

**Manchester City Council
Report for Information**

Report to: Communities and Equalities Scrutiny Committee – 8 October 2024

Subject: Overview Report

Report of: Governance and Scrutiny Support Unit

Summary

This report provides the following information:

- Recommendations Monitor
- Key Decisions
- Work Programme

Recommendation

The Committee is invited to discuss the information provided and agree any changes to the work programme that are necessary.

Wards Affected: All

Contact Officer:

Name: Charlotte Lynch
Position: Governance and Scrutiny Team Leader
Telephone: 0161 219 2119
Email: charlotte.lynch@manchester.gov.uk

Background documents (available for public inspection):

None

1. Monitoring Previous Recommendations

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

Items highlighted in grey have been actioned and will be removed from future reports.

Date	Item	Recommendation	Action	Contact Officer
21 May 2024	Support for People Leaving Prison	That further information on the policies and risk and qualitative assessments undertaken at transitional accommodation be provided.	A response to this recommendation has been requested.	GM Probation Service
21 May 2024	Support for People Leaving Prison	That further information on the structures, governance arrangements and response criteria for CAS-3 accommodation provided.	A response to this recommendation has been requested.	GM Probation Service
21 May 2024	Support for People Leaving Prison	That further information on the work undertaken with young offenders to provide support upon release from custody be provided.	A response to this recommendation has been requested.	GM Probation Service
21 May 2024	Support for People Leaving Prison	That further information on the number of care leavers placed in CAS-3 accommodation be provided.	A response to this recommendation has been requested.	GM Probation Service
21 May 2024	Support for People Leaving Prison	That further information on the number of CAS-3 and AfEO accommodation units within each ward in Manchester be provided.	A response to this recommendation has been requested.	GM Probation Service
25 June 2024	Manchester Volunteer Inspire	That a report on the development of an incentives offer for volunteers be	An update on this is likely to be available and provided to the	Shefali Kapoor

	Programme (MCRVIP)	provided to the committee when available.	committee towards the end of the year.	
16 July 2024	Update on Advice Services in the City	That further information on the indicative monitoring and evaluation methods for the contract be provided.	A response to this recommendation has been requested.	Rob McCartney Nicola Rea
16 July 2024	Update on Advice Services in the City	That detail on the delivery plan of the contract for the next 6 months be provided to committee members.	A response to this recommendation has been requested.	Rob McCartney Nicola Rea
3 September 2024	Update Report on the Wider Work of the Homeless Service	That further information on where temporary accommodation for single people was located in the city	A response to this recommendation has been requested.	Rob McCartney Nicola Rea

2. Key Decisions

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

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

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

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

There are currently no Key Decisions currently listed within the committee's remit.

**Communities and Equalities Scrutiny Committee
Work Programme – October 2024**

Tuesday 8 October 2024, 2.00pm (Report deadline Thursday 26 September 2024)

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Building Stronger Communities Together Strategy 2023-26 Action Plans	To receive a report on the development and key priorities of action plans arising from the Building Stronger Communities Together Strategy 2023-26 and to include further information of the wards where the pilot activities will be tested and delivered, as requested by the committee at its meeting on 10 October 2023.	Councillor Midgley	Shefali Kapoor Samiya Butt	See October 2023 minutes.
Making Manchester Fairer	To receive a report on the themes of communities and power and tackling structural racism and discrimination within the Making Manchester Fairer programme and what community engagement is undertaken on this.	Councillor Midgley	Cordelle Ofori Sharmila Kar Shefali Kapoor	
Operation Treacle	To receive a report on partnership operations to address seasonal increases in anti-social behaviour associated with Bonfire Night.	Councillor Bridges Councillor Igbon	Neil Fairlamb Sam Stabler	
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.	-	Scrutiny Support	

Tuesday 5 November 2024, 2.00pm (Report deadline Thursday 24 October 2024)

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Violence Against Women and Girls	To receive a report on the work being undertaken to address violence against women and girls, with particular reference to tackling female genital mutilation (FGM).	Councillor Midgley	Neil Fairlamb Sam Stabler	
2025/26 Budget Proposals	To receive a report outlining the budget position for 2025/26 and progress in reaching a balanced budget, including preliminary savings and investment options.	Councillor Akbar Councillor Bridges Councillor Midgley Councillor Hacking Councillor Igbon	Tom Wilkinson Neil Fairlamb	
Child Friendly City	The scope of this report is to be determined.	Councillor Reid	Paul Marshall	
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information, including a quarterly update on crime statistics for noting.	-	Scrutiny Support	

Tuesday 3 December 2024, 2.00pm (Report deadline Thursday 21 November 2024)

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Crime and Policing	Following the item considered at the January 2023 meeting, to receive a further update on crime and policing in Manchester, including issues; areas for improvement; communications work; public confidence levels; changes in Neighbourhood Policing shift patterns and the rationale behind this; GMP's journey to improvement; and statistics on crime levels across the city.	Councillor Bridges	Neil Fairlamb Sam Stabler	Invite guests from GMCA and GMP.
Community Safety Partnership Overview	To receive an update on the work of the Community Safety Partnership since the last report in November 2023, including progress with the Community Safety Strategy; outcomes; deliverability of priorities and objectives; and how these were monitored. Information on bonfire and water safety and violence and aggression toward emergency services workers has also been requested. Feedback from T&F Group.	Councillor Bridges	Neil Fairlamb Sam Stabler	
Serious Violence Update	To receive an update on the progress made on developing Manchester's approach to tackling serious violence, including progress on actions arising from the Joint Targeted Area Inspection (JTAI) which took place in 2023.	Councillor Bridges	Neil Fairlamb Sam Stabler	
Our Manchester Strategy 2025-2035	To receive the draft Our Manchester Strategy 2025-2035.	Councillor Craig	James Binks Peter Norris	To be considered by all Scrutiny Committees.

VCSE Infrastructure Contract Quarter 2 Update	To receive an update on the VCSE Infrastructure Contract as requested by the Committee. The committee requests that this be demonstrated through a RAG rating. Based on areas for concern, areas for improvement and areas of good progress.	Councillor Midgley	James Binks Keiran Barnes	See December 2023 minutes.
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.	-	Scrutiny Support	

Tuesday 14 January 2025, 2.00pm (Report deadline Thursday 2 January 2025)

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Age Friendly Manchester Strategy and Delivery Plan Deep-Dive	To undertake a 'deep dive' exercise into the Age Friendly Manchester Strategy and Delivery Plan, including the offer to older people. Members have specifically requested that this includes benchmarks against other Core Cities and further information on the specific interventions in play to support an increase in awareness of pension credit and increase in the number of people in receipt of pension credit.	Councillor T Robinson	Cordelle Ofori Phillip Bradley Naomi Davies	See December 2023 minutes.
Migration	To receive a report on the support provided to migrants arriving and living in Manchester, including the challenges experienced and positive impacts for the city.	Councillor Midgley	Rob McCartney Nicola Rea	See May 2023 minutes.
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.	-	Scrutiny Support	

Tuesday 11 February 2025, 2.00pm (Report deadline Thursday 30 January 2025)

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Manchester Sport and Physical Activity Annual Update	To receive an update on progress that has been made by Manchester Active in the development and achievement of the Manchester Sport and Physical Activity Strategy. The committee requests that this report includes benchmarks against other Core Cities and, following the 2024 Paris Olympics, details on the number of Manchester-based athletes who have competed in the Olympic Games since Manchester hosted the Commonwealth Games in 2002.	Councillor Hacking	Neil Fairlamb Yvonne O'Malley	
European Capital of Cycling 2024 Annual Update	To receive an update on progress in 2024 in which Manchester has been European Capital of Cycling, with particular reference to progress with the BMX track at the National Cycling Centre and the uptake of young people in cycling.	Councillor Hacking Councillor Rawlins	Neil Fairlamb John Rooney Yvonne O'Malley Rob Scott	
2025/26 Budget	To receive a report outlining the budget position for 2025/26 and progress in reaching a balanced budget, including savings and investment options.	Councillor Akbar Councillor Bridges Councillor Midgley Councillor Hacking Councillor Igbon	Tom Wilkinson Neil Fairlamb	

VCSE Infrastructure Contract Quarter 3 Update	To receive an update on the VCSE Infrastructure Contract as requested by the Committee. The committee requests that this be demonstrated through a RAG rating. Based on areas for concern, areas for improvement and areas of good progress.	Councillor Midgley	James Binks Keiran Barnes	See December 2023 minutes.
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information, including a quarterly update on crime statistics for noting.	-	Scrutiny Support	

Tuesday 4 March 2025, 2.00pm (Report deadline Thursday 20 February 2025)

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Annual Public Sector Equality Duty Report 2024/25	To receive the draft Annual Public Sector Equality Duty Report, which details how the Council met its Public Sector Equality Duty in 2024/25, with an update on the delivery of the 2024-28 Equality Objectives and how progress is being monitored.	Councillor Midgley	Fiona Ledden Sharmila Kar	
Manchester Libraries Update	To receive an update on the work of the Libraries Strategy and to present future plans for the city's libraries. The committee requests that this report includes benchmarks against other Core Cities.	Councillor Hacking	Neil Fairlamb Neil MacInnes	
Digital Inclusion Update	To receive an update on the Council's digital inclusion work including the development and implementation of the Digital Inclusion Action Plan, since the last report to the committee in March 2024. The committee requests that this report includes benchmarks against other Core Cities and that it includes information on how online safety is promoted through Digital Inclusion work.	Councillor Hacking	Neil Fairlamb Neil MacInnes Philip Cooke	
Overview Report	The monthly report includes the recommendations monitor, relevant key decisions, the Committee's work programme and any items for information.	-	Scrutiny Support	

Items To Be Scheduled

Item	Purpose	Executive Member	Strategic Director/ Lead Officer	Comments
Building Stronger Communities Together Strategy Update	To receive a report that provides a 12-month update on progress of the Building Stronger Communities Together Strategy.	Councillor Midgley	Shefali Kapoor Samiya Butt	To come in 2025/26 municipal year.
Equality Objectives 2024-2028 Year 1 Delivery Plan Progress Update	To receive a report on the progress to date since the last update in June 2024 on the delivery of the delivery plan for the 2024-28 Equality Objectives. Members previously requested that this report also include a response to the committee's recommendation that a group be established to ensure delivery of the plan is on track and impact is monitored with a timeline for the development of this; measures and milestones to identify progress with the culture change required to embed equality, diversity and inclusivity (EDI) principles across the Council; further detail on stakeholder engagement and feedback; and comparisons of the Council's approach to and delivery of Equality Objectives to that of other Core Cities.	Councillor Midgley	Fiona Ledden Sharmila Kar	See June 2024 minutes. March 2025 TBC
Advice Services in Manchester	To receive a report on the advice services within Manchester with information on the outcomes achieved through the City-wide Advice Service contract. The committee have also requested that the report include information on the work undertaken to address barriers to accessing services.	Councillor Midgley	Neil Fairlamb Rob McCartney Nicola Rea	See July 2024 minutes. To be considered around July 2025.

4. Items for Information

In response to members' concerns and queries at the previous meeting, the Homelessness Service has provided the following information.

Temporary Accommodation across wards

Please find below a breakdown of Temporary Accommodation and Supported accommodation placements for singles by ward.

The table shows the number placed by ward at the end of Dec 22 and end of Aug 24 with an accompanying change in numbers.

	Dec-22			Aug-24			Total change
	Temporary Accommodation	Supported Accommodation	Total	Temporary Accommodation	Supported Accommodation	Total	
Ardwick	157	136	293	41	136	177	-116
Clayton & Openshaw	27	85	112	25	85	110	-2
Whalley Range	13	87	100	13	87	100	0
Ancoats & Beswick	54	25	79	57	25	82	3
Hulme	25	61	86	21	61	82	-4
Rusholme	20	74	94	5	74	79	-15
Harpurhey	71	30	101	44	30	74	-27
Woodhouse Park	65	0	65	64	0	64	-1
Miles Platting & Newton Heath	27	28	55	27	28	55	0
Withington	42	10	52	41	10	51	-1
Levenshulme	45	19	64	30	19	49	-15
Crumpsall	73	18	91	27	18	45	-46
Moss Side	26	23	49	21	23	44	-5
Old Moat	24	38	62	3	38	41	-21
Chorlton	39	0	39	39	0	39	0
Fallowfield	1	25	26	1	25	26	0
Gorton & Abbey Hey	22	8	30	16	8	24	-6
Sharston	0	22	22	1	22	23	1
Cheetham	44	20	64	2	20	22	-42
Burnage	0	20	20	0	20	20	0
Northenden	11	0	11	19	0	19	8
Longsight	21	4	25	14	4	18	-7
Didsbury West	1	13	14	1	13	14	0

Piccadilly	18	0	18	7	0	7	-11
Moston	11	0	11	6	0	6	-5
Charlestown	3	2	5	4	2	6	1
Didsbury East	0	0	0	5	0	5	5
Higher Blackley	1	0	1	4	0	4	3
Baguley	0	0	0	2	0	2	2
Brooklands	3	0	3	0	0	0	-3
Deansgate	11	0	11	0	0	0	-11
Chorlton Park	0	0	0	0	0	0	0
Manchester			146			128	
Total	718	748	6	540	748	8	-297

The data shows that within those 20 months there has been an overall reduction of 297 placements which principally relates to a reduction in hotel placements for singles. At the end of August 2024, the highest placements were in Ardwick, Clayton & Openshaw and Whalley Range. The two northern wards within the top 10 were Harpurhey (7th highest) and Miles Platting & Newton Heath (9th highest). The placements in these two wards significantly relate to long term MCC managed shared houses, which have been in operation since the 1980s. The schemes have robust management practices in place designed to reduce the impact on the local community.

Nevertheless, the Homeless Service is committed to finding new MCC managed temporary accommodation across the city with new schemes including 16 units at Moor Road (Brooklands Ward); 24 units at Poplars (Rusholme Ward); 16 units at Fulmead (Cheetham Ward); 19 units at Brownley Road (Woodhouse Park Ward); 12 units at Longmire (Northenden Ward). In addition, SHAP (Single Homeless Accommodation Programme) scheme units is funding the delivery of 24 units in Ardwick and 12 units in Whalley Range.

Telephones

Telephone response times remain a key challenge for the service. We have increased the number of assessment officers assigned to call responses to 10 FTEs at any given time. This is within a maximum group of assessment officers of 55 FTEs. The service has to balance its resources between the number of staff available for answering the telephone alongside the need to progress homeless applications and provide advice and information to address people's housing needs. The Council's budget position is challenging and there is no available budget to increase the number of assessment officers that we have to more than 55. As promised in previous scrutiny meetings we have recruited to the Hubs as well as the wider team to reflect the demand.

We currently have 9 vacancies with 3 new starters commencing in post in the next 3 months. Staff turnover at Housing Solutions is high due to promotions within the service or within the wider Council.

In the last 12 months, 16 officers have moved on from a Housing Solutions Officer role. Of those, 10 have moved as a result of a promotion; 2 have moved to similar grade roles elsewhere within the council; 2 have moved to roles outside of the Local Authority (salaries undisclosed) and 2 have retired.

Homelessness Customer Portal

The implementation of the new Homelessness Customer Portal is being introduced with the intention of making accessing homelessness assistance significantly easier for both applicants and any organisations that support people who may be threatened with homelessness. It will allow the service to effectively triage cases and then offer a mutually convenient appointment, including same-day appointments as needed. These appointments will be offered to applicants who may be homeless that day and in need of emergency accommodation. Customers will have an opportunity to make an application for assistance at a time which is convenient to them and, in cases where people may be experiencing domestic abuse, when it is safe to do so.

The current routes to accessing support from the Housing Solutions Service are via the telephone or through professionals using the online Duty to Refer Portal. The main telephone service receives an average of 180 calls per day, yet of those only an average of 5% of cases require emergency accommodation that day.

Feedback from local services such as day-centres is that they would prefer to work with people in completing an online form rather than supporting them with accessing the phone system, especially for those who are neurodiverse and may struggle using the telephone for an assessment.

The experience of 3 other GM Local Authorities who already use the online form (Tameside, Rochdale and Oldham) is that the implementation of an online form meets the initial customer need of advising the Local Authority of their homeless situation and reduces the demand on the telephone service.

All 3 Authorities advised that they benefited from a reduction in telephone calls and data inputting by officers as well as an increase in contact details received from Statutory organisations for Duty to Refer cases, all of which enabled officers to investigate more quickly and provide appropriate and relevant advice and information to applicants.

The proposed introduction of the Portal will be a phased approach, over 6 weeks, thereby allowing us to closely monitor customer uptake; any impact on other access

routes; our performance including response times, appointment availability and ongoing staffing resources.

The introduction of the portal is an extension of the existing access routes for customers as well as the Duty to Refer process, which we see as enhancing our current access arrangements, we will still offer a telephone service for people who prefer to contact us via the telephone.

We accept that it has taken us slightly longer to deliver the portal than initially expected in order to ensure that a full exploration of accessibility requirements had been delivered by the IT provider.