



Communities and Equalities Scrutiny Committee

Date: Thursday, 5 March 2020

Time: 2.00 pm

Venue: Council Antechamber, Level 2, Town Hall Extension

Everyone is welcome to attend this Committee meeting.

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

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Membership of the Communities and Equalities Scrutiny Committee

Councillors - Hacking (Chair), Andrews, Battle, 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** 5 - 12
To approve as a correct record the minutes of the meeting held on 6 February 2020.
- 5. Final Report of the Review of Advice Services in Manchester Task and Finish Group** 13 - 34
Report of the Review of Advice Services in Manchester Task and Finish Group

This report presents the findings, conclusions and recommendations of the Review of Advice Services in Manchester Task and Finish Group. The Task and Finish Group was established to consider the availability of advice services across the city, with a view to producing recommendations to be considered in the budget in the next financial year.
- 6. Review of Council's Processes - Accessibility for Disabled People** 35 - 42
Report of the City Solicitor

This report sets out the intended approach for a review of how the Council engages with disabled residents, to act upon the Council's previously stated commitment to embed disability inclusion and accessibility considerations in the design and development of Manchester's capital and public realm projects.

7. **Equality Objectives 2020 - 2024** 43 - 54
Report of the City Solicitor

This report sets out the Council's proposed equality objectives for the period 2020 - 2024. It outlines the approach that the Council has taken to setting these in the past and describes the process that has been undertaken to ensure that the most recent set of objectives represent the priorities of Manchester residents and other stakeholders, as well as those of the Council. The report sets out the objectives in draft form and provides an opportunity for the Committee to comment on these to influence further refinement of them before they are published by no later than 6 April 2020.

8. **Voluntary, Community and Social Enterprise (VCSE) Infrastructure Service - to follow**

9. **Community Events Funding and Applications - to follow**

10. **Overview Report** 55 - 64
Report of the Governance and Scrutiny Support Unit

This report provides members 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.

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Joanne Roney OBE
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Further Information

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

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This agenda was issued on **Wednesday, 26 February 2020** 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 6 February 2020

Present:

Councillor Hacking - In the Chair

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

Councillor N Murphy, Deputy Leader

Councillor Ollerhead, Executive Member for Finance and Human Resources

Councillor Rahman, Executive Member for Skills, Culture and Leisure

Louise Harding, MCRactive

Apologies:

Councillors Kirkpatrick and Rawlins

CESC/20/08 Minutes

Decision

To approve the minutes of the meeting held on 9 January 2020 as a correct record.

CESC/20/09 Review of Advice Services in Manchester - Final Report and Recommendations

The Committee received a report of the Review of Advice Services in Manchester Task and Finish Group which presented the findings, conclusions and recommendations of the Review of Advice Services in Manchester Task and Finish Group. The Task and Finish Group had been established to consider the availability of advice services across the city, with a view to producing recommendations to be considered in the budget in the next financial year.

The Chair informed Members that the Executive Member for Adult Health and Wellbeing was unable to attend the meeting for personal reasons but had provided some comments on this work. A Member proposed that this item be deferred to the 5 March meeting in order that the Executive Member could attend, to which the Chair agreed.

Decision

To defer this item to the Committee's meeting on 5 March 2020.

CESC/20/10 The Council's Updated Financial Strategy and Budget reports 2020/21

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

In conjunction to the above, the Committee also considered the Neighbourhoods Directorate Budget Report 2020/21 which provided the final budget proposals following the contents of the provisional Local Government Settlement received late December 2019 and feedback from scrutiny committees during January 2020.

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

The Executive Member for Finance and Human Resources outlined the national context within which the budget was being set, highlighting the significant decrease in funding to the Council since 2010.

A Member noted the statement within the update on the Council's overall financial position that, with regard to homelessness, the service had identified a potential increase in income of £1m in 2020/21 relating to Housing Benefit for temporary accommodation which would be available from Department for Work and Pensions (DWP) based on a small scale transfer of existing properties to be managed by Registered Providers (RPs) by end of March 2020 and increasing incrementally throughout 2020/21 and that this would reduce the net cost to the Council. She asked how much impact this incremental increase would have on the budget. The Head of Finance advised that he would circulate a response to this question to the Committee.

In response to a Member's question, the Strategic Director (Neighbourhoods) explained that the proposal to explore the establishment of a separate wholly owned company in relation to gallery exhibitions was a way of managing tax payments and would not impact on staff.

A Member asked whether the costs of the implementation of a Public Space Protection Order (PSPO) in the city centre had been factored into the community safety budget. Deputy Leader Councillor Nigel Murphy confirmed that it had but added that there would not be any additional resources for the implementation of the PSPO and its introduction was about using existing resources in the best way.

In response to a Member's question, the Strategic Director (Neighbourhoods) provided an overview of the costs associated with Bereavement Services and offered to provide a breakdown of the costs, if Members were interested.

The Chair referred back to the Committee's comments when the budget had been considered at its January meeting, highlighting Members' view about the importance of funding work to address anti-social behaviour. The Strategic Director (Neighbourhoods) informed Members that funding for the Anti-Social Behaviour Team had been increased in 2018/19 and that this level of funding was being maintained.

Decision

To re-iterate the Committee's comments from its 9 January meeting, supporting the proposals while emphasising the importance of funding work to tackle anti-social behaviour.

CESC/20/11 Equality Impact Assessments

The Committee received a report of the City Solicitor which reviewed a selection of the Equality Impact Assessments (EIAs) produced in support of the Council's business planning process for 2019/2020. It outlined the context of why the Council undertook EIAs and some of the key themes emerging from the business priority-related analyses produced in the last year. It also described changes to the Council's approach to business planning for 2020-21, and the implications for how equality impacts would be considered within the plan and how the process of producing EIAs would be managed moving forwards.

The report noted that EIAs would be produced if actions arising from the Council's Climate Change Action Plan had a disproportionate impact on certain communities. The plan would recognise that climate change would have differential impacts on communities across the city, for example in terms of poor air quality and more frequent incidences of extreme weather.

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

- Update on 2019-20 EIA Activity;
- Refreshed approach to business planning and EIAs; and
- Strengthening the approach to EIAs.

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

- That an EIA had not been completed for the Peterloo Memorial and whether lessons had been learnt from the mistakes that were made in that case;
- Request for further information on the EIA process, including how officers were made aware of it and whether EIAs were monitored by the Equalities Team;
- The timing of EIAs in relation to when decisions were taken, including in the case of the proposed Public Space Protection Order (PSPO) for the city centre;
- The importance of having a framework for EIAs setting out when they should be completed and what they should include and how Members could access the EIAs;
- That levels of deprivation were not included in the EIAs; and
- That EIAs should focus on having a positive impact rather than solely on minimising the negative impact on particular groups.

The Equality, Diversity and Inclusion Manager acknowledged that an EIA had not been completed in relation to the Peterloo Memorial and informed the Committee that work was taking place to safeguard against similar problems in future. He advised the Committee that he would provide them with further information on this.

The Equality, Diversity and Inclusion Manager informed Members that EIAs were part of the Project Initiation Process for Council projects but that this practice was not always fully embedded in the process and one of the challenges for his team was to address this.

The Equality, Diversity and Inclusion Manager confirmed that an EIA had been produced for the city centre PSPO and was expected to be signed off before a decision was taken. He agreed that EIAs should be completed before decisions were taken and reported that his team needed to have influence across the organisation to ensure that this happened. He advised that the best practice model was to complete the EIA at the earliest stage to identify any issues and give the relevant service the opportunity to adjust the proposal so that either the final proposal did not have this disproportionate impact or, if that was not possible, so that decision-makers could take this information into account when making their decision. The City Solicitor advised that, as the Lead Officer for Equality within the Senior Management Team, it was part of her role to use her influence to ensure that this analysis was prioritised and factored into decision-making and that she expected her colleagues and peers to ensure that this was being done within their Directorates.

The Equality, Diversity and Inclusion Manager informed the Committee that the part of the Equality Act 2010 which would have addressed socio-economic disadvantage was never enacted and that it had previously been decided not to include it in the Council's EIAs on this basis; however, he advised that this would be given further consideration as part of the review of the EIA Framework. He advised Members that there was also an opportunity to make the process more meaningful and to engage with key stakeholders over this.

Decision

To note the report and to ask the Equality, Diversity and Inclusion Manager to consider the comments made by Members.

CESC/20/12 Manchester Playing Pitch Strategy

The Committee received a report of the Strategic Director (Neighbourhoods) which provided an update on the Manchester Playing Pitch Strategy and Site Action Plan.

The report noted that delivery of priority projects identified in the Playing Pitch Strategy and Site Action Plan would contribute to achieving the zero-carbon target for the city and that projects would be subject to their individual business case and agreed funding strategy.

The main points and themes within the report included:

- Background and context;
- Governance;
- Study area;
- Site Action Plan update;
- Supply and demand update;

- Short-term action plan; and
- Investment opportunities.

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

- Concern about playing pitches being lost, for example to new housing developments, and what was the Council doing to address this;
- Concern at the level of response from Ward Councillors to the individual ward plans they had been sent;
- Plans for increased access to outdoor floodlit tennis courts;
- Whether the planned 17 new non-turf cricket pitches would be spread across the city and to question the different pricing for Further Education (FE) Institution-affiliated clubs compared to the price charged to non-FE-affiliated young people;
- Concern that local young people were unable to access playing pitches in their area due to block bookings by clubs;
- How under-represented groups could be supported to access Sport England's Community Asset Transfer Fund; and
- That some pitches and associated facilities, such as changing rooms, were in a poor condition and that it was important to address this.

The Executive Member for Skills, Culture and Leisure advised the Committee that the Strategy was committed to protecting playing pitches and he offered to discuss with the Member his concerns about the future of specific playing pitches in his local area. The Member requested that the Executive Member arrange a meeting to discuss this, inviting other relevant Ward Councillors and Louise Harding from MCRactive. Louise Harding outlined the process for dealing with applications to build on land where there was a playing pitch, advising that she would be consulted and would object to the application and that, if the developer wanted to proceed, they would have to submit a mitigation for the loss of the playing field in consultation with the relevant stakeholders.

The Executive Member for Skills, Culture and Leisure agreed that it was important for Ward Councillors to engage with this area of work and advised that he would send another reminder to all Members to ask them to provide feedback on the plans for their ward.

Louise Harding advised the Committee that there was demand for outdoor floodlit tennis courts across the city but, at present, the Council was waiting for an investment strategy from the Lawn Tennis Association (LTA) which it could consider. She informed Members that the new cricket pitches would be located across the city and offered to provide further details of this and of the pricing structure. The Chair asked that consideration be given to how young people could be encouraged to use the facilities by removing any bureaucratic obstacles, such as needing to be FE-affiliated to receive a better rate. The Executive Member for Skills, Culture and Leisure informed Members that a range of discounts and offers, such as free swimming, were available to young people and he offered to provide further information in a future report.

Louise Harding advised the Committee that her understanding was that Manchester clubs were given priority when booking pitches but that she would speak to the operators about the booking process. She informed Members that there was capacity to support groups seeking Community Asset Transfers. The Chair commented that the Committee would be receiving a report on the Voluntary, Community and Social Enterprise (VCSE) Infrastructure Service at its next meeting and advised that he would ask that information on the support available to groups seeking a Community Asset Transfer, and whether this was included in the infrastructure contract, be included in this report.

The Executive Member for Skills, Culture and Leisure agreed that the condition of some pitches needed to be improved and advised that the Strategy included a focus on investing in existing provision which had not received any investment for many years. In response to a Member's question, he advised Members that Wythenshawe Park have a 10-year development plan and that plans for how to sustain the Wythenshawe Games could be incorporated into this.

Decision

To note the report.

CESC/20/13 Delivering the Our Manchester Strategy

The Committee received a report of the Executive Member for Skills, Culture and Leisure which provided an overview of work undertaken and progress towards the delivery of the Council's priorities as set out in the Our Manchester Strategy for those areas within the portfolio of the Executive Member for Skills, Culture and Leisure.

The main points and themes within the report included:

- Widening access and participation;
- Culture;
- Zero carbon and the climate emergency;
- Parks;
- Young people; and
- MCRactive.

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

- To thank the Executive Member for Skills, Culture and Leisure for his work;
- Questions on behalf of a member of the public regarding work to address climate change;
- Request for further information on the successful bid to the Home Office "Libraries of Sanctuary" project, including more detail on what this was, how much funding had been awarded and the timescales;
- Request for further information on the new libraries post funded by the Greater Manchester Combined Authority (GMCA) which would manage a project to reduce digital exclusion in the city, including how much funding had been received, whether it was a full-time post and how long the post would be funded for; and

- What else could be done to widen access and participation in libraries, galleries, culture and leisure.

The Executive Member for Skills, Culture and Leisure outlined the work HOME had been doing to address climate change. The Chair recommended that the Member send the questions from the member of the public to the Executive Member for him to respond.

The Executive Member for Skills, Culture and Leisure reported that he would provide the Member with a response to her questions on the funding from the Home Office and the GMCA outside of the meeting.

The Executive Member for Skills, Culture and Leisure reported that access and participation could be increased by changing people's perceptions that some activities or events were not for them and by improving communication. He informed Members about the three online platforms which were due to be launched the following month to inform Manchester residents about cultural activities, sport and leisure activities and activities for young people that were available in the city. He advised the Committee that some of the barriers to participation included transport, socio-economic background and affordability and that these would take time to address but that there was a willingness across the sector to do this. A Member emphasised the importance of ensuring accessibility for people from all socio-economic backgrounds, including ensuring that information was not only available online. The Executive Member confirmed that information was shared using a range of methods and reported that events were being held in wards, rather than just in the city centre, to better engage with local communities.

Decision

To note the report.

CESC/20/14 Overview Report

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

Decision

To note the report and agree the work programme.

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**Manchester City Council
Report for Resolution**

Report to: Communities and Equalities Scrutiny Committee – 5 March 2020

Subject: Review of Advice Services in Manchester - Final Report and Recommendations

Report of: Review of Advice Services in Manchester Task and Finish Group

Summary

This report presents the findings, conclusions and recommendations of the Review of Advice Services in Manchester Task and Finish Group. The Task and Finish Group was established to consider the availability of advice services across the city, with a view to producing recommendations to be considered in the budget in the next financial year.

Recommendations

The Communities and Equalities Scrutiny Committee is asked:

To note the findings of the Task and Finish Group and endorse the recommendations as set out in the report.

To submit the recommendations to the Executive Member for Adult Health and Wellbeing and the recently established multi agency Advice Forum for their consideration.

Wards Affected: All

Contact Officers:

Rachel McKeon
Scrutiny Support Officer
0161 234 4997
rmckeon@manchester.gov.uk

Background documents (available for public inspection):

None

Appendix 1 – Terms of Reference of the Task and Finish Group

Appendix 2 – Work Programme of the Task and Finish Group

Appendix 3 – Minutes of the Task and Finish Group

1.0 Introduction

- 1.1 At its meeting on 7 February 2019, the Resources and Governance Scrutiny Committee considered a call in of the decision taken by the Acting Executive Director Strategic Commissioning (with Director of Adult Social Services responsibilities) relating to the appointment of a provider to deliver city wide advice services.
- 1.2 The Committee recommended that the Communities and Equalities Scrutiny Committee establish a Task and Finish Group to consider the availability of advice services across the city, with a view to producing recommendations to be considered in the budget in the next financial year.
- 1.3 At its meeting on 5 September 2019 the Communities and Equalities Scrutiny Committee formally established the Task and Finish Group.

2.0 Membership

- 2.1 The following members of the Communities and Equalities Scrutiny Committee were appointed to the Review of Advice Services in Manchester Task and Finish Group:
- Councillor Hacking (Chair)
 - Councillor Collins
 - Councillor M Dar
 - Councillor Doswell
 - Councillor Douglas
 - Councillor Grimshaw

3.0 Objectives

- 3.1 To determine how provision of advice services in Manchester can be improved, to include consideration of:
- how gaps in provision can be addressed.
 - how more can be achieved within limited resources.
 - opportunities for additional provision outside of existing contracts and funding arrangements.
 - how advice services are delivered, including opportunities to work with new partners.

4.0 Key Lines of Enquiry

- 4.1 The key lines of enquiry identified were:
- To gain an understanding of the current situation.

- To identify any gaps in provision, for example, by type of advice or geographic area.
- To hear the perspectives of external stakeholders.

4.2 The Task and Finish Group held 3 meetings to undertake investigations into these lines of enquiry:

Meeting Date	Focus
30 September 2019	The current position and gaps in provision
30 October 2019	Perspectives of external stakeholders
15 November 2019	Mapping of local advice provision and proposals for in-house homelessness prevention advice

5.0 The Current Position and Gaps in Provision

Relevant key lines of enquiry:

To gain an understanding of the current situation.

To identify any gaps in provision, for example, by type of advice or geographic area.

- 5.1 In order to identify areas for improvement, the Task and Finish Group first sought to gain a greater understanding of the current situation. Members considered a report on the current position in respect of the recent tender of citywide advice services. The report 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.
- 5.2 The Task and Finish Group noted that, in addition to the commissioned advice services, advice was provided by some Council services as well as by a range of external organisations, some of which were not known to the Council. Members discussed the importance of having clarity on what particular agencies or services were doing and whether their role was to advise people or to provide information and signpost them to other services. Members were provided with information about the recently-established Advice Forum and the role that this could play in improving advice provision.
- 5.3 Members discussed concerns raised by Ward Councillors, including whether residents could easily access face-to-face support locally. Members discussed some of the venues which could be used to provide advice services locally and in a non-intimidating environment, including libraries, Sure Start Centres and schools.
- 5.4 The Task and Finish Group discussed concerns about the quality of immigration advice that people were receiving from some solicitors, often for high fees. Members stated that preventing and tackling homelessness should be a priority area and heard about plans to prevent people becoming homeless by addressing problems at an earlier stage.

Recommendation 1

There is a clear need to undertake an audit of what services are available in each of the localities of the city both from commissioned services and other sources. It is recommended that such an audit be undertaken and that it falls within the remit of the Advice Forum.

Recommendation 2

Consideration should be given by the Advice Forum to, where feasible, using a wider variety of venues where advice services could be accessed, such as libraries, children's centres and schools. In addition to examining the location of services, the Advice Forum should consider to what extent the provision of services relating to homelessness and asylum seeking are adequately provided for either within or outside the current commissioned provision.

6.0 Perspectives of External Stakeholders

Relevant key line of enquiry:

To hear the perspectives of external stakeholders.

- 6.1 The Task and Finish Group invited a range of stakeholders to their second meeting to hear their perspectives on advice services in Manchester, including the services they provided and the current challenges in this area of work. Those in attendance included representatives from Cheetham Hill Advice Centre, Citizens Advice Manchester and Shelter, as well as a representative from the Council's Library Service.
- 6.2 Members heard about the level of training and supervision needed to provide professional advice and the regulation of the commissioned advice services. Representatives from advice services expressed concern about smaller grassroots organisations which were providing advice to people without having the necessary training and knowledge to do so.
- 6.3 The Task and Finish Group discussed whether other organisations could be provided with training to deal with queries and whether their role should be limited to assisting people with filling in forms and signposting them on to relevant advice agencies for more complex queries. A representative from the Library Service reported that libraries staff provided information, but not advice, to members of the public and provided venues for organisations such as Manchester Citizens Advice to hold advice surgeries. Members noted the advantages of face-to-face assistance with filling in forms, particularly where there were language barriers.
- 6.4 The Task and Finish Group discussed the role of Registered Social Landlords (RSLs), hearing from external stakeholders how a minority of RSLs provided advice to their tenants but that they could not provide independent advice in relation to debt due to a conflict of interest as one of the organisations the tenant would owe money to. Members also heard that advice services were

having to spend time challenging other organisations in situations when they felt they should not have to do so, for example, challenging housing associations which were threatening to evict tenants for rent arrears due to a delay in receiving Universal Credit. Members heard that just under 50% of Manchester Citizens Advice's clients were in social housing. The Task and Finish Group discussed whether additional funding could be made available from RSLs or the Greater Manchester Combined Authority (GMCA).

- 6.5 The Task and Finish Group questioned whether Manchester Citizens Advice should provide advice outside of office hours and heard that this had been tried in the past but had not been cost effective; however, it was suggested that one adviser could be available on a Saturday by telephone, with telephone access being provided in local libraries.

Recommendation 3

Consideration should be given to the Council funding more training for library staff to deal with the complex queries they were faced with. Acknowledging the professionalism of advice workers and the complexities of offering advice, it was suggested that training should be restricted to improved signposting capacity and support for those requiring assistance with basic form filling and signposting. This support is especially important where there are language barriers. This additional training and capacity building could be made available not only to library staff but also to volunteers and community groups based in community buildings.

Recommendation 4

The Advice Forum should undertake a review of the existing relationship between commissioned advice services and Registered Social Landlords (RSLs) to ensure that there is a minimisation of unnecessary challenge between them. Examples of where this challenge is wasting resources is where an RSL threatening eviction due to late arrival of Universal Credit causes a debt advice provider to expend resources dealing with a case where it is clear the money will eventually arrive. Better co-ordination to eradicate these instances would prevent waste in the system.

Recommendation 5

Consideration should be given to out of hours provision (i.e. outside 9am - 6pm Monday to Friday), particularly the potential to provide telephones in libraries, similar to the ones installed in GPs' surgeries, which local residents could use to speak to Manchester Citizens Advice (for example) on Saturdays. While this would still require a member of staff to work Saturdays, it would be more cost effective than having Saturday advice sessions running in a number of venues.

Recommendation 6

It is recommended that the Executive Member for Adult Health and Wellbeing explores additional resources, in particular for the recommendations relating to additional training, from sources other than the Council. It is clear that RSLs and the GMCA could be asked to consider a more active financial role than at present.

7.0 Mapping of Local Advice Provision and Proposals for In-house Homelessness Prevention Advice

Relevant key line of enquiry:

To gain an understanding of the current situation.

7.1 Additional information on commissioned advice services and the mapping of local advice provision was provided to Members of the Task and Finish Group.

8.0 Conclusions

8.1 Members reviewed the current provision of advice services and considered how this could be improved. From this, the Task and Finish Group have made a number of recommendations to be addressed to the Executive Member for Adult Health and Wellbeing in the first instance. The Task and Finish Group Members also recognise that the responsibility for delivery of advice services across the city is a partnership arrangement and as such request that the recently established multi agency Advice Forum also receive and consider these recommendations.

Title	Review of Advice Services in Manchester Task and Finish Group
Membership	Councillor Collins, M Dar, Doswell, Douglas, Grimshaw and Hacking (Chair)
Lead Executive Members	Councillor Craig
Strategic Directors	Bernadette Enright - Executive Director of Adult Social Services
Lead Officers	Mike Wright – Director of Homelessness
Contact Officer	Rachel McKeon – Scrutiny Support Officer
Objectives	To determine how provision of advice services in Manchester can be improved, to include consideration of: <ul style="list-style-type: none"> • how gaps in provision can be addressed. • how more can be achieved within limited resources. • opportunities for additional provision outside of existing contracts and funding arrangements. • how advice services are delivered, including opportunities to work with new partners.
Key Lines of Enquiry	<ol style="list-style-type: none"> 1. To gain an understanding of the current situation. 2. To identify any gaps in provision, for example, by type of advice or geographic area. 3. To hear the perspectives of external stakeholders.
	This Task and Finish group will report its findings to the Communities and Equalities Scrutiny Committee by submitting minutes to the Committee. The Task and Finish Group's final report will be submitted to the Committee, which will be asked to endorse its recommendations.
Access to Information	<p>Meetings of the Task and Finish Group will be open to members of the media and public except where information which is confidential or exempt from publication is being considered.</p> <p>Papers for the Task and Finish Group will be made available to members of the media and public on the Council's website and in the Rates Hall of the Town Hall Extension except where information which is confidential or exempt from publication is being considered.</p>
Schedule of Meetings	<p>30 September 2019</p> <p>30 October 2019</p> <p>15 November 2019</p>
Commissioned	September 2019

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**Communities and Equalities Scrutiny Committee
Review of Advice Services in Manchester Task and Finish Group
Work Programme**

Monday 30 September 2019, 4.30 pm				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Introduction to the Terms of Reference	To receive the Terms of Reference for the Task and Finish Group.		Mike Wright/ Rachel McKeon	
The Current Position	To receive an overview of the current situation in relation to Advice Services in Manchester, including the current provision for different groups and geographic areas, what the Council is doing and what can and cannot be done from a procurement perspective.	Councillor Craig	Mike Wright	
Gaps in Provision	Member-led discussion to identify gaps in the provision of Advice Services.	Councillor Craig	Rachel McKeon	
Work Programme	To review and agree the Task and Finish Group's work programme, and consider any changes or additions that are necessary.		Rachel McKeon	

Wednesday 30 October 2019, 2.00 pm				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Perspectives of External Stakeholders	To hear the perspectives of a range of external stakeholders.	Councillor Craig	Rachel McKeon	
Terms of Reference and Work Programme	To review and agree the Task and Finish Group's terms of reference and work programme, and		Rachel McKeon	

	consider any changes or additions that are necessary.			
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Friday 15 November 2019, 2.00 pm				
Item	Purpose	Lead Executive Member	Lead Officer	Comments
Mapping of Local Advice Provision and Proposals for In-house Homelessness Prevention Advice	To receive a report 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.	Councillor Craig	Mike Wright	See September 2019 minutes
Final Recommendations	To agree the Task and Finish Group's final recommendations. (To be incorporated into a Final Report which will be agreed by Members via email prior to submission to the Communities and Equalities Scrutiny Committee.)		Rachel McKeon	
Terms of Reference and Work Programme	To review and agree the Task and Finish Group's terms of reference and work programme, and consider any changes or additions that are necessary. To consider whether the three substantive meetings that the Task and Finish Group has had have been sufficient to meet the Group's objectives, or whether further meetings are necessary.		Rachel McKeon	

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.

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

Minutes of the meeting held on 30 October 2019

Present:

Councillor Hacking – In the Chair
Councillors Collins and Grimshaw

Councillor Craig, Executive Member for Adult Health and Wellbeing

Councillor Clay, Ward Councillor for Burnage
Councillor Rawlins, Ward Councillor for Baguley and Member of the Communities and Equalities Scrutiny Committee

Sinead O'Connor, Cheetham Hill Advice Centre
Andy Brown, Citizens Advice Manchester
Dan Pye, Citizens Advice Manchester
Hayley Hughes, Citizens Advice Manchester
Lauren Edwards, Shelter
John Ryan, Shelter

Apologies:

Councillors M Dar and Douglas

CESC/ROASIM/19/05 Minutes

Decision

To approve as a correct record the minutes of the meeting held on 30 September 2019.

CESC/ROASIM/19/06 Perspectives of External Stakeholders

The Chair outlined the purpose of the Task and Finish Group and invited the views of the external guests on advice services, in particular on the challenges in this area and what could be improved.

Sinead O'Connor from Cheetham Hill Advice Centre reported that some of the challenges with advice services in Manchester were that some people were giving advice when they shouldn't be as they were not advice agencies while some organisations could, with some staff training, help members of the public with filling in forms but were instead referring this basic support on to advice agencies. She informed Members that previously many people would only need to seek advice once and would then have stability once they were receiving the right benefits or in a job; however, changes to benefits and the job market meant that people's lives were less stable and more people needed to repeatedly seek help from advice services. The Director of Homelessness commented that perhaps this change needed to be reflected in how the Council commissioned, monitored and valued advice services. Sinead O'Connor agreed, commenting that there was an assumption that the focus

of advice services should be to encourage people to solve the issue themselves or to have a one-time contact with the service after which they would not need further support but that this did not reflect the reality of the current situation.

Sinead O'Connor advised Members that there were also some people who did not contact the commissioned advice services for help and were in contact with smaller grassroots organisations but that these organisations often did not have the training to provide appropriate advice so should either be referring people on to the commissioned advice services or should be provided with advice training. She outlined the challenges of multiple deprivation in north Manchester. She also reported that there was a strain on services providing immigration advice, partly due to European Union (EU) citizens seeking advice regarding Brexit but also due to other non-UK citizens then becoming more nervous about their status and seeking advice. A Member commented that there was a need for increased advice provision in north Manchester.

Andy Brown from Citizens Advice Manchester informed Members that he would provide them with written information on the range of services his organisation provided. He clarified that some organisations reported that they provided advice but actually provided basic information and then referred people on to the main advice organisations. He informed Members that some Registered Social Landlords (RSLs) provided detailed advice but that most did not and that they were unable to provide independent advice to tenants on debt because they were one of the organisations that the tenant would owe money to. He reported that the commissioned advice services provided a good service but were operating at full capacity and could not meet any additional demand if those people who needed advice but did not currently access advice services started doing so. He advised that his service did not have the resources to provide a comprehensive welfare benefit service across the city, although they did run a Help to Claim service funded from central government. He reported that they also could not provide the range of housing advice they wanted to due to changes to Legal Aid. He also reported that there was no longer any access in Manchester to good quality, low cost family advice. He advised that his service provided some employment advice, making use of funding from a range of sources, but that there was a need for more employment advice in the city. He reported that, in addition to people paying for legal advice on immigration, people were starting to pay to access advice on employment issues and benefits. He expressed concern that Brexit would result in an increased demand for advice services which the commissioned services would not have the capacity to meet. He outlined how important the core funding from the Council was in enabling his organisation to lever in additional funding from other sources but advised that this additional funding could only be spent on specific activities. He also informed Members of the support his service had put in place to assist former Thomas Cook employees who had lost their jobs when the company collapsed, stating that his organisation did respond to crises such as this but that limited resources affected their response.

John Ryan from Shelter informed Members that the system could be improved by ensuring that valuable resources did not have to be wasted challenging other agencies and departments where they should not have to be challenged. He gave as an example Shelter having to challenge housing associations who were threatening to evict a tenant for rent arrears which were due to a delay in receiving

Universal Credit and where it was clear that the money was coming. He advised Members that there was an opportunity for different agencies and departments to work better together so that they weren't using resources to challenge each other. He suggested that housing associations should see eviction as a last resort and that agencies could work together to prevent evictions from happening. He also outlined work Shelter was doing with private sector landlords to reduce the risk of tenants reaching the stage where they were being evicted and becoming homeless. He expressed concern that funding for advice services had been reduced over recent years. He supported Andy Brown's comment that the funding from the Council enabled the commissioned advice services to lever in additional funds, stating that they were able to bring additional money into the city through this. He informed Members about a national government-funded homelessness advice service which provided training to councils and other organisations but which was not used as much as it could be. He advised Members that this could be used to train people to identify at the earliest stage problems which could lead to homelessness if not addressed. He emphasised that early intervention was key.

The Citywide Services Manager from Manchester Libraries informed Members that her service provided information, not advice, to members of the public and also provided venues for organisations such as Manchester Citizens Advice to provide advice from. She advised that this had worked well as a lot of local people were using this service and it enabled them to get advice at their local library rather than having to travel elsewhere. She reported that people with a range of issues, including people who were homeless, used libraries as an open, warm, free space and that libraries staff referred them on to services for support, where they could. She informed Members that Manchester Libraries were currently looking at a scheme taking place in Glasgow where a Citizens Advice Bureau homelessness adviser was being employed to provide early intervention. She reported that Manchester Libraries were also looking at providing a space for credit unions in their venues as well.

In response to a Member's question, Andy Brown reported that organisations such as Manchester Citizens Advice were regulated by external bodies and subjected to audits which provided assurance about the quality of advice being provided. He informed Members that just under 50% of his organisation's clients were in social housing and that this was because social housing providers did not provide the level of advice that his organisation did. He commented that they were not trained to do so, it was not cost effective for them to do so and they had a conflict of interest in advising tenants who had housing arrears. He suggested that the social housing providers should instead contribute towards the funding of commissioned advice services, as some of the problems which they dealt with stemmed from the RSLs. He supported John Ryan's comment that work should be done with RSLs as, he stated, they were sometimes too quick to start eviction proceedings against tenants. The Ward Councillor for Baguley commented that, as the Task and Finish Group was discussing RSLs, it should seek the views of RSLs which provided advice services. The Executive Member for Adult Health and Wellbeing reported that RSLs had been invited to attend the Advice Forum but that only one had attended. John Ryan commented that social housing providers did some excellent work but that there were also some areas for improvement.

Members discussed whether Manchester Citizens Advice should provide advice outside of office hours. Andy Brown stated that his organisation currently provided advice services from 8 am to 6 pm on Monday to Friday. He reported that previously it had provided advice services on Saturdays and some evenings. He advised that, while this was valuable for some people, it had not been cost effective as fewer people had accessed the service during these times. He suggested that one option could be to put telephones in libraries, similar to the ones installed in GPs' surgeries, which local residents could use to speak to Manchester Citizens Advice, including on Saturdays. He advised that, while this would still require a member of staff to work Saturdays, it would be more cost effective than having Saturday advice sessions running in a number of venues. The Citywide Services Manager reported that she could look into this with Manchester Citizens Advice.

Hayley Hughes informed Members about how Manchester Citizens Advice was developing new ways of delivering their services, which had included piloting the use of Facebook messenger as a way for people to contact the service at any time and using a chatbot to help people to navigate information on their website, with the ability to get a call back from an adviser if this did not resolve their issue. She reported that, in addition to the telephones which had been installed in GPs' surgeries to enable people to access advice services, Manchester Citizens Advice was also working to reach people through a range of other organisations such as through pharmacies and Early Help Hubs.

A Member stated that library staff needed more training to deal with the complex queries they were faced with. Andy Brown informed Members about the months of training his advice staff received, the supervision in the role, the refresher training they had to undertake and the liability insurance his organisation held in relation to advice services and stated that there would be challenges in training library staff to provide advice. A Member reported that not all library staff knew where to signpost people for help and that some level of additional training would be useful, suggesting that money could be made available by the Greater Manchester Combined Authority (GMCA). The Ward Councillor for Burnage advised that some libraries were staffed by volunteers who wanted to help their community and who also needed this training. He commented that there was a demand for face-to-face support and that some people needed this rather than telephone support, for example, if there were language barriers and they needed help filling in forms for benefits. He suggested that library staff, volunteers and community groups should be provided with training, not to provide advice, but to help people with filling in forms.

The Citywide Services Manager reported that libraries staff tried to help everyone who accessed their service and in the vast majority of cases were able to do so but, where they couldn't, they sought information from elsewhere. She advised Members that every library should have a core information pack to enable staff to signpost people to appropriate services and that she would check that each library had this and that it was up-to-date. She informed Members that libraries across the city provided digital literacy classes which would help people to fill in forms online.

The Chair asked the external guests what the Council could realistically do to improve the situation. Sinead O'Connor informed Members that people who were doing low-paid, unstable work, such as on zero hours contracts, or who were being

paid cash-in-hand were experiencing problems accessing benefits because benefits staff did not believe that their income was so low, or did not accept the documents they provided as evidence of their employment. She reported that this was happening with Universal Credit claims but also with housing benefit claims processed by the Council and suggested that this be addressed. She also reported that some other councils were using council tax arrears as a means of identifying people who were struggling with debt and using it as an opportunity to help them. John Ryan advised Members that the Council should use social housing plans to address the shortage of social housing and that it and the GMCA should use their influence to lobby for change which addressed the structural problems which exacerbated the shortage.

A Member commented that early intervention and prevention were key. He asked the external guests how they thought the Council should use its influence with social housing providers to bring about change. Andy Brown advised Members that the best starting point would be to invite them to have a genuine, meaningful conversation about this issue and work with them to find a way to address the number of social housing tenants requiring help from advice services.

Sinead O'Connor commented that some of the key issues for the Greater Manchester Immigration Aid Unit were that more work needed to be done to obtain EU settled status for Looked After Children, that a lack of immigration advice was making people vulnerable to homelessness and that an over-demand for free immigration advice meant that some people were not submitting their applications to remain in the UK in time which meant they could lose their recorded length of stay in the UK and in some cases have to leave the UK.

The Ward Councillor for Burnage asked the Director of Homelessness if he could provide figures on the percentage of people accessing the homelessness service who were social housing tenants. A Member asked for figures on the tenants that RSLs had provided advice and support to and how successful this had been in preventing them from becoming homeless.

Decisions

1. To thank the guests for attending.
2. To request that the written information on the services provided by Manchester Citizens Advice be circulated to Members of the Task and Finish Group via the Scrutiny Support Officer.
3. That there is a need to engage with Registered Social Landlords regarding advice services and to consider at the next meeting how to do this.
4. To give further consideration to additional funding for advice services, in particular whether partners can be making a larger contribution.
5. To ask the Director of Homelessness for figures on the percentage of people accessing the homelessness service who were social housing tenants.

6. To ask for figures on the tenants that RSLs have provided advice and support to and how successful this has been in preventing them from becoming homeless.
7. To note that, following the final meeting of the Task and Finish Group, this area of work will continue to be reviewed through the Communities and Equalities Scrutiny Committee.

CESC/ROASIM/19/07 Mapping of Local Advice Provision and Proposals for In-house Homelessness Prevention Advice

Decision

To defer this item to the next meeting.

CESC/ROASIM/19/08 Terms of Reference and Work Programme

Decision

To add the Mapping of Local Advice Provision and Proposals for In-house Homelessness Prevention Advice to the agenda of the next meeting.

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

Minutes of the meeting held on 15 November 2019

Present:

Councillor Hacking – In the Chair

Councillor Craig, Executive Member for Adult Health and Wellbeing

Apologies:

Councillors Collins, Douglas and Grimshaw

CESC/ROASIM/19/09 Minutes

Decision

To approve as a correct record the minutes of the meeting held on 30 October 2019.

CESC/ROASIM/19/10 Mapping of Local Advice Provision and Proposals for In-house Homelessness Prevention Advice

The Executive Member for Adult Health and Wellbeing reported that the Director of Homelessness had some relevant documents on commissioned advice services and the mapping of advice services which could be circulated to the Members of the Task and Finish Group. She also suggested that the report on the external evaluation of the Manchester Volunteer Advice Partnership be circulated to the Members of the Task and Finish Group. She highlighted the importance of the work aimed at preventing homelessness. She also commented that it was important to get the right balance between universal advice services and issue-specific advice services, for example, advice on immigration or domestic abuse.

Decisions

1. To ask the Scrutiny Support Officer to circulate the documents supplied by the Director of Homelessness to Members of the Task and Finish Group.
2. To ask the Scrutiny Support Officer to circulate the report on the external evaluation of the Manchester Volunteer Advice Partnership to Members of the Task and Finish Group.

CESC/ROASIM/19/11 Final Recommendations

The Chair proposed that he meet with the Scrutiny Support Officer to review the minutes from the previous meetings, identify the key recommendations which had emerged and then to circulate these, in a final report, to other Members of the Task

and Finish Group for their amendment and approval before the report was submitted to the Communities and Equalities Scrutiny Committee.

Decision

To recommend that the Chair meet with the Scrutiny Support Officer to review the minutes from the previous meetings, identify the key recommendations which have emerged and then to circulate these, in a final report, to other Members of the Task and Finish Group for their amendment and approval before the report is submitted to the Communities and Equalities Scrutiny Committee.

CESC/ROASIM/19/12 Terms of Reference and Work Programme

Decision

To note the Terms of Reference and Work Programme.

**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny Committee – 5 March 2020

Subject: Review of Council’s Processes - Accessibility for Disabled People

Report of: City Solicitor

Summary

This report sets out the intended approach for a review of how the Council engages with disabled residents, to act upon the Council’s previously stated commitment to embed disability inclusion and accessibility considerations in the design and development of Manchester’s capital and public realm projects.

Recommendations

Members are invited to consider and comment on the contents of this 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
Embedding effective processes for accessibility for disabled people will ensure that Equality Impact Assessments will recognise that climate change may have differential and unique impacts on disabled people’s communities across the city, for example in terms of poor air quality, more frequent incidences of extreme weather and initiatives to reduce car journeys or the use of plastics.

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	Effective, timely and meaningful engagement with disabled residents through accessibility and disability inclusion being embedded within the Council's processes, is an essential component of ensuring that disabled residents can fully participate in their communities and therefore avail themselves of the same economic, social and cultural opportunities as non-disabled residents.
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	

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1. Introduction

- 1.1 Manchester has a proud history of championing equality and has been at the forefront of some of the country's most significant diversity-related work for decades. Against this backdrop, the Council has provided strong leadership on equality, diversity and inclusion (EDI) in the development and delivery of its functions, to ensure that Manchester's residents benefit from an accessible, appropriate, fair and satisfactory experience of the Council's services.
- 1.2 This report sets out the intended approach to and scope of a range of activities that will act upon the Council's previously stated commitment to embed disability inclusion and access considerations in the design and development of Manchester's capital and public realm projects. The approach will seek to build on the positive and more challenging lessons learned from a number of existing capital and public realm developments, including but not limited to the redevelopment of the Town Hall Complex and the recent Peterloo memorial.
- 1.3 Specifically, the lessons learned that will inform a revised way of working going forward include:
- 1) That there is a need for a consolidated appreciation of and commitment to embedding disability access, and accessibility more broadly, within the organisation and amongst our commissioned partners (i.e. designers, artists, architects).
 - 2) That access considerations need to feature more robustly in the decision making processes relating to capital and public realm projects; in particular, that projects need to be underpinned by strong, good quality equality analysis.
 - 3) That there are clear benefits of engaging and involving key stakeholder groups, and principally disabled people, in the development of projects that will concern them, at the earliest opportunity and throughout the process.
 - 4) That there is an opportunity to lead in this area, resulting in positive impact for the Council's reputation, by ensuring these measures are well managed; and conversely, recognising the risk of reputational damage when they are not.
 - 5) That financial advantages can be realised by arriving at an outcome that is accessible by design, thereby avoiding more expensive retrofitting costs.
- 1.4 Given the ongoing scale of development within the City, the Council's commitments and ambition set out in Our Manchester Strategy, particularly in relation to inclusive growth, and taking into account the aims of the Our Manchester Disability Plan, it is clear that the demand for a disability inclusive approach to design and development will only increase. Implementing an approach based on the learning above will mean that the Council can be confident that disabled residents are able to fully participate in their

communities and access buildings and the public realm upon the same basis as non-disabled residents

2. Review of Engagement Mechanisms with Disabled Residents

- 2.1 An essential first step in establishing a revised approach to embedding disability inclusion in capital and public realm projects is a review of the Council's current approach, assessing the systems, practices and processes across a range of key Council departments including Capital Programmes, Corporate Estates, Highways, Planning, Housing, Events, Neighbourhoods and Communications.
- 2.2 The review will be jointly led by the Equality, Diversity and Inclusion Team and the Our Manchester Programme Team. This approach ensures that the review can harness resources and expertise in community engagement together with disability equality skills and knowledge.
- 2.3 The methodology for the review aims to adopt a similar approach to that used in the research and engagement that led to the formation of the Our Manchester Disability Plan, namely a focus on 'What Works', 'What Doesn't' and 'What are the Barriers'.
- 2.4 In order to ensure that the review is a transparent, balanced and credible process for all stakeholders, the review team will engage with Council officers, Our Manchester Disability Plan Board representatives and relevant Elected Members, utilising the approach outlined below.

2.5 Stage One – Internal Engagement

- 2.5.1 A series of one to one conversations will be held with senior officers in: Planning, Housing, Capital Programmes, Communications, Corporate Estates, Highways and Events. Discussions will focus on what works well and what doesn't and also identify what are the barriers to engagement e.g. time, costs, knowledge, skills.
- 2.5.2 A further series similarly focused of one to one conversations will take place with other key stakeholders of the Council's Elected Membership, including the Chair of the Planning Committee, the Lead Member for Disability, the Executive Member for Neighbourhoods, and the Chair of the Community and Equalities Committee.
- 2.5.3 A survey of Council workforce in key departments will ascertain the level of knowledge and understanding about accessibility amongst officers, to what degree they require that knowledge in order to do their jobs and where they currently obtain expert advice both internally and externally.

2.6 Stage Two - External Research and Engagement

- 2.6.1 An exercise will be conducted to benchmark the approach to and effectiveness of existing models of engagement with disabled people in the Council e.g. Highways, One Town Hall Project.
- 2.6.2 The review team will consider existing Manchester-based research and practice in this area. This will include, but will not be limited to research on disability engagement undertaken by Breakthrough UK in 2016, the engagement work that led to the formation of the Our Manchester Disability Plan and the Disability Design Reference Group, (DDRG) an independent group of disabled people who consult on built environment projects in Manchester, originally working with Transport for Greater Manchester on improvements to the Metrolink service.
- 2.6.3 The review team will also consider disability engagement models used in other core cities.
- 2.6.4 At least one Focus Group will be held with disabled members of the Our Manchester Disability Plan Board and particularly its Access Sub-Group.
- 2.6.5 All of the models and approaches considered and consulted on above will be assessed for their robustness, transparency and applicability for a revised approach to engaging disabled stakeholders in the development of future capital and public realm projects.

2.7 Stage 3 – Inclusive Design Round Table

- 2.7.1 Following the one to one engagement with officers, members and Our Manchester Disability Plan Board, the review team will convene a series of co-design workshops with stakeholders to bring together and share the learning to date from stages one and two of this process, and to pool participants' collective knowledge to develop a set of recommended solutions.
- 2.7.2 These recommendations will then be considered by relevant members of the Council's SMT at an Inclusive Design Round Table, which is to be arranged for October 2020. This will be chaired by the City Solicitor in their capacity of SMT Lead for Equality, and will be facilitated by the Access Consultant for the Town Hall Project and the Equality, Diversity and Inclusion Team
- 2.7.3 The round table discussions will consider the review findings and recommendations, and arrive at decisions based on these, particularly regarding where investment in resources is required to implement solutions. In addition, the round table forum will consider the ambition and scope for a new Inclusive Design Strategy.

2.8 Outcomes and Scope

- 2.8.1 This report does not seek to make recommendations at this stage for the final model of engagement, governance or decision making regarding disability

inclusive design, as these will result from the review and round table processes described above. However, it is proposed that any solutions should factor in the following elements:

- The capacity, skills, knowledge and commitment of the Council's workforce.
- The sustainability of solutions, which are systemised and strategic and do not rely on specific individuals to deliver them- how any solution will be embedded and not become weakened as its original advocates or leave the council or change depts.
- The potential to agree and adopt inclusive design standards, considering what can be adopted across key areas and where there are gaps, agreement on an appropriate response.
- Costs associated with training, specialist resources and engagement
- Leadership including sponsorship at SMT level and consideration of a network of Inclusive Design Champions across the Council
- The benefits attached to a proposed solution, including its financial, reputational and accessibility advantages
- The flexibility of the model, recognising not one size fits all situations and solutions should be adaptable and flexible depending on type, scope and scale of project.
- Alignment with other Council priorities of a given solution i.e. the Our Manchester Strategy, Inclusive Growth, Our Manchester Disability Plan etc.
- That the fuller consideration of a proposed solution should be underpinned by an equality impact assessment, to understand its potential impacts and to demonstrate how it has due regard of the Council's requirements as set out by the Public Sector Equality Duties.

2.8.2 The anticipated outcomes of this review are:

- 1) A co-designed 'fit for purpose' model of disability engagement to ensure that we have effective, meaningful and timely engagement with disabled people, related to the Council's built environment and public realm projects.
- 2) Effective mechanism to ensure that disability equality and due regard to our Public Sector Equality Duties are fully embedded within the governance of major capital and public realm programmes and in the responsibilities and duties of planning officers and the Planning Committee.
- 3) Learning from the review will inform the new Our Manchester Campaigning and Engagement Framework to support how other Council departments engage with disabled employees and residents. An agreed set of standards and principles that relevant Council services and, through commissioning and contracting arrangements, partners are signed up to and compliant with. Consideration should be given to whether this is best articulated as an Inclusive Design Strategy that builds upon and refreshes the ambitions of the Council's previous Access 2000 strategy.

2.9 Proposed Timescales

2.9.1 The review will take approximately 6 months in order to be comprehensive, meaningful and authentic. However, to prevent delays in engagement on projects during that time, the review team will also take the opportunity to strengthen engagement on projects, where there is an obvious need to do so. The timescales for each stage of the process are as follows:

- Stage 1 - Feb - April (please note, this work is already underway)
- Stage 2 - May and June
- Stage 3 – October
- Launch Disability Built Environment Engagement Model – December

2.10 Communication

2.10.1 This year is an important year for anniversaries relating to disability legislation with the 25-year anniversary of the Disability Discrimination Act (1995) and the 10-year anniversary for the Equality Act (2010). It's also the 50th anniversary of the Chronically Sick and Disabled Persons Act (1970), a landmark piece of legislation that was pioneered by Lord Alf Morris (1928-2012). Lord Alf Morris was born and lived in Manchester where he served as MP for Wythenshawe for 33 years.

2.10.2 Since 2015, the Council have sponsored events to celebrate International Day of Disabled People, in partnership with Manchester Central Library and in collaboration with Greater Manchester Coalition of Disabled People and the Council's disabled staff group. These events have become popular with disabled people's community and created a platform for disabled artists and activists to showcase their talent. They have also led to the creation of a North-West Disability Archive, based in Central Library.

2.10.3 This context of landmark disability anniversaries and the City's growing cultural awareness of disability rights campaigning, past and present, makes 2020 an excellent year for the Council to launch a new model of engagement with disabled residents. Therefore, the Council proposes to launch the new model as part of the event to mark International Day of Disabled People on 3rd December and the EDI Team will work with the Council's Communications Team and OMDP Board to ensure that it receives the visibility that it deserves.

3. Conclusion

3.1 The Council has listened to the members of the Our Manchester Disability Plan Board and recognises that the timing is right for the opportunity to undertake this strength based review, which will build upon what is already working well and also act on lessons learned.

3.2 An effective engagement mechanism that is 'fit for purpose' for capital and public realm projects, will strengthen our connection and trust with disabled residents and help us to move towards the ambition of the Our Manchester Strategy to have a progressive and equitable city.

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**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny Committee – 5 March 2020

Subject: Equality Objectives 2020 - 2024

Report of: City Solicitor

Summary

This report sets out the Council's proposed equality objectives for the period 2020 - 2024. It outlines the approach that the Council has taken to setting these in the past and describes the process that has been undertaken to ensure that the most recent set of objectives represent the priorities of Manchester residents and other stakeholders, as well as those of the Council. The report sets out the objectives in draft form and provides an opportunity for the committee to comment on these to influence further refinement of them before they are published by no later than 6 April 2020.

Recommendations

The Committee is invited to note and provide comment on the contents of this 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

Whilst the process of setting equality objectives does not directly demonstrate an impact on achievement of the Council's zero-carbon target, the refresh of the draft objectives does take the opportunity to commit to more fully understanding the interaction of equality issues and environmental issues. The Council will complete Equality Impact Assessments (EIAs) against relevant aspects of its environmental programme which will support this undertaking.
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Our Manchester Strategy outcomes	Summary of how this report aligns to the OMS
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	The process of setting equality objectives itself does not directly impact on this outcome. However, the draft objectives do outline a commitment to inclusive economic opportunities (see objective 2).

A highly skilled city: world class and home grown talent sustaining the city's economic success	The process of setting equality objectives itself does not directly impact on this outcome. However, the draft objectives do outline a commitment to building communities skills and capabilities to connect them to economic opportunities (see objective 2).
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Although the process of setting equality objectives itself does not directly impact on this outcome, all of the draft objectives outline how the City's communities contribute to a fair and equitable Manchester.
A liveable and low carbon city: a destination of choice to live, visit, work	Although the process of setting equality objectives itself does not directly impact on this outcome, the draft objectives do outline a commitment to more fully understand the links between the City's low carbon ambition and its approaches to inclusion (see objective 2).
A connected city: world class infrastructure and connectivity to drive growth	The process of setting equality objectives itself does not directly impact on this outcome. However, the draft objectives do make reference to the City's connectivity and the importance in particular of Manchester's language diversity in relation to this (see objective 3).

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Background documents (available for public inspection):

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

1. Refreshed Equality Objectives 2016-2020, *Communities Scrutiny Committee – 24 February 2016*

1 Introduction: Evolving the Council's Equality Objectives

- 1.1 Local authorities and other public sector bodies have a statutory duty to set one or more equality objective(s) to comply with the specific duties of Section 149 of the Equality Act 2010, the Public Sector Equality Duty.
- 1.2 The Council published its first statutory equality objective in 2012, to achieve the 'Excellent' level of the Equality Framework for Local Government (EFLG) by 2015. This objective was aligned to three equality priorities for the Council:
 - 1) To strengthen our knowledge, understanding and evidence base about communities so that we can increase community cohesion and design services that meet everyone's needs;
 - 2) To tackle discrimination and narrow the gap between disadvantaged groups and the wider community and between Manchester and the rest of the country;
 - 3) To celebrate the diversity of Manchester and increase awareness of the positive contribution that our diverse communities make to the city.
- 1.3 The Council successfully achieved the Excellent level accreditation of the EFLG in 2015 and has since gone on to be one of only a small number of local authorities to have retained the three-year accreditation in two consecutive periods. The Council's current accreditation extends into 2021.
- 1.4 The Council's second set of equality objectives, published in 2016, built on the three equality priorities used to inform the Council's approach since 2012. The priorities were elaborated on and each was underpinned by a set of more specific performance indicators. The 2016 – 2020 equality objectives are at Appendix 1 of this report for the Committee's information.
- 1.5 The approach to setting objectives against three high level priorities, with more specific areas of focus set against each, was welcomed by the Local Government Association during its EFLG peer review of the Council in 2018. For that reason, the refresh for the 2020 – 2024 objectives sought to take views 1) on whether stakeholders thought that this approach should be continued with and 2) if so, what evidence, experiences and information should be considered when revising the indicators for each objective.
- 1.6 This report describes more fully the engagement and analysis that has underpinned the refresh of the Council's equality objectives for 2020 – 2024, and presents a draft set of objectives and indicators for the Committee's consideration and comment.

2 Engaging on the Equality Objectives 2020 - 2024

- 2.1 The Equality, Diversity and Inclusion Team (EDI Team) decided at an early stage that the refresh of the Council's equality objectives in 2020 would take a strengthened approach to engaging with stakeholders. Building on previous experiences of online consultations and engagement workshops with voluntary, community and social enterprise (VCSE) sector partners, the EDI

Team sought to more directly engage face to face with Manchester residents, as well as a broader pool of other stakeholders including public sector partners, businesses, Council employees, trade unions and Elected Members.

- 2.2 Over a two month period from 1 October to 2 December 2019, the EDI Team led a mixed method engagement campaign which drew over 300 responses. The 'outward facing' types of engagement included drop-in and bookable sessions for the public and / or more targeted stakeholders as follows:
- 17 engagement sessions for residents at libraries and leisure centres across a range of Manchester wards: Ancoats and Beswick, Burnage, Charlestown, Chorlton, Crumpsall, Deansgate, Didsbury West, Fallowfield, Gorton, Harpurhey, Hulme, Levenshulme, Longsight, Miles Platting and Newton Heath, Moss Side, Withington, Woodhouse Park;
 - Six focus group sessions specifically for representatives from the VCSE. These sessions were managed to ensure a cross-section of representation from all the key identity groups;
 - Seven engagement sessions for public sector partners and internal stakeholders. These sessions considered the priorities of services within Manchester City Council and across the public sector looking at how can systems and processes can improve in order to achieve better outcomes.
- 2.3 The resident engagement sessions were promoted across multiple social media platforms such as Twitter, Facebook and LinkedIn. Throughout the duration of the engagement period, an on-line survey was being run and promoted, in order to receive feedback from those people that were unable to attend the drop-in or bookable sessions.
- 2.4 The same questions were asked across all platforms to ensure consistency and validity of the data collected. The questions adopted an 'appreciative enquiry' approach, which reflects the strength-based approach that underpins the Our Manchester strategy and behaviours. Starting with the existing 2016 – 2020 objectives, stakeholders were asked if they thought the high level objectives should be kept or changed. People were then asked what mattered to them and what could make Manchester even better. The strengths-based lines of enquiry included questions such as:
- What could we do to help different groups of people get on even better?
 - What do you think we can do to make life more equal for all of Our Manchester residents?
 - What is the best thing about Our Manchester being so diverse?
- 2.5 The responses received from the engagement overwhelmingly indicated that stakeholders agreed that the three high level objectives should remain in place, but that there was a clear case for refreshing the indicators that sat beneath each one. Suggestions for the refreshed indicators were, on the whole, helpful and could be aligned with some clear themes. Some of the feedback received reflected what stakeholders felt was working less well; this has been considered in the development of the draft indications below and articulated as a set of commitments.

- 2.6 The engagement outcomes were therefore grouped by themes. Each of these themes has been considered and compared alongside the Council's service plans and Our Business Plan, in order to develop a set of proposed refreshed indicators which reflect the engagement outcomes, which speak to a broad range of ongoing commitments and / or planned activities and which articulate Council priorities.

3 Draft Equality Objectives 2020 – 2024

- 3.1 Based on the outcomes of the process above, a draft set of equality objectives with refreshed indicators has been developed, as follows:

Objective 1 – Knowing Manchester Better

We will work together with Manchester's citizens and our partners in the public and voluntary sectors to improve the quality of the information we have about Manchester's diverse communities. This will strengthen our understanding of our people and will help us to support 'community cohesion', where people from different backgrounds get on well together in the local area, and treat each other with respect and consideration. We will engage with our citizens to build strong, trusting relationships which will help us to develop policies and commission services that meet everyone's needs.

We have 6 indicators that will tell us we're making progress in these areas:

1. We will strengthen our approaches to engaging with residents and communities, making extra effort to speak to people and groups who are harder to reach. We will embrace co-production, reaching out to people at the earliest opportunity when developing our services and projects, and enabling minority and / or disadvantaged groups to influence the decisions that affect them the most. We will build on what people tell us to better understand our communities and how our services affect them.
2. We will use our growing knowledge of Manchester people and their lives to inform our own priorities and services. We will share this evidence-base with our partners and learn from their understanding of communities, to ensure that our shared work reflects residents' challenges, issues and opportunities. This will help us to develop targeted and effective services across the public sector built on robust evidence, without the risk of duplication.
3. We will continue to work with and support Manchester's voluntary, community and social enterprise (VCSE) organisations, recognising the close and unique relationship that they have with many protected characteristic groups in the City. Working with our VCSE partners, we have started to develop the leadership and capacity of some of our BAME and disability groups amongst others, which we will continue to build on together.

4. Building on the tolerance and unity that characterises Our Manchester, we will work with our partners and directly with communities of identity to ensure that our communities are cohesive and safe places to live. We will learn from our communities what unites us, and tackle those things that people feel would divide us. We will monitor our community relations, mindful of tensions in the UK more broadly, and will address hateful, divisive and anti-social behaviour head on, to support our Manchester people to enjoy a City that is respectfully everyone's.
5. We will support our City Council workforce to build its knowledge and confidence about Manchester's communities, developing up to date tools and learning about a wide range of identity groups. We will capitalise on the diversity of our workforce, engaging with our staff networks to learn from their experiences of working with the Council and helping them to influence our approaches to inclusive employment.
6. We will extend our use of Equality Impact Assessments, making sure that all of our key priorities and services are underpinned by a robust understanding of how they affect different people differently.

Objective 2 – Improving Life Chances

We want everyone living in Manchester to have a good quality of life and equal chances. We aim to remove disadvantage and prejudice from people's lives and make sure that everyone has access to the services and opportunities that will help them to fulfil their potential. We know that for some groups in Manchester this is not already the case and we will work with our partners to take a positive approach to removing inequalities.

We have 6 aims to support this:

1. We will work towards providing the best economic opportunities and outcomes for families, whilst continuing to work with our public and VCSE partners to connect residents to those opportunities. We will equip residents with the skills and qualifications to enable them to access the City's opportunities, developing approaches that are flexible, accessible and inclusive of residents' language, learning and other needs. We will build the digital capacity of our communities as the City's digital infrastructure grows.
2. In addition to the ongoing development of Manchester's housing and commercial stock, we will continue to develop accessible, inclusive travel networks to connect people to opportunities. We will work to more fully understand the interaction between equality issues and environmental issues, ensuring that our work to advance our priorities in each does not impact negatively on the other.
3. We will continue our work with partners to reform, strategically plan, jointly commission and deliver a range of provision to support children, young

people and their families at the earliest opportunity. We will reduce adverse child experiences and invest in children and young people's growth and development by ensuring we have a deeper understanding of the root causes. Our children and young people will be supported to have the best start in life and equal access to high quality education, continuing to narrow educational gaps between the UK average and Manchester and between different identity groups in the City's schools.

4. Building on the City's successes in integrating health and social care services, we will continue to reduce health inequalities and provide health and social care services on a locality basis to suit everybody's needs. We will use our growing knowledge of the differing health trends across Manchester's communities of identity and tailor services to meet those needs.
5. We will take a strengths-based approach to reducing homelessness in Manchester, working across services and partner agencies to ensure people are not discharged from services to the street, and that access to housing is complimented by access to skills, education, employment and health. We will work to prevent personal circumstances from being a barrier to opportunities, and provide support for those in the greatest need.
6. We will embed programmes of work to enable the Council's workforce to be more reflective of the communities it services. In particular, we will increase the proportion of BAME and disabled people in the Council's workforce overall, and introduce measures to make sure these groups are more represented in the organisation's senior leadership.

Objective 3 – Celebrating Our Diversity

Manchester's commitment to equality and diversity is part of its fabric; the City has championed equality for generations and has been home to a number of inclusion figureheads. We have a thriving and increasingly diverse population with a wealth of characters, cultures and contributions. The City has much to celebrate, be that its past, present or future. We've achieved a lot by working with our different communities to promote their identities and achievements. We will maintain and build on that, going even further to celebrate Manchester's diversity.

We have 5 indicators to tell us we're making progress:

1. We will continue to support and deliver events that promote the achievements and contributions of our diverse communities. Manchester boasts an events calendar full of celebrations of its people, both historical and contemporary. We will enhance this by promoting the achievements of our own workforce, working with our employee networks to showpiece their achievements and abilities.

2. Working to national frameworks and accreditations, we will achieve and maintain the highest standards in meeting the needs of key stakeholder groups such as achieving the Disability Confident Leader and Armed Forces Covenant Gold standards. We will publicise and celebrate these achievements, highlighting our own good practice and influencing that of our partners.
3. We will continue to raise the profile of equality issues and the diversity of our residents and workforce in our internal and external communications. We will ensure that inclusion is everybody's business, and that people recognise their identities being reflected in the way the Council promotes itself.
4. Recognising the strength and capabilities of Manchester's people, we will further extend the Our Manchester principles of enabling communities to find solutions that are right for and work for them. We will capitalise on the City's existing assets, both in terms of facilities and people, and investigate new ways of connecting these together to form unique and innovative solutions.
5. We will make sure our work connects to the broadest range of people by embracing Manchester's language diversity. We will promote Manchester's multilingualism as a cause for celebration, recognising the opportunity to share examples and experience of over 200 languages across communities and cultures to bring people together, as well as connecting Manchester and its people to international opportunities.

3.2 The Committee will note that the updated indicators represent an evolution of the 2016 – 20 indicators, rather than a complete revision of them. This reflects both the thematic nature of the engagement feedback received and moreover, the evolution of the Council's priorities during the same timescale. The indicators, especially those that underpin the Improving Life Chances objective, have been specifically tailored to align to the eight high level priority areas outlined in the Our Business Plan. In particular, the Committee will recognise a strong alignment with the areas of:

- Young People
- Healthy, cared-for people
- Housing
- Neighbourhoods
- Connections
- Growth that benefits everyone
- Well-managed Council

3.3 Equality-related priorities linked to the Council's zero carbon ambitions came through less clearly in the engagement feedback. The Council is aware though, that there are some significant links between equality issues and environmental ones (such as preventing disadvantage for some residents as a result of having to adapt to a changing environment, both financially and

socially), which it has committed in the draft objectives to more fully understand and respond to.

3.4 The Committee is invited to comment on the draft objectives and indicators. Feedback received from the committee will be considered in the refinement of the indicators in March, during which time the EDI Team will also be engaging with the Council services more directly responsible for delivery against each of the thematic areas. This will allow the opportunity to ensure that:

- The final set of indicators accurately reflects deliverable activity;
- The indicators are aligned with services' performance metrics, where these are available;
- There is broader organisational recognition and ownership of the objectives and indicators;
- A timescale and process for monitoring and measuring progress against the objectives can be established.

4 Monitoring and Reporting Progress

4.1 As has been the case since 2016, the EDI Team will annually gather evidence of progress against the equality objectives from the services most directly responsible for delivery, based on their respective performance measurement arrangements. It has been noted in previous monitoring against the equality objectives that data cannot always be disaggregated to reflect differential experiences of a service or function of different identity groups. Due consideration will be had for this when engaging with services, in order to assess the feasibility of improving the quality of data going forwards.

4.2 Although the statutory requirement to update the equality objectives is a four-yearly one, the annual review of progress will allow the opportunity to reflect on each of the underpinning indicators and take a view on:

- Whether they should remain for a further 12 months
- Whether they should be adjusted to reflect a changes in circumstances
- Whether they should be removed due to a changes in circumstances

4.3 The EDI Team is committed to continuing to report the Council's progress against its equality objectives on an annual basis.

5 Publicising the Equality Objectives

5.1 Following the process of refining the draft objectives and indicators, they will be published on the Council's website along with sufficient information to evidence the engagement that underpinned their development, thereby fulfilling the statutory requirement.

5.2 In addition to this, the refreshed objectives will be promoted internally and externally via:

- A social media campaign to promote the refreshed objectives with residents and partners;
- An internal communication and intranet campaign to promote the objectives with the Council's workforce.

5.3 This approach builds on the continued use of the three high level objectives and seeks to establish a 'brand', whereby there is increased recognition and sense of ownership of the objectives within the Council's workforce in the first instance, and with partners more broadly.

6 Conclusion

6.1 More than fulfilling a statutory requirement, the Council welcomes the refresh of its equality objectives as an opportunity to reflect on and articulate some of its key equality commitments over the next four years. The enhanced process of engagement that has underpinned this refresh has been wholly rewarding, both for the stakeholders who were engaged in the process, and for the officers who undertook the work.

6.2 It is noted by the officers involved that the passion with which participants spoke about their views on equality was very encouraging and reflected Manchester's reputation for being an inclusive and ambitious city in this regard. It is also noted that many stakeholders spoke about Manchester's great strength and achievements in this area, and recognised the Council's role in this.

6.3 The process of refining the draft objectives and indicators will continue throughout March, with the final set of objectives published on the Council's website by 6 April 2020 and a promotion campaign following directly on. Services will continue to measure progress against these throughout 2020 – 2021 with achievements and ongoing activity to be reported at the end of that period.

Appendix 1: Manchester City Council Equality Objectives 2016 - 2020

Objective 1 – Knowing Manchester Better

We will work with Manchester's citizens and our partners in the public and voluntary sectors to increase the quality of the information, knowledge and understanding we have about Manchester's diverse communities. This will allow us to work together to support 'community cohesion' – people from different backgrounds getting on well together in the local area and treating each other with respect and consideration – and make sure we develop policies, and provide and commission services that meet everyone's needs.

We have four aims to support this:

Aim 1: Improve the way we get to know our communities and the people who are using our services and engaging with us. We want to understand how our work affects people's satisfaction with life in Manchester, and whether people from different backgrounds get on well together. We will get better equality information to help us understand how what we do affects equality in Manchester, and to develop approaches that improve everybody's outcomes.

Aim 2: Involve a wide range of people and organisations in developing and reviewing our work on equalities, strengthening our relationships with our partners and benefitting from the strong links that our voluntary sector partners have with Manchester's communities.

Aim 3: Influence government policy and the decisions made nationally about equality monitoring, research, information that is gathered about people and how it's used. We'll share information with our partners in the public and voluntary sectors and use their knowledge to better understand our communities.

Aim 4: Use our growing and shared knowledge of Manchester communities with our partners, to make sure we have a joined up way of analysing how all the big changes in the city affect different communities.

Objective 2 – Improving Life Chances

We want everyone living in Manchester to have a good quality of life and equal chances. We know that for some groups in Manchester this is not the case. We will take a positive approach to removing inequalities.

We have four aims to support this:

Aim 1: Improve the health and wellbeing of all our residents and increase the life expectancy of Manchester people, by making sure they get better health and social care. We'll do this by working with our partners to join up and improve health and social care services, and make sure all people get the support and information that they need in the right way for them. We will increase the proportion of adults participating in sport and leisure activities to improve their own health and wellbeing.

Aim 2: Improve the life chances and increase the aspirations and achievements of all Manchester children and adults in education, making sure that the right support is in place to make access to a good education and pathways into employment

attainable for everyone. We will reduce the percentage of children living in workless or low income households by supporting more troubled families into work.

Aim 3: Provide volunteering, apprenticeship and training opportunities in the city, working with our public and voluntary sector partners to do this and influence other organisations to do the same. We will increase the number of volunteer hours worked in the city, and raise the median average annual earnings of Manchester's working people. Manchester residents will be paid at least the real living wage.

Aim 4: Take a joined up approach with our public and voluntary sector partners to raise awareness of hate crime and help people feel more confident to report it. We will increase the number of places where people can report hate crimes and make sure organisations know how to give the right support. Across our partnership, we will make sure appropriate action is taken swiftly to address hate crime using both criminal and civil powers available to us.

Objective 3 – Celebrating Our Diversity

Manchester's great strength is its diversity and we've achieved a lot for our different communities. We will keep up with what we've achieved so far and celebrate Manchester's diversity, telling people how this makes the city better for everyone.

We have three aims to support this:

Aim 1: Collaborate across sectors to organise and promote events and targeted communication campaigns that celebrate our different groups and give a greater awareness and understanding of them. We'll make sure people are involved and informed.

Aim 2: Grow Manchester's national and international profile as a diverse, inclusive city that cares about equality. Promote the work we do on equalities across all sectors and communities, from big city centre events to small self-forming groups, to make Manchester an exemplar of equality activity.

Aim 3: Make good use of the communication channels we and our partners have available – like websites, social media and community involvement – to celebrate our diverse city and tell people how we're achieving these objectives. We will make sure the information is accessible for all and tells people what they need to know and how they can get involved.

**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny Committee – 5 March 2020

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:

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Background documents (available for public inspection):

None

1. Monitoring Previous Recommendations

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

Date	Item	Recommendation	Action	Contact Officer
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)
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)

2. Key Decisions

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

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

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

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

An extract of the most recent Register of Key Decisions, published on **21 February 2020** containing details of the decisions under the Committee's remit is included 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	City Treasurer (Deputy Chief	Not before		Business Case	Lee Preston l.preston2@manchester.gov.

The approval of capital expenditure on external Leisure Services land and buildings.	Executive)	1st Mar 2019			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 Strategy.	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
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.
Development of new build Gorton Hub (2019/07/26C) Development of a multi-partner hub	Executive	16 Oct 2019		Executive Report and Checkpoint 4 Business	Richard Munns r.munns@manchester.gov.uk

building in Gorton District Centre to deliver health and care services alongside space for One Manchester and a reprovisioned library				Case	
Abraham Moss Library and Leisure Centre New Build (2020/01/10A) To approve capital expenditure to deliver a new build library and leisure centre at Abraham Moss.	City Treasurer (Deputy Chief Executive)	Not before 10th Feb 2020		Checkpoint 4 Business Case	Neil Fairlamb N.Fairlamb@manchester.gov.uk
Central Library Refresh (2020/01/30E) The approval of capital expenditure to refresh the Archives+ exhibition, performance space technology, Children's Library and furniture in Central Library.	City Treasurer (Deputy Chief Executive)	Not before 28th Feb 2020		Checkpoint 4 Business Case	Neil MacInnes n.macinnis@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
Wynnstay Grove Public Space Protection Order (2019/01/08A) To grant a Public Space Protection Order to address anti-social behaviour outside the Marie Stopes Abortion Clinic on Wynnstay Grove.	Strategic Director (Neighbourhoods)	Not before 1st Apr 2020		Consultation responses and covering report	Sam Stabler s.stabler@manchester.gov.uk

<p>Extra Care - Russell Road LGBT Project 2019/03/01H</p> <p>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.</p>	<p>City Treasurer (Deputy Chief Executive)</p>	<p>Not before 1st Mar 2019</p>		<p>Checkpoint 4 Business Case</p>	<p>Steve Sheen s.sheen@manchester.gov.uk</p>
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**Communities and Equalities Scrutiny Committee
Work Programme – March 2020**

Thursday 5 March 2020, 2.00 pm (Report deadline Tuesday 25 February 2020)				
Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Final Report of the Review of Advice Services in Manchester Task and Finish Group	To receive the final report and recommendations of the Review of Advice Services in Manchester Task and Finish Group.	Councillor Craig	Rachel McKeon	
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
Equality Objectives	To receive an update report.	Councillor Akbar	Fiona Ledden/James Binks/Keiran Barnes	
Voluntary, Community and Social Enterprise (VCSE) Infrastructure Service	To discuss what Macc's outputs will be and how Members will be communicated with, following the contract negotiations.	Councillor S Murphy	Fiona Worrall/ Michael Salmon	See October 2019 minutes
Community Events Funding and Applications	To receive an update report.	Councillor Rahman	Fiona Worrall/Neil Fairlamb	
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 28 May 2020, 2.00 pm (Report deadline Friday 15 May 2020)				
Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
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
Overview Report		-	Rachel McKeon	
Annual Work Programming Session	The meeting will close for the annual work programming session where members determine the work programme for the forthcoming year. To follow a presentation from the Director/Lead Officers on upcoming issues and challenges within the Committee's remit.	Councillor S Murphy/ Councillor N Murphy/ Councillor Rahman/ Councillor Akbar	Fiona Ledden/ Fiona Worrall/ Sam Stabler/ Keiran Barnes	

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 	Councillor S Murphy	Angela Harrington	TBC See November 2017 minutes

	<p>impact of Universal Credit in Manchester, focusing on to its impact on people with protected characteristics.</p> <ul style="list-style-type: none"> • how advice services are supporting residents moving to Universal Credit. 			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	Bernadette Enright /Kevin Lowry/ 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 as a Hate Crime	To receive an update on what actions GMP is taking in relation to recording misogyny as a hate crime.	Councillor N Murphy	Fiona Worrall/ Sam Stabler	See November 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	Councillor S Murphy Councillor N Murphy	Eddie Smith/Fiona Worrall/Kate Macdonald/Sam Stabler	See February 2019 minutes Invite City Centre Councillors (TBC)

	information on the work to gather evidence in relation to organised begging.			
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
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	
Youth Violence	To receive a report on work to address youth violence.	Councillor N Murphy	Fiona Worrall/ Sam Stabler/	See Children and Young People Scrutiny Committee (CYPSC) December 2019 minutes Invite Chair of CYPSC