COVID-19 Update Report to the Executive 14 October 2020

Part 1 - Economic Recovery Workstream- Sitrep Summary

Part 2 - Residents and Communities Workstream

Part 3 - Future Council Workstream

Economic Recovery Workstream- Sitrep Summary

As at: 08/09/20 Changes since last updated highlighted in yellow. Updated fortnightly.

Issue/theme/ activity area	Impact/ challenges experienced	Key planning and response activity being undertaken
General overview	**Announcement on new restrictions for worse affected areas in England expected early next week. Awaiting detail on time period and extent of potential closures in hospitality sector.** **OBI Survey** of city centre business owners and employees- 'Continuing to Adapt' (07/10) The survey identified **confusion** around the latest government guidance. Participants commented that they agreed with some of the latest guidelines while others found the announcement questionable or confusing. PM update has resorted to some businesses who had returned to the city after lockdown, to return to working from home full time. **76% of participants feel the office is a safe place at present but the commute to the office remains a cause for concern.** Although we will begin to see more flexible working practices in the future, the survey illustrates that working remotely full-time may have a negative impact on **mental wellbeing** and those being mentored or trained. There is also a great deal of concern over the future of the **food and beverage, hospitality, and leisure (95%) sectors.** Although it is imperative that health remains the paramount concern, there is also a sense of feeling amongst the Manchester business community that the **local economy is increasing fragile.** **Avison Young- UK Cities Recovery Index** (01/10) Residential sales listings exceeding expectations. Exposure to office sector holding back economic recovery. Hotel and leisure sector huge impact. **UK Workplace trends** – British Council of Offices (BCO)- Survey of 2,000 office workers confirming long term trend of home working beyond the crisis as part of a mixed approach. IOD stress importance of offices for learning and development, especially for younger employees- offices will remain valuable for interaction and collaboration. 05/10	Officers in dialogue with Core Cities on response to potential further restrictions and economic support required. Ipsos Mori carried out large scale business survey work of key sector impacts/business needs. Work will inform MCC priorities. Over 706 businesses surveyed between 16 July and 17 Aug. ● Most adversely affected sectors: retail/wholesale, hospitality/tourism, arts/culture and sport. ● 14% of businesses planning to make redundancies. ● Active recruitment in: health and social care/ tech, creative, media and telecoms, with a broad range of job roles, including elementary occupations. ● Strong mandate for local economic recovery building, with 69% agreeing decisions are best made at the local level. ● Most businesses working to a 6-12 month recovery plan. Retail has slowest recovery trajectory. ● Key challenge- need to boost public confidence to return to the city centre – both workers and visitors – including on public transport. Business Sounding Board- B2B viral campaign to build confidence in returning to city centre workplaces paused. Real Estate sub group raise importance of creating destinations, improving attractiveness to drive up confidence and footfall. MCC supporting BSB on dashboard of city centre performance data. Business views continue to be sought on impact of latest changes to understand support needed.

Issue/theme/ activity area	Impact/ challenges experienced	Key planning and response activity being undertaken
	Deloitte Business Impact/Covid Webinar 06/10 More than 50% of respondents (UK wide) expect to return to workplace in first half 2021. Once crisis over, majority of respondents expect to be in office for 2 days per week. **Footfall figures-** Footfall had been slowly increasing but now seeing a drop. City Centre-Week of Sunday 4th– Tuesday 6th October **Year % week%** **Total -52% -9%** St Ann's Square -55% -8% Exchange Sq -38% -9% King St -74% -20% Market St -52% -11% New Cathedral St -45% -3% **UK Comparison High Street -40% year -7% week** Mancr wide footfall (LA) -16.5% overall on previous week. Largest decreases- Fallowfield (-33.7%), Northenden (-24.9%), Cheetham Hill (-22.8%). Smallest decrease Harpurhey (-3.8). (28 Oct- 4 Oct) (Springboard 07/10) **Retail, Hospitality and Leisure-** From discussions with a cross section of major retailers and F&B chains, sales have broadly improved over the last couple of months but with city centre businesses performing behind sister stores in market towns. Luxury stores have been affected by the lack of tourists, coffee shops by the lack of office worker. (Cityco performance report) **Retail Sales-** Sales trends are generally on a par with other cities but still behind smaller market town stores. Weekends in the city have become relatively stronger, with midweek and evening trade weaker. Weekends are seeing a more 'planned' shopping experience which is also making it difficult to balance capacity in some larger stores. The online side of general businesses continues to grow rapidly. **BID area-** 90% of the businesses that were trading before lockdown have now reopened however, there is an	The Leader has written a joint letter with Liverpool and Leeds councils to Health and Business Secretaries on the impact of restrictions on hospitality sector- 'facing a complete decimation in trade unless restrictions are reviewed urgently'. (29/09) Cityco and Liverpool BID sent joint letters to Chancellor and Secretaries of State for Health and Business- calling for immediate action to avoid catastrophic consequences for visitor economy. (02/10) National social media campaign #Cancelthecurfew launched 29/09 Cityco/Chamber/Promanchester launched 'Manchester is open' campaign. Work to identify ways to support venues into the winter including use of eg gazebo-type shelters is ongoing and continuing to waive the normal £100 license fee.

Issue/theme/ activity area	Impact/ challenges experienced	Key planning and response activity being undertaken
	acceleration in the number of businesses that are closing overall. 93 units closed (23%) (60 units vacant pre-lockdown.) King Street particularly affected- though 2 new stores have opened. In addition to some brands closing or reducing their estate, a great number of businesses are involved in various forms of administration and/or have started major restructuring programmes with large scale redundancy programmes ie M&S, Selfridges, Boots and Costa, all of whom are involved have been in consultation process with staff locally. Cineworld 05/10- plans to close cinemas in UK (5,500 jobs). Parrs Wood, Didsbury. **Hospitality-** "Retail and hospitality businesses have deferred or failed to pay 40 per cent of rent. Office tenants will have failed to pay as much as 25%. Will Lewis, of OBI said that *"since the government's reversal of its 'work from home' guidance last week, he has seen companies delay the start of their leases until 2021 or agree payment holidays in exchange for lease extensions."* The Times 01/10 10 pm curfew- Major impact on night time economy- prevents second sittings, while those bars that can operate with outside areas are often losing between 25% and 50% of their trade in those final hours. New JSS provided no real support for these sectors. Huge concerns re mass closures before end of the year. (30/09 Cityco performance report) Greene King- 800 jobs at risk (06/10) **Visitor economy-** Concerns re govt announcement to abolish tax free shopping to all international visitors after Dec 2020. Marketing Manchester urging Treasury to reconsider decision and instead extend tax free scheme to all international visitors. UK would now be the only country in Europe not to offer tax-free shopping to international visitors, which would put at risk £60 million of tax-free sales to GM visitor economy. NatWest Tourism Barometer- fortnightly report surveys 100 businesses in North. Urban/rural divide. Over 8 week period so far, recovery has been slower in urban destinations. Data	Recruitment of new Covid Response officers to work with Environmental Health team has commenced as well as new comms/branding for specific district centres Cityco continuing to engage with landlords in King Street area. **Visitor economy-** Manchester Central launches 'Live from the Auditorium' virtual event solution to provide an interactive live streaming experience from professional studio- offers virtual or hybrid event solution. (05/10) Tourism and Hospitality Support Hub- streamlined and continues to support businesses with up to date info. MM report 94% of businesses in the sector are looking to make redundancies. They anticipate that the domestic market won't return until 2022 and international market in 2023. They are campaigning to

Issue/theme/ activity area	Impact/ challenges experienced	Key planning and response activity being undertaken
	shows concerning picture for Mancr. The percentage of businesses trading with both lower revenue levels and lower visitor numbers are double the average figures for the north, at 60% and 62% respectively, compared to 31% and 30%. Picture also replicated in other northern cities. (23/09) **Culture/Events/Sport sector-** **Venues update:** Contact Theatre - opened for participatory activities on 14 Sept, Castlefield Gallery- 16th Sept, Z Arts re-opened for participatory activities on 28 Sept. Visitor figures week ending 4/10: Manchester Central Library (3,300) and Manchester Art Gallery (1,310) for the week 21 - 27 Sept. Both seen steady increase. HOME for the week 20-26 September (9,640). Cultural venues with operations including food and beverages offers will be impacted by 10 pm curfew.	Government but are also looking at local campaigns and initiatives to support the sector locally (06/10) Marketing Manchester due to launch a one-year Support & Recovery plan for the wider Tourism & Hospitality Sector in the next week. This will include short-term measures supporting businesses, and longer-term confidence building/awareness raising for the sector. "Have a Night on Us" campaign for hotels to launch shortly. **Culture/Events/Sport:** (See also Report to Economy Scrutiny 08/10) Outdoor events economic support survey- businesses asked to complete to help urgently seek funding support from govt to keep outdoor event industry afloat over the winter. Businesses Visits and Events Partnership. Wild in Art (who also curated Bee in the City) to lead *50 Windows of creativity* across city centre in Autumn- showcase work of local artists. **Cultural/ Creative Industries Training & Skills** The Factory Academy is working with the sector skills council -Creative & Cultural Skills, Arts Council England (ACE) & young people's cultural org Curious Minds to develop a national Kickstart bid for culture and creative sector which will utilise a local referral mechanism. Bid for roles being submitted mid Oct with 4 week turnaround on applications. 140 culture sector Kickstart roles for the NW confirmed by employers with a large proportion of these in Manchester/GM. Target to reach 200 over the coming months with roles starting from early 2021, inc locally delivered training support for Kickstart employees. GM Cultural Skills (employer) Consortium will have a virtual meet up in Oct. **Music Venues-** A survey is going out to music venues to assess the latest position and challenges being faced, current levels of operation in the city and to scope existing applications for govt support via the Culture Recovery Fund. **DCMS announced £1.57 billion investment 'Culture Recovery Funding'** and **Culture Recovery Fund Grants - £500m for England** Both rounds have closed and decisions have been delayed.

Issue/theme/ activity area	Impact/ challenges experienced	Key planning and response activity being undertaken
	Aviation- MAG statement issued confirming it will begin discussions with unions on proposals to reduce employee costs- this could mean 465 roles at risk at Manchester, 376 at Stansted and 51 at East Midlands. Follows a 90% reduction in demand for travel through MAG airports since March, compared with the previous year. Aviation has been one of the hardest hit sectors of the economy and MAG's current monthly demand is still 75% below normal levels. 07/10 **Testing** remains a key issue for MA- Been under consideration by the Government for many weeks now. This will give more confidence to travel and allow markets to reopen, so is key for the restart of the industry. Secretary of State gave statement on Global Travel Taskforce and testing- a start but disappointing as this means no development until November (when it reports to the PM) and does not remove the need for quarantine. Formal response from Airport Operators Association shortly. 06/10 Turkey is latest quarantine location- the majority of MA's markets are now closed. 05/10 Daily passenger volumes peaked in August and are now decreasing slowly as the end of summer approaches. As of 13 Sept, cumulative traffic at Manchester since 1 Feb 2020 has been 4.1million, **79% down from the same period in 2019.** Weekly passengers as of 13 Sept fell 6% from the previous week.	**Capital Kickstart Fund** £120m to support existing arts & heritage capital projects that have experienced delays to build programmes. £55m to be distributed via ACE. Eligible projects that have applied will receive a decision by 10/11. **Research**- MCC is signed up to be a partner in a national study exploring the impact of COVID-19 on the cultural sector and highlighting the policy implications. The study being led by the Creative Industries Policy & Evidence Centre will run for 15 months from 9/20 **Aviation-** see also Labour market section.

Issue/theme/ activity area	Impact/ challenges experienced	Key planning and response activity being undertaken
	Higher Education Institutions- UoM reports- UK student recruitment has been extremely buoyant at undergraduate level, up 5% - 10% year on year and all GM universities performed well in terms of market share. The main concern is the number of student dropouts may increase with the current situation and challenges that presents. International student numbers are not in yet as they are not counted until they arrive and register but there has been positive collaboration to get international students here and through partnership working with the Airport and airlines, we have managed to arrange special flights, particularly with Hainan from China. Early indications are that significant numbers of international students are now arriving. Numbers are expected to be down on targets and on previous years, but perhaps not as bleak as initially thought. 08/10 **Inward investment**- Steady flow of new enquiries- majority are high quality projects with high end jobs across sectors: fintech, e-commerce, cyber security, adv man, life sciences & logistics. Increasing number of UK based relocation enquiries incl from London (primarily fintech/ financial and professional services). Legal sector increasingly regarded as an opportunity. New announcements: Awaze: 150 new jobs- new city centre HQ/ Bouygues: expansion of Didsbury office – 50 new jobs/ SafetyCulture expansion of Northern Quarter office – 75 new roles	MCC officers in regular dialogue with universities and Oxford Road Corridor partners. MIDAS held virtual FinTech, e-commerce and Green events over the last couple of weeks which have resulted in a significant number of new enquiries to the pipeline. 30 new enquiries in Sept. 06/10
Development	Stimulating development & investor confidence, including: • Understanding current impact through intelligence gathering. • Assessing sources and levels of investment, and any obstacles (access to debt). • Seeking financial and other support needed to enable early start of key projects. • Understanding supply chain issues and identifying appropriate support measures. It is becoming increasingly apparent that the appetite of contractors to bid for apartment led residential schemes has been significantly impacted in the short term due to issues in the supply chain (i.e. loss of subcontractors and access to materials). This concern has also been raised by developers of commercial schemes.	• Planning reforms- see Paper to Economy Scrutiny 08/10 • Pre contract negotiations with Homes England relating to the £51.6m Housing Infrastructure Fund (Forward Fund) grant award for Northern Gateway are coming to a conclusion and a Grant Determination Agreement has been prepared for execution by both parties. Officers are now preparing the Delegated Authority report for sign-off in line with the Executive approval provided in July 2020. • Announcement of Government approval on 04/08 for Getting Building Funding for BASE Manchester Innovation Activities Hub at MSP (£4M) and Mayfield (£23M). Draft offer letters received early September, with final terms being negotiated with GMCA. • 3 Manchester approved in principle for Round 1(22/09) of the Brownfield Land Fund (for schemes due to start 2020-21) -

Issue/theme/ activity area	Impact/ challenges experienced	Key planning and response activity being undertaken
	• Developing guidance/share good practice for safe operation of sites. • Expediting design & planning phases of projects. • Productivity increased across most major sites- 97% of infrastructure and construction sites now operating. Social distancing measures impacting on programmes. Issues re supply chain/access to materials. Infrastructure sites are now achieving 89% of pre-Covid productivity.	New Cross Central, Mulbury City - New Cross Zone A and Viadux. Prioritisation criteria released for Phase 2, with submission of schemes due on 9th Oct. Decision awaited on the bid for an additional 10% allocation. • Key shovel ready schemes are included within Recovery Plan, included as part of CSR submission. • Community consultation on the first phase of the delivery of Collyhurst will be restarted in advance of planning applications for the delivery of approximately 270 homes (including up to 130 new Council properties) in Collyhurst Village and Collyhurst South and the first phase of a new park. The intention is that this consultation exercise will lead to the submission of planning applications in the Autumn of 2020. Scheme could commence Spring 2021. • Planning Committee on 24th Sept approved a number of significant development schemes: East Manchester Arena and residential-led schemes at Victoria Riverside, Water Street, First Street and the Manox site in Miles Platting. • Work started on site on New Victoria scheme in September.

Affordable Housing	Risk to developer and investor confidence.
	• Working with RP's and other developers to understand current impact and forward plans.
	• Assessing sources and levels of investment, and any obstacles
	• Investigating grant funding, financial and other support needed to enable early start of key projects
	• Understanding supply chain issues and identifying appropriate support measures.
	• Developing guidance/share good practice for safe operation of sites
	• Expediting design & planning phases of projects.
	• Risk of registered providers slowing down or pausing programmes to consolidate finances/liquidity
	• Ensure Zero Carbon and Fire safety provision are part of the programmes.
	• Potential flooding of the PRS sector as the short term let market shrinks.
		• Regulator for Social Housing (RSH) called for RP's to provide revisions of their business plans by September. This will identify any viability risks but should also identify progress on development programmes.
		• Managing existing onsite, pipeline and planned development with RP's. These were referenced in the June Executive report.
		  ○ 398 homes under construction and anticipated in the 2020/21 year. Re-mobilization of sites now underway.
		  ○ 252 homes currently in the programme for 2021/22.
		  ○ New projects emerging.
		  ○ The scheme with Clarion has been finalised to deliver shared ownership homes for the full development
		• Silk Street
		  ○ Silk Street funding has been approved and is progressing through the Capital Strategy Board with the CP2 complete. The project team has been established to take this through to delivery with Rowlinson Construction. A final cost for the scheme is expected wc 12th October.
		• Progressing the establishment of a Local delivery vehicle. Looking to start on site with key projects and novate across.

Issue/theme/ activity area	Impact/ challenges experienced	Key planning and response activity being undertaken
		○ Site assessments have now been completed by CBRE and this work is now with PwC who are producing a financial model to ensure project viability. ○ The financial modelling will influence the final legal structure to be used and how future phases are going to be delivered. ● Project 500 progressing. Will deliver 500-600 homes. ○ The sites have been broken down into 3 phases and RP's have been allocated to work up individual designs ○ A number of member drop in sessions will be set up in October/November to run through the proposed detail ● Entering into formal agreement with Homes England and signing an MOU to take a partnership approach to accelerated development. Complements similar arrangements with GMCA. ○ The GMCA proposed partnership has been delayed so this will have a knock on effect to the Manchester Collaboration. ○ The Manchester Collaboration will go to either the November or December Executive for approval ● Ongoing intelligence gathering with developers to understand status of projects and support needed. ○ MHPP Growth workstream capturing current position and plans. ● Prioritisation of land assembly and due diligence to allow acceleration of build programme. ● Working with Your Housing Group to bring forward a 200+ new build scheme in East Manchester with 60% planned for affordable housing ● Work progressing on a mixed tenure scheme on the former Manox site in East Manchester. This will provide over 400 new homes on a very complex site, proposed delivery of a net zero carbon scheme with just under 30% of affordable housing ● Homes England recently announced a new Affordable Homes Programme Fund for 2021-2026. Officers are working with partners to maximise the funding for a Manchester Affordable Housing Programme that will include a substantial amount of specialist and supported housing. Deadline for submission is December 2020
Transport and Infrastructure	Work with TfGM to agree a broad overall transport plan to support gradual opening up of the city with a focus on pedestrian movement and safe use of public transport linked to an agreed package of measures to support safe pedestrian	**Recent Manchester SpecificTransport Usage Data** (for w/e 20/9) Bus Patronage +5.8% (1,221.74) trips from the previous week (vs. +5.7% GM-wide).

Issue/theme/ activity area	Impact/ challenges experienced	Key planning and response activity being undertaken
	access.	Network mileage -11.9% from the same month last year (vs. -15.1% GM-wide) Metrolink Network patronage increased by 1.3% GM-wide on the previous week. The Trafford Park line saw the highest increase of 6.6%, whilst both Rochdale and Bury lines saw the highest decreases of -2.6%) trips. Highway- In Manchester the weekly average private vehicle trips increased by 0.2% on the previous week and was -12% from typical volumes during the same period last year. The Regional Centre figures increased by 2.1% on the previous week and are -16% on typical volumes last year. (The GM-wide figure has remained constant at -16%) Rail • Piccadilly footfall is has dropped slightly and is just below of 50,000 per day (-50% from last year though) • Victoria daily footfall around 5,000 per day (+30% from the start of month) Increase in patronage with TPE reporting around 35–40% pre Covid and slightly higher for Northern, with reports around 40-45% of pre Covid levels Cycling & Walking- Cycle volumes during the week ending 20 Sept increased by 15% compared to the previous week, current levels are now 15% above the annual average GM Wide Data Latest data shows the following differences with the position on 09/03 showing a **gradual but slow increase in public transport usage across GM, with car travel much closer to pre lockdown levels**. ○ Metrolink patronage 9/3/20 = 122,613 14/7/20= 31884 4/9/20=53,215 18/09/20= 56,884 ○ Bus 9/3/20 515,309 14/7/20 191,093 24/8//20 238,503 4/9/20 292,832 18/09/20 333,220 Rail 9/3/20 104,795 14/7/20 28,700

Issue/theme/ activity area	Impact/ challenges experienced	Key planning and response activity being undertaken
		11/09/20 48,123 18/09/20 47,871 GM Highway 9/3/20 5,082,000 14/7/20 4,032,000 25/8/20 4,370,915 8/9/20 4,528,836 18/09/20 4,838,128 Latest year on year data on car park usage across the NCP Joint Venture car parks shows a mixed picture. Generally those car parks that focus on retail or leisure markets (King St West and Arndale) are doing better in terms of recovery to last year's volumes, than those focussing on commuters or business related journeys (eg Spinningfields). 01/09 **Face Coverings-** Compliance across the transport network remains around 80% on bus and is now between 70-80% overall on rail. Compliance on Metrolink last week was near 83% in the AM peak, but fell to just below 75% in the evening peak. The % compliance for both Metrolink and rail are slight decreases on the previous report. City Centre Transport Strategy consultation launched 23/09- as of 8/10 there have been 614 responses to the survey questions. The consultation ends on 4/11. Emergency Active Travel Fund MCC has obtained £180k from the first phase of the Government's Emergency Active Travel Fund (EATF) to contribute to funding of work undertaken at Deansgate and Stevenson Square. Proposals have been submitted by TfGM for phase 2 of EATF. A bid to the value of £14 m was submitted on 7th Aug and £5.5 m of this was for proposals to support active travel within Mcr. Decision delayed- expected this month.
	Analysis of businesses' plans for reopening, working with TfGM, CA, Chamber, Growth Company	TfGM linked into Day Time Economy recovery group work
	Identify and implement interventions that support social distancing and support business reopening and procure necessary equipment to facilitate this.	Re-purposing of city centre streets and open spaces- Initial ideas are now being developed further in consultation with members. The proposals seek to draw on best practice from other cities in the UK and abroad.

Issue/theme/ activity area	Impact/ challenges experienced	Key planning and response activity being undertaken
	Continue with highway works that can be undertaken during lockdown	- Continuing with all our major projects that are on site and continuously monitoring government guidance about construction - Finding ways to accelerate all our programme of walking and cycling schemes aiming to have early starts on all our programmed projects - Maintaining our roads at business as usual levels by inspecting them and making repairs - Resurfacing and treating many more main roads than originally planned to take advantage of lower traffic levels - Working with TfGM to review bus stops and increase pedestrian phasing at signalised crossings.
Skills, Labour Market and Business Support	Significant growth in the number of Manchester residents claiming Universal Credit. Evidence base for THINK work shows: 89% rise in claimant count in Manchester during April & May - 33,825 claimants; - affects every LSOA in the City & all age ranges; - particular impact on young people which has seen an increase of 98% (national fig 109%) & over 50s (73%); - concentrations in areas with large Black, Asian and ethnic minority communities e.g. Longsight, Moss Side, Cheetham 32% of Manchester residents are either furloughed (62,200) or receiving self-employment support (15,900); - Job losses compounded by significant drop in levels of vacancies; 800 16-18 year olds who would normally pursue apprenticeships or move into employment at risk; 74% national decline in apprenticeships - circa 10,000 graduates who would normally stay in the City will struggle to get graduate level work. ONS release in September - August figures- for Manchester: - Claimant count: 35,275 all ages up from 34,255 in July; 7090- aged 16-24; 21870 up from 21,445 (July)- aged 25 to 49 and 6405 up from 6220 aged over 50. Of the 35,275, men account for 21,680 and women 13,595.	- THINK have produced their report on skills & labour market recommendations (shared with Scrutiny Committee Members at the last meeting) with 6 key priorities: - minimise the number of Manchester residents moving from furlough to redundancy as the job retention scheme winds down; - support unemployed Manchester residents to re-enter work as quickly as possible especially young people, those aged over 50 and BAME; - maximise new job creation, increasing overall labour demand in the City; - minimise the number of young people who become unemployed after leaving education and training in Manchester; - support apprenticeships & other training opportunities to better equip employers with the skills to survive & grow, while helping more residents to progress & upskill in their careers; - improve the support available to unemployed, long-term inactive residents to reduce the risk that they are "crowded out" of the jobs market with the influx of new claimants. **Furlough and newly unemployed-** - Airport- a plan has been put in place to respond to redundancies through well established partnership with the Growth Company, DWP, Citizens Advice and other training organisations. Communications creative has been developed to reach more residents who are on furlough and/ or newly unemployed.

Issue/theme/ activity area	Impact/ challenges experienced	Key planning and response activity being undertaken
	• The increase in claimant count numbers of 1,020 over the last month represents a large increase but not as sharp an increase as in April & May. It is expected that the next significant rise in unemployment will be in October when furlough comes to an end **Vacancy Data-** On 24th Sept there were just over 21,000 live vacancies in **GM,** an increase from the 19,000 live vacancies in GM on September 10th. Of these 14,862 were in the City of Manchester. The average salary in GM is £35,359. The Sectors posting the most vacancies in GM were: • IT (3,296) • Teaching (2,152) • Healthcare & Nursing (2,105) • Sales (1,548) • Logistics & Warehouse (1,512) **The top companies hiring in GM are The Hut Group (320) and Work and skills officer are working closely with them to maximise opportunities for residents.** **Furlough and newly unemployed-** Manchester Airport- we are aware of large scale redundancies. Senior officers in Work and Skills are working closely with MAG in relation to their announcement 07/10. Whilst a good proportion of firms have brought staff back to work, indications from Business Growth Hub is that **31% still have staff on furlough**, and of these - three-quarters of firms said they have furloughed more than half of their workforce. The sectors still furloughing high proportions (50%or more) of staff are in Retail, HLT, and Cultural Services sectors. Whilst redundancy risk has not risen significantly since the surveys inception – with most saying that October/November a potential pinch point. **Post 16- The majority of post-16 providers** are registering on line this year which may impact on school leavers taking up their offer. **Graduates- UOM and MMU** have raised concerns about the employment outcomes for their class of 2019 as well as 2020.	• The Hut Group recruitment is progressing and we are establishing links between redundancies at the airport and The Hut Group • JCP are running sector based academies for recruitment to civil service roles in JCP and HMRC • Landing page is now live on the Council website. www.manchester.gov.uk/Helptogetwork. Soft launch has taken place & 30 residents have registered support. Early intel is that 60% of those registering for support are aged between 25 and 44, most of whom are already unemployed. Further communications are being put in place to raise awareness. • Employ GM website has been developed to include a specific retail campaign. The site has seen over 25000 visitors and there were 1,454 unique visitors to the site in the last week. **Post- 16** • Return to post-16 colleges and 6th forms is going well. Enrolments on level 2 & 3 courses are up but fewer enrolling on level 1 courses **Graduate unemployment-** met with the Social Mobility Foundation re offer supporting young people from disadvantaged backgrounds to Higher Education. There are more young people from disadvantaged backgrounds in Russell Group universities this year and fewer in other universities, - met with Graduates for Greater Manchester Project with partners at MMU, UoM and GMCA - additional meetings planned to scope support in place and gaps. NWBLT has initiated a project with NW Universities led by University of Liverpool to look at support for graduate placements, employment etc, with findings shared to support our more local work - met with First Generation - project at MMU to discuss their offer for 16 -18 years olds this academic year to continue to support young people in Manchester whose families haven't access HE, to participate. **Youth Unemployment-** Discussions are progressing with key stakeholders as regards Kickstart with the potential for MCC to directly provide Kickstart opportunities and through our supply chain. We are also working more widely with businesses and organisations such as the Growth Company, Chamber, Factory Academy who can act as intermediaries for smaller companies to ensure that there is a good quality offer for young people in the City. This work is linked into the

Issue/theme/ activity area	Impact/ challenges experienced	Key planning and response activity being undertaken
	Also an impact on students employability from the loss of work experience and internships. **Digital exclusion** correlates strongly with social exclusion and its effect on residents has been exacerbated by the Covid crisis. **Main challenges facing businesses**: ***getting access to new domestic sales opportunities*** (32%), managing the business finances (17%) and the impact of the end of EU transition period (11%) and getting access to new markets overseas (11%). *(Business Growth Hub)*	work of the Kickstart Board at GMCA. JCP is working with 35 gateway organisations across GM who can act as intermediaries and anticipate having 2,000 vacancies when the Kickstart scheme formally launches -Discussions have been progressing with DWP in connection to the youth hubs. **Skills and employment support for adults-** Awaiting further details as to whether any of this funding will be devolved to GMCA, where it could augment AEB and ESF funded programmes. Working with the GMCA and local education and training providers to consider how the overall offer can be coordinated and communicated to residents & businesses. Announcement re JET, which was also part of the Chancellor's summer statement means an additional £13m for the GM Working Well scheme. This will go live in October and increase support for unemployed residents who are further from the labour market. Adult Education providers have returned. Social distancing in class rooms, reduces capacity & efficiency and where possible online learning is being used to enable similar numbers of learners accessing learning. Early indications are that retention on online courses is lower than traditional approaches and a challenge for learners with low skill levels. The Manchester Adult Education & Skills Partnership is working together on a Comms plan to better promote learning & skills opportunities to employers, residents & community organisations. The Work & Skills, MAES & Commissioning teams are working with Manchester's home care providers to connect unemployed residents to the employment opportunities and agree future approaches to training & progression within the sector, delivery for the first cohort of learners starts in the next couple of weeks. The ESOL Advice service now working across most of GM, improving the efficiency & effectiveness of the service. **SME Restart & Recovery and Kick-Starting Tourism grants-** formal approval is currently awaited from MHCLG, before Business Growth Hub and respond to those having expressed an interest can move to the next stage of the process.

Issue/theme/ activity area	Impact/ challenges experienced	Key planning and response activity being undertaken
		Social value and local benefit- Work is ongoing to progress the social value/local benefit for framework for Northern Gateway and North Manchester General Hospital. -Progressed discussion with ANTZ in relation to the lottery funding bid to develop an online social value tracking portal for Manchester. Work and Skills team are working with the Business Growth Hub to provide additional support to tier one construction contractors to build local supply chains. Some initial meetings with contractors are scheduled to get this underway. **Digital Exclusion-** Manchester Digital Device Scheme has been set up & a steering group established to manage the roll out and evaluation of the device scheme. **Brexit support for Business**- MCC website updated to remind businesses that there will be implications as a result of a no deal Brexit. Analysis indicates that Officers are working with comms to develop a number of social media campaigns to provide the services of GM Chamber and BGH who will be providing webinars. The impacts of transition to the EU will also start to have an impact on suppliers towards the end of the year. At present according to BGH survey data, ***just under half (47%) of firms said that the impact of EU exit will have a 'neutral effect' on their business***, 12% said 'negative effect', 41% said they are 'unsure'. Suggesting that there is still uncertainly Govt **funding to support businesses impacted by coronavirus.** Businesses in England required to close due to local lockdowns or targeted restrictions will now be able to receive grants of either £1,000 or £1,500 every three weeks. To be eligible for the grant, a business must have been required to close due to local coronavirus restrictions. The Work & Skills Team is working with the Business rates team to promote the scheme. Officers are finalising an ERDF bid which if successful would see an additional £2.6m to support business start-up & support services through GM libraries, delivered by the Manchester Business Library service through BIPC. **Test and Trace Payment Scheme-** A new fund to support individuals on low income (UC or tax credit recipients) to self-isolate has been announced. Guidance available on MCC website- awaiting further

Issue/theme/ activity area	Impact/ challenges experienced	Key planning and response activity being undertaken
		details from govt before any payments can be made. https://secure.manchester.gov.uk/info/200008/benefits_and_support/8008/self-isolation_payments GMCVO have a loan fund of £1.5m to support social enterprises to recover from the effects of Covid and are prioritising their support for organisations in the sector delivering employability & skills support and working with BAME communities.
Funding	No specific known impacts on current external funding bids caused by C19 as yet. Known bids progressing through funding approval processes as expected. Team in City Policy developing a funding action plan based on C19 recovery and Corporate priorities	The City Policy team is continuing to track new funding opportunities from a range of sources including Government and European programmes which remain open to UK applicants. The main funds of note this week are: **1.Public Sector Building Decarbonisation Fund (BEIS)** 1. 100% grant funding for eligible projects 2. No maximum or minimum 3. Grant scheme delivered via Salix finance 4. Eligible applicants include LAs, NHS Trusts, FE and HE, Emergency Services, Maintained Schools (inc. Academies, LA etc.) & other public bodies 5. Key Dates: Opens - 30th September 2020. 5 bidding rounds between October and January 6. Assessments will be done inc. allocation of funds on a rolling basis, first come first served. 7. 3 week turnaround time for projects to be approved. 8. Completion of projects by March 2021 (or where not possible by September 2021) 9. GMCA proposing a GM bid. MCC officers (City Policy and Estates) working with GMCA on that. **2. Green Recovery Challenge Fund-** 2 bids at EOI have been invited to go forward to a full application from Groundwork GM & Lancashire Wildlife Trust. Requested letter of support from both to go in with the bids - Cllr Stogia to be briefed separately and requested to sign letters of support. . 3. **Horizon2020 Green Deal** - working with Manchester Climate Change Agency to identify any viable funding through this programme around the following themes:- • Area 1 - Increasing climate ambition • Area 2- Clean, affordable and secure energy • Area 3 - Industry for a clean and circular economy

Issue/theme/ activity area	Impact/ challenges experienced	Key planning and response activity being undertaken
		• Area 4 - Energy and resource efficient building • Area 5 - Sustainable and smart mobility • Area 10 - Empowering Citizens
Strategy & Economic Narrative Review	C19 has necessitated a review of existing strategies to understand whether they are fit for purpose given the predicted exacerbation of existing inequalities. This will inform the Economic Recovery Plan & Our Manchester Strategy reset. Formal refreshes would not take place until 2021 when the Our Manchester Strategy has been reset and the full impact of C19 is known.	**Economic Recovery Plan update-** A summary version of the slides and projects has been submitted to Government with the CSR submission. (See separate attachments). The final version of the Plan is being finalised and professionally designed to allow use locally and nationally to build business and investor confidence and for lobbying. A webinar with the Business Sounding Board is being planned for early November. Our Manchester Strategy consultation has closed and the analysis of responses is being undertaken.
External Influencing & Lobbying	The Government's economic response to C19 has been fast moving and feeding in Manchester's priorities has required a coordinated approach.	**Comprehensive Spending Review-** Submissions to Government have now been made by the Council, Greater Manchester, UK Core Cities and the Convention of the North. Final versions can be circulated to members. Letter from Leaders/Mayors of Manchester, Liverpool, Leeds & Newcastle via UK Core Cities sent to Sec of State for Health with 5 point plan- includes: local decision making re additional lockdowns, local controls over test and trace, improved business compensation package, financial support for people who self-isolate, improved monitoring of impact of restrictions. 06/10
Economic Intelligence	1. Need to engage with Manchester Businesses and Key sectors to understand current status re Covid related impacts. 2. Understanding of businesses in rented spaces and analysis to support the Business Rates Discretionary Grants. 3. Need to understand status of development pipeline across the city. 4. Need to update population modelling (MCCFM), reflecting both the impacts on and from the economy. 5. Demand appraisal for residential lettings market in Manchester post pandemic. 6. Challenge re the scale of analytical capacity required to support this, other Covid-19 workstreams and Business as Usual activities.	1. Ipsos Mori large scale survey results to inform MCC priorities. Ongoing dialogue with business community to understand latest issues and impact. 2. Tracking underway - pipeline used to support Financial Resilience work - including forecasting potential council tax & business rates revenues - drafts for forecast CT / BR revenues from new development with Finance colleagues for comment 3. Update of the MCCFM is in progress, more difficult and time consuming than normal due to macro uncertainties. ONS Mid Year Estimates released recently to support this work. 4. Data sweep complete - work now underway to collate trends across sub-sectors (mainstream, students, short term lets) to contribute to overall appraisal. 5. Ongoing discussions to re-prioritise work areas and understand where the gaps may be. Risk we could run out of internal capacity. Future format for economic monitoring currently being considered.

Covid-19 Sitrep Summary

Residents and Communities Workstream
Date: 09 October 2020

Workstream		**Issues and challenges experienced**	**Current position:** Has recovery activity closed down (been mainstreamed / returned to BAU), or is continuing? Please give detail.
Residents at risk			
	Shielded Residents and the Food Response	Government is not currently planning to re-start shielding nationally or in areas with additional local restrictions. Preparations have been made for any recommencement of shielding Food Response community transition has been effective. Work is underway to better understand what gaps there are in provision which prevent people from accessing other food support. The availability of NSM is uncertain (Food response currently has units there to store food supplies and for packing when necessary). Resourcing continues to be a challenge but plans are being developed to deploy staff from elsewhere in the Council to support the approach in the medium term.	• Pathways have been established with the Early Help offer and Food Response • Discussions have taken place to align Food support with the £500 self isolation grant so that residents do not receive both, this will continue to be monitored • Consideration is being given to whether the NSM function (which meets demand that cannot be met by the VCS) could be commissioned out. • In light of rising infection rates a scenario planning workshop has been arranged with the Residents At Risk Group for 14 October to work through what the scenarios might be, changes in circumstances and the potential longer term impacts
	Domestic Violence & Abuse	DA providers being able to continue to meet demand and adapt to new restrictions as quickly as possible to ensure safety for their staff and also their service users	DA providers are continuing to plan recovery to ensure covid safe workplaces, covid safe refuges, covid safe children's service. Staff have been returning to the delivery of services that are as near to their original commission specs as possible but also adapting delivery where necessary for the short-term(e.g. online group work programme) to ensure continued provision

			Recovery plans were reviewed at the DA forum on 24th Sept, providers in a position either to move forward further towards BAU or back into emergency modes of delivery should the need arise.
	Discretionary Support (Welfare Provision Scheme / Discretionary Housing Payment / Discretionary Council Tax Payment)	● Uptake of Local Welfare assistance for unpaid carers lower than expected.	● A total of £34,264 has been paid to 259 carers to date out of an identified 'carers' budget of £100k. This indicates progress is being made in delivering carers support. The Gaddum Centre are facilitating numbers of carer applications and have given positive feedback to the WPS Team about the support and responses they are receiving. A briefing session for The Gaddum Centre to build on their understanding of the scheme and to help maximise uptake has been arranged for 23 October.
		● Crisis support to residents impacted by Covid-19	● Between 16/3 and 4/10/20 483 applications citing Covid-19 as the reason for requesting assistance have been paid to a value of £32,096 out of an identified 'Covid-19' budget of £100k. A proportion of other cases supported by Welfare Provision awards will also relate to Covid-19 but the reporting system does not offer a process of identifying these.
		● Use of Discretionary Housing Payments to provide additional support to residents claiming Housing Benefit or Universal Credit (Housing Element)	● Recognising the impact of Covid-19 on residents, 659 DHP awards that had been due to end during April through to the end of September have been extended for a further 26 weeks; and 168 cases due to expire during October have been extended to the end of March. ● A decision on whether to extend cases due to end in November and beyond will be made in October based on budget availability and projected spend.
		● Awards of Discretionary Council Tax Payments	● Council Tax £150 Hardship payments totalling £6,102,166 have been awarded up to 30/9/20.

		● Test and Trace Support Payments	£5,888,272 paid to 39,865 single and family households and £213,894 paid to 1,504 joint-tenant accounts.
			● A new government Test and Trace Support Payments scheme incorporating a core and a discretionary element paying £500 to eligible applicants is due to launch on 12 October effective from 28 September. An AGMA wide approach has been agreed.
			● Key eligibility indicators for the 'core scheme' are that the resident must:
			  ● have been asked to self-isolate by NHS Test and Trace on or after 28 September 2020
			  ● be employed or self-employed
			  ● be unable to work from home and will lose income as a result of having to stay at home and self-isolate
			  ● be receiving a 'passport' benefit (including UC / WTC and others)
			● The discretionary scheme offers support to residents not receiving one of the 'passport' benefits but who are on a low income and where self-isolation will cause exceptional financial hardship.
			● The core scheme is fully funded by the government but a finite and limited pot has been provided for the discretionary scheme and work continues to establish how this can be most effectively applied.

	Homelessness	1. Funding for covid hotels and accommodating people from the streets 2. Lack of move on accommodation for the 'everyone in' cohort 3. People are not engaging via electronic / telephone once placed in emergency accommodation, and we need to ensure people in B&Bs are supported appropriately in a covid safe way, and HB forms are completed to maximise income.	1. Bid to MHCLG was partially successful and Manchester has received £2million towards accommodation, PRS access and some furniture for RP properties for the period to March 2021. 2. Bid has been submitted for capital funding. Some properties have been successful. Waiting for the outcome of other properties which were negotiated upon.

		4. Cessation on evictions continues to be a concern, as does people losing employment 5. Discharge of people to create hospital beds 6. Lack of space in the town hall to bring teams back as some teams need to be in the town hall full time.	3. Rooms have been identified in all emergency accommodation and screens erected. Staff now going out to B&Bs. 4. Regular comms to encourage people to access advice early planned 5. Hospital homeless discharge team working closely with ABEN and covid hotels to prioritise hospital discharge 6. Utilising the customer support centre whilst a longer term option is found. Moving more people back is on hold whilst covid numbers are high. Tenancy compliance staff are starting to make doorstep visits.
Resilient communities			
	Resilient Communities	Preparation for any re-instatement of shielding underway. Given current restrictions and wider impact this will have on mental health, it doesn't feel imminent. Challenge lies where GPs are providing advice for people to stay at home and support needs are then required as a result. Neighbourhood Teams continuing to work with care navigators, Be Well and VCSE groups to ensure support is provided.	BST work through the TANs continues and continues to make progress. Workshop on the 28th September brought together the TANs, enabling discussion about priorities and where there are synergies across each locality. This work continues to progress.
	Libraries, Galleries and Culture	Since reopening in July 55,275 visits to libraries with 21.61% of those (11,944) for PC/Internet use - this ries to between 30% - 40% in some libraries eg Newton Heath and Beswick. Over 51,000 books have been borrowed and 19,190 F2F enquiries at libraries. An example of the latest weekly visitor numbers (w/e 4 Oct) • Manchester Central Library: 3300 - the library is now averaging 650 visitors per day and saw 950 visitors on Saturday 3rd October • Manchester Art Gallery: 1310	Plans to extend opening hours to libraries across the city have now been postponed and a new date of 2 November is being planned for. This will not include evening openings at this moment in time but extended days. The service is reviewing the use of meeting rooms. New rules relating to Test and Trace data collection, and face masks being mandatory for staff being implemented in 24/9

		No new issues with the 20 open libraries. A number of programmed activities starting to recommence within socially distancing guidelines include children's storytimes and digital support sessions. A challenge being faced by the city is the level of digitally excluded people who are more vulnerable during the pandemic. People most likely to be facing this have one or more of the following protected characteristics: Elderly, first language is not English, disabled, low income. The number of volunteers offering digital support telephone calls is not currently sufficient to support the 400 chromebook donations successfully. We have advertised via MCRVIP and Macc, and working with partner agencies.	Device donation scheme is being progressed. Donations of 400 chromebooks with 6 months of Internet access will begin in mid-October.
	Parks, Leisure & Events	1. The no. of reported breaches of guidance/ measures relating to social distancing in community sports settings (non Council buildings) has reduced. 2. Cancellations for planned events in the Autumn and Winter. 3. High demand for online booking in leisure centre resulting in some level of failures or disruption to customers.	1. Regular comms activity remains in place to reinforce the current guidance and targeted ongoing conversations with leagues and clubs where issues are arising. 2. A Briefing Paper with recommendations for further event cancellations or curtailment over the next period was agreed and this has now been communicated to stakeholders and the public. Decisions have also been taken voluntarily by some stadium operators to not permit spectators for recreational sport. 3. Online issues now resolved and a Call Centre is now in place handling 600 calls per week.

		4.Low uptake on the return to swimming lessons.	4.The further messages scheduled to go out last week to reinforce the COVD Safe and Secure measures in place within leisure centres took place and numbers are slowly beginning to rise. Gym memberships have plateaued and current membership levels are at 75-80% of the previous year to date return for October.
	Youth	1. All centres are covid compliant, however, there are still issues when asking young people over the age of 11 to wear a face covering. 2. All centres have now reopened, with adjusted session plans which mean reduced numbers in centre. 3. Young people have now returned to congregating in social venues, such as, McDonalds which poses an issue for detached workers.	1. Regular comms activity remains in place to reinforce the current guidance and targeted ongoing conversations with leagues and clubs where issues are arising. All venues are displaying the QR code 2. Covid planning session planned with sector w/c 12/10/2020 3. Detached youth workers forum meeting to concentrate on developing guidance for working in food / hospitality venues. Public Health contacted.
	Children's Services	No new challenges ongoing monitoring of data continues to manage risk and demand. Non attendance at school remains an issue for some children. DElays in court are having an impact on care planning for some children	Mitigation work (in terms of demand management) appears to have been successful in reducing requests for service
	Schools and settings	Passenger assistants self isolating/testing positive has resulted in 6 routes not running. Issues with collation of timely and accurate data re positive cases and number self isolating. Issues with NHS app and functioning in schools/colleges - over alerting people to self isolate. School workforce numbers self isolating - impacting	Planning to overstaff in progress with HROD. Short term looking to see who available to support across directorate Education team and CiCT relooking at data collection and tracking systems. Asked PH for a position re NHS app in workplace where people are working and moving around in

		on school's ability to keep all children in Access to accurate school attendance data due to capacity in PRI. Capacity in Education team as COVID lead returns to HROD on 4th November.	smaller spaces or keeping phones in bags in lockers. Regular contact with school leaders to address workforce issues and facilitate sharing with near by schools - provision of meals and access to first raiders etc so schools can stay open. Working with PRI re attendance data so can check registers daily. Reach out across Council for additional capacity to support senior Education team respond to COVID.
VCSE		Ongoing communication and engagement with the VCSE sector, particularly around Covid response and recovery plans. Impact of Covid 19 on the VCSE sector (and those that they serve) VCSE future funding (both MCC and external) - Good range of emergency covid reponse funds made available but concerns around longer term funding of the sector e.g MCC OMVCS grant Covid Health Equity - communication and engagement with communities of identity Overall strategic leadership of the work with the VCSE - work takes place across a number of officers, teams and departments.This can create communication issues, duplication of effort and lack	No further MCC (Residents & Communities) and VCSE update sessions scheduled at present - being picked up via BAU forums and networks. Macc (VCSE Infrastructure) has produced the first in a series of 'No going back' reports brining together leaders of Manchester based charities to share their experiences of Covid 19 and their thoughts for the future - see link to report below https://manchestercommunitycentral.org/news/%E2%80%9Cinvest-crucial-sector-or-risk-losing-it%E2%80%9D-say-manchester%E2%80%99s-voluntary-sector-leaders. Will be picked up via BAU alongside work of OM Funds, Culture and Young Manchester etc Manchester VCSE funding partnership group set up and currently being supported by the OM Funds Team VCSE Covid Recovery Fund being developed by MCC, MHCC, Young and Manchester and Macc due to launch in Autumn sequenced with the Councils funding decisions for the OMVCS grant fund. This is being managed via BAU - OM Funds governance. A Covid Health Equity Group (CHEG) has been

	of clarity around priorities, accountability and progress and what is being expected of Macc and other VCSE partners.	established with partners (including the VCSE sector) across the city to improve experiences of and outcomes for communities that suffer disproportionate adverse impacts from COVID-19. This involves reducing the risk of transmission, severe disease and death among groups of people who have been identified as most risk including. An engagement grant is being developed with VCSE partners. This will continue via the new Covid Health Equity workstreams (new normal) Issue raised at the Our Manchester Investment Board and with senior officers and Exec Members for discussion. A series of meetings to be held with senior officers across departments and Exec members to discuss and progress this further. This will be actioned via BAU - OMIB follow up actions.
Equalities and Inclusion	As recovery work is increasingly mainstreamed into BAU, the different programmes of work will need to be equality impact assessed in line with the Council's standard EIA framework. A schedule of EIAs in relation to outstanding recovery programmes, any BAU changes and budget considerations needs to be established and monitored to ensure compliance and completion. A cumulative impact assessment, informed by the individual EIAs completed against recovery and budget planning activity, will help the Council to: 1) measure impacts arising from these activities on different communities more globally, and; 2) ensure that any mitigating actions in individual EIAs (i.e. signposting to external provision) are feasible when considered in the round across all proposals.	Where applicable, services will be supported to undertake EIAs of their recovery and budget planning work using the Council's standard framework. The streamlined Covid-19 EIA tool, designed to enable decisions to be taken outside of normal timescales, has been well received and will be used as a template for a revised Council standard template. Although this will be a revised template, the process is a return to BAU. Officers are in the early stages of assessing which programmes of work will require EIAs, a schedule of which can be shared for information once completed. This is usual activity in Q3 of the financial year is BAU. The Equality, Diversity and Inclusion Team will lead the completion of a Council-wide cumulative impact assessment in Q4, following the completion of service-level EIAs. Although this process has been undertaken previously (i.e. following the Comprehensive Spending Review) it

		is not a BAU activity and is specific to the Council's Covid recovery and budget planning activity.

** There is clear evidence that COVID-19 does not affect all population groups equally. Many analyses have shown that older age, ethnicity, male sex and geographical area, for example, are associated with the risk of getting the infection, experiencing more severe symptoms and higher rates of death (*Beyond the Data: Understanding the Impact of COVID-19 on BAME Communities, PHE, 2020)*. It remains vital that those who are frequently the most disadvantaged in society do not then take a 'double hit' from decisions taken to mitigate the impacts of COVID-19. Please include detail of the activity you are planning to undertake to ensure recovery activity considers the impact of COVID-19 on different population groups. For example, undertaking an Equality Impact Assessment to support the planning for longer term changes to service delivery.

Covid-19 Sitrep and Milestones, Future Council, 2 October 2020

Latest Milestone Plan (grey areas indicate when work will take place)

Future Council: High Level Milestone Mapping

		Anticipated delivery									
Area	Milestone / activity	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	April
1. Budget											
Budget 2020/21	1.1 Budget monitoring 2020/21 to Executive, update of capital programme to Executive										
Budget 2021/22	1.2 Budget process with consultation to be determined										
	1.3 Government spending review, followed by settlement										
	1.4 Council's budget and precept setting process										
2. Our Transformation - Our Ways of Working - workforce, culture, estates, health and safety, risk assessments											
Workforce	2.1 Completion of risk assessments for all workforce requiring one, return to work for vulnerable and shielded										
	2.2 Design and agreement of principles for future working corporately										
	2.3 Engagement with DMTs										
	2.4 Phase 1 of return to site for c.50% previously not on site										
	2.5 Extended roll-out of return to site										
Estates	2.6 Completion of buildings assessments										
	2.7 Work to rescope and consolidate use of estate where possible (aligned 2.2/2.3/2.4/2.5)										
3. Our Transformation - Our Ways of Working - digital enablers											
Microsoft 365	3.1 Assurance activities prior to migration										
	3.2 Roll-out of M365										
Intranet	3.3 Launch of new intranet										
End user device	3.4 Completion of procurement and roll-out										
	3.5 Work to ensure office space is fit for purpose										
Network capacity	3.6 Creation of additional direct access capacity and move to new data centre										
4. Our Transformation - Strengthening Accountability and our processes											
Phase 1	4.1 Consitutional changes, changes to HR and finance/procurement/shared service processes										
Phase 2	4.2 Digitisation of processes and delivery of appropriate system/s										
5. Our Transformation - Resident and business digital experience programme											
RBDXP	5.1 Design and delivery of new customer contact centre model										
	5.2 Implementation of new income management system										
	5.3 Design and engagement exercise on CRM approach										
	5.4 Resident, business and member engagement, alignment to digital inclusion programme										
6. Our Transformation - Information governance and management											
Rules and policies	Aproval and application of new information management rules in line with M365 roll-out										

Workstream	Issues and challenges	Key planning and recovery activities
Phased Return	*Providing safe clean workspace for staff who are required to be on site to carry out their role, and also for staff who cannot work from home for any reason* *Building a resilient workforce who are able to continue to work through a period of prolonged disruption, ensuring staff have the tools and support to work effectively from work or at home* *Identifying work for staff who are home but unable to work*	*Staff Working on Site* The staff working on-site figure has been split into two categories to reflect those that are: ● Exclusively working on-site (e.g staff employed within Libraries, or School Catering) ● Blended (which reflects those staff that are able to work from home and work on-site - this includes services such as children's social workers) The total number of staff working on-site has increased from 3934 which represents 53.36% of the Council workforce. The total number of COVID-19 related absences has increased to 63 cases: **Adults 15** **Children's 25** **Core 5** **Neighbourhoods 17** **Growth & Development 1** Currently, 10 employees have been identified as a 'contact' and are self-isolating as a result of the Test and Trace system. This is an increase of 3 compared to last week (7). **Shielding:** The total number of staff that are at home and unable to work stands at 90 and HR are currently working with Heads of Service to identify if meaningful work can be provided to these staff so they can work from home. **Covid Roles:** Work has been completed to identify staff on a more permanent basis to support the Covid response (in the main call centre, food delivery and test and trace). Resource has now been identified for the vast majority of these roles and staff will start to move into these roles in the coming weeks. **Building a resilient workforce:**

		Work is underway to further develop the principles for working over the next 6 months in line with the government's announcement which will ensure we continue to have the safest working environment for staff who have to or want to be onsite and provide support to staff and managers who will be working in the main at home or in a mixed model of on site and at home for some time. **Committee Meetings:** Work is also underway led by the City Solicitor to develop with members the approach to committee meetings over the coming months ★ ***Building per building work*** *continues to assure compliance with corporate Covid Secure risk assessments* ★ ***Individual risk assessments*** *are in progress for all staff with underlying health conditions, black, asian and minority ethnic staff and staff previously in the shield category- the current position is reported below.* ★ ***Initial proposals*** *for larger scale return to the office in development following engagement with DMTs* ★ ***Scaling return for office based staff from September****, and* ***further extended return in October*** *<u>Building Risk Assessments</u>* *Building-by-building work is in progress to review adherence to corporate guidelines. Of 145 confirmed premises (excluding assessments being done in parks) where staff are or plan to be working, risk assessments have been completed, 143 buildings have been signed off as Covid19 secure. The remaining 2 are either not currently in use. This work is ongoing with a tracker in place to show the position for each site and the results of risk based Covid19 Secure compliance visits being undertaken by officers from the Health and Safety and Estates Services are reported to senior officers for action.* *<u>Service Risk Assessments</u>* *As well as buildings, all services are required to complete or update service risk assessments confirming their approach to ways of working and how risks will be addressed. Of 220 services / locations identified as requiring updated assessments, 193 have been confirmed and validated as complete. Of the 27 to be finalised, over half relate to services working exclusively from home and thus present very low risk. The areas of focus are in adults and children's services where current assessments used during the peak of Covid19 require review or where resident facing services are returning. All Directorate*

		Leadership Teams have been updated in the position and actions required with follow up in all areas underway. *<u>Individual Risk Assessments</u>* *All services are required to confirm that individual risk assessments have been completed for relevant staff who are in high risk categories. Of 152 services, responses for 14 are outstanding and are being followed up to ensure assessments are in place for all staff working on site or from offices.*
Our Transformation	Our Transformation pre-dates the covid-19 response and has been rescoped to ensure it supports delivery of our wider Future Council objectives, and enables us to respond at pace to the unprecedented change in our ways of working, as well as to plan longer term.	Milestone plans are now in place for all programmes/projects within Our Transformation ensuring understanding of dependencies between projects and critical path. Update from the last report: **Our Ways of Working** <u>Intranet </u>- Testing of the pilot intranet site revealed a number of issues specifically, interaction with SAP, responsive design for forms and accessibility standards. This has caused delay to the initial launch date. Addressing these issues has meant that we are now alongside the period for MS365 implementation.Consistent advice from the MS365 team, from Interact and from the change leads is that it would now be preferable to delay launch until after the MS365 rollout. Proposed launch date at end of October. <u>Change leads and change champions</u> have been "recruited" from across the organisation so we now have c250 digital champions supporting on the intranet and over 100 change leads (one in each service) who will support other change projects across the Our Transformation portfolio including the roll-out of Microsoft 365. Change Lead and Champion onboarding events have taken place. **Strengthening Accountability** <u>Review of leadership and Management Development offer</u> - Draft manager expectations have been produced and will be supported with guidance, training/support and accountability framework. This will help to address the lack of coherent approach to management in the Council. Further work is underway to develop the draft expectations into a simpler set and to develop guidance, training/support and accountability framework <u>Constitution</u> - As part of the annual review of the Constitution we are exploring whether we can streamline the Scheme of Delegation. Comparison with core cities shows others have more streamlined information relating to finance.

		Finance colleagues have confirmed they do not have capacity in this cycle for a more fundamental review of the constitution in terms of style, accessibility and streamlining, due to other priorities. This will need carrying forward to next year's review. A meeting with the Leader is taking place on 30th September Any changes to the constitution will be agreed at the Annual Full Council General Meeting in October. **Review of Processes** Whilst this work was stalled at the beginning of COVID-19 it has now restarted with the aim to take steps out and streamline processes which have become overly bureaucratic - learning from the COVID-19 experience as well as other Council's and organisations. HR processes -The new date for changes to the approval process (finance and HoS sign off) on ATS has been moved to 1 October subject to final confirmation from Havas. The recruitment policy is now being reviewed to look at changes which will include recommendations from the Race Equality Working Party. The workflows currently delivered within 'sharepoint' will move to ATS in November as planned. Further work is required to scope out the requirements for regular equality monitoring which can be produced by Havas. The Resourcing team is on track to look at the changes to the pre-employment process from November and have started this work already. Finance and procurement processes - Following the completion of data and intelligence analysis, and the production of the Plan of short terms actions, implementation is now being progressed. There are three project sprints underway which are: - Building real world view of end2end process - Exploring issues and options relating to multiple low level spend with a single supplier. - Engagement with requisitioners to better understand drivers for purchasing behaviours to inform action A specification to secure external support with business process re-engineering is underway. There is an interdependence on delivery with support to develop new intranet which may impact on time frames. Over the next period, activity will focus on further development of the real world view of end2end process, analysis of requisitioner engagement, and the specification for business process re-engineering support to be further developed drawing on end2end mapping.

Resident and Business Digital Experience

Consultancy Support Tender - The assessment of the tenders has now been completed and a supplier selected. The contract report has been drafted and will be finalised over the next period. Collection of data has started and will continue over the next period.

New Face to Face Customer Engagement Model - Engagement with all services and partners that use the rates hall and customer service centre space has been completed. Engagement focused on understanding their new/future operating models and space requirements for their services. Discussions have commenced with Estates and Facilities Management regarding future model and space requirements. Customer experience enhancements provided by new contact centre technology are being explored and planned. Queue callback functionality is being planned with suppliers. Site visits to libraries completed to assess space to support video conferencing pilot. Development of a full equality impact assessment for the future operating model is being progressed and engagement with equality groups will continue. Development of strategic timetable, work programme and Communications strategy to support implementation of the new model/offer. A report detailing the full future operating model will be presented to Future Council in October.

Income Management (CivicaPay) - Web and CRM Forms completed by the 25 Sept. User Training has started. Testing started on WSP/Taranto (Parking), Zipporah (Registrars) and PCG (HMO/Selective Licensing) The Post Implementation Support Model awaiting sign off. No additional cost to retain the 0161 number and divert to the 0300 number. CCNs sent to Civica to address email. Although accessibility is not part of the scope of the CivicaPay project, new regulations are being implemented in September, 2020, that will impact the customer journey of CivicaPayForms. Civica has advised that they are implementing the changes to their eStore and CivicaPayForm/Azure environments post the Go Live of 6th October, 2020.. Telephony - the scope of “Customer Not Present” card payments over the telephone is now under the scope of the CivicaPay rather than the Telephony project as originally scoped. ICT Architects are currently reviewing the potential options but the feedback so far has been that the current manual process will be in place at Go-Live. Over the next period,the final 3rd party integration (Burial Records) is to be completed, a decision on the email Security supplier is to be made and the GoLive date from Civica will be updated. GL Interface testing will also be progressed.

		Website Contract - Currently working with procurement to ensure maintenance and support of the website continues for the next 3 years as a minimum. The Council cannot extend the existing contract beyond June 2021.An alternative supplier will be selected from GCloud in Jan 2021. The new contract will ensure the current website is supported and maintained whilst allowing enough time for the strategic solution to be procured & implemented in line with RBDxP. Telephony - Detailed planning for queue callback feature provision is underway and the design information for sign off expected soon. Design for Housing Solutions currently being reviewed for sign off. BT continues to investigate the problem with calls dropping at 14.5 minutes (including time spent queuing) and the workaround in place to stop the issue occurring is operating successfully. Implementation work for the new cloud based workforce management solution is underway. Planning is starting for back office telephony build and migration timescales. Queue optimisation and customer experience enhancement planning continues, including the potential to use additional features on the new telephony platform, such as email handling, chat and co-browsing, where these are identified as improving the overall customer experience for callers. Migration of workforce management services into the new environment - dates for UAT and cutover are expected soon Integration Layer **-** The integration layer will be determined by the RBDXP consultancy. This activity will not start until that has been delivered. **Information Governance and Management** The work programme for the Information Governance and Management Workstream is nearing completion with the final meeting scheduled for 5th October. Email retention workstream is complete with recommendations approved by SMT. The Managers Leavers checklist is still to be updated to flag the retention period to provide assurance and ensure any critical records and attachments are transferred if required. Service Now is to design a workflow for requests to extend email retention period for leavers emails. The Adoption and Change Group is working through translating the agreement of the group into next steps with a report to be developed as a control measure for Directorate Leads and Change Leads to ensure appropriate establishment of Teams within their service area to ensure they are

		appropriate and follow naming conventions. Teams to be established for each 'service' area to model best practice. Ongoing guidance and support to be offered to Change Leads and Digital Champions Internal Audit has reviewed and updated the IC Security Access Procedure (e-discovery)which will be shared to the Information and Governance Management Group for sense checking.
ICT	Current ICT Position: ● 5,200 staff working remotely with c. 200 remote telephony users ● 200 new machines a month being rolled out ● Part way through data centre migration ● Focused on ten key projects Challenges: ● Parts of Infrastructure at capacity ● Reduced risk to live services including contact centre telephony and public computer access in Libraries, and not putting at risk current live services ● Capacity in key areas (servers and networks) is a particular issue.	**Our Ways of Working - digital enablers** <u>M365 Roll Out</u> - 500 users have now been migrated to M365. Wider migrations are scheduled for four weeks from 28th September. A detailed migration plan is in place. Adoption and change workstream in delivery phase with champions and change leads have dual access, regular drop-ins taking place and personalised comms going to users ahead of migration <u>End User Device</u> - The tender process has ended and the evaluation process is being finalised. The challenge of supply chain availability since Covid incident remains.A process for rollout and prioritisation is being developed. <u>Data Centre Migration/Additional direct access capacity</u> - 4500 users all now moved to the new direct access solution, giving more capacity and resiliency.R2 (callsign) remote access is being tested. Internet cutover and telephony hardware is being planned. Public Service Network accreditation expected in mid October. <u>Telephony</u> - Planning for the migration of all users over the next 10 months is underway. Old contact centre telephony has been decommissioned. WAN and Wifi connectivity needs improving for some sites. <u>WAN/ LAN/WiFi</u> bid submissions are being evaluated. WAN tender out to market. The preferred bidder for LAN / wifi will be decided over the next period.
Finance and Budget	Overview as at MHCLG <u>September</u> Return (draft) data ● Financial position - Net impact of COVID-19 on MCC General Fund is £151.7m (£151.3m in 2020/21, and £0.4m 2019/20), made up of: - £25.5m in costs (£25.1m in 2020/21, and £0.4m in 2019/20)	Work is continuing on the budget planning and how this can be managed in light of the financial challenges from COVID-19 and the latest announcements from the Government. This includes work currently underway to assess the continuing support needs for residents particularly in light of the extended lockdown requirements. The claim for financial support for loss of income from sales, fees and charges has been submitted (1 October) . Claims will be considered in retrospect with the first to cover the period up to July 2020 with a claim value of £3.6m. At

	- £126.2m income loss (Council only) also: - £2m HRA ● Budget Impact £15.1m in 2020/21; £163.1m in 2021/22. (after grants but before funding for sales, fees and charges which is estimated at c£6.4m). ● P5 Monitoring - Balanced budget excluding assumptions regarding Government funding for Sales, Fees & Charges income loss as per comment above. In year COVID-19 losses for airport dividend, Council Tax and Business Rates will not appear as a budget pressure until next year. ● Figures are before any assumption on the smoothing of the Collection Fund over 3 years. ● Any capacity created in 2020/21, through other savings and mitigations in addition to Government funding will be used to offset 2021/22 pressures. Challenges and Assumptions ● Uncertainty of funding from Government, immediate and longer term ● It is difficult to isolate the additional costs due to increasing rate of infections and further restrictions - most significant is increased costs associated with Leisure contract, as well as impact on markets and risks	present it is considered that between £4.5m and £6.4m may be eligible during 2020/21. This is dependent on the treatment of market income (excluding all market income is c£4.5m estimated claim; excluding only that relevant to specialist markets is c£5.1m claim; allowing all is £6.4m claim). MHCLG have indicated to other LAs that Councils would need to make a case for its inclusion. The Council will continue to lobby all levels of Government and its key messages continue to be around stability of funding, recognition of ongoing COVID-19 costs, support for loss of income and seeking some more bespoke intervention for the loss of commercial income. However the fiscal environment remains challenging. The Council will take stock of the budget position once the Spending Review 2020 has been published as this will provide a better indication of the overall financial position for Local Authorities in 2021/22. The Local Government Finance Settlement detailing individual Local Authority funding is expected in mid-late December. The expectation is that the Spending Review will not be issued until mid to late November. Engagement with Councils outside this will be focussed on those most at risk of financial failure in the short term. The Council's submission for the Spending Review was submitted 24 September. The City Council has also fed into the GM submission. The submission to tranche one of the Business Rates Call for Evidence was submitted 18 September. Work is continuing on the potential priority requirements for the capital programme to be considered as part of the budget process for 2021/22 onwards. Bringing properties back online £161m (£130m capital and £31m revenue to support) These bids were written by RP's and submitted on 20th August. MHCLG have requested additional information from the RP's on the smaller schemes, mainly in relation to deliverability by 31st March. This was provided to MHCLG yesterday and will be considered along with returns from other LA's, so we are hoping for confirmation next week. Note: MHCLG were concerned about the deliverability of the modular schemes by 31st March. Once the bids for 2020/21 funding are confirmed we are expecting discussions to begin around a funding allocation for 2021/22

<table>
<tr><td></td><td>to the Christmas market. Concerns over increasing Adult Social Care requirements, linked to new national changes to NHS support as it moves into phase 3 from 1 September.
● Number of assumptions regarding impact based on the best information available at the time, including announcements of changes to lockdown restrictions, social distancing requirements and other requirements of Local Government including Population Health to support businesses, residents and the wider control and monitoring of the pandemic.

<u>Funding Announced - Individual LA Allocations Awaited.</u>

17 September - £546m for extension of the Infection Control Fund (ICF) for care providers

The Infection Control Fund has been extended to the end of March 2021 to give providers further resources to halt the transmission of COVID-19 throughout winter

The fund can be used to pay staff wages for those self-isolating and hire more staff to restrict movement between homes.</td><td></td></tr>
<tr><td>Revenues and Benefits Activity</td><td>1. Administration of the BEIS Business Rates grants scheme, ensuring eligible businesses apply and the scheme is closed to the deadline of 28 August.
2. Considerable additional work now required for the various assurance</td><td><u>Business Rates</u>

<u>Business Rates Grants (Small Business Grant Fund and Retail, Hospitality and Leisure Grant Fund)</u>

The scheme for the small business grants fund and the retail, hospitality and leisure grants closed for new applications on 28 August 2020. Authorities had</td></tr>
</table>

	and fraud checks and returns required by BEIS. 3. *Concerns about position on business rates collection rates, check, challenge and appeals and that the business rates base will be considerably reduced next year.* 4. *Carefully monitoring Council Tax collection rates and CTS scheme claims to understand impact on residents and on future council tax base.* 5. *Need to provide additional time before starting formal recovery. Need to ensure maximum collection ensuring that residents maximise their income and claim all support that they are eligible for and utilise discretionary support to vulnerable residents.*	to 30 September 2020 to ensure the final applications were processed. Additional resources were deployed to finalise pending cases prior to the deadline. There will be a small number that will be closed as not paid as businesses have not provided the required evidence prior to this deadline. As at 30 September 2020 we have paid out 8,501 grants totalling £105.58 million, representing 94.6% of expected payments under the Small Business Grant Fund and Retail, Hospitality and Leisure Grant Fund scheme. Following a final reconciliation exercise any grant remaining from the initial estimated funding requirement has to be returned to BEIS. This is not a case of the Council not using the money as determined. The Council was required to do an initial estimate based on the strict qualifying criteria using our database and property descriptions. During the course of the application process we determined that some businesses did not qualify and the database was not completely accurate in all cases as well as some businesses not being able to claim due to state aid limitations. The Council does not have any discretion to use the funds that were not allocated for other reasons outside of the strict criteria based on rates liability, rv and business activity. Following the closure of the schemes, BEIS expects that councils will carry out some post payment checks to provide assurance over the validity of payments made. Plans in this area are being explored by Internal Audit. There will also be some investigation required where irregularities and potential allegations of fraud have been identified. **Discretionary Grants Scheme (Local Authority Discretionary Grants Fund)** Nationally the discretionary grants scheme closed for new applications on 28 August. As above, all payments had to be made by 30 September with any money unspent being returned to the government, The Council has awarded all of the £5.432m that was provided to the Council. The Council received around 1,258 applications and paid 958 grants to businesses. As above there will be a final reconciliation exercise and return to central government in the days ahead.

		Future schemes to support businesses affected by covid (Local Restrictions Support Grant) Further guidance has now been issued in relation to the Government announcement on 9 September that there will be additional business grants for those businesses who have recently reopened and are now required to temporarily close as they are located in areas affected by local lockdown for more than three weeks. There will be two schemes, one for eligible businesses with a linked business rates account and a further discretionary scheme where there is no business rates liability. Manchester is not currently required to provide an immediate scheme for implementation. Officers will work on a Manchester response so that we are ready to respond should this support be required. The guidance for the Local Restrictions Support Grant (LRSG) is published on https://www.gov.uk/government/publications/coronavirus-covid-19-local-restrictions-support-grant-guidance-for-local-authorities This guidance is issued by the Secretary of State for the Department for Business, Energy and Industrial Strategy and sets out the criteria for the Local Restrictions Support Grant. **Business Rates Base and No Detriment Calculation** The latest estimated Collection Fund shortfall for 2020/21 is £20.8m. The position does not reflect a concerning increase in business rates checks and challenges received by the VoA, citing material change in circumstances due to COVID 19. From May to August the Council received 2,864 new checks and challenges, up 1081% on April's figures. The position is masked in 2020/21 as there are £143m Extended Retail Reliefs (which will achieve 100% collection) of which £138m are Covid-19 related and are not expected to continue into 2021/22. **Council Tax Collection and Recovery** The in year Council Tax collection rate at the end of September is 47.4%. Although this is 1.26% worse than at the same time last year, this represents a significant improvement from the position at the end of July when collection was 1.73% behind. This improvement appears to indicate that many of those residents who had their instalment plans amended from twelve to nine months are making the required. In addition, reminders are now being issued regularly.

Although there were Council Tax Liability Order hearings held at the Magistrates Court on 23 and 30 September, these were experimental. The hearings generally went well with a few minor issues that were resolved. Nothing has been scheduled beyond 30 September as HMCS are still considering the most appropriate way to conduct hearings in a covid-secure manner. An update is expected imminently, but it is clear that the Court Service in Greater Manchester is well ahead of other parts of the country.

Any restriction on the number of cases that can be taken to court will have a delaying effect on recovery and a negative impact on overall performance. This is mainly because the Council is reliant upon the award of a liability order to allow deductions from benefits, attachments of earnings or the use of enforcement agents.

Business Rates Collection and Recovery

The current collection rate for Business Rates is 41.21 % at the end of September, 13.59% below last year at the same time. This is an improvement of 0.52% on the position at the end of August. The current estimated collection rate for Business Rates this year is 10%, down from 97% in 2019/20. As previously reported, billing has resumed, reminders are being issued and Enforcement Agents have restarted recovery activity on previous years' debts. It is hard to predict what the final outturn will be, but as recovery action starts and businesses in the city move to nearer normal, it is expected that the gap in performance will narrow.

Council Tax and CTS Claimants

The latest estimated Collection Fund shortfall for 2020/21 is £15.9m, reflecting the expected 6% reduction in collection (from 96.5% in 2019/20) and increased CTS claimants.

The latest data from the dashboard showing the level of claims compared with the same period last year is included below.

Council Tax Support Scheme Caseload:

Date	Working Age	Working Age	Working Age	Pension Age	Total

	UC	No UC	All Cases	All Cases	All Cases
1/4/19	7,762	27,759	35,521	17,083	52,604
1/5/19	8,375	26,846	35,221	17,013	52,234
1/6/19	8,862	26,277	35,139	16,976	52,115
1/7/19	9,296	25,854	35,150	16,928	52,078
1/8/19	9,767	25,339	35,106	16,879	51,985
1/9/19	10,097	25,027	35,124	16,812	51,936
1/10/19	10,481	24,490	34,971	16,741	51,712
1/4/20	12,250	22,095	34,345	16,264	50,609
1/5/20	13,640	21,775	35,415	16,204	51,619
1/6/20	15,622	21,580	37,202	16,146	53,348
1/7/20	15,765	21,344	37,109	16,080	53,189
1/8/20	16,026	21,120	37,146	16,056	53,202
1/9/20	16,384	20,971	37,355	16,032	53,387
1/10/20	16,656	20,677	37,333	16,015	53,348

Council Tax Support Activity

The impact of Covid-19 and potential Brexit related changes have prompted the recommendation to leave the Council Tax Support Scheme in its current iteration in 2021/22.

Additional and Discretionary Support to residents via the Council

The government has provided a hardship payment of £7,458,231 to the Council. In the main this is prescribed by the government, requiring the Council to provide all recipients of CTS with a one off payment towards the 20/21 Council Tax account. The Council is able to use the remaining funds to support other essential activity in the city.

Council Tax £150 Hardship payment

£6,102,166 paid out up to 30/9/20.
£5,888,272 paid to 39,865 households
£213,894 paid to 1,504 joint-tenant accounts

		In most cases, the £150 Hardship Fund is payable to any working age claimants in receipt in CTS in 2020/21. In the 5 months from April to September 2020, an additional 6,472 working age claims have been paid. This means the current projected spend of £6,177,933 is likely to be exceeded. Based on projections made in the MHCLG monthly returns, the modelling has now been modified to take into account an additional 3,145 cases between mid-September 2020 and March 2021, and increased the projected spend to £6,522,488, but accuracy of this is dependant on the economic impact of the cessation of the job retention scheme, and this is difficult to model currently. In early October there will be a piece of work to review spend and budget across all areas associated with this activity and the budget of £7,458,231. This will include the CTS payments as well as other priority areas including WPS, food, digital, DCTP carers etc that we are supporting with this fund. **Discretionary Housing Payments** As of 30 September a total of £2,285,112 in DHP has been spent and committed. The government contribution towards DHP is £2,538,308.00. This will not be enough to cover the full year's demand and it is anticipated that between £1m and £1.5m of the additional £2m council funds directed to support residents through the DHP scheme will be drawn upon. **Welfare Provision Scheme** As of 30 September the WPS has paid out a total of £669,927 £234,130 of the total was paid in 4,334 awards delivering the Council's local 'free school meals' replacement scheme. This has now been recovered from schools who were subsequently funded by central government. 249 applications from carers have been approved 478 applications citing Covid-19 as the primary reason for requesting support have been approved, awarding 585 items to a value of £31,661 747 fuel requests have been paid to a value of £22,403 1,821 applications for kitchen 'white goods' (cookers / fridges) approved to a value of £197,660 1,544 applications for beds and / or bedding approved to a value of £156,126. **Test and Trace Support Payments**

		Following the introduction of a new legal obligation to self-isolate if someone tests positive or is identified as a contact by NHS Test and Trace, the Government has introduced a new Test and Trace Support lump sum payment of £500 to support those on low incomes if they cannot work during their self-isolation period and will suffer a loss of income as a result. The Council is required to provide this support within the strict criteria set by the government. To be eligible for the £500 Test and Trace Support Payment, a resident must meet all four elements of the following criteria: ● Have received an NHS Test and Trace notification to self-isolate between 28 September 2020 and 31 January 2021 either because they've tested positive for coronavirus or have recently been in close contact with someone who has tested positive; ● be employed or self-employed; ● be unable to work from home and will lose income as a result; and ● be currently receiving Universal Credit, Working Tax Credit, income-based Employment and Support Allowance, income-based Jobseeker's Allowance, Income Support, Housing Benefit and/or Pension Credit. Applicants will be required to provide evidence that they meet the criteria and checks will be made against the NHS Test and Trace data, DWP income benefit records and with employers to verify that the applicant cannot work from home and will suffer a loss of income as a direct result of the requirement to self-isolate. The Government is also providing local authorities with discretionary funding to support those that also require financial support because they must self-isolate but do not meet the criteria for the Test and Trace Support payment on the basis that they are not currently in receipt of means tested benefits. The Council will receive a share of £15m to undertake this activity. Although the legislation went live on 28 September and authorities are required to provide a scheme from this point and be fully operational by the 12 October; as at 30 September authorities had not been provided with a final version of the scheme or the data sharing coverage to deliver the scheme. We are working on our application processes and the assessment of claims will be provided by benefits assessment staff. These staff will have access to DWP

		records and the NHS Test and Trace data. The scheme will run until 31 January 2021. The discretionary scheme will be finalised based on this final version and in the absence and in advance of this AGMA practitioners have suggested the following principles within local schemes across GM. ● **You must** have been asked to self-isolate by NHS Test and Trace either because you have tested positive for COVID-19 or have recently been in close contact with someone who has tested positive. ● · **You must** be employed or self-employed. ● · **You must** be unable to work from home and will lose income as a result of having to stay at home and self-isolate. **and** ● Applicants who have property related costs and who are liable for Council Tax (occupied properties only) in the city and their earnings for the 14 day period have dropped to a level that would mean they would qualify for Universal Credit or other means tested benefits. The earnings of the applicant and partner will be taken into account when assessing this – but not the income of other members of the household eg non dependants ● The funding will also be available for those with no recourse to public funds if the above criteria is also met. ● This excludes full time students at this point. At the point of writing there is a major issue requiring resolution, in that residents identified by the cloak test and trace are not currently covered in the guidance as eligible for a grant and are not included on the national test and trace database. This has been escalated. **<u>Additional support provided by the Government via the national benefits regime</u>** The following changes have been introduced by the government to respond to the Covid pandemic and the impact on low income households. There is now pressure on the government to extend these measures into the new financial year. <u>Universal Credit</u> All the standard rates for single people & couples have been increased by £86.67 a month (£20 a week)

Equivalent support to low income households in work and receiving Working Tax Credit (rather than UC) was also provided.

<u>LHA rates</u>

The LHA rates unexpectedly increased in April 2020 following an announcement by the chancellor on 20 March 2020 due to Covid 19. The rates now meet the 30th percentile of the rented properties in the LHA area. It is not clear whether this change is permanent or the LHA rates will drop in April 2021.

The table below shows the result of the difference between the old and new rates for the two areas we use in Manchester. The majority of people in the city fall within the Manchester Central area.

Central	Shared	one bed	two bed	three bed	four bed
April 19	£67.20	£105.04	£123.58	£137.32	£186.47
April 20	£75.50	£138.08	£149.59	£166.85	£218.63
Weekly inc	£8.30	£33.04	£26.01	£29.53	£32.016

Alongside the changes to the UC standard rates, these changes to LHA have had a significant impact on the finances of the poorest and financially vulnerable households (those living in private landlord tenancies) in the city and there would be a significant immediate, detrimental impact of these changes being withdrawn.