

**Manchester City Council  
Report for Information**

**Report to:** Communities and Equalities Scrutiny Committee – 10 October 2023

**Subject:** Review of the Homelessness Strategy, Information on Winter Provision and Equalities Data for the Homelessness Service

**Report of:** Director of Housing Services

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**Summary**

The report covers three areas of the Homeless Service:

- The Homeless Review and Strategy for comments.
- The requested update on last year's cold weather provision, and the plan for this winter.
- The data and update on equalities as requested by Members.

**Recommendations**

Members are invited to consider and comment on the report.

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**Wards Affected:** All

<b>Environmental Impact Assessment</b> - the impact of the issues addressed in this report on achieving the zero-carbon target for the city
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Good quality and affordable homes reduce carbon emissions.
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<b>Equality, Diversity and Inclusion</b> - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments
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The housing disadvantages suffered by some individuals or groups were comprehensively evidenced in the Marmot Report 'Build Back Fairer in Greater Manchester: Health Equity and Dignified Lives'. It has since been acknowledged that housing inequality in Manchester is directly related to the disadvantages suffered by some individuals or groups because of their characteristics.
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The work of the Homeless Service in helping people retain their existing accommodation or find alternatives that are affordable to them meets our public sector equality duty and broader equality commitments.
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The people sleeping rough in our city are the most vulnerable and marginalised cohort of people in the city and helping them to find dignified and supportive accommodation meets our moral and statutory duty.
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<b>Manchester Strategy outcomes</b>	<b>Summary of how this report aligns to the OMS/Contribution to the Strategy</b>
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	Having good quality accommodation will help people to thrive. Reducing the number of people who are homeless or placing them in appropriate accommodation with help to access employment and learning opportunities will contribute to Manchester becoming a thriving and sustainable city.
A highly skilled city: world class and home grown talent sustaining the city's economic success	Having accommodation that people can access, in areas where they have a support network to help them, and their children, into education or employment will help grow talent in the city.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Having good quality accommodation in our communities improves the environment people live in and helps them to make a positive contribution.
A liveable and low carbon city: a destination of choice to live, visit, work	Ensuring properties are a good quality and high standard will reduce the need to heat properties and therefore reduce energy waste.
A connected city: world class infrastructure and connectivity to drive growth	Housing infrastructure is central to Manchester's inclusive growth ambitions.

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

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

### **Financial Consequences – Revenue**

N/A

### **Financial Consequences – Capital**

N/A

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**Background documents (available for public inspection):**

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

The Manchester Homeless Strategy:

[https://secure.manchester.gov.uk/downloads/download/5665/homelessness\\_strategy](https://secure.manchester.gov.uk/downloads/download/5665/homelessness_strategy)  
Neighbourhoods and Environment Scrutiny Committee - 2 December 2020 - Update on Homelessness in the City of Manchester

Communities and Equalities Scrutiny Committee – 21 June 2022 – Homelessness Update

Communities and Equalities Scrutiny Committee – February 2022 – Homelessness Update

Communities and Equalities Scrutiny Committee – 11 October 2022 – Homelessness

Communities and Equalities Scrutiny Committee – 10 January 2023 – An update report on the homeless service.

Communities and Equalities Scrutiny Committee – 20 June 2023 – An update report on the Homeless Service

## 1.0 Introduction

1.1 The following report is an update report as requested by Communities and Equalities Scrutiny. It consists of three sections:

- The Homeless Review and Strategy for comments.
- The requested update on last year's cold weather provision, and the plan for this winter.
- The data and update on equalities as requested by Members.

## 2.0 Homeless and Rough Sleeping Strategy 2024-27

2.1 Manchester's existing homelessness strategy covers the period 2018-2023 and expires at the end of December 2023.

2.2 Following an extensive review of the current strategy which included analysis of data and key performance measures that the Council had access to, consultation with the Manchester Homelessness Partnership and wider services across the city, the new Homelessness and Rough Sleeping Strategy has been developed and is now being consulted on.

2.3 It was agreed with all partners that the existing aims and the overarching city-wide vision – to end homelessness in Manchester - must continue.

2.4 The strategy aims to make:

- Homelessness a **Rare** occurrence: increasing prevention and earlier intervention at a community level.
- Homelessness as **Brief** as possible: improving temporary and supported accommodation so it becomes a positive experience.
- Experience of homelessness **Unrepeated**: increasing access to settled homes and the right support at the right time.

2.5 Building on the recent success in reducing rough sleeping, eliminating the use of bed and breakfast for families, and providing more suitable and affordable accommodation for our diverse communities, the strategy places greater emphasis on the impact of homelessness on children and families and tackling inequalities. The strategy also places a strong emphasis on ensuring we maintain a position of placing no families in bed and breakfast accommodation, increasing prevention of homelessness, and reducing the number of placements that are made outside of the boundaries of Manchester.

2.6 The three-year strategy is framed around the four principles of Manchester City Council's Homelessness Transformation Programme (A Place Called Home):

- Increasing prevention
- Reducing rough sleeping
- More suitable and affordable accommodation
- Better outcomes, better lives

- 2.7 The strategy particularly highlights the challenging national context and the key political, social, legislative and economic changes since the publication of the last strategy in which all Local Authority services continue to operate. Local authorities are increasingly faced with rising demand and shrinking resources which are likely to have considerable implications on the use of temporary accommodation and local authority budgets. The cumulative impacts of austerity and the cost-of-living crisis continue to have a persistent adverse effect on the housing market and exacerbate hardship for local communities, especially those with the least resources. Which contributes to the rising numbers in homelessness.
- 2.8 The approach to developing the strategy has been through consultation with the Manchester Homeless Partnership, through both on-line sessions and an in-person morning session dedicated to the strategy. Registered providers, health colleagues and wider statutory and voluntary sector organisations have also had separate consultation sessions which will continue until the 15 October. Residents who are currently living in homeless accommodation will also be consulted. The consultation has asked three key questions on each of the four principles:
- What does the Council need to do?  
(Mostly focused on the Homelessness service but involves cross-service involvement)
  - What can partners do?
    - Wider Council services
    - Homelessness partners
    - Statutory Sector
    - Voluntary, Community, Faith and Social Enterprise (VCFSE) sector
  - What does success look like?
- 2.9 These questions will lead to the development of an action plan which will sit under the strategy. This action plan is the most crucial strategy component, as its implementation drives change across the city. To help achieve the outcomes set out in the strategy all partners across the city will have actions within the plan. The plan will be flexible and resilient to the changes that may occur during the course of the strategy.
- 2.10 Although the Council's homelessness service will be responsible for development and administration, the action plan will be owned by all Council services and partners, via the Manchester Homelessness Partnership. It has been agreed that accountability and delivery of actions remains the responsibility of all partners and reporting will be undertaken via the relevant governance structures within the Partnership, e.g. actions and deliverables for health will be monitored by the Health & Homelessness Task Group, and the Partnership Board will hold all partners to account.
- 2.11 During the consultation with partners it has become evident that an additional question will need to be included in the Strategy as there are national issues that have an adverse effect on homelessness but are not within the control of

Local Government or partners. This addition will be ‘What Can the Government do?’ Asks of National Government will include:

- Unfreezing of the Local Housing Allowance
- Lifting of the benefit cap and underoccupancy charge
- Paying the Homeless Prevention Grant in line with the agreed formula
- Allowing people who are seeking asylum the right to work
- Removing the shared room rate for under 35-year-olds
- Ending Section 21, no fault evictions
- Removing the subsidy loss for Local Authorities
- Fund Local Authorities and Registered Providers to build more social rent housing to ease the housing crisis.

2.12 The consultation period of the strategy runs from 18<sup>th</sup> September 2023 to 15<sup>th</sup> October 2023. It will go to Executive Committee on the 13<sup>th</sup> December 2023. The draft strategy is at Appendix 1.

### **3.0 Rough Sleeping and the Cold Weather Approach during Winter 2022/23**

3.1 During winter and severe weather periods people who sleep rough are at greater risk of harm due to extreme cold, wind and wet weather. Local Authorities are expected to work in conjunction with local partners and health to have plans in place to provide assistance and accommodation where required.

3.2 Each winter Manchester City Council, in conjunction with partners, reviews its cold weather response, including the Severe Weather Emergency Protocol (SWEP). The national approach is that SWEP is normally implemented when the temperature is forecast to drop to zero degrees or below for three consecutive nights. However, in Manchester, the agreed approach is that SWEP is implemented when the forecast is for the temperature to drop below zero for one night. This is more generous than the national standard, but in keeping with Manchester’s commitment to the most vulnerable in society. The Council will provide emergency accommodation for anyone sleeping rough when the temperature is below zero.

#### **3.3 Severe Weather Activation 2022/2023**

3.4 During the 2022/23 cold weather period, which ran from 1<sup>st</sup> November 2022 to 31<sup>st</sup> March 2023, severe weather was activated three times. Details regarding these dates are included in the table below:

	Activation 1	Activation 2	Activation 3
Dates	Wednesday 7 <sup>th</sup> December to Friday 16 <sup>th</sup> December 2022	Monday 16 <sup>th</sup> January to Friday 20 <sup>th</sup> 2023	Monday 6 <sup>th</sup> March to Friday 10 <sup>th</sup> March 2023
Date deactivated	Monday 19 <sup>th</sup> December 2022	Monday 23 <sup>rd</sup> January 2023	Monday 13 <sup>th</sup> March 2023

Number of nights active	13	8	8
Number of people accommodated	128	135	142

- 3.5 In total there were 29 days where the temperature was below zero during the cold weather period, this was spread over three activations.
- 3.6 Verification and night-time outreach
- 3.7 During winter 2022/23 the Council introduced a process of verifying people who were sleeping rough to ensure they were safe, particularly during periods of severe weather. Verification was introduced following an initial period of accommodating people who self-disclosed as being street homeless. However, this led to people who were not actually sleeping rough, but who may have been sofa surfing, or in insecure accommodation options, accessing the service. This resulted in a lack of suitable and available accommodation options for people who were sleeping rough.
- 3.8 Verification was based on interactions with the Outreach Inreach Team and partners and was based on intelligence recorded on GM Think (GM Think is the database on which all interactions with people who sleep rough are recorded). This approach included working with trusted partners and using their intelligence as a flexible approach was required to ensure that people who are known to rough sleep less visibly, including but not limited to, women and young people, were identified, supported and not missed during periods of severe weather.
- 3.9 During the third activation, the Council implemented a night-time outreach offer between 12pm-4am, which was conducted with partners from the Manchester Homeless Partnership. The outreach sessions were targeted throughout the night to ensure anyone seen sleeping rough was encouraged to come indoors. This was very successful and will be used as a basis for this year's approach.
- 3.10 Accommodation Offers
- 3.11 The winter accommodation model was predominantly provided at Etrop Grange Hotel, which has been developed as an off the street offer for people sleeping rough. The scheme consists of 74 bedspaces and can also accommodate dogs, which is a key consideration for some people who sleep rough.
- 3.12 At the beginning of winter 22-23, B&Bs were used extensively, and discussions with partners and people sleeping rough were held in which they stated that this offer was not suitable as people were being accommodated in other towns and boroughs, and so struggled to access prescriptions, social networks and support. Sit-up provision was reintroduced as people stated they preferred this as an emergency offer to being placed in a B&B outside of the city. Sit-up provision was brought online at Etrop Grange and other

commissioned schemes to increase emergency overnight provision in Manchester, and support and assistance was provided by staff to help people to move onto more settled accommodation.

3.13 Proposed Model for 2023/24

3.14 The approach for winter 2023/24 is to build on the learning gained from last winter's model, with the focus on a comprehensive cold weather offer to people sleeping rough. This offer centres around the activation of SWEP when the temperature is forecast to drop below zero for one night or when the MET Office issue a red weather warning alert and there is a risk to life.

3.15 The activation is triggered by Manchester City Council at which point a robust street outreach operation will commence to locate people sleeping on the streets and to provide appropriate off the street accommodation. The night-time outreach will be undertaken between midnight – 4am led by the Outreach Inreach Team and supported by partner agencies. The outreach will target hotspot locations and respond to reports of rough sleeping. This provision plays a significant role in minimising harm to people who might otherwise sleep rough.

3.16 The robust verification process which was implemented last winter will be used in winter 2023/24 to ensure people who are most in need are prioritised for accommodation. The activation of SWEP will be communicated to key stakeholders and partner agencies with at least 24 hours' notice of an activation. SWEP will be stood down by the Council when the temperature exceeds zero degrees.

3.17 Communications approach with the public over winter

3.18 Year-round activity to share our homelessness approach and successes will continue with an emphasis on homelessness prevention, work delivered to reduce numbers in temporary accommodation, especially B&Bs, as well as the support available to help people sleeping rough to build lives off the street.

3.19 However, we recognise that during the colder months the public are particularly concerned about those sleeping rough and our winter communications plan reflect this. The communications approach with the public over winter concentrates on the following three strategic aims:

- To allow the public to understand what the Council, as well as the wider partnership, is doing to tackle and prevent homelessness (including rough sleeping).
- To provide information on the complex nature of why people sleep rough and why it can be difficult to help them to commit to changing their lives.
- To provide the public with information on the best way they can help.

3.20 The Strategic Communications Team works in collaboration with the Manchester Homelessness Partnership (MHP) to communicate to the public what the winter offer is in the simplest terms: Beds and support are available



for people who are sleeping rough in our city, and this is how you can tell us about anyone you are concerned about, so we can help them to come inside.

- 3.21 A proactive joint media release with the partnership will be issued in early autumn to explain how over winter months more people who are sleeping rough are likely to accept help and come inside and share what accommodation and support is available.
- 3.22 The aim this year is to work with our Outreach-Inreach team to share simple anonymous stories of those we are supporting. Similarly, we will aim to work with members of the MHP to support them to do the same via their own social media channels, which the Council will amplify. This not only promotes the support on offer, but it also helps to explain to the public the complexities of homelessness and our shared approach across the partnership.
- 3.23 Finally, it is important for the public to understand how they can help too. Many think that by giving money or materials directly to people who are sleeping rough that they are helping them. In reality, this can often act as a barrier to the individual engaging with support services and accessing help to improve their circumstances.
- 3.24 Advice will include:
- Promoting a range of homelessness organisations and charities across Manchester who request specific items, volunteers, or donations to help fund or support their vital work.
  - Promoting RealChangeMCR, which the council has supported since it was launched in 2016. It is a fund accessed by 29 homelessness charities and organisations who help people who have previously been sleeping rough or are sleeping rough in Manchester with items they need along with ongoing help and support to start a life away from the streets.

#### **4.0 Equalities Data**

- 4.1 Manchester is an incredibly diverse city, and this is manifesting in the homeless data. As can be ascertained from the strategy review above, the service is looking back at the previous 5 years data, analysing and understanding the data, to look forward and ensure that the service is fit for purpose in the future.
- 4.2 As Manchester's population continues to change and become more diverse the service also needs to adapt and develop to ensure all parts of our diverse population are well serviced and feel that they can approach the council and that there are not any barriers in doing so.
- 4.3 This is not just about the Homeless Service and Strategy but part of a much broader and longer plan of action in looking at tackling inequality through a Marmot Lens and ensuring the city as a whole works together to remove inequity from our services and a key part of the Making Manchester Fairer Action Plan.

4.4 The equalities data can be viewed in Appendix 2.

4.5 People with an ethnic minority background

4.6 The data shows that there are more people with a minority ethnic background in homeless accommodation than those who are white British. This is due to several factors, including, but not exhaustive of:

- The population in Manchester being very ethnically diverse, and therefore the number of households of an ethnic minority is reflective of the population of Manchester.
- Refugees who have just received a positive decision on their immigration status, but with no other relations or support networks that will help them to access alternative accommodation, are more likely to access homeless accommodation than those with support networks.
- Ethnic minority families often have larger and multi-generational families. They are therefore more likely to be impacted by the benefit cap, and struggle to maintain their accommodation in the current economic climate. This results in more larger families becoming homeless.
- There are also fewer larger affordable properties for them to move into, and so they are more likely to remain in homeless accommodation for longer, thereby providing an accumulative impact on the numbers in homeless accommodation. To put this into context, there were just 26 4-bed homes let in 2022/23 and approximately 1000 households on the social housing register needing this size home.
- In the past year there has been a 68% increase in the number of people identifying as black presenting as homeless due to domestic abuse. This is in comparison to an average increase of 42%. This is an area of concern and a development that we are keen to understand more fully to flex and better target our preventative approach.

Households presenting as homeless due to domestic abuse

Ethnicity	FY 2021/22	FY 2022/23	% change
White	311	447	44%
Asian	128	178	39%
Black	82	138	68%
Mixed	38	53	39%
Other	39	34	-13%
Total	598	850	42%

4.7 In order to address some of the issues manifesting themselves, the Council has bought larger properties to help move some of the larger households into affordable social housing. The Council is also trying to 'rightsize' more properties by encouraging single, mainly older, people who are living in larger properties to move into smaller accommodation that will be more affordable and easier to manage. This subsequently releases a larger property for a

family to move into. A relaunch of this scheme will be happening in the autumn.

- 4.8 The changes to the social allocations policy now means that people can maintain their Band 2 whilst living in private rented sector accommodation. The private rented sector (PRS) team therefore works with the floating support service to help source private rented sector houses to provide more choice if people want to live in alternative accommodation.
- 4.9 The domestic abuse and violence services are being monitored to ensure they are accessible to people who identify themselves as black, as well as Asian and other ethnic minorities. The Saheli refuge is specifically commissioned for people who are experiencing domestic abuse who are black, Asian and minority communities. There is ongoing work to improve referrals through to the Sanctuary Scheme to help people stay in their properties rather than presenting as homeless.
- 4.10 Young People
- 4.11 There are increasingly larger numbers of younger people (18-25) accessing homeless accommodation, which has increased 57% over the previous 5 years. This is as a direct result of the changes to welfare benefits as the welfare benefits for someone under 35 is a shared room rate. Many young people who have had to leave their family home struggle to find accommodation that is affordable on the open market. They also struggle to find landlords who are willing to take the risk of accommodating a young person in comparison to someone who has a history of paying rent. Many young people do not have a guarantor who can sign and pass the appropriate checks to state that they will pay any rent arrears or damage as a guarantee for the landlord.
- 4.12 To minimise the impact on young people there is both in-house and specialist accommodation commissioned for young people which provides support and helps them to become tenancy ready. This consists of 240 bedspaces. There is now a dedicated worker in the commissioning team who will work with supported housing providers to help young people move on from the accommodation once they are tenancy ready. This will create the availability within the supported accommodation for young people with higher needs and improve through flow. The support for care leavers is distinct from this as they are eligible to receive Band 1 on the Social Housing Register.
- 4.13 As part of an increased focus upon prevention, the service is exploring the possibility of developing a home visiting service and potentially a mediation service to help young people remain in the family home for as long as possible.
- 4.14 In order to support young people who are homeless as part of a family group, the homeless service is developing its relationship with schools across the city to help support young people in this time of crisis. The Housing Solutions Service is trialling case panels with Manchester Communication Academy to

discuss a number of households who have indicated to the school that they have a housing issue. The purpose of the panels is to provide efficient, effective advice and information to key personnel in the schools who are best placed to share that with the family in order to expedite a solution to the situation. The learning from this approach will then be transferred to schools in Moss Side and Wythenshawe who have requested similar support. Additionally, a training package and written supporting documentation has been developed between Homelessness and Housing Services to provide support to pastoral staff in some primary schools to develop their knowledge and understanding of how to respond to families with presenting housing issues such as; what to do if a tenant of a social housing provider has an issue; the role of the Local Authority in the prevention of homelessness; what to do if a family are living in a Private Rented property which is in poor condition. This training package is being trialled during October and will be rolled out further following feedback and any required development.

#### 4.15 Older people

4.16 Whilst the number of older people accessing the service has increased exponentially over the past 5 years, this section of the population is the easiest to move into settled accommodation. Working closely with Manchester Move and Registered Providers across the city, single older people or couples who access homeless accommodation are moved into over 55 accommodation blocks and available accommodation in sheltered housing dependent upon their needs. This reduces the length of time they are in homeless temporary accommodation. The average waiting times for social housing are at Appendix 3.

#### 4.17 People with a Physical Disability

4.18 Where a local authority is satisfied that a homeless applicant is eligible for assistance and either homeless or threatened with homelessness, it must complete a 'holistic and comprehensive' assessment of their needs, including support needs. Everyone who is placed into temporary accommodation will have one of these assessments completed in order to determine if they are owed interim accommodation duties under s.188 of the Housing Act.

4.19 The data on support needs in Appendix 2 shows the main support need that gave the reason for priority need. It must be noted that people often have multiple needs, and therefore this does not show a full and comprehensive picture of people's needs. Nevertheless, it shows that there are more people who are presenting with a physical disability than in the past. They are also residing in homeless accommodation for longer. This is for two reasons, firstly because it is difficult to encourage private sector landlords to have adaptations made on their properties; and secondly, because there are not large numbers of adapted properties available as social housing. This is especially difficult for three-bed or larger properties where the family may need a through floor lift or downstairs bed and bathing. It is therefore hard to move people with a physical disability into more settled accommodation.

- 4.20 The Homelessness service has a hospital discharge site that helps support people who are medically fit for discharge, but who need to wait for an adapted property. This currently consists of 22 one bed level access flats. Both Women's Direct Access Centre, and Beechmount, have disabled facilities specifically for women. The service is investing in wet room facilities at the Longford centre to increase the number of people with disabilities who are able to reside at Longford, and the service is in discussion with Riverside to change a bathroom to a wet room to increase the facilities at Willowbank. There is already a fully adapted flat for families in Willowbank.
- 4.21 The Manchester Local Plan for Housing guides development in Manchester. The new plan for the next 10 years is currently being analysed and written. Homelessness is lobbying in the plan for new properties being built to be more adaptable and wheelchair accessible. Both Strategic Housing and Homelessness are working with registered providers to encourage them to build adapted homes as part of project 500 and in their general portfolio.
- 4.22 Mental Health, Acquired Brain Injury, Learning Disability and Autism
- 4.23 There are increasing numbers of people with mental health concerns, acquired brain injury, learning disabilities and autism who are presenting as homeless, or who are sleeping rough in the city. The service is working closely with adult social care and mental health to address some of these concerns through the Enabling Independence Strategy and through the Homeless and Health Task Group.
- 4.24 Lesbian, gay, bisexual, transgender, queer, questioning, intersex, or asexual (LGBTQIA+)
- 4.25 The data shows that, in comparison to the population of Manchester, there are not comparable numbers of LGBTQIA+ people presenting as homeless. This may be because the service is under recording data about these people, but it may also be that LGBTQIA+ people feel that homeless services may not be able to meet or understand their specific needs and they may fear harassment, discrimination or victimisation.
- 4.26 The Council commissions an LGBTQIA+ A Bed Every Night Scheme: this is part of the GMCA funded A Bed Every Night Initiative and provides 6 units of accommodation and support for LGBTQIA+ people in Manchester who are street homeless or at risk of becoming homeless. As well as dealing with immediate support needs, people accommodated are helped to find suitable long-term housing.
- 4.27 The Albert Kennedy Trust is commissioned by the Council to provide support to young people 16-25 who identify as LGBTQIA+. This is pre presentation and therefore will not be reflective in the statistics of people presenting as homeless. The Council also commissions the LGBT Foundation to provide support to LGBTQIA+ individuals across Greater Manchester who have experienced domestic abuse or violence in their relationships. Working with three Registered Social Housing Providers this service has access to 7 fully

furnished flats which provide a safe place for people to stay until they are ready to move on.

- 4.28 As part of the new strategy the service is focusing on making the service more accessible and to improve the experience for LGBTQIA+ people by promoting a culture of inclusion along with a zero-tolerance approach to harassment, discrimination or victimisation. Appropriate training and increased awareness of LGBTQIA+ issues with homelessness staff and housing providers will be provided. The service will also look at how it can become more visibly inclusive, such as using rainbow imagery to denote an LGBTQIA+ friendly place.

## **5.0 Staffing Equalities**

- 5.1 The Service is working hard to build a workforce that is reflective of Manchester's population. Whilst Manchester has an ethnic split of 50/50, the service currently has an ethnic split of 70 white / 30 ethnic minority. The service is taking this into account in its recruitment processes and is actively promoting job vacancies across ethnic minority populations. Examples include the Afghan team, who have been able to recruit 3 Afghans from the Afghan bridging hotels to work in the team.
- 5.2 The service is reflective of both older and younger populations, with 19% of the service between 20-29; and 12% over 60. Although lower than the Manchester disabled population of 17.8%, the percentage of people working in the service who identify as disabled is 10%.
- 5.3 In the 2021 census data, 6.67% of Manchester's population aged over 16 identify as LGBTQIA+. The percentage of homeless service staff who identify as LGBTQIA+ is 10%, although there is an additional 3% unknown and 21% not disclosed.
- 5.4 These statistics show that, although there is a continuing desire to improve our diversity, overall, our staffing is becoming reflective of the population we serve.

## **6.0 Recommendations**

- 6.1 Members are invited to consider and comment on the report.