

**Manchester City Council
Report for Information**

Report to: Environment, Climate Change and Neighbourhoods Scrutiny Committee - 18 July 2024

Subject: Overview of the Licensing & Out of Hours Team

Report of: Strategic Director (Neighbourhoods)

Summary

This report describes the work of the Licensing and Out of Hours Team.

Recommendations

The Committee is asked to consider and comment on the information provided in the report.

Wards Affected: All

Environmental Impact Assessment -the impact of the issues addressed in this report on achieving the zero-carbon target for the city.	None
Equality, Diversity, and Inclusion - the impact of the issues addressed in this report in meeting our Public Sector Equality Duty and broader equality commitments.	This report outlines work the team does to protect the public and the environment to make our neighbourhoods places where people want to live, work and socialise which includes engagement and education of residents and business owners from diverse backgrounds ensuring that our approach is inclusive, fair and that our services are accessible to all. The report also demonstrates the commitment to protect vulnerable, and/or disadvantaged residents from those who will use illegal means to target people for financial gain.

Manchester Strategy outcomes	Summary of how this report aligns to the Our Manchester Strategy/Contribution to the Strategy
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	By enforcing the law in a fair, equitable and consistent manner and taking firm action against those who flout the law or act irresponsibly, businesses are assisted in meeting their legal obligations while providing safe, legally compliant jobs across a range of sectors. Vibrant, compliant and successful licensed premises contribute to the growth of the city and its night time economy.
A highly skilled city: world class and home-grown talent sustaining the city's economic success	Providing advice and assistance to businesses to help them understand and comply with regulations contributes to thriving businesses which support the city's economy.
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Working in partnership with key stakeholders to engage with and respond to the concerns of local communities.
A liveable and low carbon city: a destination of choice to live, visit, work	Addressing nuisance issues to support individuals to live in successful neighbourhoods. Ensuring a safe and compliant night-time economy to sustain the city as a destination of choice. Creating places where people want to live, visit and work
A connected city: world class infrastructure and connectivity to drive growth	N/A

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

- Equal Opportunities Policy
- Risk Management
- Legal Considerations

Financial Consequences – Revenue

None.

Financial Consequences – Capital

None.

Contact Officers:

Name: Shefali Kapoor
Position: Director of Communities
Telephone: 0161 234 4282
E-mail: shefali.kapoor@manchester.gov.uk

Name: Fiona Sharkey
Position: Head of Compliance Enforcement and Community Safety
Telephone: 0161 234 1220
E-mail: fiona.sharkey@manchester.gov.uk

Name: Angela Whitehead
Position: Strategic Lead - Compliance & Enforcement
Telephone: 0161 234 1220
E-mail: angela.whitehead@manchester.gov.uk

Name: Clare Myatt
Position: Neighbourhood Manager – Licensing and Out Of Hours Team
Telephone: 0161 234 1220
E-mail: clare.myatt@manchester.gov.uk

Background documents (available for public inspection):

None.

1.0 Introduction

- 1.1 This report provides the committee with an overview of the activity undertaken by the Licensing and Out of Hours Compliance Team which is part of the Compliance and Enforcement Service. At the request of the committee, we have specifically highlighted the work the team undertake in relation to street trading and pedlars.

2.0 Background

- 2.1 The Licensing and Out of Hours Team (LOOH) is a citywide service that was established in January 2016. A key aim of the service is to provide a staffing resource that is available to address those issues that arise outside of standard Monday to Friday 9-5 working hours and to do so in such a way that enables continuity where issues that arise during the day also impact at night or weekends e.g. domestic and commercial noise; construction noise; on street issues such as pedlars and buskers and the operation of licensed premises such as bars, restaurants and late night takeaways. In the city centre the team also deals with resident & business compliance with waste disposal, untidy private land; fly-tipping; littering; dog fouling; highway obstructions including skips; flyposting; etc. This activity is undertaken by the Neighbourhood Compliance Teams outside of the city centre.
- 2.2 Prior to the introduction of the team officers were not available at the times when many of these issues were occurring which meant that too many cases were having to be dealt with retrospectively or over prolonged periods of time. Since its introduction the team has been able to deal with issues as they arise, which enables a swifter resolution of cases for both businesses and residents.
- 2.3 The team works closely with many other services and agencies forming part of a virtual team that works together to achieve effective compliance across the City e.g. Greater Manchester Police; Greater Manchester Fire and Rescue Service, Immigration Enforcement, HMRC, Trading Standards, Environmental Health, Anti-social Behaviour Action Team, Planning Enforcement and Building Control.
- 2.4 The team works flexibly across 7 days on a shift pattern that covers hours between 8am and 4:30am. The shifts operate; daytime (8am – 5:00pm), evening (11:30 am – 8:00pm) and night (8:00pm – 4:30am) providing cover for the whole city. Officers within the team who primarily undertake the work around waste and visual amenity issues in the City Centre cover weekdays 7am-7pm and weekends 7am-5pm.
- 2.5 The Committee requested specific information in relation to the service's work around pedlars and street traders. The approach to pedlars and other street-based activities is discussed in paragraph 5.3 to 5.6.
- 2.6 Case studies are included to illustrate the diverse nature of the issues the service helps to resolve and to demonstrate the outcomes of partnership work.

3.0 Key Areas of Demand

- 3.1 The workload of the team is made up of a combination of requests for service (RFS) from customers; assessing and making representations on licensing applications (Street Trading, Premises, Tables and Chairs) and proactive activities such as monitoring of licensed premises and dealing with issues that officers come across while working across the city.
- 3.2 The percentage split of the team's workload in 23/24 is broken down as follows: RFS 49%, Proactive 31% and licensing applications 20%.

4.0 Requests for Service (RFS)

- 4.1 In 23/24 the team received a total of 6,284 RFS. Almost 88% of these (5,538) related to noise from domestic properties, licensed venues or commercial sites and represents the highest level of demand on the team.
- 4.2 The total number of RFS received has increased by 47% since 2016/17 (4288) when the team was introduced. The largest increases are across the categories of Domestic Noise, Barking Dogs and Construction Noise.
- 4.3 The South received the highest volume of RFS. The break down by area is North 1442, Central 1337, South 2045, City Centre 1379. (The remaining 81 RFS did not relate to specific wards)
- 4.4 The reactive demand for the team, particularly at night and weekends, has increased as residents, councillors, partners and businesses are more aware of the range of services provided. The team has also encouraged residents to make direct contact as and when issues occur so they can be witnessed, and action taken immediately.

Case Study 1. Noise Issues

Late Night Busking, Deansgate: Several complaints were received about a Beat Boxer performing in various locations across the City Centre at night. Noise Abatement Notices (NAN) were served on the individual at 2 locations due to refusal to reduce noise levels. To address the issue of the performer moving to different locations, but still causing a noise nuisance, the individual was also issued with a Community Protection Warning prohibiting busking in the city centre after 20:00. To date no further complaints have been received or breaches witnessed.

Loud Music, Stevenson Square: complaints were received of a parked vehicle in the square playing amplified music at excessive levels whilst using a drone for filming. Officers attended with GMP support, and a NAN was served, causing the 'event' to disperse.

Construction Noise, Piccadilly: Following receipt of complaints from nearby residents regarding noisy working outside of permitted hours officers served a Control of Pollution Act 1974 Notice after witnessing the

work. The Notice restricts the hours during which noisy working can be undertaken. Officers engaged with the site manager and discussed the complaints received and the details of the Notice and no further complaints have been received.

Student Party Noise, Fallowfield: A complaint was received from a local resident at around 1am on a Saturday morning. Officers visited and directed the occupants to reduce noise levels, shut doors and windows and bring people inside, which they did. A further report was received later that morning and on revisiting officers witnessed excessive loud music and raised voices from the party, officers again engaged and directed the occupants to end and disperse the party. Officers remained onsite while this happened. Noise Abatement Notices were served on the occupiers later that morning and a joint visit with Manchester Student Homes was completed alongside a referral to the Conduct and Discipline Board chaired by the University. Subsequently the students apologized for their behaviour and the complainant sent a thank you email, to the team, for the officers' prompt response and efforts in dealing with this complaint.

Case Study 2. Waste Issues

Domestic Waste, Deansgate: Complaints were received about a significant buildup of domestic waste on the walkway outside a number of properties. Officers issued notices on both the managing agents and occupiers of 4 residential properties under the Prevention of Damage by Pests Act 1949 to clear the land of all waste. These notices were complied with but to ensure there was no recurrence of the issues, S46 notices under the Environmental Protection Act 1990 were then issued on all occupiers to affirm the rules that all residents should be following when putting their domestic waste out for collection. Monitoring remains in place and no further issues have presented in this location.



5.0 Proactive Activities

- 5.1 Since 2016 activity has shifted from a largely reactive service to now encompassing a large proportion of proactive work. This shift has in part resulted from the team taking over responsibility for waste and visual amenity

issues within the city centre and the ongoing demands of pedlar and other on street activities as well as increasing proactive visits to licensed premises. All these areas of work directly impact the experience of residents, visitors and businesses in the city and therefore dealing with them proactively is an important part of the team's remit.

- 5.2 A total of 3,958 proactive interventions were recorded in 2023/ 2024 which includes: visits to licensed premises and monitoring for compliance at night including premises with Temporary Event Notices (TENs), and undertaking safeguarding and vulnerability visits to student venues, dealing with waste related issues, and proactive monitoring of street-based activities including pedlars and buskers. The break down by area is as follows: North 401, Central 258, South 192 and City Centre 2897. The number of proactive activities carried out by the team in 23/24 compared to the introduction of the team in 16/17 has increased by over 668% (3,958 in 23/24 compared to 515 in 16/17).
- 5.3 **Street-based activity:** This includes dealing with pedlars, street trading, buskers and street collectors. 1051 proactive street based interventions were carried out by the team in 23/24 a significant proportion of these in the city centre hot spots such as Market Street and Piccadilly Gardens.
- 5.4 Officers carry out daily proactive patrols across the city centre with a focus on ensuring compliance and challenging illegal activity taking place. This is done by checking permits and permissions are in place for pedlars and other street traders along with individuals engaged in other on-street activities such as busking, promotional activity and street collections and where there are concerns of non-compliance officers will challenge the individuals concerned. During proactive patrols in the city centre officers are assessing that street traders and buskers are not creating safety issues by blocking fire exits or causing crowds to gather near tram tracks or busy junctions as well as ensuring buskers are not causing a noise nuisance particularly where amplification is used. Performers are often asked to reduce the volume of their music, move on after 90 minutes or relocate completely from noise sensitive areas.
- 5.5 The officers are a regular visible presence in high footfall areas, which encourages compliance as does taking enforcement action including seizures and prosecutions where appropriate. Officers regularly challenge individuals who are undertaking illegal street-based activity on Market Street and in particular selling counterfeit products e.g. Apple products or branded perfume. Officers can at times face hostility from illegal traders, who usually make off when challenged, so police support is often required for seizures.
- 5.6 Citywide activity is also undertaken to address street-based activity, but the demand does not require the daily foot patrols needed in the city centre. Instead, targeted action, around events such as student return, Eid, Parklife and Coop Live/Arena events takes place. Prior to the introduction of the team there was no regular compliance activity undertaken outside of traditional 9-5 working hours.

Case Study 3. Street Trading - Market Street (Piccadilly)

Illegal Street Trading: an individual was observed approaching members of the public on Market Street attempting to sell branded perfume from a carrier bag. When challenged by officers the individual did not have a pedlar's certificate, so the goods were seized, and their personal details obtained. A prosecution was taken against, the perfume seller who was found guilty, in his absence, and was fined £866 and a forfeiture order for the seized goods was granted.

Breach Of Manchester City Council Act 2010: Officers on proactive patrol witnessed a pedlar remain in the same position on Market Street without making a sale for 9 minutes. Under the Manchester City Council Act 2010 pedlars can only remain in the same position for 5 minutes without making a sale. Details of the pedlar's permit were taken, and his cart and goods were seized, and a prosecution file has now been submitted.

- 5.7 Community Interest Company registrations have increased significantly over the last three years. These companies benefit from some of the financial advantages of a registered charity but without the same level of scrutiny or governance. The team proactively disrupt, and challenge individuals engaged in this activity to ascertain the nature of their activities and the transparency of their operation with members of the public.

Case Study 4. Community Interest Companies - Market Street and Exchange Square (Piccadilly and Deansgate)

After an 18-month investigation, during which working relationships were built between MCC and the Fund Raising Regulator, a successful prosecution was achieved against the company, Inside Success. Both directors of the London based Community Interest Company were interviewed under caution, in relation to illegally collecting money on the street (an offence under the Police, Factories & Miscellaneous Provisions Act 1916) Inside Success were successfully prosecuted in Manchester Magistrates Court. The magistrates stated that they have treated this matter very seriously and have put the fines at the "top end". However, due to the age of the legislation the total, in fines, amounted to £665. MCC is the only authority in the country to have successfully taken legal action against this organisation and now sits on an advisory board which convenes throughout the year to share best practices and information to aid other authorities to take their own action. Since the prosecution, the group has continued to operate in the city centre and the team is continuing evidence gathering and disruption activity.

- 5.8 **Proactive waste related activity:** Waste related jobs totalled 717 in 23/24 and includes actions for commercial waste 293, domestic waste issues 211, fly-tipping 202 and waste on land 11. Officers proactively cover the city centre

daily on foot focussing on hot spot locations identifying and addressing issues relating to waste, flyposting and graffiti that is causing visual disamenity to the surrounding areas and ensuring that domestic and commercial buildings are storing, presenting and disposing of any waste appropriately. Additionally, officers proactively identify and log cases that go directly to BIFFA for removal of the waste where there is no evidence to pursue any compliance action.

Case Study 5. Proactive Waste Enforcement (City Centre)

Commercial Waste, Deansgate: Officers identified a business on King Street depositing their waste on the highway behind containers and inside residential containers from a building on John Dalton Street. Informal engagement did not resolve the issues and a Public Space Protection Order (PSPO) Fixed Penalty Notice was issued for fly tipping and a S47 notice setting out, to the business, how their waste should be managed and presented for collection was also issued. There have been no further problems to date.

Commercial Waste, Piccadilly: During proactive observations, in a conservation area of the city, officers found a container bin being stored on the highway, next to a tattoo parlour. On further inspection they found that used needles were being stored in the bin which was being left permanently and unsecured on the highway. Engagement with the operators found that they had recently been told to store their waste outside by the building management company. However, after working through options with the tattoo parlour it was found necessary to enforce on them, using a S47 notice moving to a bagged collection due to lack of storage. The bags are to be collected from within the premises with no waste to be stored or left on the highway. The business is now compliant.

Commercial Waste, Deansgate: Officers identified two unmarked clear plastic bags dumped on Cross Street next to an MCC litter bin. On investigation, they found evidence, namely receipts and branded items that identified a nearby restaurant as the source of the waste. Officers engaged the duty manager who accepted responsibility and an FPN was issued under section 87 of the Environmental Protection Act 1990. There have been no further waste issues arising from the premises.

Items affixed to street furniture: Refuse Disposal Act – 55 notices have been served on items affixed to street furniture in city centre areas which look unsightly. Items including bike locks, abandoned bike frames and food delivery bags have been removed and disposed of following expiry of the prescribed time period.

Fly- Posting, Piccadilly: During proactive patrols officers identified over 45 fly posts affixed to buildings and street furniture, focused in the Northern Quarter area of the city. Due to the sheer volume and dismissive responses from the promoters a prosecution case was submitted. On 13th June 2024, the matter was heard in Manchester Magistrates Court and the business operator was found guilty of offences under Section 132 of

the Highways Act. The company was fined £500 for each offence being a total of £9,500 in fines and ordered to pay costs of £885 and Victim surcharge of £2000. The Director was ordered to pay a fine of £2500 and a Victim surcharge of £1000. Total fines: £15,885.

Air BNB's, Deansgate: Officers identified repeat issues with waste presented in the vicinity of 3 properties all owned by the same individual and advertised as short term lets/Air BnB's. The properties are registered on business rates, not council tax but did not have a commercial waste contract in place. S47 Notices were issued requiring commercial waste provision and detailing how waste should be managed and presented for collection and FPNs issued for non-compliance. There have been no further issues with bags dumped on the highway.

Graffiti, Piccadilly: examples of successful proactive engagement with building owners and use of Community Protection Warnings to address the impact of graffiti on the visual environment.



5.9 **Proactive Student Approach (Noise/ASB):** Successful initiatives and partnerships such as the 12 Streets Project in Fallowfield/Withington have helped to drive down student noise complaints and increased the level of messaging to students regarding their behaviour off campus. Officers also

carry out proactive visits when they learn of or are made aware that student events are taking place to try and mitigate any disturbance. In addition to this, officers increase student area patrols during summer months and at the beginning of the academic year, when more outdoor parties take place, to engage, educate and warn of potential consequences of nuisance behaviour

Case Study 6. Student Noise - Preventative Work

A local resident raised concerns with the team that a group of students were planning and advertising a party that was to take place in a local park. Concerns were raised regarding noise and anti-social behaviour. Officers contacted the park manager and confirmed that the party was not authorised by them. Officers then engaged the student organisers and explained that the party could not go ahead and the potential consequences of proceeding. Observations of the park and surrounding properties were undertaken before and during the time of the planned party to ensure the event did not go ahead.

- 5.10 **Proactive Licensing Activity:** this activity reflects visits to licensed premises, monitoring of temporary event notices, safeguarding and vulnerability visits to student venues, pre-event visits and monitoring of premises operating in high demand/high footfall areas such as Peter Street, Stevenson Square and Deansgate or district centres such as Fallowfield and Moston Lane. These activities totalled 1698 with a high proportion of these visits taking place across weekends or at night.

Case Study 7. Proactive Licensing

Multi Agency Work May 2024 (Moston Lane - PSPO): A multi-agency operation was conducted along Moston Lane in response to issues raised by local residents, including street drinking, during a Partner & Communities Together meeting (PACT).

LOOH officers attended a day of action along with colleagues from ASBAT, Neighbourhood Compliance, Greater Manchester Police and Parking Services. The agencies and departments worked alongside each other to address the variety of concerns raised by residents. Prior to the operation, signage was placed along Moston Lane, to make members of the public aware of the PSPO in place to tackle nuisance drinking in public.

LOOH, ASBAT and GMP engaged with members of the public to provide advice and information around the PSPO in place and provided details of the various support services available to individuals. Visits were also made to several premises that operate along Moston Lane and surrounding areas with LOOH providing information around the PSPO and reminding licensed premises of their obligations under The Licensing Act 2003 to ensure the licensing objectives were being upheld.

LOOH continue to monitor the area throughout evenings and weekends in addition to weekdays and outcomes will be measured using feedback from future PACT meetings.

Boxing and Ultimate Fighting Championship events: these events are considered high risk when they are screened in licensed premises. However, due to the shift in these live events being held in the Middle East, licensed premises are often required to apply for a TEN to extend their licensable hours. Whilst there is a considerable amount of work undertaken in the build-up to the screening such as reviewing risk assessments and multi-agency visits with GMP, it is necessary that the events are monitored to ensure that the standards that have been outlined are maintained and executed. Any non-compliance or issues that arise would then be used as evidence in any subsequent applications to extend hours. This proactive approach with operators has ensured that screenings are well managed, and no notable issue have arisen during screenings.

- 5.11 **Proactive – Events:** The team conduct pre-event visits around major events in the city to ensure they are safe and compliant. This includes considering any licence applications and making representations, attending Safety Advisory Group (SAG) and Multi Agency Partnership (MAP) meetings with internal and external partners/agencies. These meetings provide a platform for discussing and advising on public safety or concerns at an event. They aim to support event organisers with the planning, and management of an event and to encourage cooperation and coordination between all relevant agencies making clear our standards and expectations.
- 5.12 During events such as Parklife, Caribbean Carnival of Manchester, Etihad and Coop Live concerts, the team conducts compliance checks to ensure that event plans are followed and any issues arising are addressed, in order to achieve a safe and compliant event. Following events, the team is also represented at the de-brief to feed in lessons learned and help in the planning of safe future events. The team is also engaged in tackling unauthorised activity outside event sites including street trading and licensing compliance activity which can negatively impact on residents in the vicinity.

Case Study 8. Proactive Events

Caribbean Carnival of Manchester 2023: Detailed planning took place to ensure a successful Carnival within the park and to limit any adverse impacts on residents as a result of activity taking place outside of the park. Officers worked closely with colleagues from a range of departments and GMP to ensure that the event operated in line with the event management plans and licensing conditions and that illegal street trading and noise nuisance issues external to the event were addressed. Noise Abatement Notices were issued on properties where loud parties were taking/had taken place and illegal street traders were challenged, issued warning letters, and moved on. The approach delivered a

successful Carnival and reduced disturbance experienced by residents in the surrounding area. This approach is being developed and built on for the event planned for August 2024.

Great Manchester Run / MC Trophy Parade: On 26th May 2024 Manchester hosted two major events in the city centre. The first being the Great Manchester Run followed by Manchester City's trophy parade. From 08:00 officers were proactively patrolling the Deansgate area to ensure businesses, whose waste had not been collected before the road closures, removed it from the highway to ensure the city looked its best. Officers also worked with Biffa to make sure any accumulation of waste was removed and public bins that had become full were emptied. The team came across an unlicensed ice cream van that had looked to capitalise on the events and secured its removal. In the build-up to the parade itself, officers spent a considerable amount of time engaging with businesses on the parade route ensuring that all furniture including A-Boards and tables and chairs were removed well in advance of crowds. Premises, including off licenses, were also engaged to ensure that they were not serving alcohol to anyone that would not be consuming it within their own premises. The team remained ever-present throughout the day dealing with the high numbers of out-of-town pedlars that had now arrived. A lot of work was undertaken to ensure that, as many as possible, stayed away from the route itself so as not to cause an obstruction and those that did not have the right permissions to trade were made to cease or risk being prosecuted.

6.0 Licensing Applications

- 6.1 This area of work includes assessing and responding to all new premises licence applications, temporary event notifications and licence variations, assessment of table and chair and pavement licence applications. There has been a combined total of 2,470 licence applications dealt with by the team in 2023/24.
- 6.2 In undertaking the Environmental Health function, in relation to noise and licensing enforcement, the team is a Responsible Authority under the Licensing Act 2003. This includes, assessing all applications and making representations/objections, where necessary to ensure the licensing objectives are upheld. The number of applications received has increased from 1643 to 2,470 which is an increase of approximately 50% since 2016/17. Officers attend to present evidence to the licensing sub-committee when required.
- 6.3 There has also been a significant rise in Table & Chair/Pavement licence applications, increasing by 197% since 2016/17. This is partly due to new legislation, brought in during Covid and subsequently maintained, which has seen a growth in the activation of external space.

- 6.4 Suspended licence visits are completed when the team is notified by the Licensing Unit that the licence holder has failed to make the required payment in respect of the annual fee. Officers ensure that the responsible persons are aware of the suspension and that no licensable activity is taking place at the premises. This activity supports the collection of income for the authority and challenges the potential for unlicensed activity taking place, thus upholding the licensing objectives.

Case Study 9. Assessment of Licence Application

Since March 2024, Officers have made representation against three premises licence applications for 24hr alcohol rapid delivery services.

Representations in relation to these applications were made on the basis that the licence applied to storage units that were not accessible 24hrs a day; and the applicants failed to adequately demonstrate how they would mitigate against the risk associated with 24hrs alcohol delivery service i.e. causing disturbance to nearby residents; alcohol being delivered to public drinking hotspot areas; delivery to people who are already drunk or who may be drinking in breach of a PSPO; age verification checks/proxy sales and in general raising concerns on how the licence holder would uphold the licensing objectives where the business model is very different from that of other off-licensed premises, where there is direct supervision when a customer places an order for alcohol.

To date, officers working alongside colleagues in Public Health have taken two of these applications (the remaining application is at committee in July) to licensing committee hearings this year. Both these applications were refused, with the committee upholding and agreeing with officers' concerns. Due to the ongoing work with Public Health, officers have been invited to attend the next Greater Manchester Public Health and Licensing meeting to explore how GM Authorities can become more aligned in their approaches to 24hrs delivery services and discourage cross border operations.

7.0 Temporal Demand

- 7.1 As well as dealing with the differing geographical demands of a citywide service there is also a marked difference in the nature of the work the team deals with when changing from day to night shifts and across the weekend. On a Friday and Saturday night the City Centre becomes a regional destination of choice for people wanting to enjoy the night-time economy offer, as do other district centres such as Chorlton and Fallowfield.
- 7.2 Some areas of the city change dramatically at night and the need for compliance resources is significant compared to the daytime demand e.g. The Village, Northern Quarter, Rusholme, Peter Street, Deansgate, West Didsbury, Chorlton and Fallowfield/ Withington. The nature of this demand changes too, whereas main shopping areas such as Market Street have a high demand

during the day they have little or no demand at night, due to the lack of licensed venues or residential properties.

7.3 The continuous evolution of the city with its mixed use has created greater demand from businesses and residents. Tackling these issues requires a sustained effort and a joint approach from partners. The strengthening of partnership working and the intelligence/ information sharing approach assists in addressing these issues. Established partnership structures include:

- **Pacesetter** – weekly meeting attended by the team, the Licensing Unit and GMP to review any incidents from the previous weekend and agree follow up actions
- **Integrated Neighbourhood Management (INM) meetings** - weekly, city centre focussed multiagency group including a wide remit of internal and external partners
- **Licensing Multi-Agency - fortnightly meeting** attended by responsible authorities, feeds into Nighttime Economy Group
- **Action Planning** for persistently problematic premises/areas takes place and this is overseen by the Nighttime Economy Partnership group.

7.4 Due to the team's presence over 7 days, officers are in a unique position to be able to gather intelligence to support other teams, partners and services. This activity also contributes to understanding the overall picture of how the city operates across both day and night.

7.5 The team also carries out compliance work at the request of other teams that do not routinely work outside of standard hours. Compliance activities on behalf of teams includes:

- checking ownership details of food premises that only open in the evening and monitoring premises, that have been closed due to poor hygiene standards, to ensure they remain closed.
- gathering evidence for PSPO interventions or other relevant enforcement action in collaboration with ASBAT Team,
- monitoring premises on behalf of Planning Enforcement for breaches.

8.0 Challenges and Future Initiatives

8.1 Addressing consistent non-compliance where the penalties are not a sufficient deterrent is challenging. This is particularly the case with Pedlars and Shisha Premises (in respect of non-compliance with the Health Act 2006) and therefore the team is constantly exploring with partners, at both a national and local level different and novel approaches to address these challenges to achieve long-lasting compliance.

8.2 An example of successful partnership working is the provision of a Welfare Unit to help address issues of vulnerability and safety within the nighttime economy. Providing this service, which is funded via the Community Safety Partnership, helps relieve the pressure on emergency services such as GMP and North West Ambulance Service who would otherwise, end up dealing with

minor welfare issues because there was no other provision. This would stretch already limited resources by having to respond to call outs that did not need an emergency response. The Welfare Unit also provides a point for the venue operators as well as the voluntary groups such as Student Angels to direct individuals that may just need a place to charge their phone or a place to wait safely for their friends. The Unit is currently run by St John Ambulance from a room within the Great Northern complex. Unfortunately, this is due to end shortly due to renovation work and a suitable alternative fixed location is currently being sought to ensure the welfare provision can continue as it is a valuable asset in achieving the reduction of on street vulnerability.

- 8.3 The continued provision of the Welfare Unit is just one of the ways that the team is working in partnerships with Council and external colleagues, working in an Our Manchester way to maximise safety and reduce vulnerability in the nighttime economy. This includes undertaking safeguarding visits to venues and actively promoting training opportunities and best practice to the licensed trade and strengthening links with White Ribbon and Safety of Women at Night initiatives. These initiatives together aim to end male violence against women and girls and to help improve safety for all women in the nighttime economy with a specific focus on employers with a female workforce who work between 6pm and 6am. The team is actively collaborating on the refresh and promotion of the Good Night Out Guide and the development of the WalkSafe app.
- 8.4 The Council's current Clean & Green Agenda provides an opportunity for a refreshed focus on place-based issues. Garnering a collaborative focus on the wider public realm; looking at the space in its totality and the issues that impact the physical environment alongside infrastructure and investment opportunities. The team will play a crucial role in the delivery of this agenda through the work it undertakes, particularly in the city centre.
- 8.5 The Team is involved in work being delivered by Manchester Music City to support the music scene in Manchester. Involvement with the organisation's work presents an opportunity for a new forum for dialogue with small and medium grass roots music venues, to build on existing relationships with the industry and provide ongoing support and guidance to their operations.
- 8.6. A safe and well managed City is crucial to its continued growth and its reputation as a place where people want to visit, live or work. As the city grows, along with the cultural offer both during the day and nighttime economy, the team will continue to play a pivotal role in ensuring Manchester's reputation as a destiny of choice is maintained.

9.0 Recommendations

- 9.1 Members are asked to consider and comment on the report.