Sport England, overseen by the Open Data Institute (ODI), which pushes for change across the sport and physical activity sector promoting the use of opportunity data to help people get active. The goal is to make this data on what, where and when physical activity sessions happen, openly available. This "opportunity data" includes details of a yoga class ("how much will it cost?") through to badminton court availability. ("where and when is a court available?"). Open data is data that anyone can access, use or share. MCRactive is an advocate of the open data standards and has been working in close partnership with OpenActive, ODI and Sport England to ensure Manchester is leading the way in opening its leisure operators opportunity data.
- 3.1.5 New regulations have come into force, that means every public sector website and app will need to meet certain accessibility standards. The Public Sector

Bodies Accessibility Regulations, aims to ensure public sector websites and mobile apps are accessible to all users, especially those with disabilities. The MCRactive digital solution not only meets the key acceptance criteria of these standards but has additional features included that will significantly increase its accessibility levels.

- 3.1.6 MCRactive recognises the importance of data and digital innovation as such it has created two new roles within the service to lead on digital transformation and innovative ways of growing and capturing robust data on participation levels. These two roles will work alongside the Business Intelligence and Insight Manager and the MarComms team to help drive MCRactive forward into the digital transformation and communications.

3.2 Libraries

- 3.2.1 Libraries have robust and detailed data on library members and this demonstrates that membership closely reflects the demographics of the city. Work has been undertaken to identify where the best data sets are to monitor and analyse engagement of target groups that have been identified as priorities for the service. This information is informing the development plans for each library, which also contain detailed demographic data, a schedule of activities and events currently offered, as well as key priorities for the next few years.
- 3.2.2 Libraries have also been working on developing a greater understanding of the use of Central Library across all wards. This is to monitor participation from all wards and to identify the usage of Central Library and awareness of it as a whole city resource. The data shows that a large percentage of most wards' library members are also users of Central Library.
- 3.2.3 A recent piece of work, as part of the Arts Council England funded Library Live and Creative Spaces Phase 3 project breaks down library membership and attendance at libraries cultural activities at 4 of the libraries in the city in much more granular detail than we have achieved previously. The summary is that for branch libraries the catchment area is geographically very close to the library, whereas Central Library's visitors are more geographically dispersed. Crucially, the report shows that library members and visitors to cultural activity in libraries are from residents who are least likely to engage with cultural activity in non-library institutions such as theatres, museums and galleries. This demonstrates the libraries role as cultural community hubs. This work will help inform communication methods to engage more people in the libraries cultural and other offers.
- 3.2.4 Work to address lower engagement by some schools with libraries continues to be undertaken. There has been a focus on performance management and data analysis. Libraries now use data which shows school engagement in the academic, rather than financial year. At a glance it is possible to see which schools (and colleges / universities) have visited a library, or received a visit

from the library/archives team in the last two years enabling local teams to plan their engagement more effectively by targeting schools who have not visited. Libraries have engaged with 69% of settings in the last 12 months, compared to 67% in 2017 / 18 and 57% in 2016 / 17. The number of class visits to libraries increased by 10% to 940 in 2018-19, compared to 850 in 2017-18. Appendix 1 is the most recent summary report.

3.3 Manchester Art Gallery

3.3.1 In January 2017, Manchester Art Gallery, as part of the Manchester Museums Partnership, employed a Data Manager, increasing capacity and expertise to collect, analyse and apply data in decision making. Changes this has enabled include:

- Implementation of new survey training for volunteers with a focus on minimising survey bias;
- Recruitment of new research volunteers to increase the size and diversity of the team of people conducting research at the gallery; and
- New approaches to the analysis and reporting of data, bringing this more closely into line with the gallery's strategic priorities e.g. regular reporting on reach by Manchester ward and comparison with priority areas of less engagement, identified by the Manchester's Cultural Impact Survey.

3.3.2 The Data Manager sits on the gallery's leadership team and also contributes to wider sector level discussions about cultural data and policy making. For example, Arts Council, England's Insightful steering group and the Policy and Evidence Centre (PEC) at the University of Manchester.

3.3.3 The evidence we now have on our reach tells a clear story of change at a ward level. Last year, Manchester Art Gallery worked with 35,000 residents in wards with the lowest levels of participation in funded culture and we have registered a significant increase in visits to the gallery in seven of the 12 wards identified as priorities. We can also see real progress in widening the ethnic diversity of visitors to be more reflective of the communities that surround us, with the proportion of ethnic minority audiences increasing from just 8% in 2014 / 15 to 19% today. We have seen similar increases in diversity amongst our volunteer teams too.

3.3.4 However, data on the ethnic diversity of staff demonstrates that as a workforce we do not currently reflect the diversity of Manchester's population. We also know class inclusion to be a significant issue, both within the creative industries workforce and within those accessing the gallery, but currently lack a robust way to measure or quantify the scale of this challenge and welcome the recent academic research in this area to develop new approaches.

3.3.5 More detail regarding Manchester Art Galleries engagement and reach was reported at the October 2019 Equalities and Communities Scrutiny Committee.

3.4 Culture and Cultural Impact Survey

- 3.4.1 The Cultural Impact Survey is in the third year of its current online format, following a comprehensive re-design in 2017. Completing the survey, which is an online process, is mandatory for those organisations included in the city council's Cultural Partnership Grants and Strategic Cultural Investment programmes and voluntary for non-Council funded organisations. It is undertaken in summer each year and collects data from the preceding financial year (e.g. the survey conducted in 2019 looks at the 2018/19 period). The survey is aligned with the annual reporting requirements of Arts Council England.
- 3.4.2 Organisations provide information about funding sources, artistic output and people and place data across audiences, participants, volunteers, staff and board members. The survey also collects data on schools engagement and actions supporting environmental sustainability and the zero carbon agenda.
- 3.4.3 The data collected through the survey helps to demonstrate the economic and social impact of culture for the city as a whole through Gross Value Added calculations, employment figures and volunteer numbers and hours. The data also provides intelligence about the breadth of the sector's reach and engagement, including highlighting communities, wards and schools in the city that experience less access to the city's funded cultural offer. The survey results are a resource for the sector, for example as evidence to support external funding applications and developing strategies to address gaps in provision.
- 3.4.4 The results of the survey are provided to participating organisations individually, collating the data they provided and also placing it in the context of the collective results from across respondents. In previous years' workshops, which were open to anyone from the sector and invited representatives from wider stakeholders, have been facilitated. In the previous two years, topics arising from the survey, which have been discussed at the workshops sessions include how to increase diversity of audiences and board members of cultural organisation, as well as addressing under-representation of a number of wards in engagement of audience and / or participants, schools and volunteering opportunities. The survey results are also reported annually to the Widening Access and Participation Board and to Manchester's Cultural Leaders Group.
- 3.4.5 The survey is still in its early days. However, by 2023, data from a stable cohort of organisations funded by the City Council and comprising of the Cultural Partnership 2018-22 Grant recipients and the Strategic Cultural Investments programme over the same period will be able to be tracked. The number and make up of these organisations, subject to annual budget setting, is not expected to change between 2018 and 2022 and completion of the survey is mandatory. Therefore, at that time it is anticipated that a review of targets and measures to monitor progress will be possible.

3.4.6 Manchester's approach to gathering cultural impact data is unique and has garnered interest from UK cities and cities abroad. Most recently the secretariat of Eurocities Culture Forum has requested further details on how we conduct the Cultural Impact Survey.

3.4.7 Headlines from the 2018/19 survey include:

- 39 organisations, representing 11 art forms, responded to the survey;
- Manchester organisations reported a total footfall of 3,719,257 people, with Manchester Art Gallery reporting the highest footfall (731,002);
- Manchester organisations reached audiences of 483,745 outside Manchester through touring their work;
- Activity was delivered in all 32 wards of the city;
- 38 cultural organisations who responded to this question employed a total of 2,010 people;
- 35 organisations who responded to this question provided opportunities for 2,451 volunteers who worked a total of 113,704 volunteer hours; and
- 23 organisations who responded to this question engaged with 148 (83%) of Manchester schools (excluding private and independent schools). Overall, the engagement sessions led by these organisations reached 9,846 individual participants.

3.4.8 Appendix 2 is a summary of the combined Cultural Impact Survey data, which will inform further analysis and be used to create more visual feedback materials.

3.4.9 Information relating to employment, volunteering and Board membership, which was requested by Committee members, can be found in sections 9 -11 in Appendix 2. Increasing the diversity across organisations, with a focus on leadership, will be a Widening Access and Participation priority going forward for the next year and beyond, in line with the Manchester Cultural Ambition to be the UK's most culturally democratic city. This also of importance to Arts Council England through the Creative Case for Diversity, which is a way of exploring how arts and cultural organisations and artists can enrich the work they do by embracing a wide range of influences and practices. Organisations funded by the Arts Council must demonstrate how they are contributing to this initiative. The Arts Council believes bring a focus on diversity in this way, will not only enrich the organisation's work, but also address other challenges and opportunities in audience development, public engagement, workforce and leadership, and collections development in museums.

4.0 Wider Access for Under Represented Groups

4.1 Widening Access and Participation as a priority is now a core part of service's strategies and delivery, as demonstrated in the service specific reports received by the committee. The concept and importance of widening access continues to be communicated to staff teams across Leisure, Libraries and Culture and with external partners in the cultural sector's strategic and

engagement leadership personnel. It is also a strong theme in Manchester's Cultural Ambition.

- 4.2 Collectively the service areas, together with the city's sport, leisure, library cultural and community partners, deliver a huge number of initiatives aimed at engaging underrepresented groups of people, many of whom have protected characteristics. Examples of these activities are being captured as part of Widening Access and Participation. Some examples of recent initiatives are detailed in the following sections of this report and in Appendix 3.

5.0 Leisure

- 5.1 The MCRactive membership continues to grow at a rate of 4-5% per annum, well above the 2% rate set at the start of the year. As such it continues to provide valuable data to enable MCRactive to target those groups or residents who are currently underrepresented in physical activity provisions. Key MCRactive strategies and programmes that have been designed and implemented to specifically target these groups are:

5.2 Older People / Age Friendly Manchester

In conjunction with Age Friendly Manchester and Age UK, MCRactive were successful in applying for Active Ageing (Sport England) funding allocated to Greater Manchester. A two year project to engage inactive older people (55 years plus) has been developed, a place based approach in Debdale and Gorton. A weekly activity session has been co-designed with older people who have struggled to engage in a physical activity offer and there is a focus on providing an outdoor offer in green and blue space.

The project features a variety of activities including kayaking, canoeing, sailing, walking and indoor bowling, indoor curling, darts, table tennis and archery. In addition, an evening "Social Paddle" session ran over the summer targeting those age 55 years plus who are still in employment and / or have caring responsibilities during the daytime. As well as delivering activities, the project focuses on upskilling those who volunteer and organise social activities for older people (e.g. arts and crafts, coffee mornings) to enable them to introduce and deliver physical activity as part of their social activity. (Appendix 3)

5.3 Low Socio-economic communities:

In partnership with the Manchester Local Care Organisation, MCRactive launched the Winning Hearts & Minds programme in order to test new approaches to support inactive people to become more physically active. This programme is based in North Manchester and has already achieved the following in its first 12months;

- 7 out of 8 Community Development Fieldworkers appointed to deliver intense community development in Cheetham, Collyhurst, Charlestown and Newton Heath as part of the Community Led Initiatives workstream;
- 6 Community Pharmacies delivering a new pathway to begin identifying people with undiagnosed hypertension;
- Range of alternative physical activity options in communities to tackle inactivity, including 'Wake up and Shake Up', 'Clubercise' and the Great Run Local at Boggart Hole Clough;
- Started to gather community insight into the wider social determinants of health and wellbeing, that ultimately impact on people's heart and mental health; and
- Established a baseline to record impact on the Winning Hearts and Minds approach that appreciates the value of impact on partners and the way that we work, as well as on people living in Manchester.

5.4 Building access and capacity via partnership building and programmes:

In order to have as positive an impact as possible on the health of local people, in particular those from under represented groups, MCRactive and its partners within health and social care have recognised the need to establish stronger relationships and establish joint visions and ways of working. An example of this is the recent pledge by Manchester Health and Care Commissioning to support and contribute to the 7 themes of the Manchester's Sport and Physical Activity Strategy 2019 – 2028. which was launched earlier this year.

Last year Manchester secured a £1.5m to support an initiative developed in Partnership with Sport England which aims to accelerate the scale, pace and depth of the broader GM Moving implementation plan by focusing on three specific target audiences – those aged 5-19 in out-of-school settings, people out of work or those at risk of becoming out of work, and those aged 40-60 with, or at risk of, long term health conditions such as cancer, cardiovascular disease or respiratory disorders. Through this 'Local Pilot' programme, MCRactive aims to: improve physical activity levels and reduce physical inactivity, improve mental health and wellbeing, address health and social inequalities, embed physical activity across all sectors and communities, change culture to make physical activity the norm.

The pilot programme is the vehicle to deliver change working across a whole system within an identified community to reduce inactivity and tackle inequalities, enhancing knowledge and understanding through testing concepts and ideas and scaling where appropriate. The pilot is being delivered in the following four wards: Ancoats & Beswick, Clayton & Openshaw, Miles Platting & Newton Heath as well as Woodhouse Park in Wythenshawe. Engagement is fundamental to the project as it focuses on a bottom up, person centred approach so whilst engagement is the key focus for the 1st year of the project it will be ongoing throughout the duration of the project as we recognise that communities are constantly changing as do residents thoughts and views. The insight gained from the engagement work, will help to

shape thinking and establish new concepts and ideas to trial with the aim to help people be more active.

5.5 Widening access to leisure centre programmes through careful programming:

Moss Side re-opened in October 2018 as the most accessibility compliant leisure facility within our portfolio. It has set the benchmark in terms of leisure facility accessibility and as such, moving forward MCRactive has made changing places and a pool lift, mandatory requirements of all future refurbishments leisure facilities. Programming our leisure facilities is a delicate task, one where MCRactive is seeking to balance a number of competing demands, including: providing statutory school programmes; teaching children the fundamentals of sport and physical activity; providing pay and play activities to the general public; supporting clubs; meeting the requirements of the Equalities Act 2010 by ensuring that targeted programmes meet the needs of under-represented / protected characteristic groups; meeting contractual requirements with funders (i.e. providing access to stakeholders such as the universities or national sports bodies); and finally, building the core market (i.e. general public footfall, which generates income to sustain the running costs of these facilities). Specifically in relation to under-represented groups and groups with protected characteristics, MCRactive has worked with its partners to introduce the following to help to widen access within facilities:

- Fun & floats inclusive sessions have been developed with Manchester Parent Champions specially for children with autism and additional needs;
- Autism awareness training was secured via the local offer team and has been delivered over the past 12 months to all leisure facility front line staff;
- A new Military Veteran Offer is due to be launched at the end of October 2019, which will see a 40% necessary rate for all Military veterans in partnership with Walking with the Wounded;
- Under 17s Free swim offer was extended to include a weekend offer across all Manchester pools; and
- In partnership with Social Services, improvements to the Looked After Children Pass have been made which ensures the activity offer is robust and accessing the card is regulated.

5.6 Improving access for young people

The Active Schools programme continues to deliver high-quality swimming teaching to 151 schools, supporting over 8,000 pupils to become water confident each year. Manchester School Swimming programme achieves high National Curriculum Pass Rate of pupils swimming 25m unaided and for the first time this year set new baselines for lifesaving and recognised stroke at 45% and 63% respectively, with reports compiled to allow schools to report progress to government.

The Active Schools Programme delivered over 10,000 multi-sports sessions, working with Manchester Sports Clubs and National Governing Bodies to support every child to access the sporting pathway.

Discussions are underway with Young Manchester to ensure a joint strategy to advertise and promote young people activities is established between the two services. The MCRactive digital lead is also working closely with Young Manchester to ensure young people and youth providers benefit from the new investment and digital infrastructure that will be facilitated through the new digital solution.

As part of the 'Our Pass' scheme MCRactive is working with its two leisure operators to establish discounted or free leisure opportunities as part of this offer.

5.7 Women and Girls:

Whilst the gender gap between active women and men continues to narrow and move in the right direction, there is still much to do to tackle stubborn inequalities in participation within this under represented group. As such MCRactive has applied for a further £100,000 worth of investment from Sport England to grow the MCR Girl Can campaign over the coming year.

5.8 Protecting, providing and enhancing playing fields:

The Playing Pitch Strategy (PPS) for Manchester City Council and its partners provides a clear, strategic framework for the maintenance and improvement of existing outdoor sports pitches and ancillary facilities between 2017 and 2021. Since the adoption of the Manchester Playing Pitch Strategy by the executive in December 2017, a Citywide Action Plan has been devised which reflects (South, Central and North analysis areas) and 29 individual ward plans. The Plans have been updated to reflect the new Ward Boundaries adopted in May 2018.

The Playing Pitch Strategy and Action Plan provides robust evidence for capital investment priorities at a Ward and Area Level. The documents are used as evidence to inform decisions on planning applications and are also referred to by Sport England and NGB's in their role as statutory consultee.

5.9 Disability, BAME and action plan moving forward:

Disabled people are twice as likely to be physically inactive (43 per cent) than non-disabled people. Specific barriers for taking part in physical activity exist for BAME groups and whilst Manchester has above national average representation of BAME participation there is still a significant amount of work to address both these under represented groups in Manchester. As such, MCRactive has created two new Widening Access and Participation in sport and activity roles to address and drive this agenda. This team will identify new partnerships and ensure widening access is embedded in MCRactive various strategies and departments.

6.0 **Libraries, Galleries and Culture**

6.1 Libraries continue to actively seeking to reach certain groups of people by increasing activities aimed specifically at those groups and then monitoring

take up of services. Examples are activities for older people, such as the Grand Day Out sessions at some of our libraries and the Sunday fundays at Central Library, aimed at increasing access for families. The examples below demonstrate libraries success at targeted activity relating to older people, younger people, people with disabilities, and BAME residents.

6.2 Age Friendly Libraries

Manchester Libraries host a wide range of social activities for older people. These include coffee mornings, Grand Day Out sessions, reading groups, local history talks and yoga. These activities help to promote mental health and well-being, increase social engagement and help to combat loneliness and social isolation. For example North City Library host a 'Grand Day Out' group every Monday afternoon enjoying 'Silver Surfer' computer sessions, craft activities, quizzes and cultural day trips. This group, with support from staff, has been successful in receiving funding to pay for trips out to museums, art galleries and other destinations. (Appendix 3)

During 2019, Libraries developed an Age Friendly Action Plan and consulted the Age Friendly Manchester Assembly on this. A key part of this is that all libraries will be assessed to see if they meet the Manchester Libraries Age Friendly pledge - see below. This will ensure all library facilities and services meet a set of common standards that older visitors can expect to find across all of Manchester's Libraries. This assessment will be done in partnership with volunteers, who are older people:-

Manchester's Age Friendly Library pledge

Our library:

1. **Makes everyone feel welcome**, with a friendly smile. The library is your place.
2. **Encourages social engagement** – we will give you opportunities to meet others
3. **Is accessible** – no services are only accessible by stairs. You can fit a wheelchair in the door and between the furniture. The library is well lit. Even, clutter free flooring.
4. **Has places to sit** – feel free to 'Take a Seat'.
5. **Offers volunteering opportunities** – pass your experience onto others.
6. **Has large print books, talking books and e-books**
7. **Supports you with your computer use** – and has IT training sessions.
8. **Provides information**
9. **Displays leaflets and posters**
10. **Has toilet facilities** including accessible toilets

6.3 Widening access for young people

Over the last year, libraries and leisure have worked in partnership to establish youth only sessions at two joint library / leisure centre complexes - Arcadia and Moss Side Leisure / Hulme Library. These offer free leisure and / or library based activities and are a great opportunity for young people within the local area to access positive activities that will increase their health and well-being, contribute towards their social and emotional development and also offer the chance to gain new skills and volunteer experience contributing towards their economic development.

At Arcadia, library based activities are delivered by Levenshulme Youth Partnership every Friday evening. These have proved to be popular, with between 25-40 young people attending each session. As well as engaging young people in positive, creative activities such as song-writing, rapping and singing, the Youth Workers have used these sessions as a means to tackle difficult and/or contentious topics such as healthy relationships, knife crime. Youth focused culture has therefore been used as a means of engaging with these young people, which then enables positive relationships to be built and sensitive subjects broached.

6.4 Books to Go Service

As part of the library service, housebound customers can benefit from Books to Go. A selection of books are delivered to residents houses every four weeks. The service is used by people with disabilities, particularly older people. Access to this service has been improved over the last 12 months - both in terms of number of customers and quality of service.

The majority of the Books to Go customers for housebound people are older people. Over the past 12 months, the level of Books to Go customers has increased by 20% to 470. In addition to deliveries of books every 4 weeks, people are shown how to borrow ebooks and e-audio books, and use the libraries catalogue, and lend tablets to customers, if they don't have their own devices.

In addition to lending books, the service also now tackles digital exclusion experienced by many housebound people. The staff and volunteers offer to help the customer to use technology that they own - for example tablets, and loan tablets to customers who do not own them. Customers are then shown how to access the range of library digital resources such as the library catalogue, ebooks, e-audio books, emagazines and daily newspapers online.

6.5 Libraries of Sanctuary

We ensure we offer a great service and warm welcome to all BAME residents. Over the last 12 months, work has been developed on a particular initiative targeting asylum seekers and refugees. We are currently undertaking an

assessment process for four libraries (Central Library, Forum Library, Longsight Library, North City Library) to become Libraries of Sanctuary. By employing the principles of the national City of Sanctuary movement, these libraries help build confidence, self-esteem and resilience in new and transient communities and provide opportunities for people from different communities or backgrounds to come together and build relationships through a programme of activities, supported by a volunteer programme. We have received external funding from the Ministry of Housing, Communities and Local Government, in a joint project with Oldham Libraries and Bolton Libraries to help us build sustainable partnerships with community groups and develop a programme of co-produced activity, and ultimately become Libraries of Sanctuary. This project is increasing engagement with BAME communities, specifically asylum seekers and refugees.

- 6.6 Manchester Art Gallery continues to take increasingly innovative and collaborative approaches to engaging and creating dialogue with diverse audiences and voices, including influencing the gallery's programming.

6.7 Manchester Art Gallery Volunteering

The gallery has developed its volunteer programme with a more socially impactful edge, ensuring that young people are developing skills, unemployed people are building confidence and routes back to employment, and retired residents are making new connections and feel they are making a meaningful contribution to the city. Last year nearly 100 volunteers worked with the gallery contributing over 4,000 hours of their time. The gallery also grew its number of volunteers aged 19-24 to 33% and British and Minority Ethnic volunteers to 14%. In addition, the gallery has set up a volunteering for well-being course that works with local charities to attract and train adults experiencing isolation back into volunteering and social engagement. This seven week course worked with 10 adults and achieved a 100% attendance rate throughout its duration. Following the conclusion it the trainees were successfully placed in volunteer roles at the gallery or at another cultural organisation.

6.8 Inclusive programming

Manchester Art Gallery extended its connections with BAME young people by supporting Contact Young Company's production *Old Tools > New Masters* ≠ *New Futures* directed by Tunde Adefioye. The performances took the form of a public gallery tour in which the audiences were invited to think differently, dismantle the gallery experience and ultimately participate in decolonising public culture.

"It has felt important to engage with a partner that really wants to listen to the voices of young people and work towards shifting power and celebrating diverse culture in Manchester" Keisha Thompson, Young People's Producer, Contact.

The gallery's Making Conversations initiative continues to drive forward access opportunities for adults. The monthly sessions are specifically designed for people with access needs or those encountering social isolation. The experiential sessions regularly focus on making art, establishing the importance of creativity in all our lives. In addition the gallery also runs a vibrant programme of audio described tours and BSL tours, the latter growing as we extend our connections with deaf people and groups in Manchester.

"It's made a lot of difference to me life-wise....So I've just gone and made a couple of good friends. To be honest, I'm getting more and more into art than when I could see." Tony Chorley, Making Conversations.

MAG has developed an enduring relationship with Streetwise Opera. They hold weekly performances in the gallery and collaborated with us to deliver four public events, showcasing the talents of homeless people, one connecting with the City's commemoration of Peterloo. Gallery staff also received training and we've have increased contact with other council services, for example the Rough Sleepers Team and the police in an effort to provide a city-wide, cohesive solution.

"It is true: art has the power to transform the world. It has transformed mine." Member of Streetwise Opera.

"Our group love to spend time in the gallery, and I receive countless reminders of what a nice place it is to learn and be creative in. Confidence within entering the space has led to members of the group begging to access other events within the gallery". Gareth Smith Streetwise Opera, Manchester Co-ordinator.

- 6.9 The 15 organisations in the current Cultural Partnership Agreement grant programme 2018-22 and the City Council's 5 Strategic Cultural Investments serve diverse audiences and participants across North, Central and South Manchester as well as delivering a high quality cultural offer through a variety of art forms. The organisations are monitored regularly against a number of key performance and output measures, including geographic delivery and demographics. This is in addition to completion of the Cultural Impact Survey, which is mandatory for all organisations funded through city council culture grants.
- 6.10 Here are examples of the work delivered by 3 Cultural Partnership Agreement organisations following recent review and monitoring meetings.

The Edge is Manchester's Theatre for Participation, a professional entertainment venue and a creative hub for adults and children with learning disabilities and others deemed at risk or disadvantaged. With two theatre companies, a dance company, a youth theatre and an Observer award winning café with a training programme. The Edge is a popular hang-out for Learning Disabled people to meet, eat, dance, train, sing and act. Over 60 Learning Disabled people help us to shape our offer, working alongside

professional practitioners to make The Edge a welcoming and accessible venue. As a result, 53% The Edge's participants are Learning Disabled people. (Appendix 3)

Company Chameleon is an internationally renowned, Black-led dance company, founded in 2007 by local Manchester dancers Kevin Turner and Anthony Missen who were inspired to follow dance as a profession after being part of Trafford Youth Dance Company. Last year the company relocated to Rogue Studios, housed in the former Varna Street school buildings in Openshaw. The Company are committed and excited about being able to connect with the communities close to their venue, especially young people. Recently this has included; a free week long summer holiday project in partnership with Big People Music and The Architect School for Children, which invited 25 local young people aged 6 to 16 into the studios to take part in a unique free project, fusing dance, music and architecture. They made a film about the project, which can be viewed on the company's website or [here](#). Company Chameleon also run Saturday dance sessions for young people as well as their senior Youth Dance company from their Openshaw base and look to take part in local events, such as performing at the 2019 Openshaw Festival.

Community Arts North West (CAN) is a long established Manchester arts development organisation working with urban communities across Greater Manchester to create access to cultural production for people that are excluded from or on the fringes of the mainstream. Over recent years CAN has developed a strong relationship with HOME, benefitting from the venue's excellent facilities, technical capacity and city centre location, whilst bringing new artists and audiences to HOME's programme and existing audiences. The staff from both organisations work closely together to deliver projects such as Horizons Festival, which creates a northern platform for Refugee Week, celebrating the huge contribution that refugees make to the cultural, political, social and economic life of the UK.

"This concert highlighted the humanity of people who have had to leave their homes for a variety of reasons. They shared their sorrow through music, but also their joy, their love and their fun."

6.11 Age Friendly Manchester / Culture Champions

Culture has long been a key strand of the Age Friendly Manchester strategy and now the approach has been adopted by the more recently established Greater Manchester Ageing Hub. For example Age Friendly Champion groups are now operating in 3 more Greater Manchester authorities (Bolton, Bury, Salford), as well as continuing in Manchester, supported through the Ambition for Ageing programme and managed by Manchester Museum.

The Royal Exchange Theatre, which has a long history of supporting older people's involvement in arts and culture, supports Manchester's Culture

Champions and works closely with the city councils Age Friendly team and the Manchester Age Friendly Culture Working Group, comprising of around 15 organisations. Together they are working with volunteer Culture Champions to establish an age friendly 'arts check' that can be carried out by the volunteers as mystery shoppers in arts and cultural organisations in the city to assess the customer experience of venues. This will contribute to the resident engagement approaches we have piloted as part of the Widening Access and Participation priority. The Culture Champions will also be involved in shaping the arts and culture website currently in development, described at 7.13 and 7.14 of this report.

6.12 Manchester Cultural Education Partnership

Work to establish the Manchester Cultural Education Partnership (MCEP) is being progressed through the following structure;

- Strategic Board - 20 senior representatives group providing strategic guidance. The group reviews, challenges and endorses Working Group and Forum proposals and will play an important advocacy role for MCEP going forward.
- Working Group - smaller group of individuals leading actions to develop the partnership and future governance. The Chair of the Working Group is Liz O'Neil, Chief Executive of Z-Arts. Liz is also a member of Manchester's Cultural Leaders Group.
- Wider Forum - a group of people interested in contributing to the cultural education partnership in the city. Individuals from this group have participated in several consultation events and are now coalescing to form a number of Task Groups to plan future action around several priority themes for MCEP.

All aspects of the MCEP structure aims to comprise of practitioners from across the education, cultural, youth and play and business sectors and the Local Authority. There are currently 15 schools and education settings actively involved in MCEP and we expect this to grow as the partnership develops. MCEP is also committed to ensuring that children, young people and their families have authentic involvement in shaping and leading the partnership at all levels - this is a priority for development. For example, all Task Groups will be Co-Chaired with a young person.

6.13 MCEP has a working vision, but is doing further consultation work with children, young people and their families and the wider membership to make sure the final ambition and language for the vision is appropriate and that there is a shared understanding and ownership of what it means. The working vision is:

Driven by Manchester's Cultural Education Partnership, the city will become a beacon of cultural and creative excellence, where culture and creativity is truly valued and opportunities are varied and easy to access - so that everybody

can take part. Children and young people in Manchester will have the creative ability to flourish.

6.14 The Task Groups will begin to consider actions to support priority development areas of:

- Communication - improving access and communication about existing opportunities, this group's aim would be to increase and widen the take up, as well as develop new opportunities;
- Youth Voice and Leadership - how young people will be involved in the governance and delivery design on MCEP;
- Employability - support children and young people to improve life skills, critical thinking, creativity, experience and pathways;
- Creative Curriculum - potential of culture and creativity to support and enhance delivery across the academic curriculum, including visual and emotional literacy. This will also support the Skills for Life curriculum.

6.15 A formal launch of the MCEP is planned for March 2020.

6.16 Culture, Health and Wellbeing Partnerships

6.17 Planning towards more formal shared vision, priorities and actions between libraries, galleries and culture, the Manchester Health and Care Commission and the Local Commissioning Organisation is beginning to take shape.

There is a growing recognition of the impact that taking part in the arts can have on health and wellbeing and an increasing number of organisations working within the cultural sector commissioning and delivering work with the express aim of improving individuals' health and wellbeing. Advocates for health and arts work see 'being creative as being well', identifying the following benefits:

- Everyday creativity plays a vital role in an individual's, and community's, sense of themselves and their well-being;
- Arts based activities promote social connections, generate activism, and give a voice to people who are frequently unheard;
- Arts activity can provide a therapeutic role for people with long term conditions, including mental health needs;
- Attending a museum, art gallery, film or concert regularly has positive health impacts;
- 10 minutes reading a day can help people relax, concentrate and stay mentally alert; and
- Positive return on investment, highlighted by evaluations of national and international arts and health programmes.

Health is working closely with a number of other sectors, outside of health and social care and connecting them more directly with the vision and work of the Locality Plan. Extending this approach to arts and culture, the intention is to build on the excellence of arts and health work in the city and consider how

adopting a more strategic approach and make an even greater impact for Manchester residents.

A small steering group, Chaired by Dr Ruth Bromley, Chair Manchester Health and Care Commission, is supporting actions to growing involvement in and understand the potential opportunities of this partnership. The initial actions are to:

- Scope existing arts, cultural and health work by partners in the city and identifying strengths, challenges and opportunities to develop larger scale interventions with increased impact on residents health and wellbeing. A survey has been circulated to gather initial information from the city's major arts organisations, libraries, health focussed community organisations delivering creative activity and health professionals;
- Work with some GP practices in the Wythenshawe Primary Care Network to map local creative opportunities, access routes/challenges and explore best referral methods for patients to take part in arts and creative activity. A collaboration with the Live Well Make Art initiative and the Great Place programme, which is providing the project funding;
- Identify clinical arts and health champions to train and support as clinical advocates within their peer groups; and
- Explore how to use MHCC and other health organisations communications channels to support libraries, galleries and cultural partner's work in increasing audiences across the city.

- 6.18 In parallel, a new relationship with the Winning Hearts and Minds initiative is also being established. The initiative is a joined up approach to improve people's long term heart and mental health, with initial focus on Collyhurst, Cheetham, Newton Heath and parts of Charlestown in the north of the city. It is a partnership developed and delivered by health & well-being partners in the city (MHCC, MLCO, Population Health & Wellbeing and MCRactive).

Whilst there is a workstream that looks at people's physical activity and how we can get inactive people (those doing less than 30 minutes per week) to do more, the central pillar of the programme is really around the delivery of community led initiatives, using the Our Manchester approach. Therefore, in the first instance, we are inviting members of cultural organisations engagement teams, library staff, Winning Hearts and Minds Community Development Workers to a structured session to share practice, knowledge and plan action as a first step to increasing collaboration.

6.19 Young Manchester

Young Manchester, Manchester's youth trust, established in late 2017, has become a key partner in delivering Widening Access and Participation, with the trust's Director joining the Widening Access and Participation Board.

Through Young Manchester's funding and partner network the trust engages with organisations across arts and culture and leisure and sport and builds connections between these services to enhance the offer for all children and young people.

A key objective of Young Manchester's work is ensuring that the offer for children and young people is of high quality, inclusive and accessible. To aid this, a number of partnerships and projects are being established across the city, which will bring together different groups under shared objectives.

Current activities include digital skills, mentoring and leadership development and girls and young women's work. This work is cross sector and involves partners across arts and culture and leisure and sport.

Young Manchester also supports local youth partnerships in the north and east, central Manchester and Wythenshawe. These partnerships are building strong networks at community level, and Young Manchester is able to support them to access and connect to the many opportunities in their area including arts, culture, leisure and sport.

Young Manchester's partnership with Curious Minds will see a new fund established in 2020 intended to support youth and play sector organisations to develop the way that they use or commission arts, culture and heritage to make a difference to children and young people's lives in Manchester and to embed quality arts practice and partnerships into their plans. This fund is an explicit step towards increasing the collaboration between youth and play and arts, culture and heritage sectors, as well as improving the coordination of this activity.

Young Manchester is also a key partner in Manchester Cultural Education Partnership and the trust is exploring further partnerships and projects with key stakeholders in the city, including MCRactive.

7.0 Communication

7.1 All Sorts To Do

7.2 The communications priority for Widening Access has focused on testing some different approaches to ensure we are promoting activities across the services in a more coordinated way. We have focussed on the promotion of our school holidays programme - All Sorts To Do.

7.3 Since the 2017 Easter holidays we have approached our communications differently, using a more interactive approach which focuses on the top 10 free activities and attractions to visit during the holidays. Working with the services, more engaging content has been developed - particularly short films to highlight all the different and fantastic free to access activities and venues on offer to children and families. Over the next year we need to make sure that we continue to gather and bank new and engaging content to allow us to continue to interest of our target audience.

- 7.4 Taking this approach further, on 13th August 2019, Communications led a Widening Access Take Over Day of the city councils Facebook and Twitter accounts, as part of the All Sorts to Do summer campaign.
- 7.5 The objectives of the take over were to showcase the variety of activities on offer for families during the summer holidays, to encourage people to try something different, to find out what it happening near them and to visit one of the city's award-winning parks. The campaign was targeted at families with children who are out of school during the summer holiday period.
- 7.6 21 social media posts were made during the day and this resulted in:
- 333 link clicks
 - 110k impressions
 - 1.24% engagement rate
 - 171 RTs/shares
 - 330 likes
 - 120 comments
- 7.7 Most clicks - to seek further information - were for the posts about new Aqua Splash inflatable obstacle course, which generated 186 on Facebook and 30 on Twitter. The most engaged with post on Facebook was the Treetop competition, with 60 entries and on Twitter, it was the poll, which received 823 votes, 31 comments, 9 RTs and 12 likes.
- 7.8 The introductory video featuring the Executive Member for Skills, Culture and Leisure in 11 locations demonstrating the different activities on offer generated a high level of engagement with 9.5k views on Twitter, 65 RTs and 114 likes. On Facebook it received 3.5k views, 46 likes, 12 comments and 32 shares.
- 7.9 Outputs from the take over day showed that the more 'out of the ordinary' activities and that the quirkier content engaged people better and in similar exercises in the future, more focus will be put on on slightly alternative activities to capture and engage interest.
- 7.10 Whilst these campaigns appear to be well engaged with on-line, understanding how this digital engagement translates to the numbers of participants attending the events is where the real success story lies. There is further work to do with our data and reporting systems to be able to provide a fuller picture of this success.
- 7.11 A successful joint promotion, of the extended U-17 free swimming offer between MCRactive and MCC MarComms teams, saw a significant increase in the uptake of the offer. The most significant being an uptake increase of 53% between 2018 Easter holidays and 2019

- 7.12 To help widen access, work is underway to establish new shared Marketing & Communications channels between MCRactive, MCC Comms, MLCO and both our contracted operators to provide continuity, share resources and improve awareness.
- 7.13 A strategic relationship has been established with 'We Love MCR Charity to become the Principal Charity Partner of MCRactive'. As a result mutual communication channels for fundraising opportunities, including support for Manchester 10k entrants preparing and getting fit for the 2020 race, along with the removal of race entry fee will be established.
- 7.14 The provision of good quality, accessible and relevant online information for residents to find out about arts, cultural and leisure activities available in the city is a key delivery objective the Widening Access and Participation priority. Resources are being developed across sport and leisure (MCRactive digital project), arts and culture and for children and young people. The purpose of these resources is to improve reach, knowledge, engagement and participation data for residents, they will enable better use of incentives and rewards to encourage involvement and provide the ability to target communications for specific audiences (e.g. families, health benefit, locality etc..) through specific campaigns and guides.
- 7.15 We are working closely together across leisure, libraries, culture and youth to ensure that the resources complement each other and to ensure that we maximise the potential of cross promotion and shared content to our audiences. The aim is the launch these on-line resources in Spring 2020, aligned to a communication and marketing plan for the three websites (MCRactive, Young Manchester, Arts and Culture).

8.0 Resident Engagement, taking an Our Manchester Approach

- 8.1 Following the initial work on the analysis of engagement and participation data communication and engagement pilot with residents, using the *Our Manchester* approach, was undertaken. Just under 200 conversations were held with a range of groups and individuals in order to better understand people's experience of participating in activities, what works well and to hear their suggestions for improvement. The results of this were reported to this committee in October 2018.
- 8.2 Services are now encouraged to actively engage in these types of conversations with the public. For example, libraries have carried out a couple of practical examples recently;
- 8.3 Big Book Conversations took place between May and July 2019, in three libraries (North City Library, Longsight Library and Fallowfield Library), with staff speaking to customers about what type of books and what specific books they wanted in their library. Customers engaged well with these sessions and a large number of books were purchased as a result. Book suggestion boxes have been placed permanently in these libraries to encourage engagement

with book selection on an ongoing basis. These sessions will be repeated in early 2020 at Central Library, Avenue Library, Hulme High Street Library and Chorlton Library.

- 8.4 Library Development Plans are currently being developed for each library, which show the demographics of the catchment area of the library, what activity currently takes place in the library, and identifies priorities and action plan for the next three years. We have involved staff who work in the library with formulating those actions. Using the Our Manchest Own It toolkit, library staff came up with a list of possible actions and three definite actions to be included in their Library Development Plan.

9.0 Conclusion

- 9.1 At the heart of this work is the recognition that Leisure, Libraries, Galleries and Culture all have an important role for growth, people and place. The belief that these service areas benefit good health and well-being, increase confidence, skills, aspiration, prospects, community cohesion and social connectedness is reflected in the Our Manchester strategy. Focussing on making sure our service areas easier to access, influence and connect with - for residents, community connectors and activists - is essential to growing the number of activities taking place and in enabling more people to get involved more often with active, learning, cultural and creative opportunities, both on their doorstep and elsewhere in the city.
- 9.2 The Widening Access and Participation work is important in helping to improve our data collection and analysis and define the forward strategies needed to ensure our services are relevant to our customers and participants and to inform future investment. Identifying the most productive areas for collaboration between Leisure, Libraries, Galleries and Culture, our shared partners and residents will enable us to engage more powerfully with other partners involved in public sector reform and service transformation, such as health and social care, education, work and skills and youth and play.
- 9.3 The focus the Widening Access and Participation priority has provided for Leisure, Libraries, Galleries and Culture services and partners is now very much embedded in our everyday thinking and language and will be a key part of services development and reporting going forward.

This page is intentionally left blank

Academic Year: Nearest libraries - number/proportion of schools engaged (school not necessarily engaged with nearest library)

2017/18					2018/19				
Academic year covering September 2017 to August 2018					Academic year covering September 2018 to August 2019				
State funded? Y					State funded? Y				
Count of Setting Name		Column Labels		2017/18	Count of Setting Name		Column Labels		2018/19
Row Labels			Grand Total	% of nearest schools engaged	Row Labels			Grand Total	% of nearest schools engaged
	No	Yes				No	Yes		
Abraham Moss Library	3	10	13	77%	Abraham Moss Library	4	9	13	69%
Arcadia Library	2	4	6	67%	Arcadia Library	3	3	6	50%
Avenue Library	5	6	11	55%	Avenue Library	4	7	11	64%
Barlow Moor Library	3	3	6	50%	Barlow Moor Library	3	3	6	50%
Beswick Library	2	8	10	80%	Beswick Library	6	4	10	40%
Brooklands Library	1	5	6	83%	Brooklands Library	2	4	6	67%
Burnage Library Activity and Information Hub	4	4	8	50%	Burnage Library Activity and Informa	1	7	8	88%
Central Library	1	3	4	75%	Central Library		4	4	100%
Chorlton Library	1	8	9	89%	Chorlton Library	2	7	9	78%
Community Library (Northenden)		3	3	100%	Community Library (Northenden)	1	2	3	67%
Didsbury Library	3	5	8	63%	Didsbury Library	3	5	8	63%
Fallowfield Library	2	6	8	75%	Fallowfield Library	3	5	8	63%
Forum Library	6	10	16	63%	Forum Library	5	11	16	69%
Gorton Library	7	5	12	42%	Gorton Library	5	7	12	58%
Hulme High St Library		5	5	100%	Hulme High St Library	1	4	5	80%
Longsight Library	8	8	16	50%	Longsight Library	3	13	16	81%
Miles Platting Community Library	4	5	9	56%	Miles Platting Community Library	2	7	9	78%
Moss Side Powerhouse Library	1	3	4	75%	Moss Side Powerhouse Library	2	2	4	50%
New Moston Library	3	4	7	57%	New Moston Library	3	4	7	57%
Newton Heath Library		6	6	100%	Newton Heath Library		6	6	100%
North City Library	2	7	9	78%	North City Library	2	7	9	78%
Withington Library	2	3	5	60%	Withington Library	2	3	5	60%
Grand Total	60	121	181	67%	Grand Total	57	124	181	69%

Academic Year: Libraries engagement by phase

2017/18			
Phase	Total		% of Settings engaged
	Number of Settings	Total engaged	
Nursery	4	2	50%
Primary	135	104	77%
Secondary	28	10	36%
Special	12	2	17%
All Through	10	4	40%
PRU	3	1	33%
Sixth Form	1	-	0%
Hospital	1	1	100%
Total - All Educational Settings	194	124	64%
Total - Primary, Secondary, all through and Special Schools	185	120	65%

2018/19			
Phase	Total		% of Settings engaged
	Number of Settings	Total engaged	
Nursery	4	1	25%
Primary	135	102	76%
Secondary	28	16	57%
Special	12	4	33%
All Through	10	3	30%
PRU	3	1	33%
Sixth Form	5	-	0%
Hospital	1	-	0%
Total - All Educational Settings	198	127	64%
Total - Primary, Secondary, all through and Special Schools	185	125	68%

2018/19		
Phase (state funded only)	Total Sessions	Total Participants
Nursery	-	-
Primary	736	41,838
Secondary	38	2,407
Special	23	307
All Through	15	819
PRU	3	14
Sixth Form	-	-
Hospital	-	-
Total - All Educational Settings	815	45,385
Total - Primary, Secondary, all through and Special Schools	812	45,371

School Engagement by Ward

Note the low numbers of schools will have a big impact on the percentage engaged with, if a ward only has 2 schools and we have engaged with one of them, it will only show as 50%

Schools engaged by ward (Primary, Secondary, Special, PRU and All Through)

Engaged in 2018/19	Yes
State funded?	Y

Row Labels	Count of Setting Name	Schools in Ward	% Engaged
Ancoats & Beswick	4	6	67%
Ardwick	6	8	75%
Baguley	6	7	86%
Brooklands	2	4	50%
Burnage	5	6	83%
Charlestown	6	8	75%
Cheetham	6	8	75%
Chorlton	2	5	40%
Chorlton Park	5	7	71%
Clayton & Openshaw	2	8	25%
Crumpsall	4	7	57%
Didsbury East	4	6	67%
Didsbury West	2	3	67%
Fallowfield	1	3	33%
Gorton & Abbey Hey	5	8	63%
Harpurhey	8	9	89%
Higher Blackley	5	9	56%
Hulme	6	7	86%
Levenshulme	4	8	50%
Longsight	6	7	86%
Miles Platting & Newton Heath	6	8	75%
Moss Side	4	5	80%
Moston	4	6	67%
Northenden	3	5	60%
Old Moat	1	3	33%
Piccadilly		1	0%
Rusholme	4	5	80%
Sharston	5	6	83%
Whalley Range	3	6	50%
Withington	3	4	75%
Woodhouse Park	2	4	50%
Grand Total	124	187	66%

Manchester Cultural Organisations - Cultural Impact Survey

2018-19

1. ABOUT THE ORGANISATIONS

Funding Type	Number of organisations
Cultural Partnership Agreement	15
Strategic Investment	5
Other MCC Funding	5
Other organisations (not in receipt of above)	14
Total Organisation	39

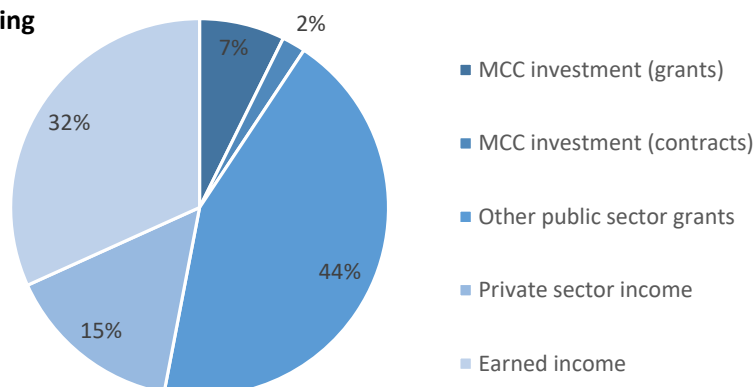
Artform	Number of organisations	%
Combined	10	26%
Museum	4	10%
Heritage	3	8%
Visual	4	10%
Music	7	18%
Theatre and performance	4	10%
Dance	1	3%
Film and broadcast	1	3%
Literature	2	5%
Digital	1	3%
Craft	1	3%
Total Organisations	39	

Number that are registered charities	26	67%
Number in receipt of MCC funding	26	67%

2. FUNDING AND INCOME

Funding and Income	Number of orgs providing figures	Total (£)
MCC investment (grants)	24	6,002,109
MCC investment (contracts)	5	1,655,209
Other public sector grants (includes Arts Council, Heritage Lottery, Big Lottery and university grants)	34	35,881,463
Private sector income (includes sponsorship, donations, private trusts and foundations)	34	12,506,590
Earned income (includes ticket sales, retail, catering, membership, venue hire and consulting fees)	35	26,076,032

Source of funding



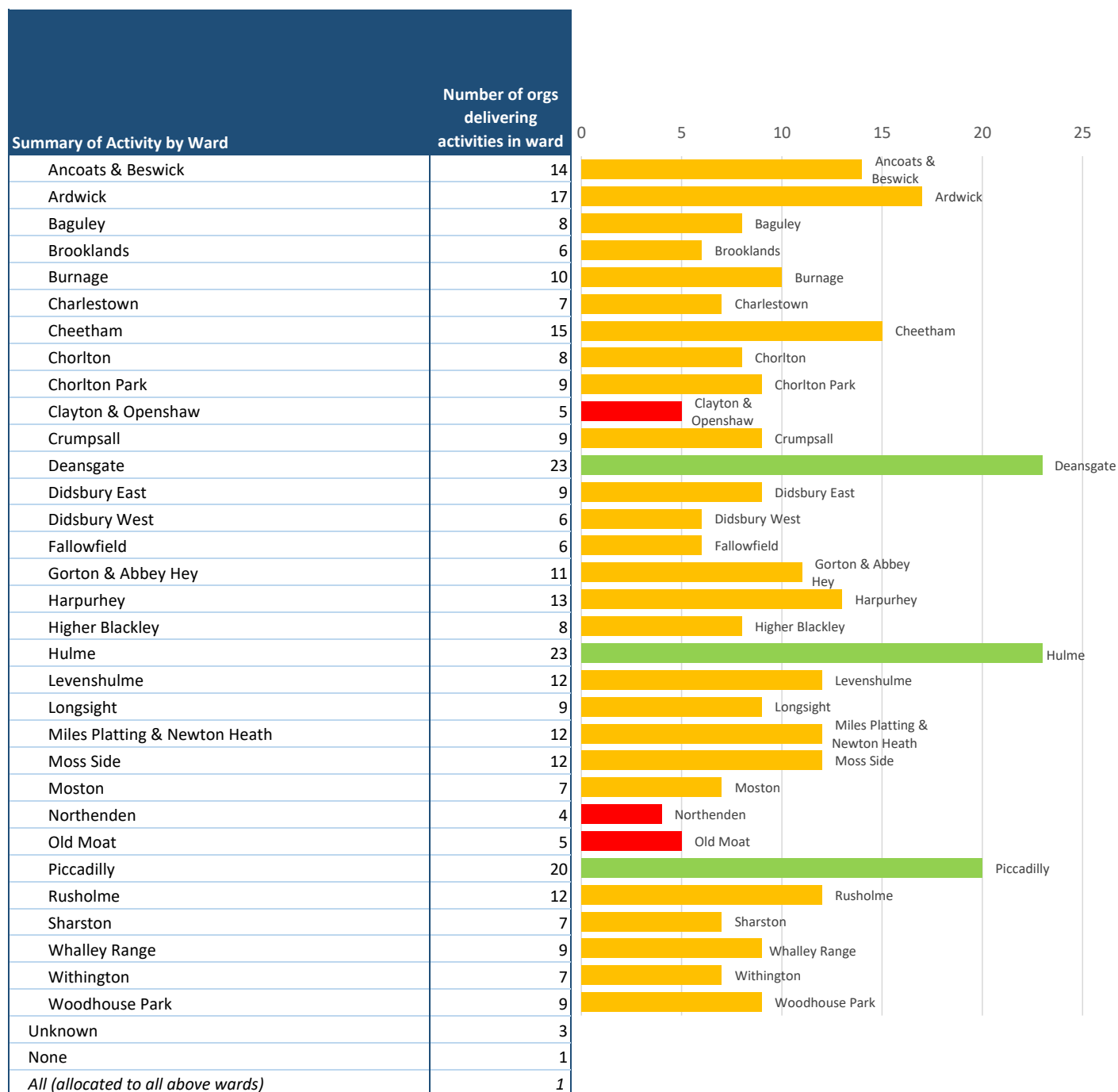
NB. The Bridgewater Hall is categorised as a Strategic Investment, mainly due to the Hall itself being a Council asset, but the organisation does not directly receive Council funding, therefore is not included within totals for the cohort of organisations providing this information.

The combined turnover for the organisations surveyed during 2018/19 was just over 82m. 53% of this income is from public sector investment (including Manchester City Council grants and contracts and the Manchester Art Gallery budget - which together total £7.7m; and ACE/other public funding sources of nearly £36m).

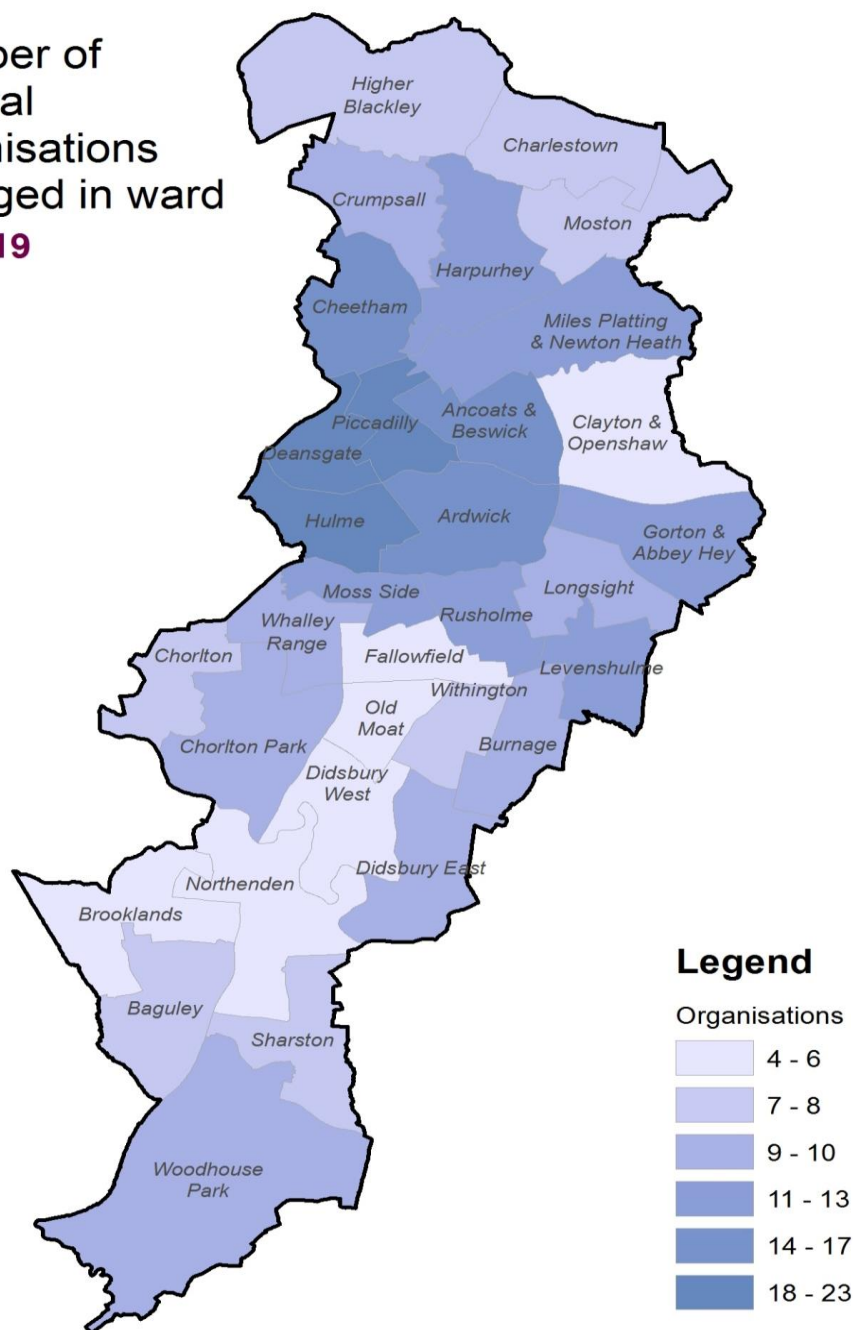
3. FOOTFALL

Organisation Type	Footfall 2018-19	Number of orgs providing response
Cultural Partnership Agreement	177,034	5
Strategic Investment	1,014,518	3
Other MCC Funding	731,002	1
Other organisations (not in receipt of above)	1,796,703	9
Total Footfall	3,719,257	18

4. WARD ENGAGEMENT - ORGANISATIONS THAT DELIVERED ACTIVITIES



Number of cultural organisations engaged in ward 2018-19



Produced by G&N PRI

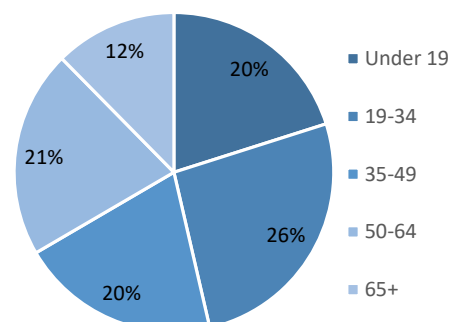
© Crown copyright and database rights 2019 Ordnance Survey 100019568.

5. PRODUCTIONS AND TOURING

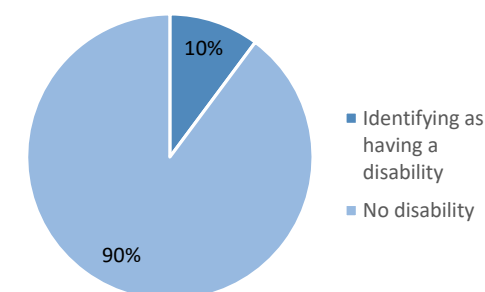
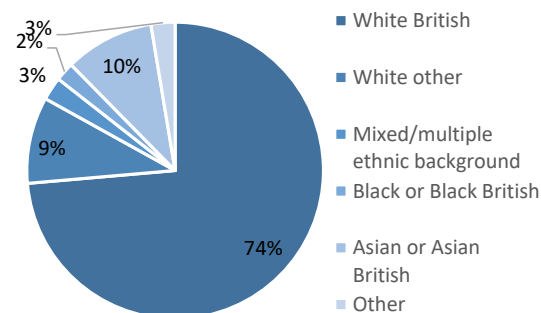
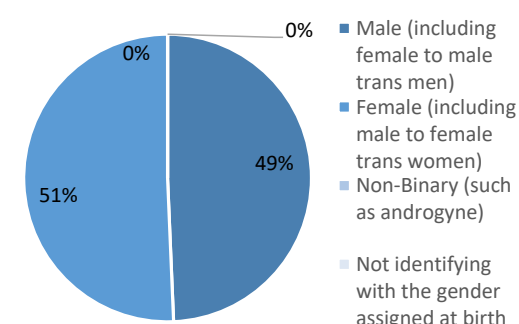
Manchester Productions and Commissions	Number	Number of orgs providing response
Number of Manchester productions and commissions	9,455	35
Total audiences at Manchester productions and commissions	3,392,610	35
Average audience per production / commission	359	
Total number of digital artistic products available online	1,965	23
Total online audience numbers for digital artistic products	35,715,695	23
Average audience per digital artistic product	18,176	
Total number of broadcasts	2,259	9
Total audience numbers for broadcasts	40,962,971	9
Average audience per broadcast	18,133	

6. AUDIENCE

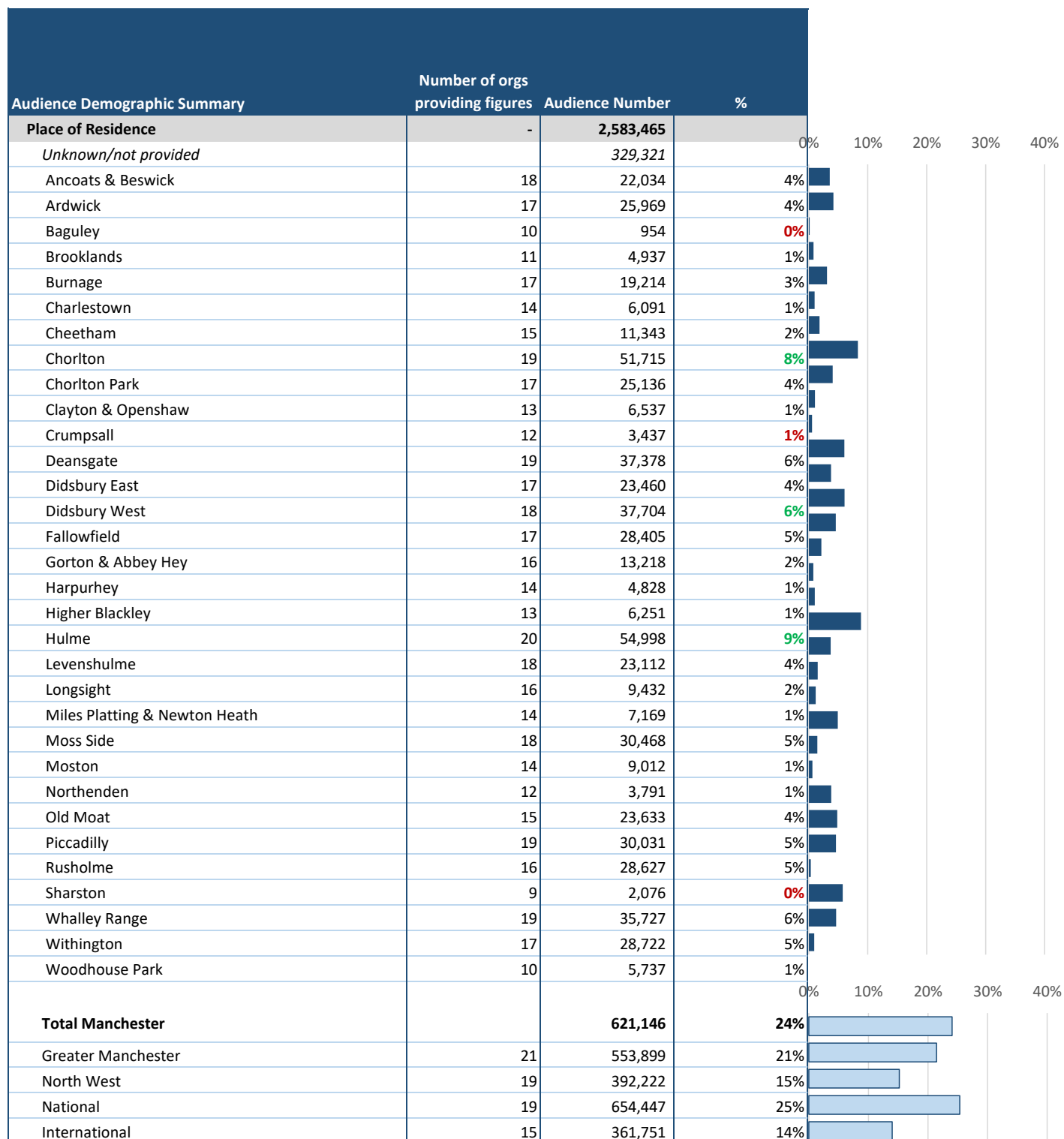
Availability of data	Number of orgs providing info	% of orgs providing info
Age	20	51%
Gender	15	38%
Ethnicity	17	44%
Disability	18	46%
Place of residence	21	54%



Audience Demographic Summary	Number	%
Total Audience	3,392,610	
Age	2,650,905	
Unknown/not provided	62,756	
Under 19	532,809	20%
19-34	696,956	26%
35-49	535,342	20%
50-64	557,695	21%
65+	328,103	12%
Gender	1,123,314	
Unknown/not provided	68,991	
Male (including female to male trans men)	554,145	49%
Female (including male to female trans women)	569,150	51%
Non-Binary (such as androgyne)	10	0%
Not identifying with the gender assigned at birth	9	0%
Ethnicity	2,511,462	
Unknown/not provided	69,396	
White British	1,848,823	74%
White other	236,950	9%
Mixed/multiple ethnic background	63,489	3%
Black or Black British	51,588	2%
Asian or Asian British	244,805	10%
Other	65,807	3%
Disability	2,506,767	
Unknown/not provided	340,635	
Identifying as having a disability	255,209	10%
No disability	2,251,558	90%



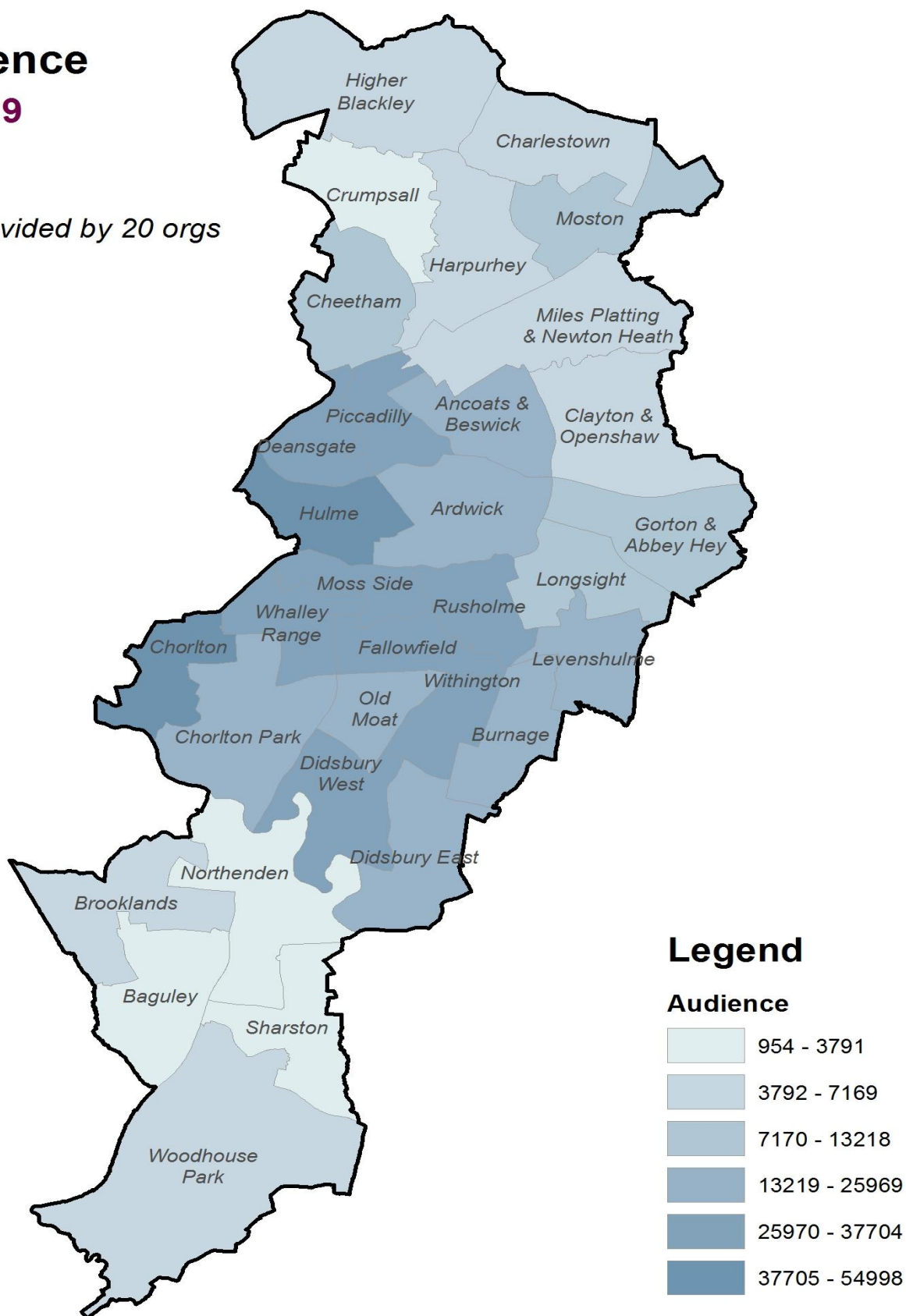
NB. Percentages based on demographic information provided and excludes unknown/not provided. Organisations that were only able to provide partial figures have been excluded from these totals.



NB. Percentages based on demographic information provided and excludes unknown/not provided. Organisations that were only able to provide partial figures have been excluded from these totals.

Audience 2018-19

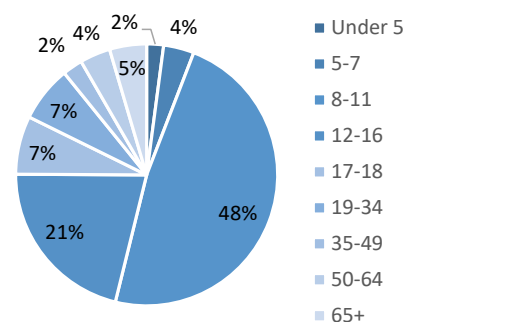
Data provided by 20 orgs



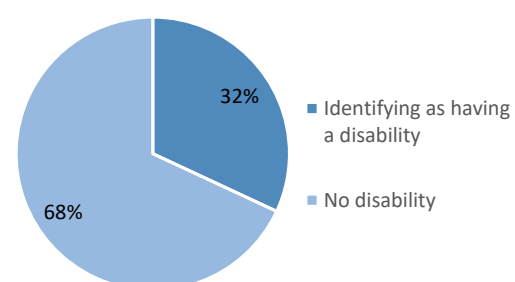
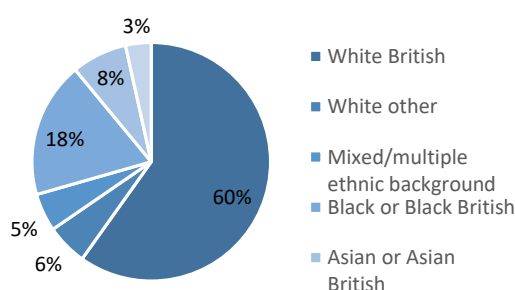
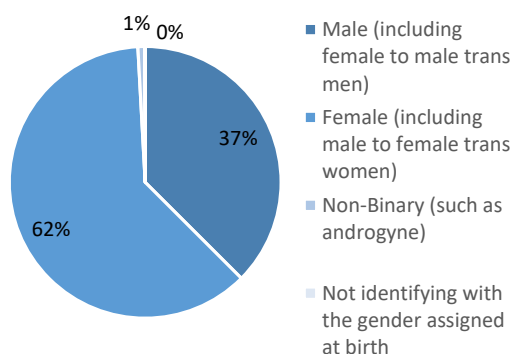
7. PARTICIPANTS

Engagement with Participants (includes all types of activity, including schools)	Number	Number of orgs providing info	% of orgs providing info
Number of active participants	185,943	34	87%
Number of participation sessions delivered	15,519	37	95%
Number of engagements	599,775	36	92%

Availability of data	Number of orgs providing info	% of orgs providing info
Age	21	54%
Gender	20	51%
Ethnicity	18	46%
Disability	16	41%
Place of residence	17	44%



Participants Demographic Summary	Number	%
Total Participants	185,943	
Age	98,048	
Unknown/not provided	49,471	
Under 5	2,046	2%
5-7	3,698	4%
8-11	47,053	48%
12-16	20,822	21%
17-18	7,060	7%
19-34	6,758	7%
35-49	2,433	2%
50-64	3,701	4%
65+	4,477	5%
Gender	51,875	
Unknown/not provided	17,778	
Male (including female to male trans men)	19,444	37%
Female (including male to female trans women)	31,984	62%
Non-Binary (such as androgyne)	429	1%
Not identifying with the gender assigned at birth	18	0%
Ethnicity	52,496	
Unknown/not provided	13,136	
White British	31,414	60%
White other	2,930	6%
Mixed/multiple ethnic background	2,702	5%
Black or Black British	9,682	18%
Asian or Asian British	3,950	8%
Other	1,818	3%
Disability	17,089	
Unknown/not provided	60,365	
Identifying as having a disability	5,458	32%
No disability	11,631	68%



NB. Percentages based on demographic information provided and excludes unknown/not provided. Organisations that were only able to provide partial figures have been excluded from these totals.

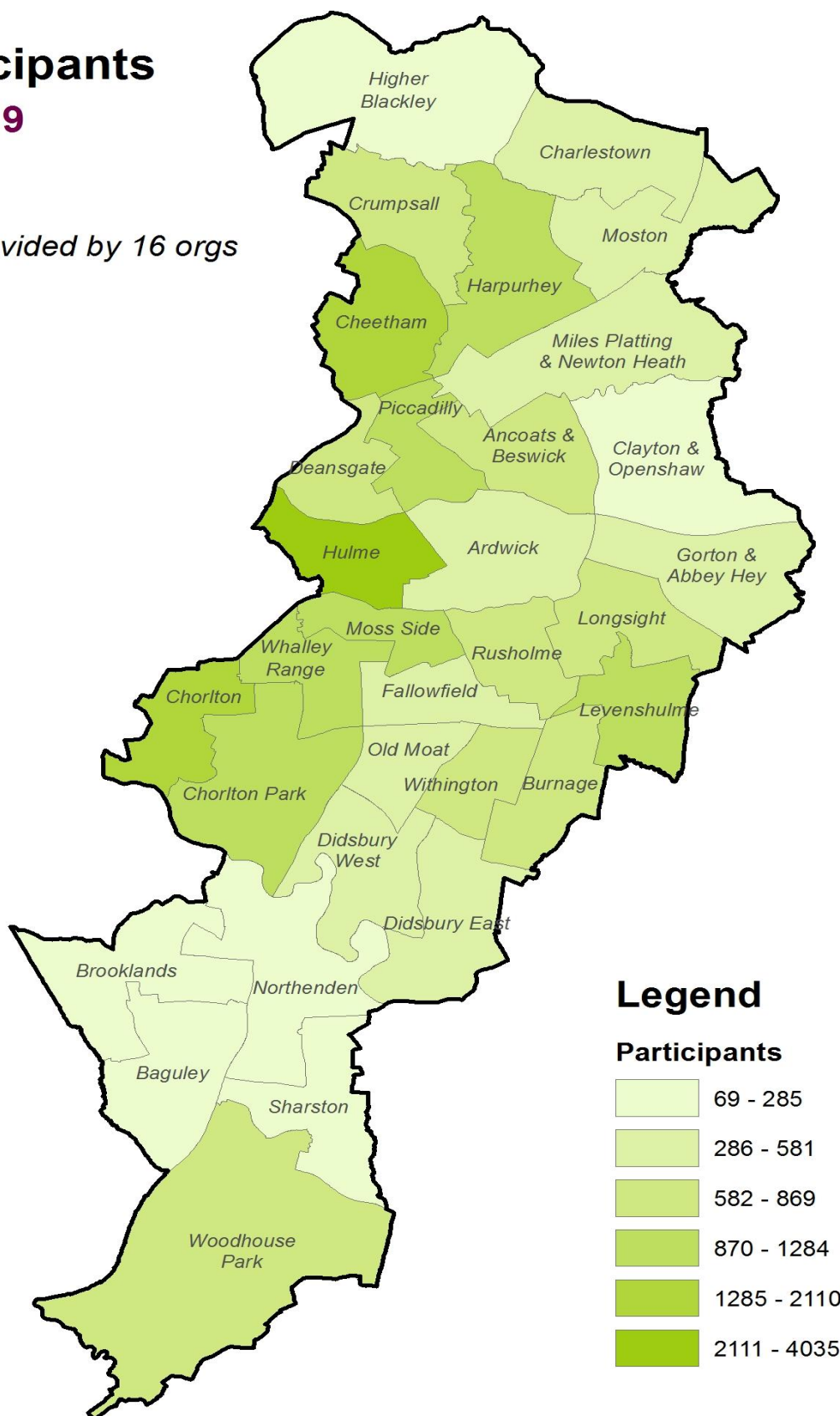
Participants Demographic Summary	Number of orgs providing figures	Participants Number	%
Place of Residence	-	70,750	
<i>Unknown/not provided</i>		27,639	0%
Ancoats & Beswick	11	621	2%
Ardwick	15	458	2%
Baguley	9	173	1%
Brooklands	10	136	1%
Burnage	12	764	3%
Charlestown	8	345	1%
Cheetham	13	2,110	8%
Chorlton	15	1,613	6%
Chorlton Park	12	1,058	4%
Clayton & Openshaw	11	285	1%
Crumpsall	11	770	3%
Deansgate	12	613	2%
Didsbury East	12	541	2%
Didsbury West	12	581	2%
Fallowfield	11	535	2%
Gorton & Abbey Hey	11	438	2%
Harpurhey	12	1,102	4%
Higher Blackley	7	266	1%
Hulme	16	4,035	16%
Levenshulme	15	1,082	4%
Longsight	11	869	3%
Miles Platting & Newton Heath	9	430	2%
Moss Side	14	1,284	5%
Moston	9	316	1%
Northenden	8	69	0%
Old Moat	12	381	1%
Piccadilly	11	1,186	5%
Rusholme	12	829	3%
Sharston	11	170	1%
Whalley Range	15	1,227	5%
Withington	11	857	3%
Woodhouse Park	7	726	3%
Total Manchester	16	25,870	37%
Greater Manchester	17	27,072	38%
North West	14	13,640	19%
National	14	2,960	4%
International	10	1,208	2%

NB. Percentages based on demographic information provided and excludes unknown/not provided. Organisations that were only able to provide partial figures have been excluded from these totals.

Participants

2018-19

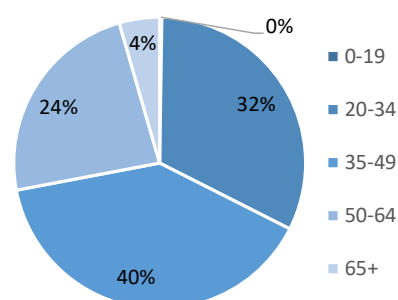
Data provided by 16 orgs



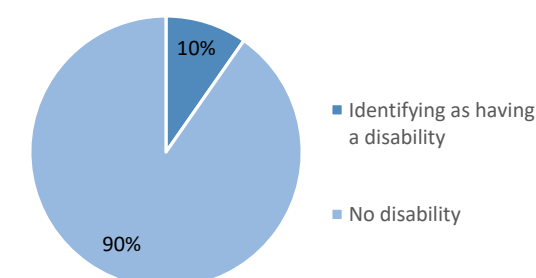
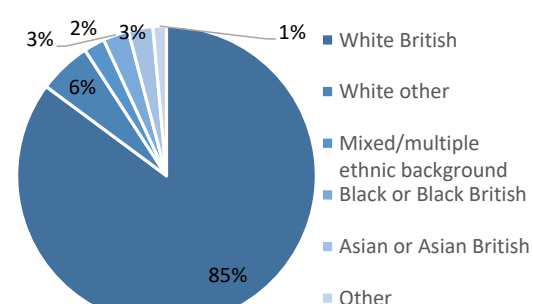
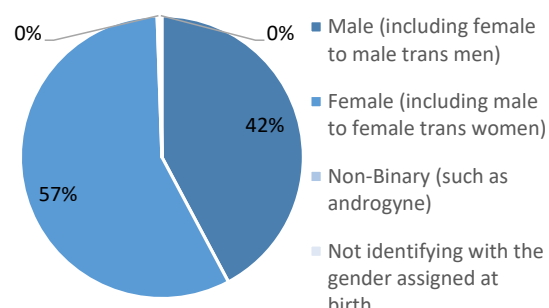
8. STAFF

Staff	Number	Number of orgs providing response	Average per organisation
FTE employees	1,001	35	29
Individual employees	2,010	38	53
FTE freelancers	2,112	31	68
Paid interns	42	10	4
Apprentices	19	8	2
Work experience participants	868	21	41

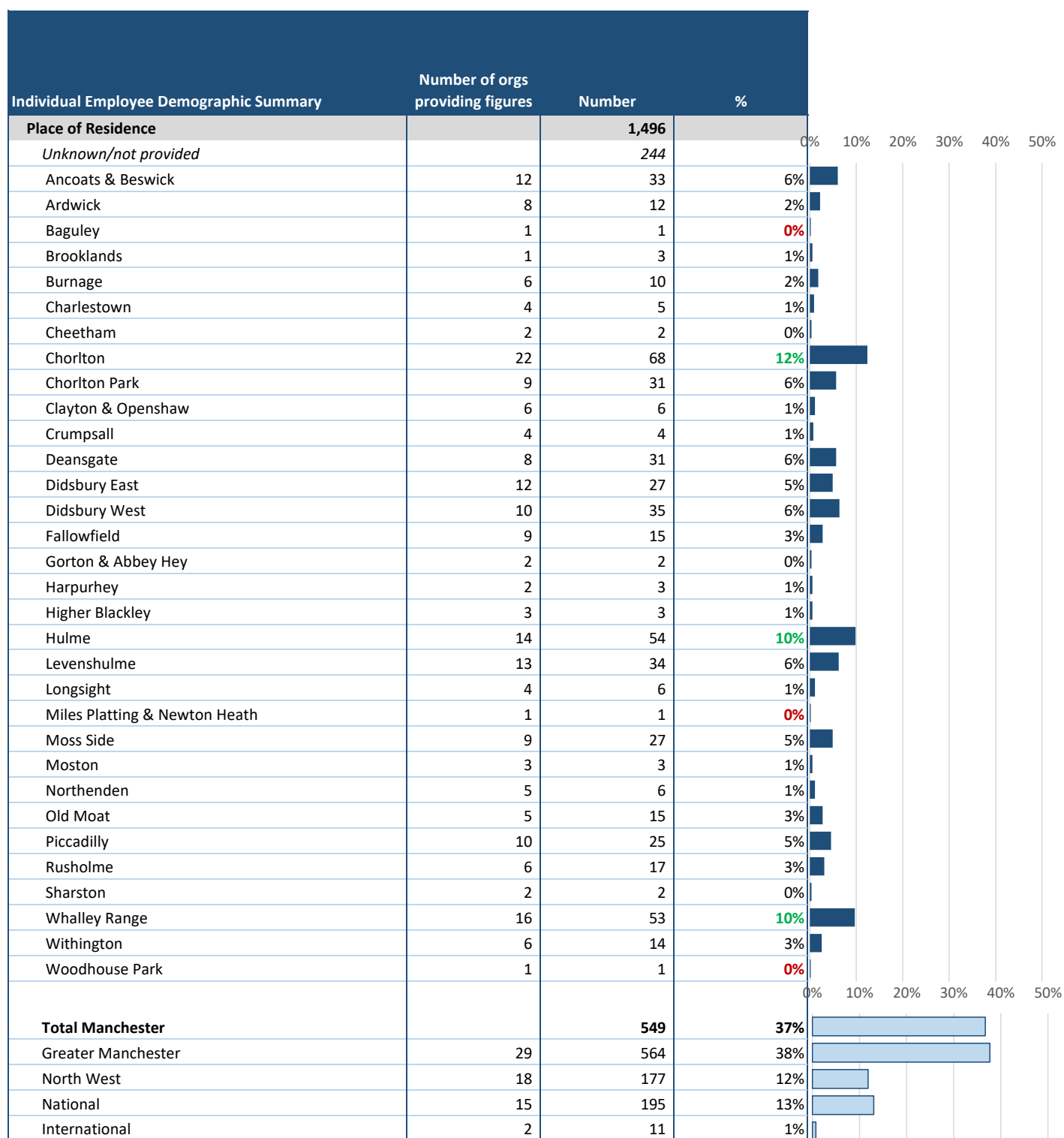
Availability of data	Number of orgs providing info	% of orgs providing info
Age	37	95%
Gender	37	95%
Ethnicity	36	92%
Disability	35	90%
Place of residence	34	87%



Individual Employee Demographic Summary	Number	%
Age	1,676	
Unknown/not provided	94	
0-19	4	0%
20-34	540	32%
35-49	663	40%
50-64	394	24%
65+	75	4%
Gender	1,668	
Unknown/not provided	106	
Male (including female to male trans men)	704	42%
Female (including male to female trans women)	955	57%
Non-Binary (such as androgyne)	5	0%
Not identifying with the gender assigned at birth	4	0%
Ethnicity	1,583	
Unknown/not provided	123	
White British	1,348	85%
White other	90	6%
Mixed/multiple ethnic background	36	2%
Black or Black British	44	3%
Asian or Asian British	42	3%
Other	23	1%
Disability	1,412	
Unknown/not provided	284	
Identifying as having a disability	137	10%
No disability	1,275	90%



NB. Percentages based on demographic information provided and excludes unknown/not provided. Organisations that were only able to provide partial figures have been excluded from these totals.



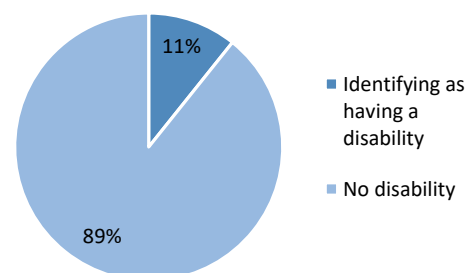
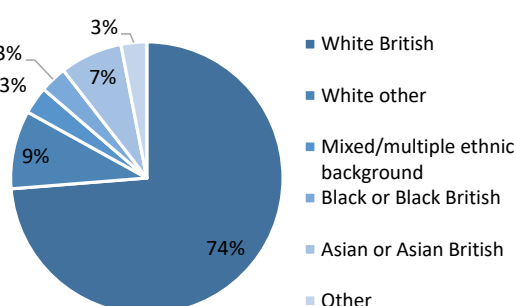
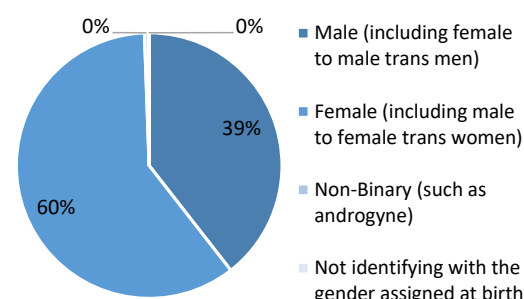
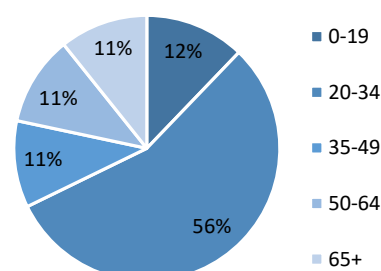
NB. Percentages based on demographic information provided and excludes unknown/not provided. Organisations that were only able to provide partial figures have been excluded from these totals.

9. VOLUNTEERS

Volunteers	Number	Number of orgs providing response
Number of volunteers	2,451	35
Number of volunteer hours	113,704	33
Number of board member hours	15,456	33
Value of volunteering (based on hourly rate of £13.58)	£1,753,989	

Availability of data	Number of orgs providing info	% of orgs providing info
Age	22	56%
Gender	30	77%
Ethnicity	27	69%
Disability	24	62%
Place of residence	19	49%

Volunteers Demographic Summary	Number	%
Age	1,676	
Unknown/not provided	303	
0-19	204	12%
20-34	932	56%
35-49	177	11%
50-64	183	11%
65+	180	11%
Gender	2,111	
Unknown/not provided	64	
Male (including female to male trans men)	833	39%
Female (including male to female trans women)	1,266	60%
Non-Binary (such as androgyne)	10	0%
Not identifying with the gender assigned at birth	2	0%
Ethnicity	1,439	
Unknown/not provided	259	
White British	1,061	74%
White other	134	9%
Mixed/multiple ethnic background	47	3%
Black or Black British	46	3%
Asian or Asian British	107	7%
Other	44	3%
Disability	884	
Unknown/not provided	695	
Identifying as having a disability	95	11%
No disability	789	89%

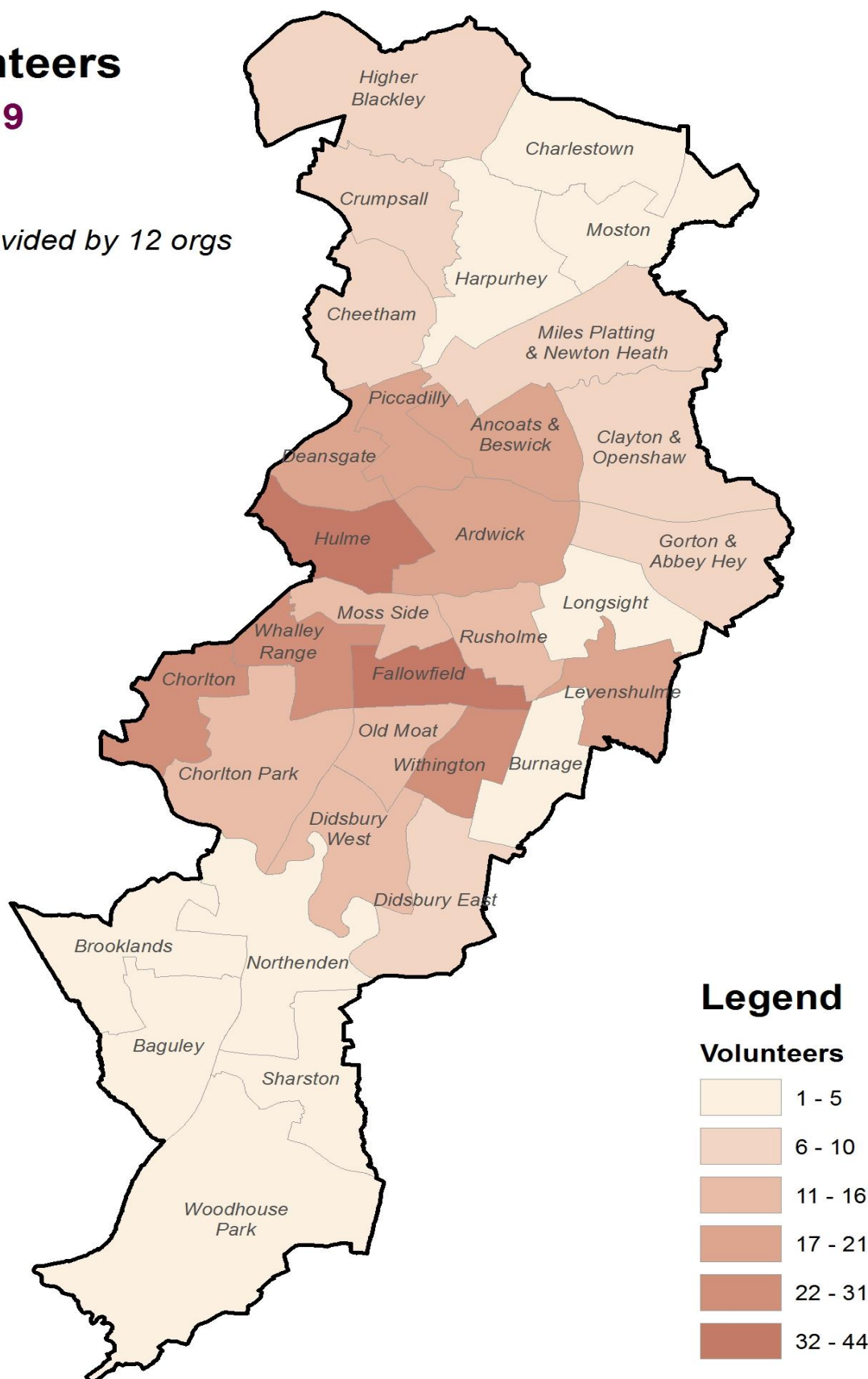


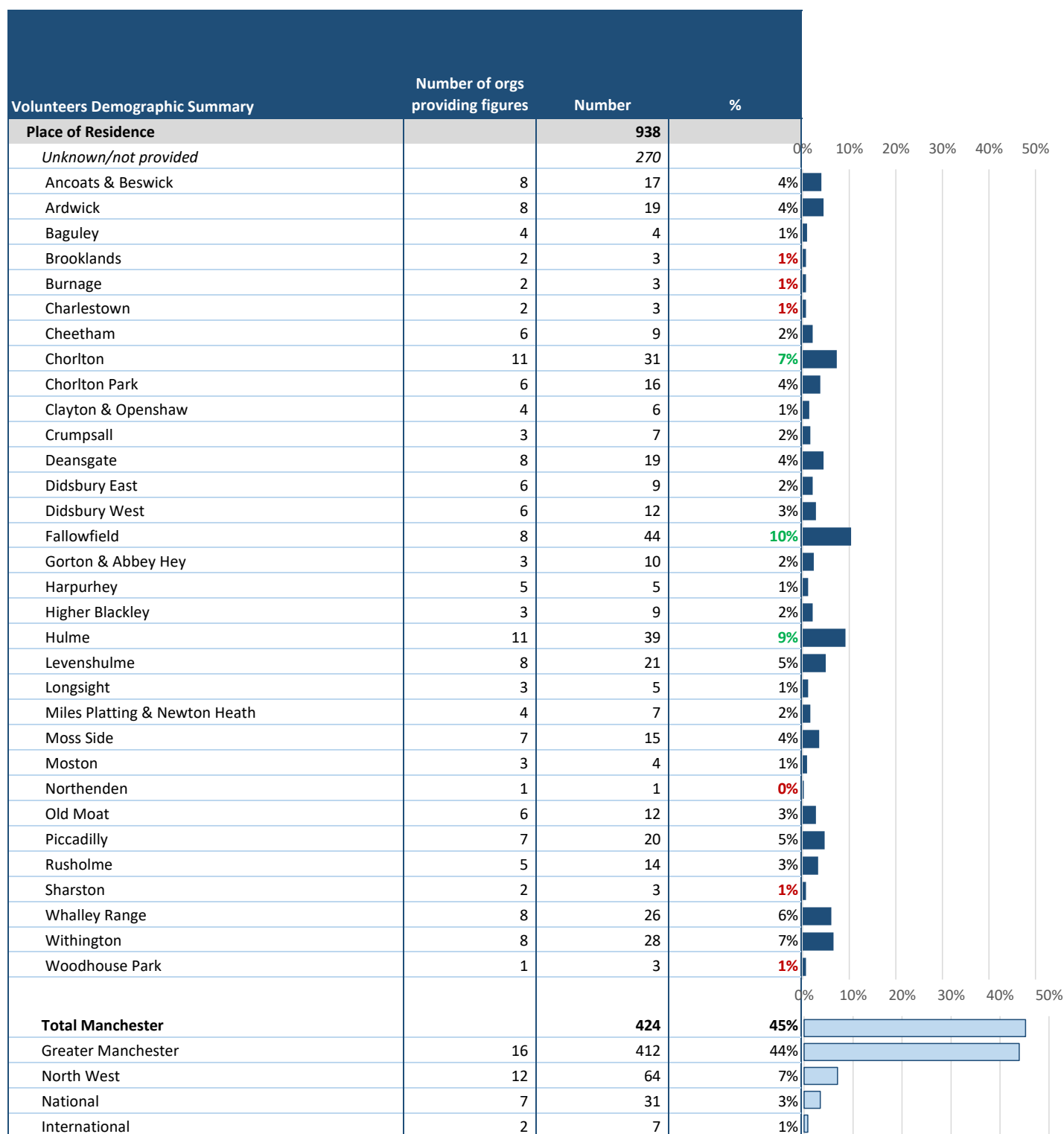
NB. Percentages based on demographic information provided and excludes unknown/not provided. Organisations that were only able to provide partial figures have been excluded from these totals.

Volunteers

2018-19

Data provided by 12 orgs





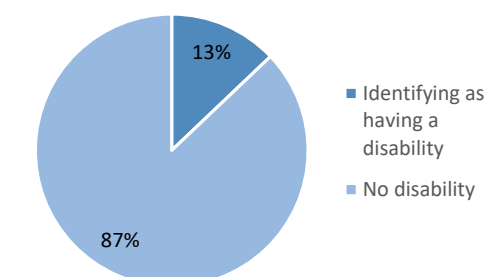
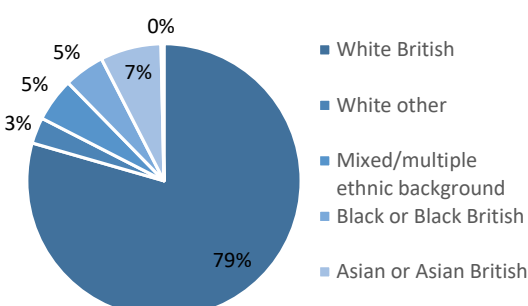
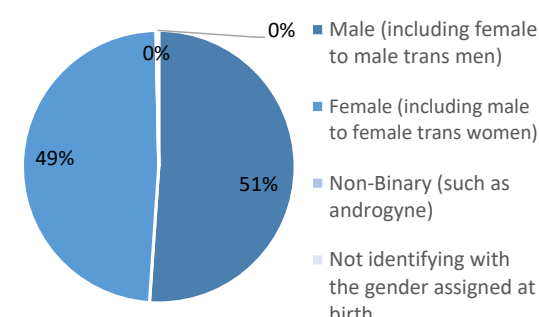
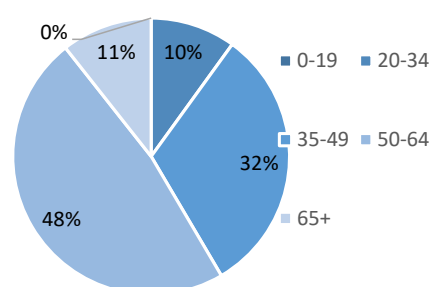
NB. Percentages based on demographic information provided and excludes unknown/not provided. Organisations that were only able to provide partial figures have been excluded from these totals.

10. BOARD MEMBERS

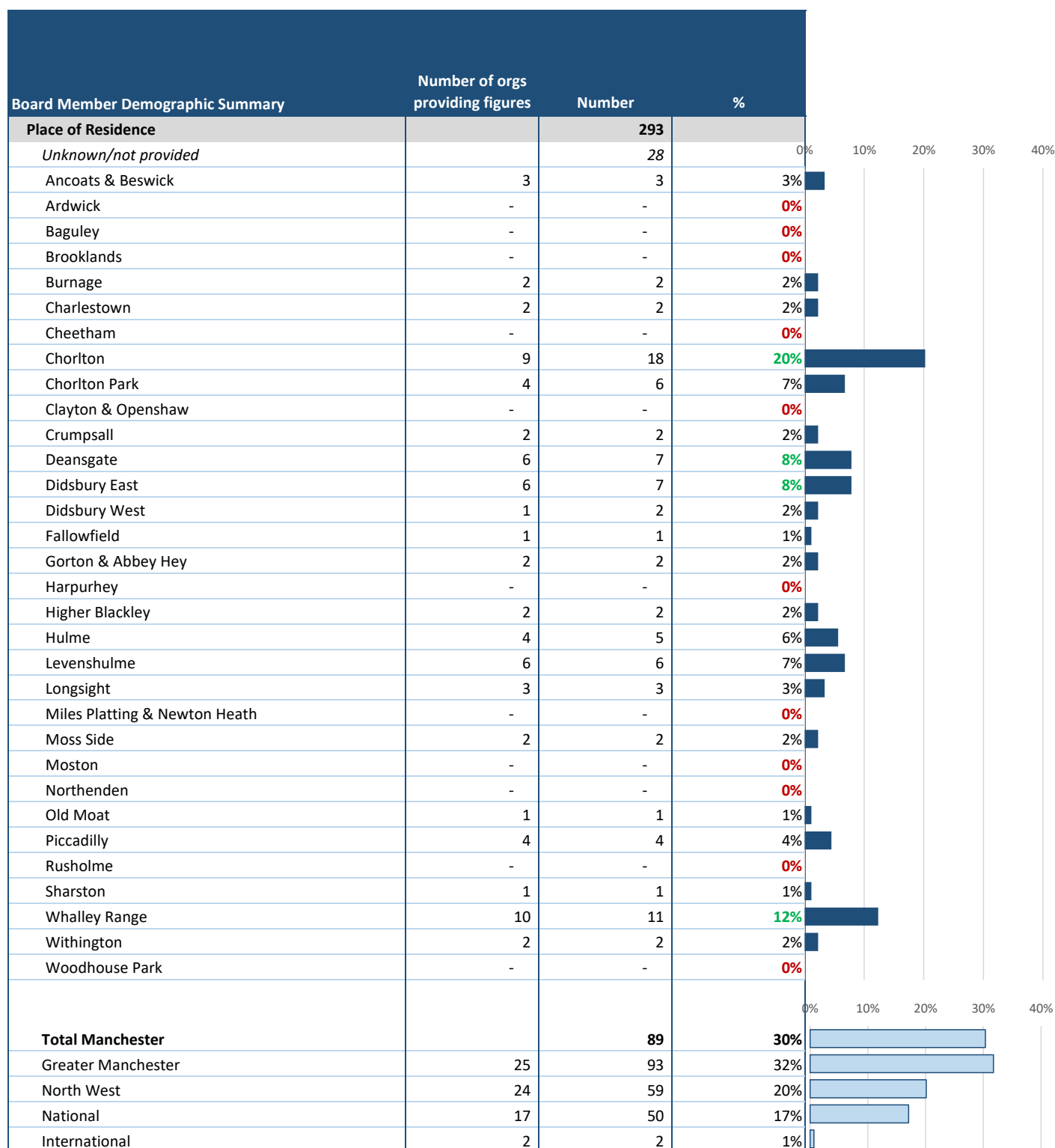
Board Members	Number	Number of orgs providing response
Number of board members	345	38
Number of hours volunteered by board members	15,456	33
Average number of hours volunteered by board members	45	

Availability of data	Number of orgs providing info	% of orgs providing info
Age	36	92%
Gender	37	95%
Ethnicity	35	90%
Disability	34	87%
Place of residence	33	85%

Board Member Demographic Summary	Number	%
Age	301	
Unknown/not provided	20	
0-19	-	0%
20-34	30	10%
35-49	95	32%
50-64	144	48%
65+	32	11%
Gender	320	
Unknown/not provided	8	
Male (including female to male trans men)	164	51%
Female (including male to female trans women)	156	49%
Non-Binary (such as androgyne)	-	0%
Not identifying with the gender assigned at birth	1	0%
Ethnicity	292	
Unknown/not provided	25	
White British	232	79%
White other	9	3%
Mixed/multiple ethnic background	15	5%
Black or Black British	14	5%
Asian or Asian British	21	7%
Other	1	0%
Disability	124	
Unknown/not provided	178	
Identifying as having a disability	16	13%
No disability	108	87%



NB. Percentages based on demographic information provided and excludes unknown/not provided. Organisations that were only able to provide partial figures have been excluded from these totals.



NB. Percentages based on demographic information provided and excludes unknown/not provided. Organisations that were only able to provide partial figures have been excluded from these totals.

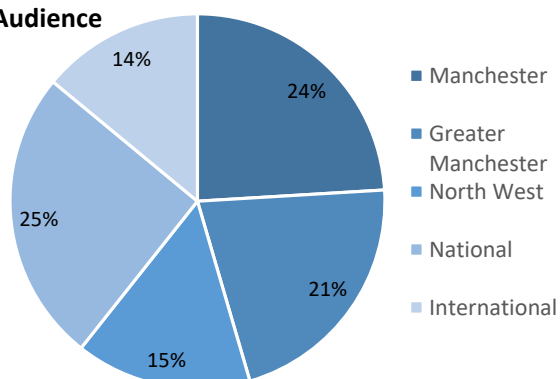
11. ZERO CARBON MANCHESTER

Carbon footprint	Number	Number of orgs providing response
Total carbon footprint (tonnes)	9,471	18
Number of individual employees trained in carbon literacy by an accredited trainer	308	17
Members of carbon reduction programme:		
Green Growth	3	
Manchester Arts Sustainability Team	15	
Julie's Bicycle	25	
None	9	

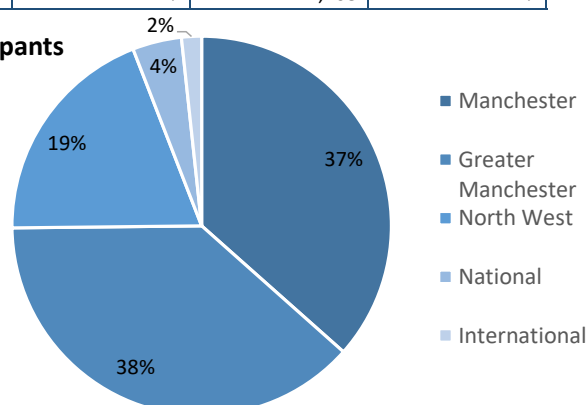
12. WARD ENGAGEMENT

Audience and Participants by Ward	Audience	% of total audience	Participants	% of total participants
Place of Residence	2,583,465		70,750	
<i>Unknown/not provided</i>	329,321	-	27,639	-
Ancoats & Beswick	22,034	1%	621	1%
Ardwick	25,969	1%	458	1%
Baguley	954	0%	173	0%
Brooklands	4,937	0%	136	0%
Burnage	19,214	1%	764	1%
Charlestown	6,091	0%	345	0%
Cheetham	11,343	0%	2,110	3%
Chorlton	51,715	2%	1,613	2%
Chorlton Park	25,136	1%	1,058	1%
Clayton & Openshaw	6,537	0%	285	0%
Crumpsall	3,437	0%	770	1%
Deansgate	37,378	1%	613	1%
Didsbury East	23,460	1%	541	1%
Didsbury West	37,704	1%	581	1%
Fallowfield	28,405	1%	535	1%
Gorton & Abbey Hey	13,218	1%	438	1%
Harpurhey	4,828	0%	1,102	2%
Higher Blackley	6,251	0%	266	0%
Hulme	54,998	2%	4,035	6%
Levenshulme	23,112	1%	1,082	2%
Longsight	9,432	0%	869	1%
Miles Platting & Newton Heath	7,169	0%	430	1%
Moss Side	30,468	1%	1,284	2%
Moston	9,012	0%	316	0%
Northenden	3,791	0%	69	0%
Old Moat	23,633	1%	381	1%
Piccadilly	30,031	1%	1,186	2%
Rusholme	28,627	1%	829	1%
Sharston	2,076	0%	170	0%
Whalley Range	35,727	1%	1,227	2%
Withington	28,722	1%	857	1%
Woodhouse Park	5,737	0%	726	1%
Total Manchester	621,146	24%	25,870	37%
Greater Manchester	553,899	21%	27,072	38%
North West	392,222	15%	13,640	19%
National	654,447	25%	2,960	4%
International	361,751	14%	1,208	2%

Audience



Participants



13. ENGAGEMENT WITH SCHOOLS AND OTHER EDUCATIONAL SETTINGS

Number of organisations providing data	Manchester	Greater Manchester	Outside Greater Manchester
Schools	23	21	14
Colleges	15	15	11
Universities	24	12	17
Other groups/settings	17	10	7

Schools	Number of settings engaged	Total establishments	% engaged	Number of sessions	Number of participants	Number of engagements
Manchester schools (all funded and in	156	199	78%	1,374	10,834	59,295
All_through	7	8	88%	130	1,273	3,364
Primary	115	136	85%	775	6,771	48,024
PRU	2	3	67%	11	36	125
Secondary	26	36	72%	300	2,487	6,324
Special	6	15	40%	36	128	366
Hospital	-	1	0%	-	-	-
Other (settings not listed)	14	-	-	122	139	1,092
Greater Manchester schools	675	-	-	1,316	22,438	64,115
Manchester	792	-	-	962	25,912	59,607
Total				3,652	59,184	183,017

State Funded Manchester Schools	Number of schools engaged	Number of establishments	% of schools engaged	Number of sessions	Number of participants	Number of engagements
All through	1	1	100%	52	424	1,311
Primary	113	134	84%	767	6,771	47,857
PRU	2	3	67%	11	36	125
Secondary	26	27	96%	300	2,487	6,324
Special	6	12	50%	36	128	366
Hospital	-	1	0%	-	-	-
Total	148	178	83%	1,166	9,846	55,983

Includes local authority maintained schools and academies

Independent / Private Manchester Schools	Number of schools engaged	Number of establishments	% of schools engaged	Number of participation sessions	Number of participants	Number of engagements
All through	6	7	86%	78	849	2,053
Primary	2	2	100%	8	-	167
PRU	-	-	-	-	-	-
Secondary	-	9	0%	-	-	-
Special	-	3	0%	-	-	-
Hospital	-	-	-	-	-	-
Other	1	1	100%	122	139	1,092
Total	9	22	41%	208	988	3,312

Colleges/Sixth Forms	Number of settings engaged	Number of sessions	Number of participants	Number of engagements
Manchester	11	167	770	2,905
Greater Manchester	84	165	1,190	2,854
Outside of Greater Manchester	112	120	432	3,320

Universities	Number of settings engaged	Number of sessions	Number of participants	Number of engagements
Manchester	6	503	2,412	6,787
Greater Manchester	22	142	1,575	2,117
Outside of Greater Manchester	75	214	1,562	3,091

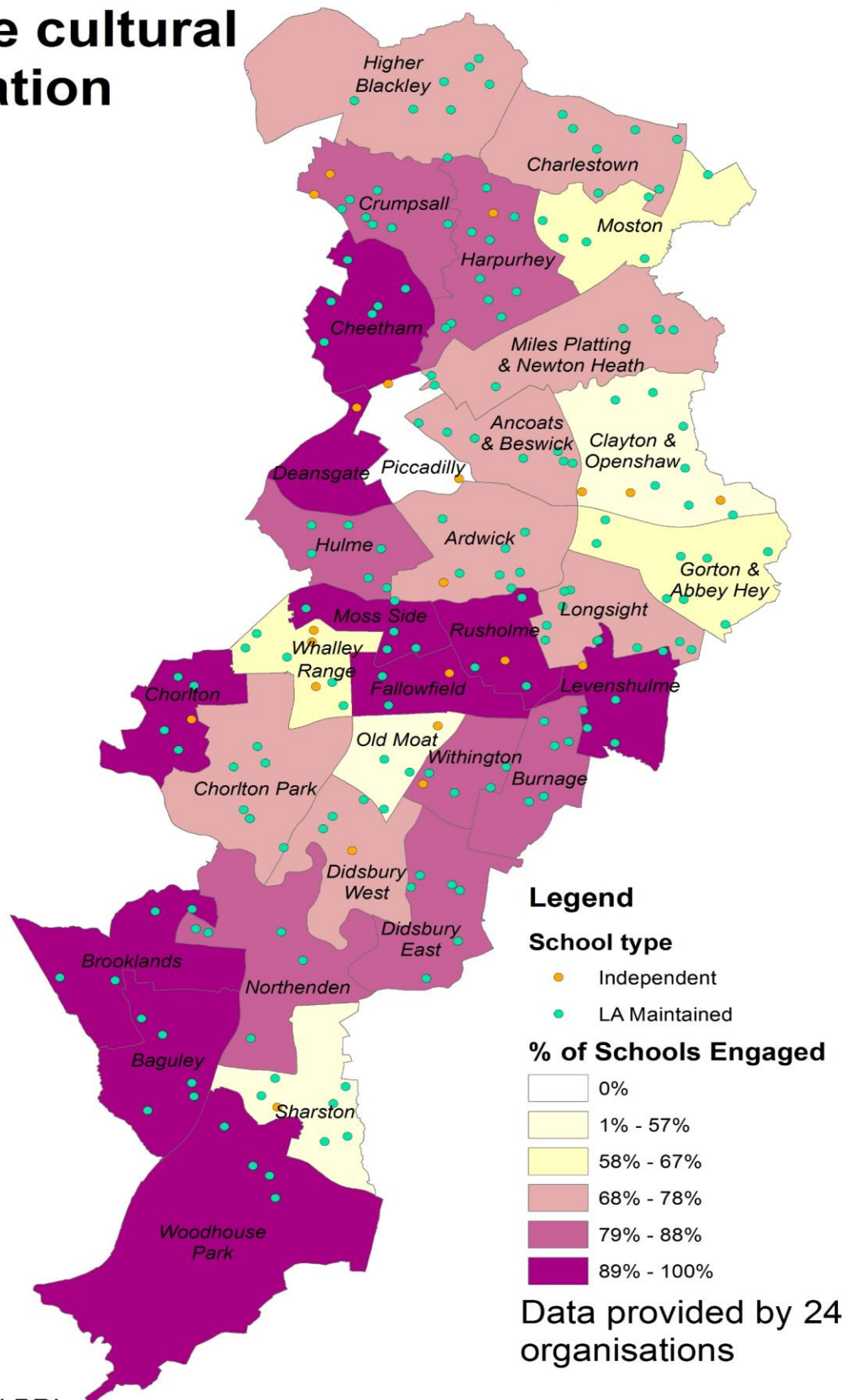
Other Groups/Settings	Number of settings engaged	Number of sessions	Number of participants	Number of engagements
Manchester	141	741	4,418	11,465
Greater Manchester	144	216	4,228	8,466
Outside of Greater Manchester	73	5	2,160	19,733

Manchester Schools - Ward	Number of schools engaged	Number of schools in ward	% of schools engaged	Number of participation sessions	Number of participants	Number of engagements
Ancoats & Beswick	5	7	71%	24	204	622
Ardwick	5	7	71%	33	256	1,943
Baguley	7	7	100%	73	453	1,525
Brooklands	4	4	100%	20	99	751
Burnage	5	6	83%	28	577	1,533
Charlestown	6	8	75%	32	270	858
Cheetham	7	7	100%	66	448	1,741
Chorlton	4	4	100%	30	194	809
Chorlton Park	5	7	71%	92	434	1,500
Clayton & Openshaw	5	10	50%	34	46	1,418
Crumpsall	7	8	88%	77	684	2,197
Deansgate	1	1	100%	6	25	84
Didsbury East	5	6	83%	28	264	766
Didsbury West	3	4	75%	13	232	345
Fallowfield	3	3	100%	40	277	1,397
Gorton & Abbey Hey	5	8	63%	23	399	613
Harpurhey	9	11	82%	70	998	2,006
Higher Blackley	7	9	78%	54	105	1,160
Hulme	5	6	83%	124	1,105	4,217
Levenshulme	8	8	100%	33	275	1,005
Longsight	6	8	75%	50	255	21,509
Miles Platting & Newton Heath	5	7	71%	32	378	1,091
Moss Side	5	5	100%	85	524	3,582
Moston	4	6	67%	10	198	318
Northenden	4	5	80%	5	240	329
Old Moat	1	2	50%	1	-	11
Piccadilly	0	2	0%	-	-	-
Rusholme	5	5	100%	19	269	807
Sharston	4	7	57%	20	221	590
Whalley Range	5	8	63%	52	733	1,934
Withington	5	6	83%	37	218	600
Woodhouse Park	4	4	100%	30	278	817
City-Wide	2	3	67%	11	36	125
Other Settings (multiple wards)	1	-	-	122	139	1,092
Total	157	199	79%	1,374	10,834	59,295

* City-Wide includes Pupil Referral Units and Hospital School Service

Percentage of schools engaged with at least one cultural organisation

2018-19



Produced by G&N PRI

© Crown copyright and database rights 2019 Ordnance Survey 100019568.

NB. Piccadilly ward only has two schools, both of which are independent and not state funded

Active Ageing Debdale Outdoor Centre



Initial 7 Weeks (July 20th – Aug 31st)

Number of Attendees: 39

Number of Visits: 122

% Manchester Residents: 78%

% Inactive Residents: 62%



"Would still do the outdoor activities even in the rain"

"I never thought I'd get in a sailing boat"



"I now look forwards to Fridays, before this I wasn't very active, I have met so many nice people."



"Venue is perfect"

"Loved the canoeing, it's really energetic"



'My upper body strength has improved, (from canoeing) I knew I needed to improve it but it's hard to find pleasurable ways to do that'



Manchester Age Friendly Libraries

Comment card from member of crochet craft sessions

Your comments



Share your thoughts and we'll act on your comments fairly and sensitively.

This class saved my life. I felt alone and sad until I joined the crochet class - I've made a lot of new friends and learnt a lot of new things, thank you so much.

Title (Mr/Mrs/Other)

Name

The comment reads:

This class saved my life. I felt alone and sad until I joined the crochet class. I've made a lot of new friends and learnt a lot of new things, thanks you so much.

Manchester Art Gallery and English Language Training



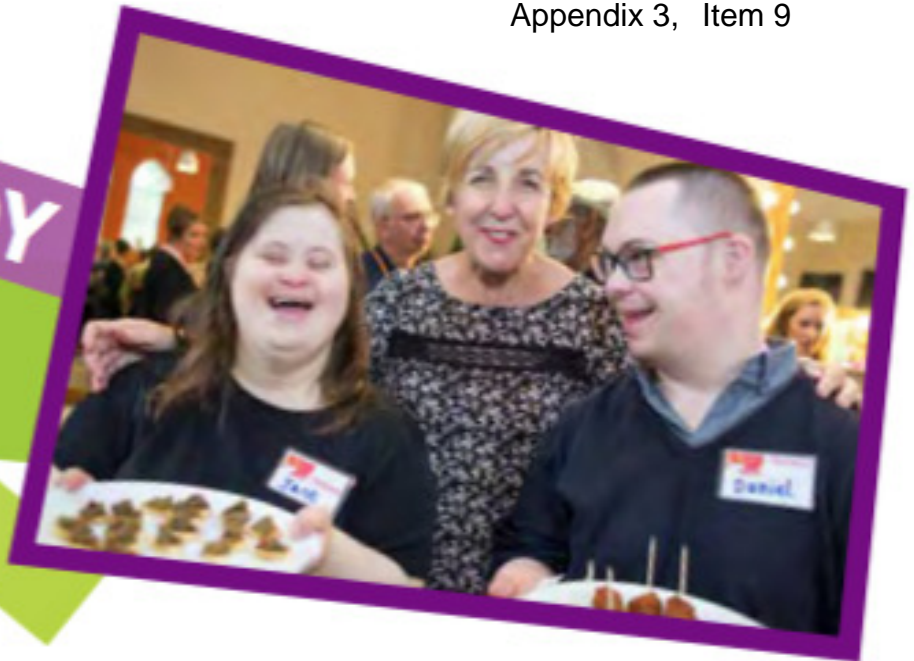
Learning English at Manchester Art Gallery

In February this year, Manchester hosted a Talk English event at which Lord Bourne announced a further year's funding for the Talk English programme. Councillor Murphy also spoke at the event, noting that Manchester prided itself regarding its diverse communities and how Talk English brought people together to talk and celebrate their own cultures. The gallery continues to contribute to this. Over the last ten years, the gallery has built up its English learning programme and developed a unique, award winning, method of using the visual arts to promote language acquisition through discussion and encourage cultural sharing.

The basic gallery offer is based on free monthly ESOL sessions. But this work has expanded via the connection with Talk English and mainstream ESOL provision, whose volunteer teachers are trained to use the art works at the gallery with their numerous groups. As a free, visually inspiring space, the gallery functions as an exciting learning environment and an antidote to the more usual classroom settings. To extend this partnership the gallery is now hosting a Manchester Adult Education ESOL tutor 'in residence' who will work with us to oversee and deliver our provision for ESOL learners including the development of self-guided resources.

CASE STUDY

JANE



Jane has Down's syndrome and has been coming to Expressive Edge since it began in 2011

"I like being here because I like being with my friends and doing what I love the most - acting."

I would say that the drama group here is absolutely amazing. It's a group where you can make new friends and you can have fun and develop acting skills. When you do a show we put it on upstairs in the theatre, in the actual theatre with the stage lighting everywhere"

Jane, Expressive Edge Actor

"I think it is hugely important that [The Edge] is here. A lot of the activities and groups that are offered to the learning disability community fold very quickly, or the venue closes down, or you end up with a timeslot that is unsociable because it is filling a gap in there... but here at The Edge it is consistent, it is permanent, they have a base that doesn't change, that is familiar... It's so welcoming and inclusive and it's lovely that their voices are really listened to. They are not patronised. All their ideas are welcomed, it's totally inclusive and I think it gives them confidence that they are being listened to. It's so often that their voices just aren't heard. It's something that is theirs"

Jane's Mum

**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny Committee – 7 November 2019

Subject: Overview Report

Report of: Governance and Scrutiny Support Unit

Summary

This report provides the following information:

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

Recommendation

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

Contact Officer:

Name: Rachel McKeon
Position: Scrutiny Support Officer
Telephone: 0161 234 4997
Email: rachel.mckeon@manchester.gov.uk

Background documents (available for public inspection):

None

1. Monitoring Previous Recommendations

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

Date	Item	Recommendation	Action	Contact Officer
7 September 2016	CESC/16/19 Equality Action Plans 2016/17: Update	To request that the Head of Legal Services provide the action plan for providing support to residents to access revenues and benefits to members of the Committee.	A response to this recommendation has been requested and will be reported back to the Committee via the Overview report.	Jacqui Dennis, Deputy City Solicitor
7 December 2017	CESC/17/48 Volunteering – Timebanks	To ask Equality Lead Members to consider what role they could play in enabling timebanking to reach different communities, including consideration of specific timebanks around protected characteristics.	A response to this recommendation has been requested and will be reported back to the Committee via the Overview Report.	Keiran Barnes, Equality Team Leader
11 October 2018	CESC/18/39 Widening Access and Participation, Leisure, Libraries, Galleries and Culture – Update	To request that data on which wards the users of individual leisure facilities lived in be circulated to Members.	A response to this recommendation has been requested and will be circulated to Members.	Lee Preston, Sport and Leisure Lead
6 December 2018	CESC/18/54 Update on Revenue Financial Strategy and Business Plan Process 2019/20	To ask the Chief Operating Officer (Neighbourhoods) to confirm the implications of the change of management for staff employed at the Powerleague in Whalley Range.	A response to this recommendation has been requested and will be reported back to the Committee via the Overview Report.	Fiona Worrall, Chief Operating Officer (Neighbourhoods)
6 December 2018	CESC/18/56 Overview Report	To recommend that the Chair meet with Councillor Fletcher-Hackwood to discuss how to take forward the suggestion that the Committee	A response to this recommendation will be reported back to the Committee via the Overview report.	Rachel McKeon, Scrutiny Support Officer

		contribute to the review on making misogyny a hate crime.		
7 March 2019	CESC/19/17 Manchester Community Events	To request that a list of groups which were successful and unsuccessful in obtaining funding through the Community Events Funding Programme 2019-20 be circulated to Members, including details of whether the groups have been funded in previous years.	A response to this recommendation has been requested and will be circulated to Members when it is available.	Neil Fairlamb, Strategic Lead (Parks, Leisure and Events)
10 October 2019	CESC/19/38 Manchester Libraries: Our Manchester – Our Libraries	To request that a representative from the Library Service attend the next meeting of the Review of Advice Services in Manchester Task and Finish Group to discuss the service's role in providing support to residents seeking information and advice on benefits and other issues.	The Head of Libraries, Galleries & Culture has nominated two members of staff to attend the Task and Finish Group meeting on 30 October 2019.	Rachel McKeon, Scrutiny Support Officer

2. Key Decisions

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

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

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

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

An extract of the most recent Register of Key Decisions, published on **28 October 2019** containing details of the decisions under the Committee's remit is included below. This is to keep members informed of what decisions are being taken and, where appropriate, include in the work programme of the Committee.

Register of Key Decisions:

Subject / Decision	Decision Maker	Decision Due Date	Consultation	Background documents	Officer Contact
National Taekwondo Centre 2018/10/19A Enter into a 39 year lease with Sport Taekwondo UK Ltd for areas within the building.	Chief Executive	Not before 1st Nov 2018		Briefing Note and Heads of Terms	Richard Cohen r.cohen@manchester.gov.uk
Leisure Services - External Ref: 2016/02/01C The approval of capital expenditure on external Leisure Services land and buildings.	City Treasurer (Deputy Chief Executive)	Not before 1st Mar 2019		Business Case	Lee Preston l.preston2@manchester.gov.uk
Manchester Active Annual Contract Renewal 2020 2019/04/02B To consider the renewal of the contract for the delivery of the Manchester Sport and Leisure	City Treasurer (Deputy Chief Executive)	Not before 1st Jan 2020		Contract report and performance report for the 2019/20 annual contract.	Rebecca Livesey r.livesey@mcractive.com

Strategy.					
House of Sport (2019/07/26A) Remodelling of the Regional Athletics Arena/National Squash Centre to incorporate and accommodate the relocation of sports and related institutions to be known as the House of Sport.	City Treasurer (Deputy Chief Executive)	Not before 3rd Oct 2019		Report to Executive (Eastlands Regeneration Framework – 13.12.17, 25.07.18 (update), 25.07.19) Eastlands Update Executive Report – 11.09.19 & Full Council 02.10.19	Richard Cohen r.cohen@manchester.gov.uk
Manchester Regional Arena - Indoor & Outdoor Athletics Track Replacement (2019/08/01A) The approval of capital expenditure for the refurbishment works on both the indoor and outdoor athletics tracks at Manchester Regional Arena.	City Treasurer (Deputy Chief Executive)	Not before 30th Sep 2019		Checkpoint 4 Business Case	Neil Fairlamb N.Fairlamb@manchester.gov.uk
City Centre Public Space Protection Order (PSPO) 2019/03/01O To decide if a PSPO will be introduced in Manchester city centre.	Strategic Director (Neighbourhoods)	Not before 31st Jul 2019		Report with consultation document appended.	Sam Stabler s.stabler@manchester.gov.uk

Extra Care - Russell Road LGBT Project 2019/03/01H The approval of capital expenditure on the City's Extra Care Programme to develop new build extra care units which will be in the ownership of MCC.	City Treasurer (Deputy Chief Executive)	Not before 1st Mar 2019		Checkpoint 4 Business Case	Steve Sheen s.sheen@manchester.gov.uk
Contract for the Provision of Domestic Violence and Abuse (DV&A) Refuge and Outreach (2019/07/08A) To appoint a provider to deliver a domestic violence and abuse (DV&A) refuge and outreach service	Executive Director of Adult Social Services	Not before 1st Sep 2019		Report and Recommend ation	Mike Worsley mike.worsley@manchester.gov.uk

**Communities and Equalities Scrutiny Committee
Work Programme – November 2019**

Thursday 7 November 2019, 2.00 pm (Report deadline Tuesday 29 October 2019)				
Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Our Manchester Disability Plan (OMDP)	To receive an annual update on the OMDP, to include information on the impact of changes to disability benefits, including Employment Support Allowance.	Councillor Craig Councillor Akbar	Zoe Robertson/ Shawwna Gleeson/ Fiona Ledden/ Keiran Barnes	Invite Lead Member for Disabled People
City Centre Public Space Protection Order (PSPO)	To receive a report on the outcome of the consultation for the City Centre PSPO.	Councillor N Murphy	Fiona Worrall/ Sam Stabler	Invite city centre Ward Councillors and the Lead Member for the City Centre
Manchester International Festival	To receive a report on the Manchester International Festival, including information on participation in and engagement with the Manchester International Festival 2019 across different communities.	Councillor Rahman	Fiona Worrall/ Neil MacInnes	Executive Report
Christmas Offer	To receive a report on the approach to the Christmas festive period in the city for 2019.	Councillor Rahman	Fiona Worrall/ Neil Fairlamb	Invite the Lead Member for the City Centre
Cultural Impact Survey 2018/19 and Widening Access to Libraries, Leisure and Culture	To receive a report on the results of the Cultural Impact Survey 2018/19. To include an update on widening access to Libraries, Leisure and Culture to include a focus on protected characteristics. To request that the Committee receive: <ul style="list-style-type: none"> Statistics on the workforce in the cultural 	Councillor Rahman	Fiona Worrall/ Neil Fairlamb	See October 2018 and October 2019 minutes

	sector, including demographic information, the use of zero hours contracts and payment of the Manchester Living Wage <ul style="list-style-type: none"> • An update on the Winning Hearts and Minds project • Mapping information on access to and engagement with arts and culture by ward 			
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.	-	Rachel McKeon	

Thursday 5 December 2019, 2.00 pm (Report deadline Tuesday 26 November 2019)				
Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Peterloo	To receive a report on events to mark the 200 th anniversary of the Peterloo Massacre.	Councillor Rahman	Fiona Worrall/Neil MacInnes/Neil Fairlamb	
Parks Strategy	To receive a further report on the Parks Strategy, to include: <ul style="list-style-type: none"> • further information on the management plans for parks. • how smaller parks fit into the strategy and how they can be improved. • the variance in spend within the Parks programme and the loss of the potential grant income that is anticipated. 	Councillor Rahman	Fiona Worrall/Neil Fairlamb/Kylie Ward	See Resources and Governance Scrutiny Committee June 2019 minutes
Sport and Leisure Strategy	To receive an annual progress report on the Sport and Leisure Strategy. To ask officers to undertake a piece of work to map the providers' Community	Councillor Rahman Councillor	Fiona Worrall/Neil Fairlamb	See December 2016 and November 2018

	Development Plans against the Our Manchester Strategy and all the Equality Strands, including engagement with Age Friendly Manchester and the Our Manchester Disability Plan and to include this in the report, with case studies.	Akbar		minutes
Community Engagement Framework	To receive a report on the Community Engagement Framework which sets out how the Council will engage with residents in Our Manchester.	Councillor S Murphy	Fiona Worrall/ Suzanne Grimshaw	
Overview Report		-	Rachel McKeon	

Thursday 9 January 2020, 2.00 pm (Report deadline Friday 20 December 2019) PLEASE NOTE DEADLINE DUE TO CHRISTMAS HOLIDAYS				
Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Budget 2020/21 – Officer proposals	The Committee will receive a report outlining the main changes to delivery and funding arrangements. Savings included as officer options to be debated.	Councillor Ollerhead	Carol Culley	There will be no detailed business plans for Directorates included in this report
Public Space Protection Orders around abortion-providing clinics	To receive an update in relation to Public Space Protection Orders around abortion-providing clinics.	Councillor N Murphy	Fiona Ledden/ Fiona Worrall/ Sam Stabler/	See June 2019 minutes
Capital Strategy for Leisure Facilities	To receive a report on the Capital Strategy for Leisure Facilities, to include an update on the Playing Pitch Strategy.	Councillor Rahman	Fiona Worrall/Neil Fairlamb	
Overview Report		-	Rachel McKeon	

Thursday 6 February 2020, 2.00 pm (Report deadline Tuesday 28 January 2020)				
Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Budget 2020/21		Councillor Ollerhead	Carol Culley	
Equality Impact Assessments	To consider a selection of Equality Impact Assessments from the previous year's budget process, to include the Affordable Housing Policy.	Councillor Akbar	Fiona Ledden/Shawwna Gleeson/Keiran Barnes	See February 2019 minutes
Overview Report		-	Rachel McKeon	

Thursday 5 March 2020, 2.00 pm (Report deadline Tuesday 25 February 2020)				
Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Community Events Funding and Applications	To receive an update report.	Councillor Rahman	Fiona Worrall/Neil Fairlamb	
Business Planning and Equality Delivery Plans	To receive an update report.	Councillor Akbar	Fiona Ledden/Sam McVaigh/Keiran Barnes	
Equality Objectives	To receive an update report.	Councillor Akbar	Fiona Ledden/Shawwna Gleeson/Keiran Barnes	
Overview Report		-	Rachel McKeon	

Items To be Scheduled				
Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Community Safety Overview	To receive regular update reports on the work of the Community Safety Partnership (CSP) across its key priority areas. To request that this include regular updates on work in relation to accommodation for offenders. To also receive information on child criminal exploitation and a report on men and women in the sex trade.	Councillor N Murphy	Fiona Worrall/ Sam Stabler/ Samiya Butt	See November 2018 minutes
Universal Credit	To receive a report on: <ul style="list-style-type: none"> the Welfare Reform Board's work on the impact of Universal Credit in Manchester, focusing on to its impact on people with protected characteristics. how advice services are supporting residents moving to Universal Credit. 	Councillor S Murphy	Angela Harrington	TBC See November 2017 minutes Invite Chair of Economy Scrutiny Committee
Extra Care Housing Options	To receive a report on extra care housing options.	Councillor Richards Councillor Akbar Councillor Craig	Director of Adult Social Services /Jon Sawyer/ Zoe Robertson	See February 2018 minutes Invite Chairs of Health Scrutiny Committee and Neighbourhoods and Environment Scrutiny Committee and Lead Member for Age Friendly Manchester
Recording Misogyny	To receive an update on what actions GMP is	Councillor N	Fiona Worrall/	See November

as a Hate Crime	taking in relation to recording misogyny as a hate crime.	Murphy	Sam Stabler	2018 minutes
Greater Manchester Ageing Strategy	To receive a report on the Greater Manchester Ageing Strategy and how this relates to the work taking place at a Manchester level.	Councillor Akbar Councillor Craig	David Regan/ Paul McGarry/ Philip Bradley/ Dave Thorley /Sophie Black	See November 2018 minutes Invite Lead Member for Age Friendly Manchester
Begging and Rough Sleeping	To request a further report on begging and rough sleeping, noting that this spans the remit of two scrutiny committees whose Members should have the opportunity to scrutinise it. To request that this report include further information in response to Members' comments, in particular further information on the work to gather evidence in relation to organised begging.	Councillor S Murphy Councillor N Murphy	Eddie Smith/Fiona Worrall/Kate Macdonald/Sam Stabler	See February 2019 minutes Invite City Centre Councillors (TBC)
City Centre Survey Findings	To receive a report on the findings of the City Centre Survey.	Councillor Akbar	Kate MacDonald	Invite ward councillors and Chair of Neighbourhoods and Environment Scrutiny Committee
Review of Council's Processes (Accessibility for Disabled People)	To receive a report on the review of the Council's processes to ensure that accessibility for disabled people is fully embedded.	Councillor Akbar	Fiona Ledden/ Keiran Barnes	See June and September 2019 minutes
English for Speakers of Other Languages (ESOL)	To receive a report on ESOL, including the work of Manchester Adult Education Service (MAES).	Councillor Rahman	Angela Harrington/Julie Rushton	See September 2019 minutes Invite Chair of Economy Scrutiny Committee

Read Manchester	To receive a report on Read Manchester.	Councillor Rahman	Fiona Worrall/Neil MacInnes	
Voluntary, Community and Social Enterprise (VCSE) Infrastructure Service	To request that that, following the contract negotiations, Macc and officers from the Programme Team be invited to a meeting of the Committee to discuss what Macc's outputs will be.	Councillor S Murphy	Fiona Worrall/ Michael Salmon	See October 2019 minutes

This page is intentionally left blank